

**St. Leger Homes Key Performance Indicator Summary 2024/25**

KPI	TSM ref	Indicator	Outturn 23/24						Target	Target
			Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Aug-24	Year end
KPI 1		% of current rent arrears against annual debit	2.72%	2.86%	2.85%	2.74%	2.83%	<b>2.89%</b>	3.15%	2.95%
KPI 2		Void rent loss % (£) of rent loss through vacant dwellings	0.68%	0.65%	0.77%	0.83%	0.82%	<b>0.86%</b>	0.70%	0.70%
KPI 3		Relet time for <u>standard</u> voids (days)	24.9	27.5	24.9	24.2	24.9	<b>24.9</b>	24.0	24.0
KPI 4		Average number of Nights in Hotel Accommodation	n/a	34.8	38.8	39.1	36.4	<b>35.7</b>	21.0	21.0
KPI 5		Percentage of settled accommodation at prevention stage	32.0%	39.0%	44.2%	45.4%	45.2%	<b>45.1%</b>	30.0%	30.0%
KPI 6a	CH01a	Number of stage one complaints per 1,000 homes:	53.8	6.2	12.4	14.5	27.9	<b>34.6</b>	18.8	47.0
KPI 6b	CH01b	Number of stage two complaints received per 1,000 homes:	3.7	0.3	1.2	1.7	25.1	<b>31.0</b>	1.2	3.0
KPI 6	CH01	Number of: stage one and stage two complaints received per 1,000 homes:	50.1	6.5	13.6	16.2	2.8	<b>3.5</b>	20.0	50.0
KPI 7a	CH02(a)	% of stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	91.9%		100.0%	99.3%	98.8%	<b>98.8%</b>	92.3%	92.3%
KPI 7b	CH02(b)	% of stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	86.9%		100.0%	99.6%	98.9%	<b>98.9%</b>	92.3%	92.3%
KPI 7	CH02	% of stage one and stage two complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	89.3%		100.0%	96.00%	97.2%	<b>97.1%</b>	92.3%	92.3%
KPI 8		Tenancies sustained post support	99.3%	100.0%	99.2%	98.9%	99.2%	<b>99.1%</b>	97.25%	97.25%
KPI 9		Repairs completed at first visit	95.1%	93.9%	93.9%	94.3%	94.3%	<b>94.6%</b>	94.0%	94.0%
KPI 10a	RP02	% of emergency responsive repairs completed within the landlord's target timescale.	81.5%	78.9%	78.1%	63.3%	68.4%	<b>69.5%</b>	95.0%	95.0%
KPI 10b	RP02	% of non-emergency responsive repairs completed within the landlord's target timescale.	62.8%	59.7%	62.5%	77.5%	77.5%	<b>77.3%</b>	85.0%	85.0%
KPI 10	RP02	% of non-emergency and emergency responsive repairs completed within the landlord's target timescale.	69.5%	66.9%	67.9%	68.0%	64.2%	<b>65.9%</b>	88.0%	88.0%
KPI 11	BS01	Gas - % of homes for which all required gas safety checks have been carried out	100.00%	99.97%	99.8%	99.8%	99.7%	<b>99.8%</b>	100.00%	100.00%
KPI 12	BS02	Fire - % of homes for which all required fire risk assessments have been carried out.	100.00%	100.00%	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%
KPI 13	BS03	Asbestos - % of homes for which all required asbestos management surveys or re-inspections have been carried out	100.00%	100.00%	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%
KPI 14	BS04	Legionella - % of homes for which all required legionella risk assessments have been carried out.	100.00%	100.00%	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%
KPI 15	BS05	Lifts - % of homes for which all required communal passenger lift safety checks have been carried out.	100.00%	100.00%	100.00%	100.00%	100.00%	<b>100.00%</b>	100.00%	100.00%
KPI 16		Days lost through sickness per FTE	11.2	11.1	11.1	10.8	10.8	<b>10.8</b>	10.0	10.0
KPI 17		% of local expenditure - REVENUE AND CAPITAL	39.7%	32.6%	38.7%	36.7%	34.5%	<b>33.7%</b>	70.0%	70.0%
KPI 18	NM01a	Number of ASB cases per 1,000 properties	62.2	4.8	11.1	16.3	22.4	<b>27.8</b>	28.3	60.0
KPI 18a	NM01b	Number of ASB cases that involve hate incidents opened per 1,000 homes.	0.7	0.0	0.1	0.2	0.2	<b>0.3</b>	4.7	10.0
KPI 19		Number of tenants and residents helped into training, education or employment		quarterly KPI	quarterly KPI	29.0	quarterly KPI	quarterly KPI	35.0	97.0
KPI 21		Percentage of <b>NOT</b> homes maintaining Decent Homes standard		quarterly KPI	quarterly KPI	5.03%	quarterly KPI	quarterly KPI	0%	0%