

Agenda Item No.

HOUSING & SAFER COMMUNITIES – ANNUAL SERVICE REVIEW REPORT 2023/2024

Report by: John Mills, Head of Housing Services

Wards Affected: N/A

Purpose

To present an overview of the Service, detail the service planning, change and improvement work undertaken in 2023/24 and to provide an assessment of performance to inform scrutiny and future service planning.

Recommendation(s)

The scrutiny committee is asked to:

- consider and comment on the remodelled 'annual service review' report format and related products
- review the progress and performance of Housing Services for 2023/24 and the activity undertaken in 2024/25 to date
- note the Service planning objectives for 2024/25 and the three-year direction of travel

Resource Implications

There are no resource implications arising from this report.

Legal & Risk Implications

There are risks in not meeting Best Value requirements that can lead to additional monitoring/audit, external intervention and/or loss of public confidence.

Impact Assessment

An EqIA is not required as this report does not propose any changes to policies or services.

Consultation

Consultation is not required as the report does not propose a change to existing policies and practices.

1.0 Purpose of this report

1.1 This is the Housing Services Annual Review for 2023-24. It looks back over the previous year and assesses how the service has performed in relation to its priorities and challenges and looks forward to the changes and improvements that need to be considered next and the Service's priorities for the next 12 months.

1.2 In the report you will find:

- An overview of the Service's roles and responsibilities
- Budget and workforce information to put service delivery into context
- The key priorities the Service has been working to and how these relate to the Plan for Fife and council reforms
- An assessment of how the service has performed in relation to these priorities
- Objectives and themes for service delivery, change, and/or improvement going forward

This information is then used to inform annual service planning and the strategic direction of the service over the next three years.

1.3 This approach to annual review and reporting is part of the Council's updated public performance reporting and scrutiny arrangements. More information on that and how the Council performs and compares with other local authorities can be found online here www.fife.gov.uk/performance

1.4 Performance information and related case studies for Housing and Safer Communities are available online. www.fife.gov.uk/performance

2.0 Service Overview

Key role and responsibilities 2023/24

2.1 Housing Services aim to provide housing choices for people in Fife and have established a range of housing outcomes to help provide everyone with access to a safe, high-quality home that is affordable and meets their need and aspirations. To help achieve this ambition, as well as promote equality in housing and help eradicate poverty, the following five priorities have been established through the Local Housing Strategy 2022-2027:

- Ending Homelessness
- More Homes in the Right Places
- A Suitable Home
- A Quality Home
- A Warm Low Carbon Home

2.2 The Service is part of the Communities Directorate and manages landlord services to over 31,000 council houses in Fife by managing housing lists, letting void properties, supporting tenants' rights, ensuring tenants meet their responsibilities, assisting to help sustain tenancies and improving house condition through repairs and maintenance.

- 2.3 In addition to this, over 2,500 homeless households are supported per year by preventing homelessness, offering advice and support, providing temporary accommodation, assisting households to access permanent accommodation and by working with the voluntary sector to provide additional services.
- 2.4 The Local Housing Strategy supports the Plan for Fife, principally through the 'Thriving Places' theme where it has the lead responsibility for increasing the supply of new housing and improving housing conditions in the private sector. Links to other key plans include the delivery of specialist housing and adaptations through the Health and Social Care Strategic Plan and the delivery of energy efficiency home improvements through Fife's Climate Change Action Plan.

Budget breakdown 2023/24

- 2.5 Housing & Safer Communities includes both General Fund Housing (GFH) and the Housing Revenue Account (HRA). GFH sits within the General Fund whilst the HRA is a separate ring-fenced account. The tables below outline the financial position for both GFH and HRA.

General Fund (GFH)

	Net Expenditure Budget by Business Area	Provisional Outturn	Variance	Budgeted FTE by Business Area
	23/24	23/24	23/24	23/24
	£m	£m	£m	FTE
Private Landlords & HMO	0.020	-0.060	-0.079	11.16
Safer Communities	3.065	2.991	-0.074	75.27
Management & Support	0.609	0.555	-0.054	0.00
Affordable Housing	0.000	0.000	0.000	0.00
Private Housing Investment	2.431	2.514	0.083	6.50
Homelessness	7.001	7.537	0.536	47.78
Other Housing Initiatives	0.972	0.882	-0.090	19.67
Housing Support Services	1.622	1.661	0.040	12.88
Total Net Expenditure	15.719	16.080	0.361	173.26
	Gross Expenditure Budget	Provisional Outturn	Variance	
	23/24	23/24	23/24	
	£m	£m	£m	
Employee Costs	8.816	8.706	-0.110	
Premises Related Expenditure	6.528	9.590	3.062	
Transport Related Expenditure	0.225	0.251	0.026	
Supplies and Services	2.594	2.898	0.304	
Third Party Payments	11.790	16.726	4.936	
Transfer Payments	0.000	0.007	0.007	
Support Services Charges	2.902	2.915	0.013	
	32.855	41.092	8.237	
	Gross Income Budget	Provisional Outturn	Variance	
	23/24	23/24	23/24	
	£m	£m	£m	
Internal Income	-2.108	-2.207	-0.099	
External Income	-15.028	-22.805	-7.777	
	-17.136	-25.012	-7.876	

- 2.6 Homelessness is a key area of pressure for General Fund Housing. This is largely due to a high number of homelessness presentations and is linked to Housing Emergency.

The service will be required to review how to continue to deliver the homelessness service going forward whilst remaining within budget.

Housing Revenue Account (HRA)

HOUSING REVENUE ACCOUNT			
	Net Budget by Business Area	Provisional Outturn	Variance
	23/24	23/24	23/24
	£m	£m	£m
BUDGETED EXPENDITURE			
Repairs and Maintenance	40.377	44.365	3.988
Supervision and Management	21.338	21.274	(0.064)
Funding Investment:-			
Cost of Borrowing	32.859	30.605	(2.254)
Revenue Contribution (incl CFCR)	27.328	24.497	(2.831)
	121.901	120.741	(1.160)
VOIDS			
VOIDS			
Voids	2.610	2.433	(0.177)
Housing Support costs	(0.474)	(0.483)	(0.009)
Garden Care Scheme	0.449	0.395	(0.054)
Bad or Doubtful Debts	3.150	4.001	0.851
Other Expenditure	11.755	14.062	2.307
	139.392	141.150	1.757
FINANCED BY			
Dwelling Rents (Gross)	(132.249)	(131.901)	0.349
Non Dwelling Rents (Gross)	(3.589)	(3.507)	0.082
Hostels - Accommodation charges	(2.202)	(2.244)	(0.042)
Other Income	(1.352)	(1.434)	(0.082)
	(139.392)	(139.085)	0.307
CONTRIBUTION (TO) / FROM BALANCES			
	0.000	2.064	2.064
Total Budgeted FTE:			
	478.300		

2.7 The withdrawal from balances of £2.064m was used to fund investment into planned projects such as a Fencing Test of Change and additional investment into Disability Adaptations.

2.8 The main area of concern for the HRA is the underachievement of CFCR in year of £2.831m. The CFCR is used to fund the HRA Capital Investment Programme. Any reduction in the CFCR in year directly impacts on the level of borrowing the HRA requires to fund its capital programme. Therefore, an underachievement of CFCR can have a negative impact on the ability of the HRA to continue to deliver the HRA Capital Investment Plan at planned levels. The underachievement of CFCR in 23-24 was caused by overspends elsewhere on the HRA Revenue Account such as Repairs & Maintenance, Bad Debts and Other Expenditure. Going Forward the HRA must address any overspends in year to maintain the CFCR at budgeted levels.

Workforce profile 2023/24

2.6 The workforce comprises 651.56 full time equivalent (FTE) roles.

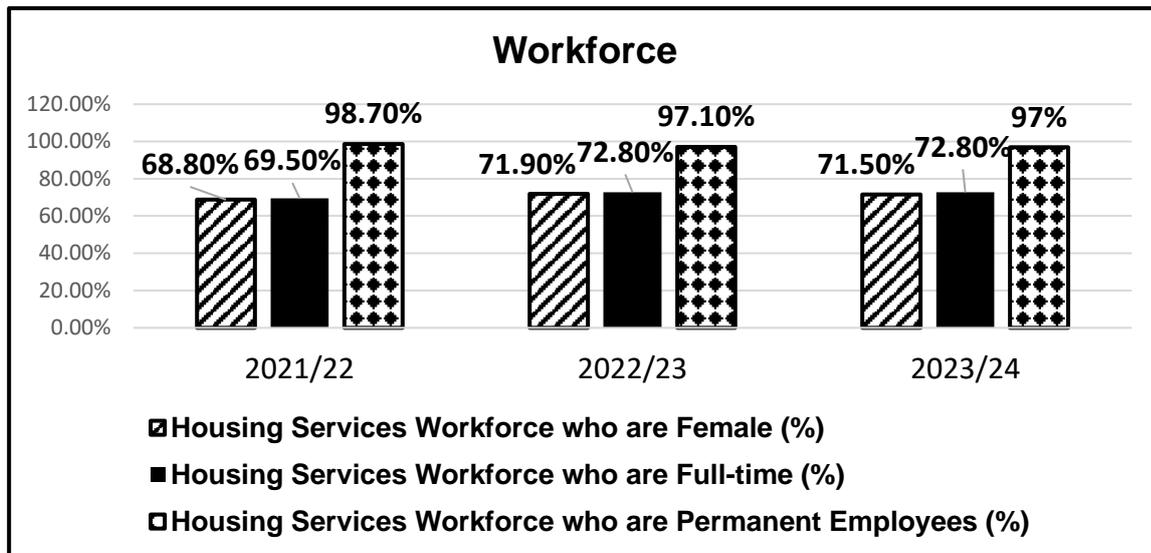
- 73% of staff are full-time employees. This position has remained static between 2022-23 and 2023-24.

- The percentage of workforce who are permanent employees remains high at 97%.
- The workforce is mature, with 33% aged 55 and over and only 10% aged under 29.
- The proportion of female workforce remains dominant at 71.5%.

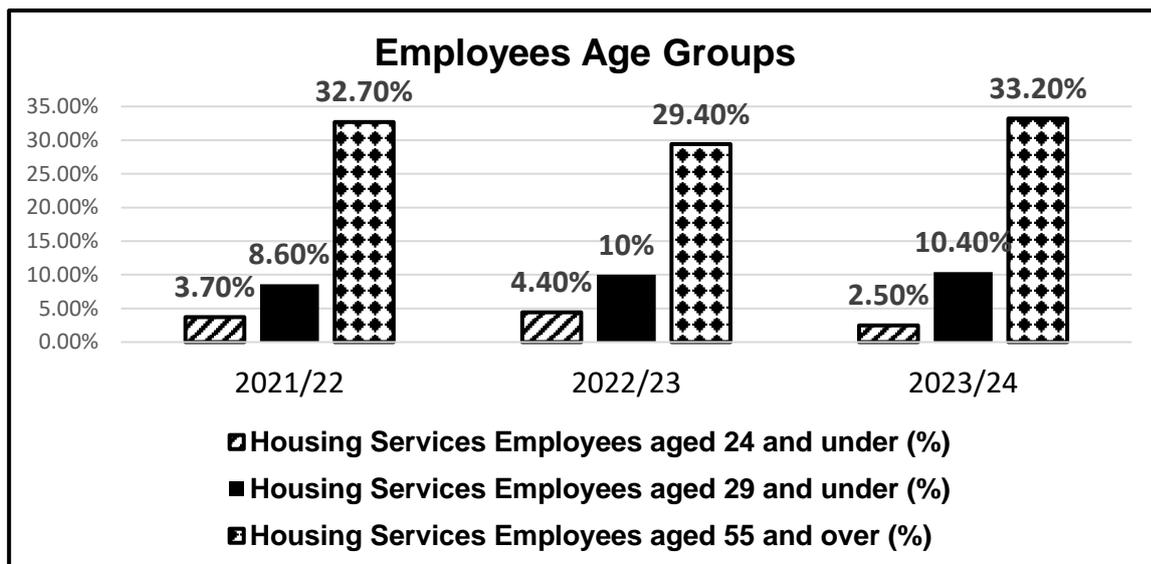
2.7 Attendance has declined over 2023-24 with 14.25 working days lost per FTE, compared with 13.31 days in 2022-23. The average long-term working days lost per FTE is 10.42. The Service is working with the newly established Attendance Management Unit to pilot an attendance management approach.

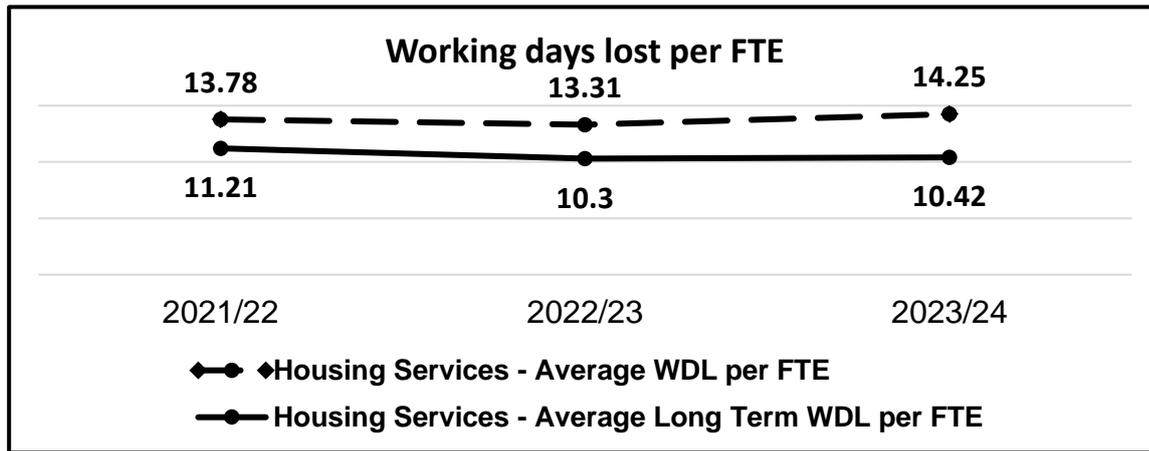
2.8 Trends against key workforce performance indicators are shown below.

Workforce



Employees age groups





3.0 Priorities and Performance

3.1 Service Priorities 2023/24

The service had two strategic priorities in 2023/24 which aligned to the Annual Assurance Statement in 2023. These priorities were to:

1. Reduce homelessness and improve housing access, ensuring statutory duties are met in relation to temporary accommodation.
2. Improve compliance across areas impacting tenant and resident safety, including gas safety, fire and electrical safety and addressing damp & mould in Council housing.

3.2 How we delivered

3.2.1

Priority 1: Reduce homelessness and improve access to housing

What we said

We set out to:

- Enhance monitoring and reporting of temporary accommodation allocations to achieve compliance with statutory duties.
- Significantly reduce the use of B&B / hotel type accommodation and decommission or reprovise other unsuitable accommodation.
- Conclude the Kirkcaldy Sherriff Court Judgement and continue scatter flat flipping to minimise customer transitions.
- Redevelop the housing advice framework to focus on housing options and homelessness prevention.
- Continue the delivery of Rapid Rehousing Transition Plan commitments.
- Improve the management of void properties to reduce the number of days to re-let, void rent loss and enhance access to housing.

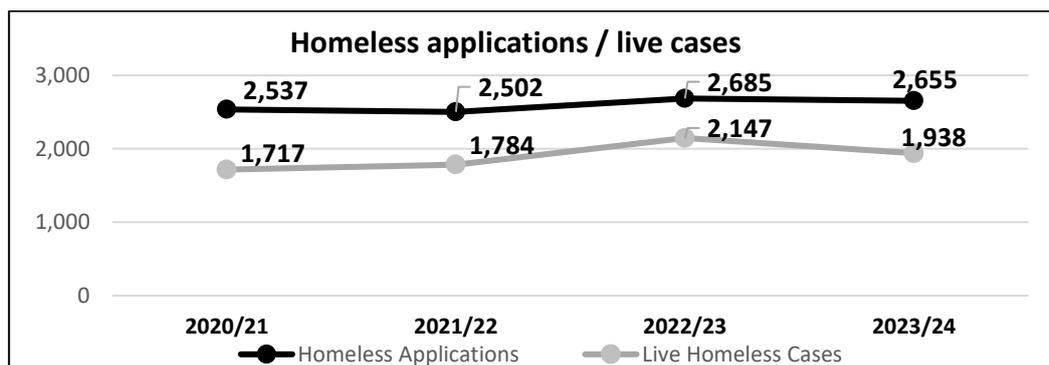
What we achieved

During a time when demand has remained significantly high on homelessness and temporary accommodation, the following improvements have been recorded:

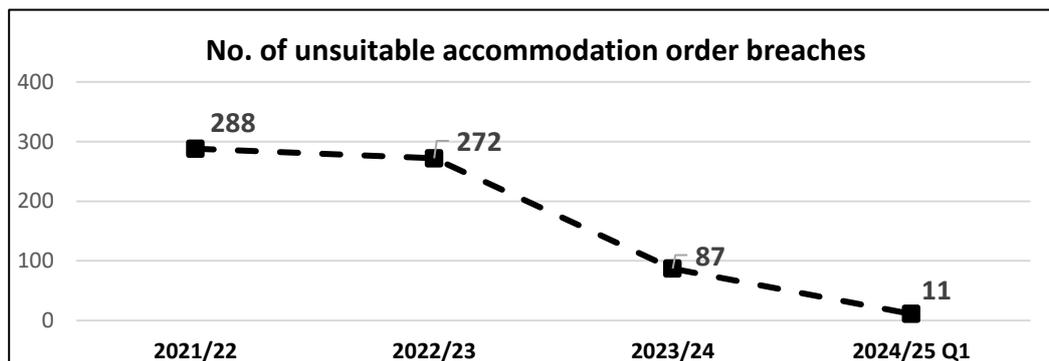
- Homeless presentations recorded a slight decrease (30 presentations) and the number of live cases decreased by 209.
- While statutory duties in relation to temporary accommodation are still being breached, the number of unsuitable accommodation order breaches reduced by 68% in 2023/24.
- 1,669 customers accessed housing information and advice, with 68% of clients prevented from statutory homelessness, through housing options advice. Both are an increase on 2022/23 performance.
- Upscaled the number of live Housing First tenancies to help vulnerable people with complex needs.
- The number of days to relet void properties has reduced to the lowest since pre-covid times (2019/20). This is an outcome of conducting training sessions with area teams to improve processes and communication, close working with Building Services and Orbis to achieve timescales and appointing a default supplier for utilities.

How we know

Homeless Applications and Live Cases



Temporary Accommodation Statutory Requirements



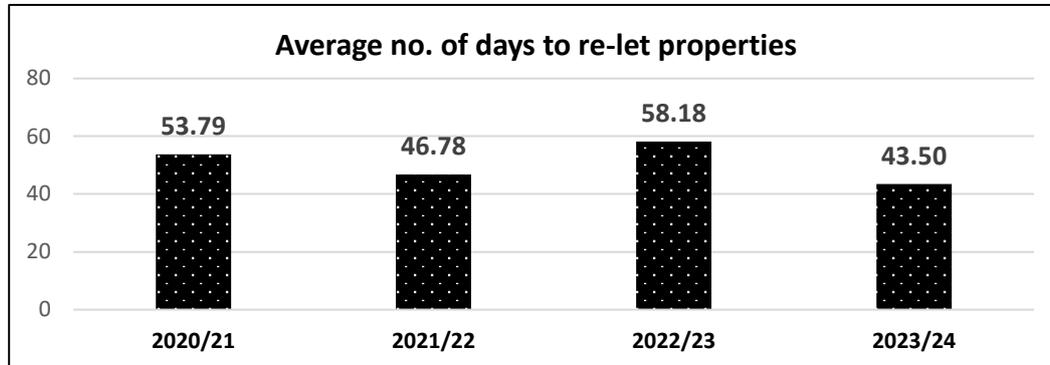
Housing Information and Advice

Indicator	2020/21	2021/22	2022/23	2023/24
Customers accessing housing information and advice	1,448	1,387	1,288	1,669
% of clients prevented from statutory homelessness through housing options advice	52%	44%	58%	68%

RRTP Commitment – Housing First

The number of live Housing First tenancies increased from 25 in 2022-23 to 66 in 2023-24. Appendix 1 is a case study containing context on the project as well as positive examples on the impact this initiative has had on individuals.

Void Properties



3.2.2

Priority 2: Improve tenant and resident safety in housing

What we said

We set out to:

- Eliminate gas safety failures by conducting weekly meetings to monitor gas safety cases below 12 weeks, eliminating no access through integrated working with area teams to support tenants and working with Business Support to eradicate system issues preventing appointments from being scheduled.
- Implement system improvements to ensure compliance with fire and electrical safety can be accurately reported. Progress work through a no access team to allow necessary works to take place and work closely with Building Services to align resources to focus on electrical safety testing.
- Implement a new approach to tackling damp and mould in Council housing with a specialist team in place to provide advice and deliver mitigation works to ensure the risk to tenant health is minimal.

What we achieved

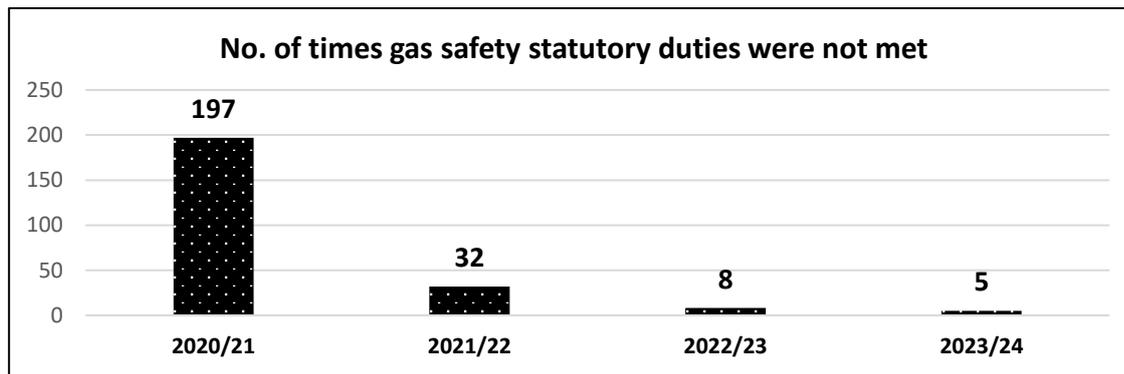
The following improvements have been recorded:

- Non-compliance with gas safety checks reduced from eight in 2022/23 to five 2023/24. Failures were a result of system issues or long-term voids returning to use. No access issues were eradicated as a result of integrated working.
- System improvements have been initiated to allow accurate reporting of fire and electrical safety failures which will allow resources to be targeted more specifically moving forward.
- A proactive approach is in place for dealing with damp and mould, allowing referrals to be dealt with and resolved in a timeously manor.

How we know

Gas Safety

Gas safety failures have reduced on an annual basis since 2020/21. No failures have been recorded over the last 25 week period.



Fire and Electrical Safety

An accurate number of fire and electrical safety failures was not available in 2022/23. Improved data recording within Building Services has allowed precise reporting and has enabled the Housing Asset Management system to be updated to reflect the current actual position in 2023/24 which will support an increased volume of work to be implemented to clear the backlog.

Element	2022/23	2023/24
Properties non-compliant with electrical safety	Unknown	3,915
Properties non-compliant with fire safety	Around 200	890

Damp and Mould

An increased level of condensation and dampness referrals were received from tenants following the introduction of an improved approach to tackling these issues. Since April 2023, 2,152 referrals have been resolved. With the backlog of cases cleared, routine referrals can now be dealt with promptly.

3.3 Wider operational performance

- 3.3.1 The Service monitors a number of 'Annual Return on the Charter' indicators throughout the year of which performance is reported annually to the Scottish Housing Regulator. These indicators also form the basis of the Housing Services 'Pathway to Improvement 2023-26'. Appendix 2 presents charter indicator performance against targets for the period 2023/24, comparison against 2022/23 performance, improvement actions for 2024/25, as well as Local Authority averages and top quartile obtained from the Scottish Housing Regulator charter data publication on 30th August 2024.
- 3.3.2 Improvement has been recorded over several areas, including repairs carried out right first time (87.75% to 87.87%), percentage of properties meeting the Scottish Housing Quality Standard (SHQS) (89.59% to 92.15%), the proportion of tenants satisfied with the quality of their home (82.25% to 83%), the average length of time to complete non-emergency repairs (6.78 days to 6.30 days), satisfaction with landlords' management of the neighbourhood (82.30% to 84.57%) and opportunities to participate in decision making (77.64% to 78%). A number of indicators evidence

slight slippage. Where this applies, the majority of indicators continue to perform above the local authority average level.

- 3.3.3 A clear decline in performance is evident through the percentage of tenants who feel their landlord is good at keeping them informed about services and decisions (85.23% to 81.69%), tenants who feel the rent for their property represents good value for money (82.96% to 77.25%), factored owners satisfied with the factoring service (54.12% to 37.50%) and gypsy travellers satisfied with management of the site (55% to 50%). Although these are considered immaterial for the purposes of the Annual Assurance Statement, these will be subject to on-going monitoring and review to progress improvements moving forward.
- 3.3.4 The Pathway to Improvement approach assists Tenants Federations to develop the Scottish Social Housing Charter Performance Report on behalf of Fife Council. This is published on an annual basis, during October.
- 3.3.5 Housing is also responsible for five Local Government Benchmarking Framework (LGBF) indicators covering the Scottish Housing Quality Standard (SHQS), timescales for non-emergency repairs, rent lost through empty properties, gross rent arrears and properties meeting the Energy Efficiency Standard for Social Housing (ESSH). With the exception of ESSH, there is overlap between these indicators and those reported to the Scottish Housing Regulator as part of the Annual Return on the Charter. The latest set of LGBF data published covers 2022/23. The full dataset can be found within the following link: [Explore the data | Benchmarking \(improvementservice.org.uk\)](#)

4.0 Priorities ahead

- 4.1 The service will continue to work to improve performance across all indicators, however, in 2024/25 resources will be focussed on meeting statutory duties and the development and delivery of a Housing Emergency Action Plan, following the housing emergency declaration on the 21st March 2024.
- 4.2 To work towards meeting statutory duties in relation to homelessness, a temporary accommodation strategy will be developed which will promote plans to reduce the use of B&Bs / Hotel type accommodation. Frontline services will be reviewed, linking to the No Wrong Door transformational change programme to provide a holistic and targeted approach, providing more comprehensive support. Commissioned services will be redeveloped to provide housing support, scatter flat flipping will continue to minimise customer transitions and a void service improvement plan, containing further development actions to streamline processes, will be implemented with the aim to reduce void turnover to 20 days.
- 4.3 To improve tenant and resident safety, a revised process will be implemented for long-term voids to ensure a gas safety certificate is in place at the property allocation. Over 6,000 electrical safety tests and an increased volume of work on smoke alarms will be conducted to clear the backlog, as well as work progressed through a no access team to support tenants to allow necessary work to be conducted. This will include exploring options for forced access where required and conducting works at void, acquisition or within new builds to avoid disturbances. A programme of works is on-going to improve fire safety at Swan and Memorial Court in the Levenmouth area. Work includes the replacement of External Wall Insulation,

an upgraded heating system and replacement of older kitchens and bathrooms. Aside this, work will continue to address damp and mould in Council housing to ensure this is not placing tenants' health at risk.

- 4.4 A series of consultation has taken place to help inform housing emergency action plan priorities. Early engagement has established the prevention of homelessness, social sector void properties, housing and land supply, long-term empty homes and maintenance and technology as focus areas. Work is on-going to develop suitable actions to mitigate the impacts of unprecedented pressures on services, including the 24% reduction in Scottish government Affordable Housing Subsidy.
- 4.5 A new 3-year contract has been appointed to external consultants to conduct satisfaction surveys with tenants, customers in temporary accommodation, factored owners and Gypsy/Travellers. The project will see a 3-fold increase in the number of tenant surveys carried out, along with a move to proportionate sampling to allow survey numbers in each committee area to be balanced to the housing stock at area level. Surveys will primarily be face-to-face, and interview led. Results will be reported to the Scottish Housing Regulator on an annual basis through the Annual Return on the Charter.
- 4.6 All 'Pathway to Improvement' indicators have improvement actions identified for the year ahead within Appendix 2.
- 4.7 The Service Change Plan sets out how the Service will further evolve to deliver Service ambitions and priorities over the next three years. Examples of change themes and actions include:
- Continue the implementation of Housing Plus to explore digital connections and applications with a range of tenant groups to ensure greater levels of independent living and tenancy sustainment through preventative technology enabled care and access to more flexible support.
 - Implement revised Area Housing Plans and further devolve the HRA budget to Areas.
 - Explore and progress opportunities for Service integration to improve customer service and service efficiencies.
 - Align functions to the No Wrong Door approach
- 4.8 We will continue to work in partnership with our Tenants Federations and the Fife Tenants Scrutiny Group to ensure that service improvement is shaped by our tenants' views.

Report contacts

John Mills, Head of Housing Services

Appendices

- 1. Case Study: Housing First**
- 2. Housing Services Scrutiny Report**

Background Papers

The following papers were relied on in the preparation of this report in terms of the Local Government (Scotland) Act, 1973:

Scottish Housing Regulator (2019) Regulation of Social Housing in Scotland
[Regulatory Framework | Scottish Housing Regulator](#)

Appendix 1

Case Study: Housing First



Context

Housing First (HF) in Fife was first adopted in December 2020 in partnership with Rock Trust. This was a Housing First for Youth Programme (HF4Y) working with 16–25-year-olds. At the end of 2022 the HF service was enhanced to provide a more holistic service across Fife by extending its focus to mental health, those with addiction issues and women experiencing domestic abuse (HF25+) through working in partnership with Bethany Christian Trust (BCT), Fife Women’s Aid and Turning Point Scotland (TPS) to support up to 115 HF cases.

As of August 2024, there are a total of 89 HF cases. 72 HF customers have their own tenancy, 17 are on the programme and working with a HF practitioner and eight are currently being assessed to see if they are suitable for the HF Programme. Three HF customers have sustained their tenancy for over 3-years, seven have sustained for over 2-years and 62 have sustained for under 2-years. Two customers have stepped down as no longer needing the intensive support HF provides. Eight individuals aged under 25 have an employment status with three volunteering, three in higher/further education and two in employment.

Case study example 1 – Y is 28 years old and has been homeless for most of his adult life. Y has autism, mild learning difficulties, mobility issues, and has experienced complex trauma. Y was referred to Bethany Christian Trust (BCT) as part of the HF programme in September 2023 and signed up in October. Initial trust was developed by meeting Y a few times a week. Allocation meetings were held, and Y’s wishes on where they wanted to live were highlighted by BCT. Y was offered a tenancy and was signed up by mid-November.

BCT supported a referral to the Community Welfare team, this was fast tracked and most of the household items requested, were successfully obtained. Funds were also provided to allow the purchase of items to make the flat more homely. Adult Disability Payment was successfully obtained which Y had been turned down for in the past and Y was registered with a new doctor. Y received a laptop on loan for six months from a local digital inclusion charity at the YMCA.

Since moving in Y has attended the learning centre for Adult Basic Education (ABE) classes and also a food hygiene course. Y wants to look into doing some kind of voluntary job that he would cope with. Y is looking to home a pet cat for company.

Case study example 2 – M was in a scatter flat in an area away from family and friends. M was struggling with social isolation and anxiety. TPS have been supporting M since July 2023, helping to build confidence and coping mechanisms to tackle social anxiety and inclusion. M was offered a property in her area of choice in December 2023. Initially there was a dip in her mental health and an increase in anxiety, however, M has now settled into her property, taking driving lessons and building her social network.

Case Study example 3 - M was referred to HF4Y after being care experienced, repeat offending, spending several years in and out of prison, and not completing any of his community payback order. M was on a final warning for this when case worker first met with him. M was not registered with a GP, Dentist or Optician (even though he required a strong prescription of glasses but never had any). M was abusing alcohol and illegal substances and continually expressed that he was desperate to change his life and be a good role model to his son. M’s life was spiralling, and he wanted to turn that around. M committed to his support plan fully and managed to work his unpaid hours down from 250

to 56 in just a few months with the flexible support and approach provided by the case worker. M is now registered with all health services and has new glasses which he describes as “seeing a whole new world with them on”. M barely drinks alcohol and no longer uses illegal substances. This is M’s longest period not returning to prison. He is now a hands-on father to his firstborn with a second baby on the way. M has also recently been offered employment and can see a future, where he provides for his children and keeps himself out of prison.

The HF programme is currently undergoing an in-depth evaluation which will help assess progress and plan for the future of HF in Fife.

For further details of HF in Fife, please access the following link: [Housing First | Fife Council](#)

Appendix 2 HS Scrutiny Report



PI Status	
	Alert
	Warning
	OK
	Unknown
	Data Only

Indicator	2022/23	2023/24 (Pathway to Improvement – Year 1)						Q1 2024/25	Pathway to Improvement Actions
	Value	Value	Target	Status	Note	LA Average	LA Top Quartile	Value	
% of tenants satisfied with the overall service provided by their landlord	81.86%	83.14%	81.50%		There has been an improvement in this indicator in the last year, surpassing pre-pandemic levels of tenant satisfaction. We have continued to support the work of the tenants scrutiny panel, which provides us with detailed customer insight to improve service delivery. The Tenants Satisfaction Survey 2023 and Performance Indicators will inform the selection of future topics for review.	79.52% 	86.24%	Not measured for Quarters	<ul style="list-style-type: none"> Continue to support the work of the tenant's scrutiny panels. This provides a detailed customer insight to improve service delivery. Increase the number of customer satisfaction surveys conducted and move to proportionate sampling to balance results with housing stock at area level.
% of reactive repairs carried out in the last year completed right first time	87.75%	87.87%	98.00%		There has been a small improvement from 87.75% to 87.87% this year. Ongoing partnership working and regular meetings are held with Building Services to improve performance.	88.76% 	95.97%	89.62%	<ul style="list-style-type: none"> Continue to monitor performance and highlight issues through the Repairs & Investment Management Group. Continue engagement with contractors to improve processes which will lead to improved performance.
The number of times in the reporting year you did not meet your statutory duty to complete a gas safety check	8	5	0		There were 5 failures during the year. Initially there were no failures within quarter 2, however a review has identified that there has been one fail during that period. The target of no failures has been missed, however the joint working approach between Housing and Building Services continues to improve performance.	91 	0	0	<ul style="list-style-type: none"> Implement a revised process for long-term voids to ensure a valid certificate is in place at property allocation and communicate the process to area teams. Closely monitor systems to prevent properties from exclusion in scheduled appointments.
% of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service	92.07%	91.81%	92.50%		The target for this year was 92.5% which has been missed. The satisfaction survey is co-ordinated by Building Services at the point the repairs operative completes the work on site. This is an improved method of collecting tenant satisfaction over previous years.	86.75% 	94.15%	Not measured for Quarters	<ul style="list-style-type: none"> Continue to monitor performance and highlight issues through the Repairs & Investment Management Group. Continue engagement with contractors to improve processes which will lead to improved performance.
% of tenants satisfied with the landlord's contribution to the	82.3%	84.57%	85.50%		Satisfaction has improved regarding the management of the neighbourhood. Area Housing Plans are being reviewed and implemented to further support housing	78.92% 	89.21%	Not measured	<ul style="list-style-type: none"> Implement revised estate management approach to improve the condition of

Indicator	2022/23	2023/24 (Pathway to Improvement – Year 1)						Q1 2024/25	Pathway to Improvement Actions
	Value	Value	Target	Status	Note	LA Average	LA Top Quartile	Value	
management of the neighbourhood they live in					services commitment to improving neighbourhood management.			for Quarters	<ul style="list-style-type: none"> housing estates and promote integrated working. Review and implement Area Housing Plans to support housing services and improve neighbourhood management. Increase the number of customer satisfaction surveys conducted and move to proportionate sampling to balance results with housing stock at area level.
% of tenancy offers refused during the year	18.68%	23.46%	21.50%		Performance continues to operate within top quartile and at very low level. There was a risk that a focus on voids management and reducing timescales within the process would have a negative impact but performance has improved year on year.	36.51% 	25.79%	21.58%	<ul style="list-style-type: none"> Continue to promote good communication with applicants during the offer process. Implement improvement mechanisms for Accompanied Viewing to reduce refusals.
% of anti-social behaviour cases reported in the last year which were resolved	93.57%	93.38%	98.00%		The number of reported ASB cases in 2023-24 follows a similar trend to previous years since the Covid pandemic and, subsequently, the Safer Communities Team becoming the single point of contact for dealing with all ASB cases reported to Fife Council. Of the 2,477 ASB cases opened during 2023-24, 2,313 were resolved within the same period. Of those resolved, 2,214 cases were resolved within locally agreed timescales (95.7%).	90.86% 	95.66%	Not measured for Quarters	<ul style="list-style-type: none"> Continue to promote singular case management for ASB. Close monitoring of systems to improve reporting.
New tenancies sustained for more than a year (%) by source of let	93.60%	91.33%	96.00%		There has been a decrease this year. This is partly due to new staff coming into posts as there has been a high turnover of staff across the areas. Offices are now almost fully manned and staff have been trained to offer Tenancy Assistance to tenants to help tenants to sustain their tenancies.	91.11% 	93.26%	90.96%	<ul style="list-style-type: none"> A continued focus from patch-based officers to work with tenants to ensure sustainment through follow up visits and tenancy assistance. Working with partners and fuel poverty teams to ensure tenants are equipped to live in a warm sustainable home.
% of new tenancies to existing tenants sustained for more than a year	96.23%	94.30%	96.50%		n/a	94.59% 	96.37%	89.17%	<ul style="list-style-type: none"> A continued focus from patch-based officers to work with tenants to ensure sustainment through follow up visits and tenancy assistance. Working with partners and fuel poverty teams to ensure tenants are equipped to live in a warm sustainable home.
% of new tenancies to applicants who were assessed as statutory homeless by the local authority sustained for more than a year	92.82%	90.07%	95.00%		n/a	89.49% 	93.60%	91.05%	<ul style="list-style-type: none"> A continued focus from patch-based officers to work with tenants to ensure sustainment through follow up visits and tenancy assistance. Working with partners and fuel poverty teams to ensure tenants are equipped to live in a warm sustainable home.

Indicator	2022/23	2023/24 (Pathway to Improvement – Year 1)						Q1 2024/25	Pathway to Improvement Actions
	Value	Value	Target	Status	Note	LA Average	LA Top Quartile	Value	
% of new tenancies to applicants from the landlord's housing list sustained for more than a year	91.89%	91.34%	96.00%		n/a	91.63% 	94.73%	93.85%	<ul style="list-style-type: none"> A continued focus from patch-based officers to work with tenants to ensure sustainment through follow up visits and tenancy assistance. Working with partners and fuel poverty teams to ensure tenants are equipped to live in a warm sustainable home.
% of lettable houses that became vacant in the last year	6.12%	5.18%	7.50%		There was an increase in the number of properties available to let this year which is attributable to 3 main factors. Turnover is beginning to return to pre-pandemic trends following a period of recovery, there have been a number of new build sites which have added to the stock and helped to stimulate transfer activity. Property acquisitions have increased which has also supported a transfer led approach to housing allocations.	7.20% 	6.27%	Not measured for Quarters	<ul style="list-style-type: none"> Continue to promote a transfer led approach to housing allocations to generate turnover. Continue to use new build and property acquisitions to generate chains of allocations to meet multiple needs and develop new housing to create transfer and specialist housing opportunities.
(%) of rent due lost through properties being empty during the last year	1.31%	1.44%	1.00%		The implementation of the Voids Service Improvement Plan has generated a significant performance improvement in year. Annual performance is affected by a small number of very long-term empty properties (around 39) which have been brought back into use - these are largely characterised as upstairs, retirement housing with no lifts.	1.79% 	0.89%	0.28%	<ul style="list-style-type: none"> Continue the implementation of the Voids Service Improvement Plan. Prioritise improvements to properties requiring structural or other major works.
The total number of households waiting for applications to be completed at the end of the reporting year	113	170	450		Competing resources for other workstream in the service, with difficulties employing skilled trades to increase throughput, has impacted on the number of days to complete and number of waiting applications at year end.	67	>1	Not measured for Quarters	<ul style="list-style-type: none"> Monitor contractors output along with the streamlining of process to deliver performance improvements.
% of tenants who feel their landlord is good at keeping them informed about their services and decisions	85.23%	81.69%	88.75%		A slight decline in % of satisfaction was witnessed during 2023 survey. Current communication methods are being reviewed to improve communications between housing services and tenants. The Council has recently implemented a new digital participation platform to boost the number of tenants providing feedback to the Council as part of the ARC.	82.91% 	90.12%	Not measured for Quarters	<ul style="list-style-type: none"> Utilise technology like Text Local to reach out to tenants who do not normally engage through traditional means. Increase the number of customer satisfaction surveys conducted and move to proportionate sampling to balance results with housing stock at area level.
Total cost of adaptations completed in the year by source of funding (£)	£1,572,708	£1,827,517	£1,000,000		Increase in spend due to increase in labour and material costs	£851,155	£461,660	Not measured for Quarters	<ul style="list-style-type: none"> Closely monitor budgets to ensure this adequate to deliver the level of adaptations required, taking the cost of labour and materials into consideration.
The average time to complete adaptations (days)	16.99 days	20.42 days	20.00 days		Number of completed jobs remains the same despite increase in applications due to competing resources for other workstream in the service, with difficulties employing skilled trades to increase throughput, impacting on the days to complete.	43.39 days 	29.63 days	Not measured for Quarters	<ul style="list-style-type: none"> Monitor contractors output along with the streamlining of process to deliver performance improvements.

Indicator	2022/23	2023/24 (Pathway to Improvement – Year 1)						Q1 2024/25	Pathway to Improvement Actions
	Value	Value	Target	Status	Note	LA Average	LA Top Quartile	Value	
% of the court actions initiated which resulted in eviction and the reasons for eviction	0%	100%	0%		Zero evictions for rent arrears have been carried out this financial year. Our evictions and Court actions had been suspended in light of cost-of-living crisis measures. The Council has restarted the court process from October 2023. Our first cases were due to call back into court in early May 2024.	25.33% 	16.92%	Not measured for Quarters	<ul style="list-style-type: none"> Evictions have re-started following a period of suspension. It is difficult to set a target for this indicator however it will continue to be monitored. Cases will only be progressed to court as a last resort where all other options and support have been explored.
Homelessness (LA's only) - the % of homeless households referred to RSLs under section 5 and through other referral routes	0.76%	2.3%	5.0%		Fife operates homelessness allocations through Fife Housing Register with partners making homelessness allocations direct through the Common Housing Register that are not reported through the ARC. Partners are committed to allocating around 40% of net allocations to statutory homeless households although have achieved close to 50% in year and most have made contributions to provide additional temporary accommodation in year.	13.09%	19.84%	Not measured for Quarters	<ul style="list-style-type: none"> Continue to enhance the range of FHR Partnership options to ensure more RSLs are core Partners whilst also continuing to develop the FHR Development Plan to consolidate the FHR route into housing access. Conclude the review of the allocations policy and implement any changes as a result of this.
% of tenants who feel that the rent for their property represents good value for money	82.96%	77.25%	84.00%		Tenant satisfaction with rent representing good value for money reduced by 5.71%.	79.10% 	87.59%	Not measured for Quarters	<ul style="list-style-type: none"> We will continue to engage and listen to our tenants' concerns, to ensure that they are involved in the rent setting process. By explaining the services that we provide and the improvements we are looking to make, we anticipate this will be reflected in our tenant's overall satisfaction scores. Tenant views are considered when setting rent but this needs to be balanced with inflation to ensure service delivery and priorities are maintained.
Rent collected as % of total rent due in the reporting year	98.7%	100.09%	99.31%		Rent collected % showed an improvement on the previous financial year. We have implemented our Rent Support Fund and engaged with tenants to encourage direct payments to Universal Credit tenants in arrears.	99.26% 	99.99%	93.90%	<ul style="list-style-type: none"> Performance was above target during 2023-24 therefore we will continue to support tenants to maximise rent collection.
Gross rent arrears (all tenants) as at 31 March each year as a % of rent due for the reporting year.	8.03%	8.11%	5.75%		Our gross rent arrears percentage is sitting at 8.11% an increase of 0.08% for the previous financial year. Our rent collection rates remain positive, however our existing rent arrears are continuing to accrue.	9.50% 	7.37%	7.95%	<ul style="list-style-type: none"> We are utilising Rent Sense to analyse our tenant debt which allows us to focus more clearly on our tenants who are falling behind with rent. Improvements via Rent Sense should allow us to see an overall reduction in our gross rent arrear figures.
Average annual management fee per factored property	£97.95	£97.95	£97.95		Current fee was agreed in line with benchmarking figures. Admin/Management fee models have been devised to calculate the cost of providing this service.	£91.96 	£14.88	Not measured for Quarters	<ul style="list-style-type: none"> Admin/Management fee models have been devised to calculate the cost of providing this service.
% of factored owners satisfied with the factoring service they receive (%)	54.12%	37.50%	56.00%		For the 2023/24 session, Factored owners satisfaction survey was conducted electronically using telephone and email contact.	50.58% 	66.86%	Not measured	<ul style="list-style-type: none"> Survey sample was low due to the lack of contact details held for factored owners which meant an online link was issued for

Indicator	2022/23	2023/24 (Pathway to Improvement – Year 1)						Q1 2024/25	Pathway to Improvement Actions
	Value	Value	Target	Status	Note	LA Average	LA Top Quartile	Value	
					Considerable reduction in % of satisfaction with factoring service. Main reasons for dissatisfaction (based on feedback from 28 owners) are summarised as follows: management fee is too high (71.4% of dissatisfied owners); poor communication (57.1%); and invoices are unclear (35.7%). Works ongoing to improve service delivery.			for Quarters	completion of the survey. Work is on-going to improve the contact details held to allow more surveys to be conducted via phone moving forward. • Work is on-going to improve service delivery across dissatisfaction areas.
The percentage of all complaints responded to in full at stage 1	98.35%	97.98%	99.10%	⚠️	Still good performance although complaints are becoming more complex - raised awareness that date can be extended with agreement from the customer, increase in number of complaints.	94.86% ✅	100%	Not measured for Quarters	<ul style="list-style-type: none"> Continue to focus on completion and ensure a weekly update is sent to all complaint handlers ensuring compliance. Continue to ensure access to complaints procedures, and training on processes.
Average length of time taken to re-let properties in the last year (days)	58.18 days	43.50 days	35.00 days	🔴	The improvement journey in Voids Management is not reflected in the annual figure. Significant progress has been made in year to reduce the time properties are empty and the costs and quality issues associated with voids. Performance in the last quarter of around 30 days on average is a better reflection of the platform created to further enhance performance in 2024/25. Performance was also significantly impacted by the allocation of 39 very long-term voids which were generally harder to let retirement housing. There continues to be an issue with a small number of voids requiring structural or other significant works which is being addressed as a priority for 2024/25	72.56 days ✅	38.26 days	32.53 days	<ul style="list-style-type: none"> Continue the implementation of the Voids Service Improvement Plan to streamline processes. Prioritise improvements to properties requiring structural or other major works.
For those who provide Gypsies/travellers sites – Average weekly rent per pitch	£68.25	£70.89	£77.64	✅	Gypsy Traveller site rents have been increased in line with the HRA rent increase for 2023/24 financial year. Rent review to be carried out further as sites are improved with Chalets being installed etc.	£79.69 ✅	£72.70	Not measured for Quarters	<ul style="list-style-type: none"> Increased in line with agreed rent increase per year.
For those who provide sites - % of Gypsies/Travellers satisfied with the landlord's management of the site (%)	55.00%	50.00%	75.00%	🔴	Satisfaction figures have been impacted by tenants within the Gypsy Traveller sites awaiting provision of new Chalet type accommodation, the council included Gypsy Traveller tenants that are currently residing in decant properties whilst works are ongoing. Further work programmes will roll out across Heatherywood and Thorntonwood sites in the next two years. We fully anticipate satisfaction levels to increase over the coming years once improvement programmes are completed.	68.11% 🔴	100%	Not measured for Quarters	<ul style="list-style-type: none"> Continue to progress site improvements to have chalet type accommodation installed at Tarvit Mill. Roll out of further programmes to improve Heatherywood and Thorntonwood sites in the next two years. A decrease in satisfaction is anticipated while work is on-going due to the upheaval tenants are experiencing.
The percentage of all complaints responded to in full at stage 2	98.46%	95.15%	98.70%	⚠️	Still good performance although complaints are becoming more complex - raised awareness that date can be extended with agreement from the customer, increase in number of complaints.	86.10% ✅	100%	Not measured for Quarters	<ul style="list-style-type: none"> Continue to focus on completion and ensure a weekly update is sent to all complaint handlers ensuring compliance. Continue to ensure access to complaints procedures, and training on processes.

Indicator	2022/23	2023/24 (Pathway to Improvement – Year 1)						Q1 2024/25	Pathway to Improvement Actions
	Value	Value	Target	Status	Note	LA Average	LA Top Quartile	Value	
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making process	77.64%	78.00%	80.00%	⚠	The opportunity to participate in the landlords decision making process has improved and efforts continue working with TPAS providing knowledge of best practice.	80.93% ●	96.63%	Not measured for Quarters	<ul style="list-style-type: none"> Revise the existing Tenant Participation Strategy in consultation with the Federations. Increase the number of customer satisfaction surveys conducted and move to proportionate sampling to balance results with housing stock at area level.
% of stock meeting the SHQS at the end of the reporting year	89.59%	92.15%	90.00%	✅	The yearly target for properties meeting the SHQS is 90%. After a reassessment of the information held, we have a total of 92.15% stock meeting the required standard. We have removed our abeyances and will be utilising our no access team to reconnect with these tenants. Where there are mutual works required, we will be involving our mutual owners team in an attempt to progress.	77.79% ✅	88.44%	Not measured for Quarters	<ul style="list-style-type: none"> Conduct an increased number of electrical safety tests and work on smoke alarms to ensure backlog is cleared. Progress work through an integrated Housing Services/Building Services 'no access team' to allow required works to take place.
% of tenants satisfied with the quality of their home	82.25%	83.00%	81.00%	✅	For the 2023/24 session, tenant satisfaction surveys were conducted face to face. Improvement in terms of the satisfaction with quality of home, continue to work in partnership to implement recommendations/actions arising from the Fife Tenant Led Scrutiny Panel.	79.11% ✅	85.66%	Not measured for Quarters	<ul style="list-style-type: none"> Continue to Implement recommendations/actions arising from tenant scrutiny report carried out by the Fife Tenant Led Scrutiny Panel. Increase the number of customer satisfaction surveys conducted and move to proportionate sampling to balance results with housing stock at area level.
Average length of time taken to complete emergency repairs (hours)	3.18	3.28	3.60	✅	Performance exceeded the target set for the year. There was an increase in time taken during quarter 4 but repairs still met the target timescales.	4.29 hours ✅	2.80 hours	3.41 hours	<ul style="list-style-type: none"> Continue to monitor performance and highlight issues through the Repairs & Investment Management Group. Continue engagement with contractors to improve processes which will lead to improved performance.
Average length of time taken to complete non-emergency repairs (days)	6.78	6.30	5.80	●	There has been an improvement in performance from 6.78 last year to 6.3 this year.	10.03 days ✅	7.63 days	5.96 days	<ul style="list-style-type: none"> Continue to monitor performance and highlight issues through the Repairs & Investment Management Group. Continue engagement with contractors to improve processes which will lead to improved performance.