St Leger Homes of Doncaster Performance Dashboard August 2020

Colour = Cumulative performance (Tick/Green = On Target, Triangle/Orange = Near to Target, Cross/Red = Not on Target, Blue = No Target)
Arrows = comparison against previous month's monthly performance (↑= Improved, ↓= Not Improved, ↔ = Remained the same)

Current Rent Arrears as % of Annual Debit
3.15% ↑
Target 2.80%
✗

Void Rent Loss % - Excluding Demos
0.97% ↓
Target 0.50%
✗

Number of Days to Relet Void Properties
50.60 ↑
Target 20
✗

Number of Households Placed in B&B
35 ↑
Target 5
✗
YTD 342

Number of Full Duty Homelessness Acceptances
134 ↑
Target 67
✗

Homelessness Preventions
258 ↑
Target 332
✗

Number of Complaints Upheld as a % of All Interactions
0.050% ↑
Target 0.070%
✓

Tenancies Sustained Post Support
94.23% ↓
Target 90%
✓

First Visit Complete
92.09% ↓
Target 92%
✓

Gas Servicing - % of Properties Attended Against Target
99.95% ↑
Target 100%
✗

Days Lost to Sickness Per Full Time Equivalent
2.19 ↑
Target 3.14
✓

% of Local Expenditure
51.06% ↓
Target 70%
✗

ASB % of Resolved Cases
97.43% ↓
Target 95%
✓

Tenants and Residents Undertaking Training or Education
3 ↑
Target 4
Quarterly KPI

Tenants and Residents Supported into Employment
1 ↓
Target 5
Quarterly KPI
✗

Tenant Satisfaction Levels
-
Target 89%
Annual KPI
-

% Homes Maintaining Decent Homes standard
-
Target 100%
Annual KPI
-

Level of Tenant Satisfaction with Property Condition
-
Target 89%
Annual KPI
-

% Of Homes Achieving EPC Level C
-
Target 42%
Annual KPI
-

SLHD Stock - Number of Properties at 09/09/2020
20,088
Occupied 19,898
Void 190