

St. Leger Homes Key Performance Indicator Summary 2024/25

KPI	KPI	KPI definition and calculation - the KPI measures :	Example KPI		
KPI 1	% of current rent arrears against annual rent debit	the total outstanding balance of all current tenants at the end of the period as a percentage of the annual rent debit (excluding rent loss due to void dwellings)	Arrears = £3,000,000	Rent = £90,000,000	Arrears / Rent = 3.33%
KPI 2	Void rent loss % of rent lost through homes being void (empty)	the amount of rent lost through properties being vacant as a percentage of total rent. Properties earmarked for demolition are excluded as they are not eligible for letting	Void rent loss = £800,000	Rent = £90,800,000	Void rent / Rent = 0.88%
KPI 3	Relet time for STANDARD voids (calendar days), i.e. properties that do not require MAJOR / LARGE SCALE repairs	the average time (in calendar days) to re-let vacant properties during the period to date. 'Standard' re-lets are voids that do not include 'Major Repairs', ie works which could not reasonably be carried out with a tenant in occupation, and which need to be carried out in a property while it is vacant, due to scale and extent	Standard relets = 950	Total days = 24,700	Relets / Days = 26 days
KPI 4	Average number of Nights in Hotel Accommodation	the average number of nights spend by each person placed in Hotel Accommodation	Hotel placements = 1,400	Total nights = 37,800	Placements/Nights = 27 days
KPI 5	Percentage of settled accommodation at prevention stage	the number of households whose homelessness prevention duty ended during the month and resulted in accommodation secured for more than six months	Settled cases = 520	Preventions = 1,175	Settled / Preventions = 44%
KPI 6a	Number of stage one complaints per 1,000 homes:	the number of Stage one complaints received in the period to date per 1,000 homes managed by St Leger Homes	Complaints = 960	Per 1,000 homes = 20	Complaints/Per 1,000 = 48
KPI 6b	Number of stage two complaints received per 1,000 homes:	the number of Stage two complaints received in the period to date per 1,000 homes managed by St Leger Homes	Complaints = 40	Per 1,000 homes = 20	Complaints/Per 1,000 = 2
KPI 6	Number of: stage one and stage two complaints received per 1,000 homes:	the number of Stage one and Stage two complaints received in the period to date per 1,000 homes managed by St Leger Homes	Complaints = 1,000	Per 1,000 homes = 20	Complaints/Per 1,000 = 50
KPI 7a	% of Stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling timescales.	the percentage of Stage 1 complaints responded to within 10 working days after the complaint is initially logged and acknowledged	Responded to = 922	Complaints = 960	Responded to / Total = 96%
KPI 7b	% of Stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling timescales.	the percentage of Stage 2 complaints responded to within 20 working days after the complaint is initially logged and acknowledged	Responded to = 39	Complaints = 40	Responded to / Total = 98%
KPI 7	% of Stages 1 and 2 complaints responded to within Housing Ombudsman's Complaint Handling timescales.	the percentage of Stage 1 and 2 complaints responded to within Ombudsman timescales	Responded to = 961	Complaints = 1,000	Responded to / Total = 96%
KPI 8	% of tenancies sustained post support	the percentage of tenants who have received support and are still in their tenancies 6 months after their tenancy started	Sustained = 813	Cases closed = 824	Sustained / Closed = 98%
KPI 9	% of repairs completed at first visit	the percentage of responsive repairs completed by the operative without the need to return to the job again later because the repair was inaccurately diagnosed and / or the operative did not fix the problem first time.	First visit = 32,500	Repairs possible = 34,000	First visit / possible = 96%
KPI 10a	% of emergency responsive repairs completed within the landlord's target timescale.	the percentage of Emergency repairs completed within St Leger Homes target timescales. Emergency repairs have two targets depending on nature of the emergency - 2 and 24 hours	Responded to = 20,000	Repairs = 25,000	Responded / Repairs = 80%
KPI 10b	% of non-emergency responsive repairs completed within the landlord's target timescale.	the percentage of Non - Emergency repairs completed within St Leger Homes target timescales. Non-Emergency repairs have two targets depending on nature of the emergency - 5 days and 20 days	Responded to = 36,400	Repairs = 52,000	Responded / Repairs = 70%
KPI 10	% of non-emergency and emergency responsive repairs completed within the landlord's target timescale.	the percentage of Emergency and Non - Emergency repairs completed within St Leger Homes target timescales.	Responded to = 56,400	Repairs = 77,000	Responded / Repairs = 73%
KPI 11	Gas - % of homes for which all required gas safety checks have been carried out	Gas - measures the % of homes for which all required gas safety checks have been carried out	Checked = 20,000	Properties = 20,000	Checked / Properties = 100%
KPI 12	Fire - % of homes for which all required fire risk assessments have been carried out.	Fire - measures the % of homes for which all required fire risk assessments have been carried out.	Checked = 500	Properties = 500	Checked / Properties = 100%
KPI 13	Asbestos - % of homes for which all required asbestos management surveys or re-inspections have been carried out	Asbestos - measures the % of homes for which all required asbestos management surveys or re-inspections have been carried out	Checked = 500	Properties = 500	Checked / Properties = 100%
KPI 14	Legionella - % of homes for which all required legionella risk assessments have been carried out.	Legionella - measures the % of homes for which all required legionella risk assessments have been carried out.	Checked = 73	Properties = 73	Checked / Properties = 100%
KPI 15	Lifts - % of homes for which all required communal passenger lift safety checks have been carried out.	Lifts - measures the % of homes for which all required communal passenger lift safety checks have been carried out.	Lifts checked = 26	Lifts = 26	Checked / Lifts = 100%
KPI 16	Days lost through sickness per Full Time Equivalent employee (FTE)	the average number of days lost due to sickness absence per full time equivalent employee across the whole of the workforce. Sickness includes all types of short and long term absence, including industrial injury, and irrespective of whether this is self-certified, certified by a GP, or a long-term absence	Sick days = 8,400	Employees = 760	Sick days / Employees = 11.2
KPI 17	% of local expenditure, ie % amount of expenditure within Doncaster area	the amount spent within Doncaster area. St Leger Homes contributes to the local economy by contracting with local suppliers where possible, which results in spend within the local economy	Local Spend = £11.5m	Total Spend = £17.5m	Local / Total = 66%
KPI 18	Number of Anti-Social Behaviour (ASB) cases per 1,000 properties	the number of Anti-Social Behaviour (ASB) cases received in the period to date per 1,000 homes managed by St Leger Homes	ASB Cases = 1,200	Per 1,000 homes = 20	Cases / Per 1,000 = 60
KPI 18a	Number of Anti-Social Behaviour (ASB) cases that involve hate incidents opened per 1,000 homes.	the number of Anti-Social Behaviour (ASB) cases received in the period to date that involved hate incidents per 1,000 homes managed by St Leger Homes	ASB Hate Cases = 200	Per 1,000 homes = 20	Cases / Per 1,000 = 10
KPI 19	Number of tenants and residents helped into training, education or employment	the number of tenants/residents who start a training course or enter into education or employment due to the help of St Leger Homes, as we provide training, support and guidance to our customers to enhance their employment prospects to enable them to achieve their full potential			
KPI 20	Tenant satisfaction levels -% of respondents who report that they are satisfied with the overall service from their landlord.	the satisfaction levels of our tenants - the % satisfied or very satisfied - with the overall service from their landlord (St Leger Homes)			
KPI 21	Percentage % of NOT homes maintaining Decent Homes standard	the percentage % of NOT homes maintaining Decent Homes standard, ie it meets the current statutory minimum standard, is in a reasonable state of repair, has reasonably modern facilities and services and provides a reasonable degree of thermal comfort	Not Decent = 400	Properties = 20,000	Not Decent/Properties = 2%