

St. Leger Homes Key Performance Indicator Summary 2022/23

KPI	Indicator	March 22 year end KPI													Target		
			Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Mar-23 Year end		
1	Percentage of current rent arrears against annual debit %	2.55%	2.48%	2.67%	2.62%	2.66%	2.82%	2.80%	2.80%	2.93%	2.98%	3.03%	3.22%	2.74%	2.75%		
2	Void rent loss (lettable voids) %	0.79%	0.93%	0.78%	0.76%	0.77%	0.73%	0.72%	0.68%	0.67%	0.67%	0.66%	0.66%	0.67%	0.50%		
3	Average Days to Re-let Standard Properties ytd days	33.7	33.1	36.4	33.6	31.9	30.7	29.1	27.7	27.1	26.9	27.0	27.0	26.7	20		
4	Number of Households in B&B Accommodation at_month end	n/a	66	60	76	65	63	62	56	38	48	69	39	16	30		
5	Number of Full Duty Homelessness Acceptances ytd	384	30	64	96	133	154	193	241	318	364	432	457	518	no target		
6	Number of homeless preventions ytd	566	69	108	150	212	259	305	393	518	600	686	755	850	no target		
7	Complaints upheld as a % of customer interactions %	0.13%	0.12%	0.15%	0.12%	0.13%	0.10%	0.09%	0.11%	0.11%	0.10%	0.10%	0.10%	0.09%	0.07%		
8	Number of tenancies sustained post support	98.3%	98.2%	98.5%	98.5%	97.9%	96.8%	96.8%	97.1%	97.0%	96.6%	96.9%	96.7%	96.8%	97.3%		
9	Number of repairs first visit complete	90.2%	83.7%	89.4%	94.3%	94.2%	94.2%	94.3%	94.3%	94.4%	94.5%	94.6%	94.7%	94.8%	92.0%		
10	Gas servicing: % of properties with a valid gas certificate	100.00%	99.30%	99.05%	99.94%	99.94%	99.94%	99.94%	99.89%	99.99%	100.00%	100.00%	100.00%	100.00%	100.00%		
11	Days lost through sickness per FTE	11.9	0.8	1.7	2.4	3.2	4.2	5.0	6.0	7.1	8.4	9.9	10.8	11.7	7.9		
12	Percentage of Local Expenditure % Revenue and Capital	73.0%	no data	74.6%	74.6%	71.4%	71.9%	73.3%	73.1%	73.1%	72.1%	71.8%	69.8%	67.6%	70.0%		
13	ASB Cases Resolved as a % of All Cases Closed	97.6%	94.4%	95.0%	96.1%	95.8%	96.4%	96.4%	96.5%	96.8%	96.9%	96.9%	97.0%	97.0%	95.6%		
14	No. of residents undertaking training or education ytd - Quarterly KPI	30			0			22			35			58	67 y/e		
15	No.of residents supported into employment ytd - Quarterly KPI	51			7			30			34			39	30 y/e		
16	Tenant satisfaction levels overall % (STAR)	84.80%							81.30%							81.30%	87.00%
17	Percentage of homes maintaining decent standard %	99.99%	Annual KPI												99.69%	100.00%	
18	Tenant satisfaction with property condition % (STAR)	86.50%							75.70%							75.70%	89.40%
19	Energy efficiency. Target: achieve EPC Level C by 2030	70.32%	Annual KPI												no data	71.00%	

Meeting / better than target

Close to / within tolerances of target

Not meeting / worse than target