

St. Leger Homes Key Performance Indicator Summary 2024/25			Key	Meeting target		Close to / within tolerance of target				Not meeting target					
KPI	Indicator	Outturn 23/24	Target												
			Apr-24	May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Mar-25
KPI 1	% of current rent arrears against annual rent debit	2.72%	2.86%	2.85%	2.74%	2.83%	2.89%	3.01%	2.83%	2.85%	3.08%	2.99%	2.79%	2.76%	2.95%
KPI 2	Void rent loss % of rent lost through homes being void (empty)	0.68%	0.65%	0.77%	0.83%	0.82%	0.86%	0.88%	0.88%	0.91%	0.90%	0.91%	0.91%	0.96%	0.70%
KPI 3	Relet time for STANDARD voids (calendar days). i.e. properties that do not require MAJOR / LARGE SCALE repairs	24.9	27.5	24.9	24.2	24.9	24.9	25.4	25.4	25.9	25.9	27.0	27.2	27.4	24.0
KPI 4	Average number of Nights in Hotel Accommodation	n/a	34.8	38.8	39.1	36.4	35.7	33.3	31.6	30.1	29.4	28.6	28.3	28.0	21.0
KPI 5	Percentage of settled accommodation at prevention stage	32.0%	39.0%	44.2%	45.4%	45.2%	45.1%	46.2%	44.7%	44.7%	44.0%	43.0%	43.0%	43.0%	30.0%
KPI 6a	Number of stage one complaints per 1,000 homes:	56.1	6.2	12.4	18.4	25.2	31.0	35.8	41.9	47.5	51.4	56.6	61.4	68.0	47.0
KPI 6b	Number of stage two complaints received per 1,000 homes:	4.9	0.3	1.3	1.8	2.7	3.5	4.0	4.9	5.4	5.8	6.4	7.2	7.6	3.0
KPI 6	Number of: stage one and stage two complaints received per 1,000 homes:	61.0	6.5	13.7	20.2	27.9	34.6	39.8	46.8	52.9	57.2	63.0	68.6	75.6	50.0
KPI 7a	% of Stage 1 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	91.9%	98.4%	100.0%	99.6%	98.9%	99.2%	99.4%	99.4%	99.5%	99.5%	99.5%	99.5%	99.5%	92.3%
KPI 7b	% of Stage 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	86.9%	98.4%	100.0%	96.0%	97.2%	98.2%	98.6%	98.8%	96.9%	97.2%	98.3%	98.4%	95.8%	92.3%
KPI 7	% of Stages 1 and 2 complaints responded to within the Housing Ombudsman's Complaint Handling Code timescales.	89.3%	98.4%	100.0%	99.3%	98.8%	99.1%	99.3%	99.4%	99.3%	99.2%	99.4%	99.4%	99.1%	92.3%
KPI 8	% of tenancies sustained post support	99.3%	100.0%	99.2%	98.9%	99.2%	99.1%	99.0%	99.2%	99.3%	99.0%	99.1%	99.1%	99.0%	97.3%
KPI 9	% of repairs completed at first visit	95.1%	93.9%	93.9%	94.3%	94.3%	94.6%	94.7%	94.9%	95.0%	95.0%	95.2%	95.2%	95.3%	94.0%
KPI 10a	% of Emergency responsive repairs completed within the landlord's target timescale.	81.5%	78.9%	78.1%	63.3%	68.4%	69.5%	76.9%	76.5%	78.3%	80.1%	81.5%	82.1%	82.5%	95.0%
KPI 10b	% of Non-emergency responsive repairs completed within the landlord's target timescale.	62.8%	59.7%	62.5%	77.5%	77.5%	77.3%	67.2%	68.2%	68.3%	68.8%	69.1%	68.8%	68.7%	85.0%
KPI 10	% of Non-Emergency and Emergency responsive repairs completed within the landlord's target timescale.	69.5%	66.9%	67.9%	68.0%	64.2%	65.9%	70.2%	70.7%	71.4%	72.4%	73.0%	73.0%	73.1%	88.0%
KPI 11	Gas - % of homes for which all required gas safety checks have been carried out	100.0%	99.97%	99.79%	99.78%	99.71%	99.79%	99.87%	99.94%	99.98%	100.0%	100.0%	100.0%	100.0%	100.0%
KPI 12	Fire - % of homes for which all required fire risk assessments have been carried out.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	99.8%	99.8%	100.0%	100.0%
KPI 13	Asbestos - % of homes for which all required asbestos management surveys or re-inspections have been carried out	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
KPI 14	Legionella - % of homes for which all required legionella risk assessments have been carried out.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	93.15%	93.15%	100.0%	100.0%	100.0%	100.0%	100.0%
KPI 15	Lifts - % of homes for which all required communal passenger lift safety checks have been carried out.	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
KPI 34 new	Electrical - % Domestic properties with a satisfactory EICR up to five years old	83.1%	89.0%	89.9%	91.9%	93.1%	93.8%	94.2%	94.8%	94.7%	94.6%	94.8%	94.9%	96.0%	100.0%
KPI 16	Days lost through sickness per Full Time Equivalent employee (FTE)	11.2	11.1	11.1	10.8	10.8	10.8	10.9	11.4	11.9	12.2	12.3	12.4	12.2	10.0
KPI 17	% of local expenditure, ie % amount of expenditure within Doncaster area	59%	61%	61%	61%	61%	59%	61%	60%	60%	60%	59%	60%	59%	70.0%
KPI 18	Number of Anti-Social Behaviour (ASB) cases per 1,000 properties	62.2	4.8	11.1	16.3	22.4	27.8	32.5	35.2	38.6	40.9	45.2	49.7	55.1	60.0
KPI 18a	Number of Anti-Social Behaviour (ASB) cases that involve hate incidents opened per 1,000 homes.	0.7	0.0	0.1	0.2	0.2	0.3	0.5	0.6	0.7	0.8	0.8	0.8	0.8	10.0
KPI 19	Number of tenants and residents helped into training, education or employment	108	quarterly KPI	quarterly KPI	29	quarterly KPI	quarterly KPI	62	quarterly KPI	quarterly KPI	96	quarterly KPI	quarterly KPI	113	97.0
KPI 20	Tenant satisfaction levels :% of respondents who report that they are satisfied with the overall service from their landlord.	76%	quarterly KPI	quarterly KPI	quarterly KPI	quarterly KPI	quarterly KPI	quarterly KPI	quarterly KPI	quarterly KPI	quarterly KPI	annual KPI	annual KPI	81.0%	76%
KPI 21	Percentage % of NOT homes maintaining Decent Homes standard	3.1%	quarterly KPI	quarterly KPI	5.03%	quarterly KPI	quarterly KPI	3.25%	quarterly KPI	quarterly KPI	3.04%	quarterly KPI	quarterly KPI	5.53%	0%
KPI 22	Tenant satisfaction with property condition (repair in the last 12 months and satisfied with the overall repairs service) %	80%	annual KPI	annual KPI	annual KPI	annual KPI	annual KPI	annual KPI	annual KPI	annual KPI	annual KPI	annual KPI	quarterly KPI	81.5%	80%
KPI 23	Energy efficiency of properties	70.2%	annual KPI	annual KPI	annual KPI	annual KPI	annual KPI	annual KPI	annual KPI	annual KPI	annual KPI	annual KPI	quarterly KPI	57.1%	78%