



















Housing Scrutiny PI Report

Please note that some data may have changed since it was presented to the scrutiny committee. This is primarily due to updates from the Improvement Service, which is responsible for maintaining the LGBF data. Additionally, there are a few instances where new data became available after the initial submission.

PI Status		Long Term Trends	
	Alert		Improving
	Warning		No Change
	OK		Getting Worse
	Unknown		
	Data Only		

Customer

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
% of tenants satisfied with the overall service provided by their landlord	81.64%	80.88%	80.88%	81.86%	83.14%		
% of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the repairs and maintenance service	82.72%	84.05%	91.68%	92.07%	91.81%		
% of tenants satisfied with the landlord's contribution to the management of the neighbourhood they live in	81.21%	78.60%	78.60%	82.30%	84.57%		
% of tenants who feel their landlord is good at keeping them informed about their services and decisions	79.94%	84.17%	84.17%	85.23%	81.69%		
% of factored owners satisfied with the factoring service they receive (%)	57.66%	52.69%	52.69%	54.12%	37.50%		














Customer

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
For those who provide sites - % of Gypsies/Travellers satisfied with the landlord's management of the site (%)	31.58%	16.67%	55%	55%	50%		
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making process	83.19%	66.62%	66.62%	77.64%	78%		
% of tenants satisfied with the quality of their home	85.88%	79.60%	79.60%	82.25%	83%		
Housing Services Stage 1 Complaints actioned < 5 days	90%	86%	83%	80%	76%		
Housing Services Stage 2 Complaints actioned < 20 days	92%	87%	89%	83%	80%		
% of tenants who feel that the rent for their property represents good value for money	80.65%	82.43%	82.43%	82.96%	77.25%		









LGBF

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
(%) of rent due lost through properties being empty during the last year	1.09%	1.53%	1.44%	1.31%	1.44%		
Gross rent arrears (all tenants) as at 31 March each year as a % of rent due for the reporting year.	7.80%	6.90%	6%	8.03%	8.11%		
% of stock meeting the SHQS at the end of the reporting year	93.01%	84.93%	88.09%	89.59%	92.15%		
Average length of time taken to complete non-emergency repairs (days)	6.02	5.11	7	6.78	6.3		



























Plan for Fife

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
% of anti-social behaviour cases reported in the last year which were resolved	99.55%	98.51%	97.51%	93.57%	93.38%		
The number of cases of anti-social behaviour reported in the last year	1,556	2,546	2,406	2,521	2,477		
Of those at 15.1, the number of cases resolved in the last year	1,549	2,508	2,346	2,359	2,313		
Perception of prevalence of neighbourhood problems: vandalism, graffiti or other deliberate damage to property (Fife)	N/A	5.00%	9.00%	10.00%	N/A		
Number of Housing Option Plans completed via the FHR Website	1,244	3,371	10,787	12,734	8,768		
% occupancy in temporary accommodation	84.00%	86.40%	87.00%	84.43%	84.48%		
Number of people rough sleeping	132	167	124	205	135		





















Resources

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
Total cost of adaptations completed in the year by source of funding (£)	£1,701,551	£1,200,692	£1,073,027	£1,572,708	£1,827,517		
Average annual management fee per factored property	£46.30	£80.84	£97.18	£97.95	£97.95		
For those who provide Gypsies/travellers sites - Average weekly rent per pitch	£64.96	£66.24	£67.22	£68.25	£70.89		
The % average weekly rent increase to be applied in the next reporting year	3%	1.50%	2.50%	5%	5%		





















Resources

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
Amount and % of former tenant rent arrears written off at the year end	26.35%	45.93%	29.24%	17.39%	24.21%		
Rent collected as % of total rent due in the reporting year	99.96%	99.48%	98.05%	98.70%	100.09%		
Housing Services - Average WDL per FTE	13.66	DIV/0	13.78	13.31	14.25		
Housing Services - Average Long Term WDL per FTE	9.13	DIV/0	11.21	10.3	10.42		
Housing Services Workforce who are Female (%)	67%	67.10%	68.80%	71.90%	71.50%		
Housing Services Workforce who are Full-time (%)	72.80%	73.10%	69.50%	72.80%	72.80%		
Housing Services Workforce who are Permanent Employees (%)	85.60%	85.20%	98.70%	97.10%	97%		
Housing Services Employees aged 24 and under (%)	5.20%	4.60%	3.70%	4.40%	2.50%		
Housing Services Employees aged 29 and under (%)	9.50%	8.10%	8.60%	10%	10.40%		
Housing Services Employees aged 55 and over (%)	29.80%	31.60%	32.70%	29.40%	33.20%		
Housing Services Number of Voluntary Redundancies (FTEs)	4	1	0	0	0		
Housing Services Number of WYI Bids	3	3	0	0	0		
Housing Services Number of WYI Programme new starts	4	0	0	2	0		

Service Operations

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
% of reactive repairs carried out in the last year completed right first time	97.79%	97.50%	96.92%	87.75%	87.87%		
The number of times in the reporting year you did not meet your statutory duty to complete a gas safety check	35	197	32	8	5		
% of tenancy offers refused during the year	22.01%	23.79%	22.78%	18.68%	23.46%		
The number of tenancies which began in the previous reporting year by: existing tenants	508	686	560	584	456		
The number of tenancies which began in the previous reporting year by: applicants who were assessed as statutory homeless by the local authority	983	1,082	1,018	975	1,078		
The number of tenancies which began in the previous reporting year by: applicants from your organisation's housing list	789	719	361	456	277		
% of lettable houses that became vacant in the last year	8.18%	6.46%	6.38%	6.12%	5.18%		
The total number of households waiting for applications to be completed at the end of the reporting year	113	487	564	113	170		
The average time to complete adaptations (days)	18.76	28.71	35.98	16.99	20.42		
% of the court actions initiated which resulted in eviction and the reasons for eviction	19.38%	0%	100%	0%	100%		

Service Operations

Performance Indicator	2019/20	2020/21	2021/22	2022/23	2023/24	Status	Long Trend
The total number of individual homeless households referred to RSLs under section 5	0	74	59	17	41		
The number of lets during the reporting year by source of let	2,555	1,971	2,042	1,837	2,302		
Number of lets during the reporting year, split between 'general needs' and 'supported housing'	2,555	1,971	2,042	1,837	2,302		
The number of properties abandoned during the reporting year	142	109	111	101	116		
The number of households the landlord received housing costs directly for during the reporting year.	22,297	20,191	20,651	21,423	21,051		
No. of households homeless/potentially homeless Fife	2,104	1,961	1,961	2,144	1,974		
The landlord's wholly owned stock	30,455	30,597	30,722	30,908	31,062		
New tenancies sustained for more than a year(%) by source of let	91.40%	92.60%	92.68%	93.60%	91.33%		
Average length of time taken to re-let properties in the last year (days)	28.61	53.79	46.78	58.18	43.5		
Homeless allocations - Fife (%)	43.64%	52.21%	48.38%	58.53%	60.74%		
FHR RSL Homeless List Allocations	14.01%	30.25%	34.24%	34.35%	34.83%	