

St. Leger Homes Key Performance Indicator Summary 2021/22

KPI	Indicator	March 21 year end KPI													Target
			Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Mar-22 Year end
1	Percentage of current rent arrears against annual debit %	2.75%	2.63%	2.60%	2.64%	2.76%	2.85%	2.64%	2.73%	2.85%	3.00%	2.86%	2.97%	2.55%	2.75%
2	Void rent loss (lettable voids) %	1.00%	0.86%	0.81%	0.81%	0.83%	0.82%	0.79%	0.81%	0.79%	0.79%	0.78%	0.78%	0.79%	0.50%
3	Average Days to Re-let Standard Properties ytd days	46.1	34.6	32.8	32.7	31.4	31.2	31.6	30.8	31.2	32.4	33.2	33.7	33.7	20
4	Number of Households placed in B&B Accommodation	831	78	132	193	307	419	489	455	521	571	645	714	787	no target
5	Number of Full Duty Homelessness Acceptances ytd	398	31	76	112	135	178	225	225	271	292	350	359	384	no target
6	Number of homeless preventions ytd	604	50	91	154	201	234	309	309	403	439	487	516	566	no target
7	Complaints upheld as a % of customer interactions %	0.07%	0.07%	0.09%	0.09%	0.10%	0.10%	0.10%	0.09%	0.10%	0.12%	0.12%	0.13%	0.13%	0.07%
8	Number of tenancies sustained post support	97.3%	96.4%	98.0%	98.9%	99.2%	98.0%	98.2%	98.3%	98.4%	98.4%	98.4%	98.5%	98.3%	90.0%
9	Number of repairs first visit complete	90.9%	90.6%	91.1%	90.9%	90.6%	90.5%	90.8%	not reported		89.3%	88.9%	90.3%	90.2%	92.0%
10	Gas servicing: % of properties with a valid gas certificate	100.00%	99.99%	99.97%	99.98%	99.93%	99.90%	99.92%	not reported	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
11	Days lost through sickness per FTE	6.6	0.6	1.3	2.0	3.1	4.1	not reported	5.9	7.2	8.6	10.0	10.9	11.9	7.9
12	Percentage of Local Expenditure % Revenue and Capital	not reported	not reported								70.7%	70.2%	97.5%	73.0%	70.0%
13	ASB Cases Resolved as a % of All Cases Closed	95.2%	96.9%	96.8%	96.7%	96.7%	95.8%	96.8%	97.2%	97.2%	97.3%	97.5%	97.5%	97.6%	95.0%
14	No. of residents undertaking training or education ytd - Quarterly KPI	30			10			12			20			30	67 y/e
15	No.of residents supported into employment ytd - Quarterly KPI	28			7			33			45			51	30 y/e
16	Tenant satisfaction levels overall % (STAR)	87.00%	Annual KPI											84.80%	87.00%
17	Percentage of homes maintaining decent standard %	99.99%	Annual KPI											99.99%	100.00%
18	Tenant satisfaction with property condition % (STAR)	89.41%	Annual KPI											86.50%	89.00%
19	Energy efficiency. Target: achieve EPC Level C by 2030	64.74%	Annual KPI											70.3%	71.00%

Meeting / better than target

Close to / within tolerances of target

Not meeting / worse than target