

St. Leger Homes Key Performance Indicator Summary 2024/25

KPI	TSM ref	Indicator					Target	Target
			Apr-24	May-24	Jun-24	Jun-24	Jun-24	Year end
KPI 1		% of current rent arrears against annual debit	2.86%	2.85%	2.74%	😊	3.05%	2.95%
KPI 2		Void rent loss % (£) of rent loss through vacant dwellings	0.81%	0.76%	0.82%	😞	0.70%	0.70%
KPI 3		Relet time for <u>standard</u> voids (days)	27.5	24.9	24.2	😐	24.0	24.0
KPI 4		Average number of Nights in Hotel Accommodation	34.8	38.8	39.1	😞	21.0	21.0
KPI 5		Percentage of settled accommodation at prevention stage	40.0%	43.8%	45.4%	😊	30.0%	30.0%
KPI 6a	CH01a	Number of stage one complaints per 1,000 homes:	6.2	12.4	14.5	😞	11.3	47.0
KPI 6b	CH01b	Number of stage two complaints received per 1,000 homes:	0.3	1.2	1.7	😞	0.7	3.0
KPI 6	CH01	Number of: stage one and stage two complaints received per 1,000 homes:	6.5	13.6	16.2	😞	12.0	50.0
KPI 7a	CH02(a)	% of stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100.0%	100.0%	99.6%	😊	92.3%	92.3%
KPI 7b	CH02(b)	% of stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	100.0%	100.0%	80.0%	😞	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.	100.0%	95.00%	97.8%	😊	92.3%	92.3%
KPI 8		Tenancies sustained post support	100.0%	99.2%	98.9%	😊	97.25%	97.25%
KPI 9		Repairs completed at first visit	93.9%	94.0%	94.3%	😊	94.0%	94.0%
KPI 10a	RP02	% of emergency responsive repairs completed within the landlord's target timescale.	78.9%	78.1%	63.3%	😞	95.0%	95.0%
KPI 10b	RP02	% of non-emergency responsive repairs completed within the landlord's target timescale.	59.7%	62.5%	77.5%	😞	85.0%	85.0%
KPI 10	RP02	% of non-emergency and emergency responsive repairs completed within the landlord's target timescale.	66.9%	67.9%	68.0%	😞	88.0%	88.0%
KPI 11	BS01	Gas - % of homes for which all required gas safety checks have been carried out	99.97%	99.8%	99.80%	😐	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%
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%
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%
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%
KPI 16		Days lost through sickness per FTE	11.1	11.2	10.9	😞	10.0	10.0
KPI 17		% of local expenditure - REVENUE AND CAPITAL	32.6%	38.7%	36.7%	😞	70.0%	70.0%
KPI 18	NM01a	Number of ASB cases per 1,000 properties	4.8	11.1	16.3	😊	17.8	60.0
KPI 18a	NM01b	Number of ASB cases that involve hate incidents opened per 1,000 homes.	0.0	0.1	0.2	😊	3.0	10.0
KPI 19		Number of tenants and residents helped into training, education or employment	quarterlyKPI	quarterlyKPI	29.0	😊	26.0	97.0
KPI 21		Percentage of NOT homes maintaining Decent Homes standard	quarterlyKPI	quarterlyKPI	5.03%	😞	0%	0%