

St. Leger Homes Key Performance Indicator Summary 2023/24

KPI	Indicator	Mar 23 year end KPI													Target	
			Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Year end	
1	Percentage of current rent arrears against annual debit %	2.74%	2.60%	2.81%	2.80%	2.78%	2.95%	2.92%	2.99%	2.93%	3.09%	3.10%	2.86%	2.72%	2.75%	
2	Void rent loss (lettable voids) %	0.67%	0.79%	0.70%	0.73%	0.71%	0.71%	0.70%	0.68%	0.68%	0.68%	0.67%	0.67%	0.68%	0.50%	
3	Average Days to Re-let Standard Properties ytd days	26.7	24.8	25.9	25.4	25.8	25.9	25.8	25.6	25.0	24.6	24.8	24.9	24.9	20	
4	No of Households in B&B accommodation at month end	16	26	48	50	43	37	42	76	111	91	106	119	108	30	
5	% of settled accommodation at Prevention stage	not reported	30%	30%	33%	32%	29%	28%	27%	27%	27%	28%	30%	32%	60%	
6	Number of stage 1 and 2 complaints per 1,000 properties	not reported	5.4	10.4	15.4	20.2	26.5	32.5	38.1	44	47.8	54.3	59.3	66.0	50	
7	% of Complaints responded to within timescale	not reported	70.9%	93.3%	92.5%	87.7%	84.8%	83.8%	84.8%	84.1%	86.6%	87.6%	88.7%	90.5%	92.3%	
8	Number of tenancies sustained post support	96.8%	97.0%	97.4%	98.0%	97.6%	98.2%	98.4%	98.8%	98.9%	99.0%	99.0%	99.2%	99.3%	97.3%	
9	Number of repairs first visit complete	94.8%	94.4%	94.5%	94.8%	95.3%	95.5%	95.6%	95.7%	95.5%	95.4%	95.3%	95.1%	95.1%	94.0%	
10a	Gas : % of properties with a valid gas certificate	100.0%	99.90%	99.89%	99.97%	99.96%	99.95%	99.96%	99.94%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
10b	Fire : % of properties had fire risk assessments carried out	not reported	not reported					100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
10c	Asbestos : % of properties where surveys and reinspcetions carried out	not reported	not reported					100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
10d	Legionella : % of properties had all legionella assessments carried out	not reported	not reported					100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
10e	Lifts : % of properties where all communal lift safety checks completed	not reported	not reported					100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
11	Days lost through sickness per FTE (annualised)	11.7	11.5	11.4	11.7	11.5	11.9	11.8	11.9	11.7	11.4	11.0	11.1	11.2	8.5	
12	Percentage of Local Expenditure % Revenue and Capital	67.6%	44.5%	45.7%	49.0%	49.0%	39.5%	38.9%	39.1%	39.9%	40.7%	40.1%	40.8%	39.7%	70.0%	
13	Number of ASB Cases per 1,000 properties	not reported	5.2	12.8	22.0	23.0	29.9	36.1	40.5	44.8	47.9	53.5	58.2	62.2	60	
14	Residents in training, education or employment (Quarterly KPI)	97			9			53			82			108	97	
15	Tenant satisfaction levels overall % (Annual KPI)	81.3%	not reported					76%	76%	76%	76%	76%	76%	76%	76%	85.0%
16	Homes maintaining decent standard % (Annual KPI)	99.99%	not reported											96.95%	100.0%	
17	Tenant satisfaction with property condition (repairs service TSM) % (Annual KPI)	75.7%	not reported					80%	80%	80%	80%	80%	80%	80%	80%	83.0%
18	Energy efficiency - EPC Level C by 2030 (Annual KPI)	69.2%	not reported											data not yet available	73.5%	

Targets are for the end of the year performance unless indicated otherwise (YTD = cumulative year to date)

Key :

Meeting / better than target
Close to / within tolerances of target
Not meeting / worse than target