



To: Chair and Members of the Cabinet

Report Title: St. Leger Homes of Doncaster Limited (SLHD) performance and delivery update Quarter 4 and year ended 31 March 2023 (2022/23)

Relevant Cabinet Member(s)	Wards Affected	Key Decision?
Cllr Glyn Jones	All	No

1. EXECUTIVE SUMMARY

- 1.1. As part of the Management Agreement and governance arrangements for SLHD, an Annual Development Plan (ADP) is produced in agreement with City of Doncaster Council (CDC) officers, the Housing Portfolio holder and the Mayor. The ADP identifies the key deliverables, outcomes, milestones and performance measures. The Management Agreement also acknowledges the importance of Value For Money (VFM) and requires both City of Doncaster Council (CDC) and SLHD to use reasonable endeavours to deliver the best possible VFM. Arrangements within the agreement require appropriate VFM reporting which includes a quarterly report of Key Performance Indicators (KPIs) and an annual VFM statement.
- 1.2. This report provides an opportunity to feedback on performance successes and challenges against the 2022/23 Key Performance Indicators (KPIs) **Appendix A**.
- 1.3. At the end of the 31 March 2023 financial year, ten of the seventeen KPIs measured were met or were within agreed tolerances of target. Commentary appears below.

2. EXEMPT REPORT

- 2.1. This report is not exempt

3. RECOMMENDATIONS

- 3.1. That Cabinet note the progress of SLHD performance outcomes and the contribution SLHD makes to supporting City of Doncaster Council's (CDC) strategic priorities.

4. WHAT DOES THIS MEAN FOR THE CITIZENS OF DONCASTER?

- 4.1. As this report includes the current progress on the SLHD KPIs, the implications of the contents may ultimately affect the delivery of services to the people of Doncaster.

5. BACKGROUND

5.1. As part of the agreed governance framework detailed in the Management Agreement there is a requirement to provide a quarterly performance report for the Executive Board of City of Doncaster Council (CDC).

6. 2022/23 QUARTER 4 (Q4) AND FINANCIAL YEAR ENDED PERFORMANCE SUMMARY

6.1. There are 19 KPIs agreed with DC for 2022/23 and include :

- two are measured quarterly;
- four measured annually - STAR survey (2), energy efficiency and Decent Homes Standard numbers; and
- two KPIs relating to Homelessness do not have targets.

6.2. The table below summarises the KPI dashboard as at 31 March 2023. Performance comparatives have been included from previous years. At the end of March 2023, ten KPIs were met or were within agreed tolerances of target. * Data for one annual KPI is not yet available (Property energy efficiency %).

KPIs	Q4 22/23	Q3 22/23	Q2 22/23	Q1 22/23	Q4 21/22	Q3 21/22	Q2 21/22	Q1 21/22	Q4 20/21	Q3 20/21	Q2 20/21	Q1 20/21
Green (meeting target)	6	7	5	6	7	7	6	6	8	5	6	6
Amber (within tolerance)	4	1	2	1	4	3	3	2	2	3	1	1
Red (not meeting target)	6	7	8	6	5	4	5	4	7	7	8	8
No target (homelessness)	2	2	2	2	3	3	3	3	0	0	0	0
Annual / data not available *	1	2	2	4	0	2	2	4	0	4	4	4
Total	19	19	19	19	19	19	19	19	17	19	19	19

6.3. SLHD supports the Mayor's approach to setting challenging targets and is determined to continually improve performance, notwithstanding a background of higher demand for services and nationally lower social housing performance as evidenced by national benchmarking.

6.4. The 2022/23 KPIs show a mix of excellent performance and areas for improvement. The KPI dashboard is attached at **Appendix A**.

6.5. We continue to benchmark our services nationally through Housemark, which provides timely information on how we are performing against other organisations. We have consistently compared favourably with our peers and nationally with the majority of indicators submitted above median, but some indicators have been in the lower quartiles.

6.6. The tolerances which determine the amber status are consistent with CDC measures where possible. Performance data is cumulative year to date (YTD) rather than performance in the quarter, as this can be misleading when comparing to target.

7. KPI DETAILED COMMENTARY

7.1. KPI 1: Percentage of Current Rent Arrears against Annual rent debit

Profiled Target March 23 **2.75%**
March 23 Outturn Performance **2.74%**

BETTER THAN TARGET – GREEN

	Q4 22/23	Q3 22/23	Q2 22/23	Q1 22/23	Q4 21/22	Q3 21/22	Q2 21/22	Q1 21/22	Q4 20/21	Q3 20/21	Q2 20/21	Q1 20/21
Arrears %	2.74%	2.98%	2.80%	2.62%	2.55%	2.92%	2.57%	2.55%	2.75%	3.39%	3.05%	3.12%
Profiled target %	2.75%	3.00%	3.00%	2.85%	3.00%	3.42%	3.21%	3.16%	2.80%	3.20%	3.00%	2.95%

The rent arrears outturn at the end of March was 2.74% against a target of 2.75%. This is an exceptional performance given the economic environment we are operating in.

The cost of living impacts are increasingly being felt and we will need to continue the fine balance between support and enforcement in our rent collection activities - with enforcement only applicable where affordability is established or the tenant does not engage in support.

The cost of living and energy crisis continue to adversely affect our tenants, as does the managed migration of benefit claimants this year for all those claiming Tax Credits (and the subsequent loss of transitional protections).

We continue with our proactive Pension Credit claims work with pensionable aged customers and have achieved almost £147k financial gains for this cohort. Dedicated teams continue to work closely together to support tenants to maximise their income and address financial pressures. We work closely with the Council, Citizens Advice Doncaster and DWP to support tenants and families across the Borough and to ensure the take-up of Government and other support is maximised, this includes Discretionary Housing Payment (DHP), Sustainable Tenancy Fund (STF) and Vulnerable Renters Funding.

KPI 2: Void rent loss (lettable voids)

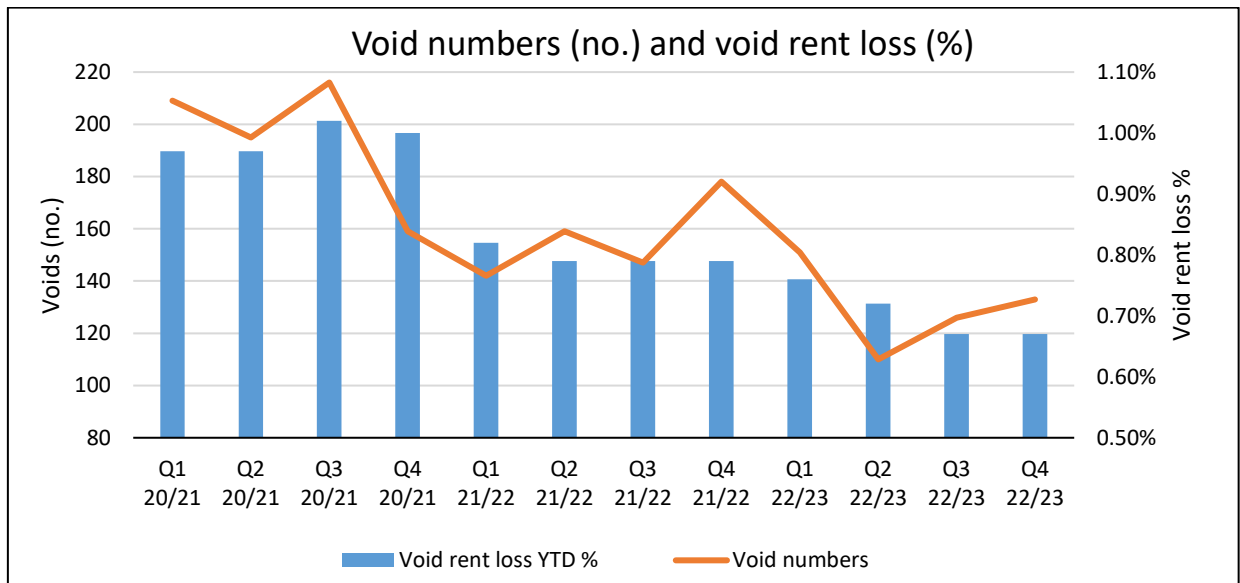
Target **0.50%**
March 23 Outturn Performance **0.67%**

WORSE THAN TARGET – RED

	Q4 22/23	Q3 22/23	Q2 22/23	Q1 22/23	Q4 21/22	Q3 21/22	Q2 21/22	Q1 21/22	Q4 20/21	Q3 20/21	Q2 20/21	Q1 20/21
Void rent loss YTD %	0.67%	0.67%	0.72%	0.76%	0.79%	0.79%	0.79%	0.82%	1.00%	1.02%	0.97%	0.97%
Target %	0.50%	0.50%	0.50%	0.50%	0.50%	0.50%	0.50%	0.50%	0.50%	0.50%	0.50%	0.50%
Void numbers	133 *	126	110	151	178	147	159	142	159	216	195	209

* There were actually 143 voids as at 31 March, but ten of these were new build properties that were handed over on that day, so have been excluded here.

The KPI of 0.50% equates to approximately 110 void properties. This KPI is a very challenging target, but our existing current performance would still be a top quartile position when benchmarked nationally and with our peers. Improvements are being seen and the graph below plots data from the last three years reflects this.

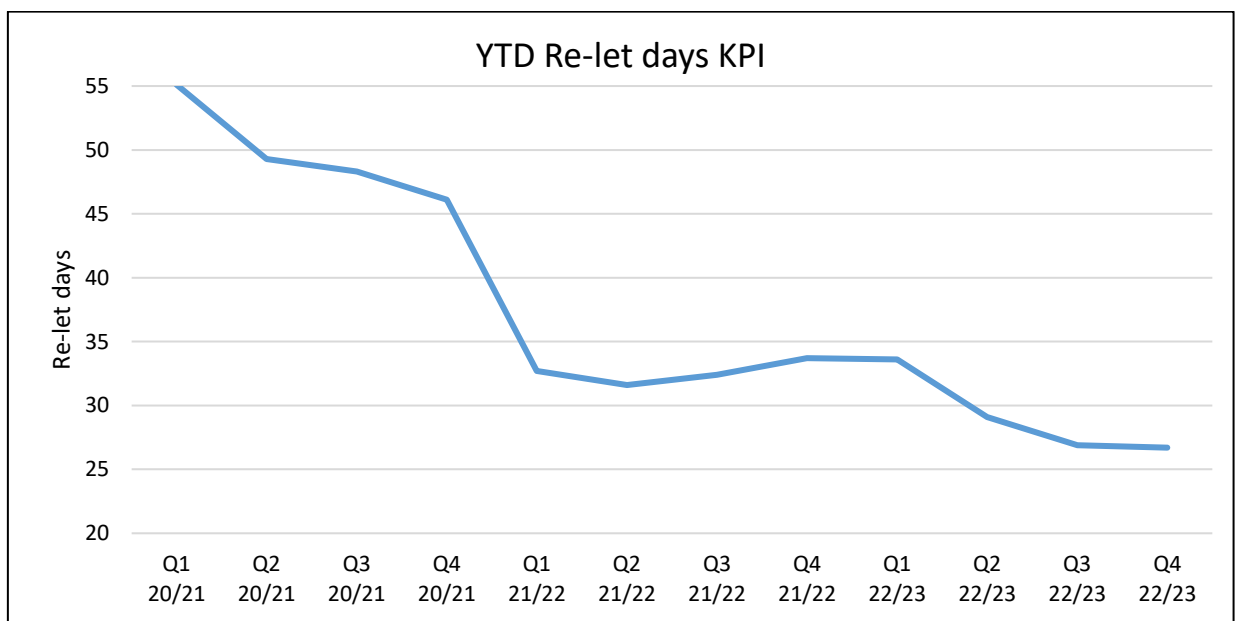


7.2. KPI 3 : Average Days to Re-let Standard Properties

Target 20.0 days
March 23 Outturn Performance 26.7 days **WORSE THAN TARGET – RED**

	Q4 22/23	Q3 22/23	Q2 22/23	Q1 22/23	Q4 21/22	Q3 21/22	Q2 21/22	Q1 21/22	Q4 20/21	Q3 20/21	Q2 20/21	Q1 20/21
Re-let days	26.7	26.9	29.1	33.6	33.7	32.4	31.6	32.7	46.1	48.3	49.3	55.1

Although the KPI has been red for some time, improvements are being made as the data is reflected graphically below and the move towards the 20 day target.



In-month re-let performance for March shows an improvement at 25.9 days when comparing to February's 26.4 and January's 28.0 days. Cumulative performance and year-end outturn is 26.7 days and is an improvement when comparing to the previous years' 2021/22 and 2020/21.

Stringent monitoring remains in place across all teams involved in the key-to-key process to ensure work is completed in voids and all teams are working collaboratively to ensure that voids are re-let at the earliest opportunity.

7.3. KPI 4: Number of Households placed in B&B Accommodation at month end

Profiled Target March 23 30
March 23 Outturn Performance 16 BETTER THAN TARGET – GREEN

This was a new KPI for 2022/23 and measures the number of placements in Bed and Breakfast / Hotel accommodation at month end. The year-end target is 30 but had a profiled target throughout the year as shown below, with actual performance.

Month end	Placements no.	Target no.
April	66	55
May	60	50
June	76	45
July	66	40
August	63	35
September	62	40
October	56	45
November	38	50
December	48	60
January	69	50
February	39	40
March	16	30

Following tremendous work by the team the outturn for the year was 16 households in hotels and no children. The total number rooms occupied in March was the lowest figure since March 2020

7.4. KPI 5: Number of Full Duty Homelessness Acceptances

Target **No target for 2022/23**
March 23 Outturn Performance **518**

	22/23	21/22
	Actual	Actual
	no.	no.
April	25	31
May	30	45
June	35	36
July	37	23
August	21	43
September	42	47
October	43	18
November	65	28
December	41	21
January	73	58
February	34	9
March	72	25
Total	518	384

The number of main duty decisions increased to 72 in March from 34 in February as the team continue to more effectively manage cases and reflects the high volume of cases opened in January closing in March.

The total for Q4 is consistent with Q3 and should reduce in 2023/24 due to the case management backlog being cleared and greater opportunity for Prevention and/or Intervention being achieved prior to a Main Duty decision being required.

7.5. KPI 6: Number of homeless preventions

Target **No target for 2022/23**
March 23 Outturn Performance **850**

	22/23	21/22
	Actual	Actual
	no.	no.
April	71	50
May	44	41
June	47	63
July	66	47
August	51	33
September	49	75
October	71	38
November	121	56
December	82	36
January	84	48
February	69	29
March	95	50
Total	850	566

The number of successful Homelessness Preventions has increased to 850 in 2022/23 from 566 in 2021/22. This has been achieved by successful preventions and interventions to support customers to remain in their current accommodation, or secure alternative accommodation.

7.6. KPI 7: Number of complaints upheld as a percentage of all interactions

Target **0.070%**
*** Mar 23 outturn performance** **0.091%** **WORSE THAN TARGET – RED**

* Complaints are normally reported one month in arrears to ensure that the complaints are closed down within our service standard of 10 working days, but given the timing of the year-end reporting, March data is now available, has been included here and presents a full year of April 2022 to March 2023.

The table summarises interactions, complaints and upheld levels for the past five years, showing full 12 months' data for each year:

	Interactions	Complaints	Upheld	% upheld
22/23	370,732	1,303	339	0.091%
21/22	363,502	1,183	450	0.124%
20/21	367,122	1,047	240	0.065%
19/20	392,087	1,070	241	0.061%
18/19	350,964	1,139	251	0.072%

There are small variations in numbers throughout each month, but in general, complaint numbers have increased by around 13% for the past two years compared to 20/21 and before. The number of complaints upheld have also increased in the past two years, as shown in the table above.

We analyse the % of complaints upheld against all customer transactions. This provides us with a picture of our customer's dissatisfaction and enables us to drill down further into the relevant service areas.

The main theme for upheld complaints in Quarter 4 relate to time taken to complete a repair.

There has been increasing focus on dealing with complaints in recent months and the performance measure '% of complaints resolved within timescale in month' improved significantly in March (93%), compared to February (83%) and January (61%).

This can also be seen at **Appendix B** where SLHD is now top quartile compared to our peers for this measure.

7.7. KPI 8 : Number of tenancies sustained post support :

Target **97.3%**
March 23 Outturn Performance **96.8%** **WITHIN TOLERANCES - AMBER**

Period YTD	Cases closed 6 months previously	No. of tenancies sustained after 6 months	% of tenancies active 6 months after support ended	Target %
Q1 20/21	263	251	95.4%	90.0%
Q2 20/21	517	499	96.5%	90.0%
Q3 20/21	679	657	96.8%	90.0%
Q4 20/21	872	848	97.3%	90.0%
Q1 21/22	157	155	98.7%	90.0%
Q2 21/22	335	329	98.2%	90.0%
Q3 21/22	515	507	98.4%	90.0%
Q4 21/22	657	646	98.3%	90.0%
Q1 22/23	267	263	98.5%	97.3%
Q2 22/23	500	484	96.8%	97.3%
Q3 22/23	739	714	96.6%	97.3%
Q4 22/23	1,040	1,007	96.8%	97.3%

Year end performance was marginally below the target for the proportion of tenancies sustained 6 months following their period of support ending. The year ended with an overall performance of 96.8% of tenants still in their tenancies, against a target of 97.3%.

Monthly performance has been improving steadily since the low of 91% in August.

Performance has been above 95% for the past two and a half years and remains only marginally below the increased 2022/23 target at the year end. Caseload volumes are increasing, as the table shows, and analysis of these is ongoing to identify themes and actions required.

7.8. KPI 9 : Number of repairs complete on first visit (FVC)

Target **92.0%**
March 23 Outturn Performance **94.8%** **BETTER THAN TARGET – GREEN**

This KPI measures the number of responsive repairs completed at the first visit without the need for the operative to return a second time because the repair was inaccurately diagnosed and/or did not fix the problem.

Period YTD	No. of repairs completed	No. of repairs completed first visit	% repairs completed first visit	Target %
Q1 20/21	7,165	6,701	93.5%	92.0%
Q2 20/21	18,485	16,892	91.4%	92.0%
Q3 20/21	30,685	27,866	90.8%	92.0%
Q4 20/21	42,464	38,609	90.9%	92.0%
Q1 21/22	9,839	8,941	90.9%	92.0%
Q2 21/22	18,547	16,841	90.8%	92.0%
Q3 21/22	26,252	23,759	90.5%	92.0%
Q4 21/22	34,595	31,192	90.2%	92.0%
Q1 22/23	7,758	7,308	94.2%	92.0%
Q2 22/23	14,243	13,426	94.3%	92.0%
Q3 22/23	23,093	21,824	94.5%	92.0%
Q4 22/23	32,067	30,406	94.8%	92.0%

Monthly performance continued to be above target with March's figure being 95.8%, which impacted positively on the cumulative year to date figure, with year end performance out-turning at 94.8%, well above the target of 92%

7.9. KPI 10 : Gas Servicing - % of dwellings with a valid gas safety certificate

Target 100.00%
March 23 Outturn Performance 100.00% MEETING TARGET – GREEN

The 2022/23 servicing programme is complete and 100% of all properties that require a valid gas certificate have one.

7.10. KPI 11 : Days lost through sickness per FTE (Full Time Equivalent)

Profiled target 7.90 days
March 23 Outturn Performance 11.66 days WORSE THAN TARGET – RED

March saw 0.9 days absence per FTE against a monthly target of 0.72, slightly lower than February, which saw 0.91 days absence per FTE. This provides a year end figure of 11.66 days per FTE against a target of 7.90 days, marginally lower than the previous financial year which out turned at 11.88 days per FTE but also significantly above target.

At year end, stress, depression and anxiety remain the highest reason for absence accounting for 31% of all absence. March saw a reduction in the number of days for all forms of stress related absence compared to February and a continuing downward trend from the month before that. This is followed by Musculoskeletal (MSK) 17.6% and then infection and virus 14.1%.

Short Term sickness continues to drive up the number of sickness cases. All cases continue to be managed in line with the attendance management procedure. Changes to the attendance management policy have now been approved and will go live from 1 April introducing additional short term triggers for management of short term absence.

7.11. KPI 12 : Local expenditure

Target	70.0%	
March 23 Outturn Performance	67.6%	WITHIN TOLERANCES - AMBER

For the KPI, cumulative local (Doncaster) spend, both capital & revenue in nature, for the year ended 31 March 2023 totalled £16.2m out of total spend to all suppliers of £23.9m. KPI performance therefore outturned just below target at 67.6%.

This is a further slight reduction on January's YTD KPI of 71.8%, and February's 69.8% and is due to lower Doncaster spend in the month and increase in spend outside of the borough compared to recent months. This turned the KPI amber (within tolerance of target). The shortfall to target was just £570k.

Cumulative spend (capital & revenue) within Yorkshire & Humberside totalled £20.9m and equates to 87.2% of all YTD spend, also slightly down on previous months' figures which were around 89%.

There are a number of contributing factors to this KPI decrease. Total expenditure in March was £2.38m and the second highest monthly spend in the whole year, and significantly around £600k more than the previous three months. March spend included a number of increased payments to suppliers outside of Doncaster that when combined were more than £400k more than previous months. Some of this relates to timing and some relate to changes in supplier.

For example, March includes large payments to Capita (outside of Doncaster) and this was their first large payment for nearly a year. March also included payments to Wates, also currently outside but planning to open a Doncaster office, who are the contractors that replaced JTomlinson, who did have a Doncaster office. These, together with the timing of a number of increased payments to other suppliers who are 'outside', had an adverse impact on the cumulative KPI.

Local suppliers and contractors will always be targeted wherever possible as part of re-procurement exercises

7.12. KPI 13 : ASB Cases Resolved as a % of All Cases Closed

Target	95.55%	
March 23 Outturn Performance	96.97%	BETTER THAN TARGET - GREEN

Performance continued to exceed target with 97.22% of cases resolved in March - 105 out of 108 cases closed. This gives a year end performance of 96.97%.

Over the whole year we opened 1,439 cases with 313 of these being noise, 170 harassment and threatening behaviour and 151 drugs related.

7.13. KPI 14 : Number of residents undertaking training or education

Profiled target	67	
March 23 Outturn Performance	58	WORSE THAN TARGET – RED

In Q4, we saw 23 people enter some form of training, the majority either signing up for the latest World of Work Cleaning course, or completing a period of unpaid work experience with St Leger Homes. For the cleaning course, there was a record number of participants, this now highlighting and confirming the benefits of widening the criteria for potential participants. Three of the new training stats came from partnership working with Doncaster College and SLHD, giving three of their T-Level students the opportunity to come and do their required placements.

Also included in the 23 placements are a small number of short periods of unpaid work experience, this has mainly been accommodated for relations of SLHD employees, however it is proving a useful way of testing our work experience offer before looking at rolling it out across the organisation and to a wider audience. Whilst we did not reach the target for this specific KPI 14, it was reached as a whole if combined with the related KPI 15 – Supported into employment – see below.

7.14. KPI 15 : Number of residents supported into employment

Profiled target	30	
March 23 Outturn Performance	39	BETTER THAN TARGET – GREEN

Whilst we only had five employment starts in Q4, this should have been higher. However, two of the expected WOW External Property Maintenance participants did not start work due to delays in their pre-employment checks.

We are therefore expecting two starters in Q1 of the 23/24 year with a further WOW participant having started employment elsewhere; we are currently ascertaining a start date.

The ongoing buoyant jobs market in the Doncaster area has also meant fewer WOW participants signing up to the WOW scheme for employment help; we are therefore looking at a fresh promotional campaign to raise new awareness of our offer.

Overall, when combined, the related targets for KPIs 14 and 15 were met for the year.

8. ANNUAL KPIS

8.1. For 2022/23, there are four annual KPIS.

8.2. KPI 16 : Tenant satisfaction with overall service

Target	87.0%	
March 23 Outturn Performance	81.3%	WITHIN TOLERANCES - AMBER

This figure is from the July 2022 perception STAR survey.

The Overall Satisfaction scores remain strong with 81.3% of St Leger Homes tenants satisfied with the services provided however, we have seen a reduction in this feedback by 3.4% compared to the previous year.

Analysis of this question shows that people have moved from being satisfied to seeing an increase in both the 'dissatisfied' and 'neither' category. The largest decreases were seen in the 'Rent VFM' and 'Quality of home' questions.

Numerous actions were developed, including Customer Excellence training, introduction of a new 'One Voice' Forum to effectively listen to tenant views and a TRIP review of Anti-Social Behaviour (ASB), among others.

Recent benchmarking reports show that tenant satisfaction levels across the country have seen falls in general compared to previous year, and are now at 81%, so our results are just above this.

8.3. KPI 17: Percentage of homes meeting Decent Homes standard ANNUAL KPI:

Target 2022/23	100.00%	
March 23 Outturn Performance	99.69%	WITHIN TOLERANCES - AMBER

99.69% of homes are currently identified as being decent. Conversely, 0.31% of homes are now categorised as non-decent. This equates to 62 properties where the roof is in a poor condition as identified through recent stock condition surveys. Where a major component, such as a roof, is in poor condition and requires replacement or major repair, this automatically makes the property non-decent.

The properties identified will now be pulled together into a dedicated external investment scheme, with the aim to carry out the necessary improvements during the 2023/24 programme.

8.4. KPI 18 : Tenant satisfaction with property condition %

Target	89.0%	
March 23 Outturn Performance	75.7%	WORSE THAN TARGET - RED

This figure has also been taken from the July 2022 perception STAR survey. The satisfaction with property condition results have fallen to 75.7% from the previous year's survey result of 86.5%.

As with KPI16 and all other survey results, detailed analysis of comments received has been undertaken and actions developed. This includes numerous actions, some of which have been incorporated in to the work of the ongoing Repairs Excellence Board, and includes changes to categories of repairs, new ways of working and new performance measures.

8.5. KPI 19: Energy efficiency ANNUAL KPI :

Target 2022/23	71.0%	
March 23 Outturn Performance	Data not yet available	

The data for this KPI is not yet available.

9. BACKGROUND PAPERS

9.1. None





10. OPTIONS CONSIDERED





10.1. Not applicable

11. REASONS FOR RECOMMENDED OPTION

11.1. Not applicable

12. IMPACT ON THE COUNCIL'S KEY OUTCOMES

Great 8 Priority	Positive Overall	Mix of Positive & Negative	Trade-offs to consider – Negative overall	Neutral or No implications
 Tackling Climate Change	✓			
<p>Comments: The main related KPI is for energy efficiency of properties and was just below target at year end, although this is subject to change as efficiency data is currently being validated.</p>				
 Developing the skills to thrive in life and in work		✓		
<p>Comments: SLHD work impacts on Council key priorities, with implications on the quality of life for Doncaster Council's tenants and other residents and the communities they live in. There are two specific KPIs related to this priority and as with previous quarter ends, one was exceeding target and one was below target. However, the two are closely linked and when combined performance overall would have exceeded the combined target.</p>				
 Making Doncaster the best place to do business and create good jobs		✓		
<p>Comments: KPIs relate to target spending locally within Doncaster and also within South Yorkshire where possible. As referred to in 'skills' above, this was meeting target overall if the two KPIs were combined. Local spend was just below target but within tolerance, essentially due to large payments in March 2023 to a new contractor who is currently just outside of the borough, and increased payments in the month to other suppliers just outside.</p>				
 Building opportunities for healthier, happier and longer lives for all		✓		

Comments: All of the KPIs have an influence on opportunities for healthier, happier and longer lives, by maintaining tenancies, providing secure, warm, safe homes, safe neighbourhoods, training and employment targets, and addressing homelessness issues in the borough.				
 Creating safer, stronger, greener and cleaner communities where everyone belongs		✓		
Comments: A number of the KPIs as reported above and at Appendix A have been established to have a positive influence on this priority.				
 Nurturing a child and family-friendly borough	✓			
Comments: A number of the KPIs as reported above and at Appendix A will have a positive influence on this priority.				
 Building Transport and digital connections fit for the future				✓
Comments: Not applicable				
 Promoting the borough and its cultural, sporting, and heritage opportunities				✓
Comments: Not applicable				
Fair & Inclusive		✓		
Comments: SLHD has its own Equality and Diversity strategy and fair and inclusive considerations are implicit in all of the service provided, and therefore KPIs.				

13. Legal Implications [Scott Fawcus 25.05.23]

13.1. There are no specific legal implications arising from this report. Advice can be provided on any matters arising at the meeting

14. Financial Implications [JC, 31.05.23]

14.1. In 2022/23 SLHD received management fees of £38.0m from CDC. This is made up of £35.6m from the Housing Revenue Account and £2.4m from the General Fund to pay for the general fund services managed by SLHD.

15. Human Resources Implications [Ayesha Ahmed, Senior HR & OD Officer, 31.05.23.]

15.1. There are no specific Human Resource Implications for this report

16. Technology Implications [Peter Ward, Technology Governance and Support Manager, 30/05/23]

16.1. There are no specific technology implications for this report.

RISKS AND ASSUMPTIONS

17. IMPACT ON THE COUNCIL'S KEY OUTCOMES

Specific risks and assumptions are included in the body of this report

18. CONSULTATION

Not applicable

19. BACKGROUND PAPERS

None

20. GLOSSARY OF ACRONYMS AND ABBREVIATIONS

See below

ADP	Annual Development Plan
ASB	Anti- Social Behaviour
DC	Doncaster Council
DHP	Discretionary Housing Payment
DWP	Department for Work and Pensions
EPM	External Property Maintenance
FTE	Full Time Equivalent
KPI	Key Performance Indicator
MSK	Musculo-Skeletal
SLHD	St Leger Homes of Doncaster
STAR	Survey of Tenants and Residents
STF	Sustainable Tenancy Fund
SWEP	Severe Weather Emergency Protocol
WOW	World of Work
YTD	Year to date
PRS	Private Rented Sector

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Appendix A SLHD Key Performance Indicator Summary Q4 2022/23

Appendix B Benchmarking - Housemark monthly pulse survey – March 23 (**in month** performance)

Appendix A - St. Leger Homes Key Performance Indicator Summary Q4 2022/23

KPI	Indicator	21/22 Outturn	22/23 Q1	22/23 Q2	22/23 Q3	22/23 Q4	22/23 Target	DoT
1	Percentage of current rent arrears against annual debit %	2.55%	2.62%	2.80%	2.98%	2.74%	2.75% y/e	↑
2	Void rent loss (lettable voids) %	0.79%	0.76%	0.72%	0.67%	0.67%	0.50%	↔
3	Average Days to Re-let Standard Properties ytd days	33.7	33.6	29.1	26.9	26.7	20.0	↑
4	Number of Households placed in B&B Accommodation at month end (new KPI 2022/23)	n/a	76	62	48	16	30 y/e	↑
5	Number of Full Duty Homelessness Acceptances ytd	384	96	193	364	518	no target	↑
6	Number of homeless preventions ytd	566	150	305	600	850	no target	↓
7	Complaints upheld as a % of customer interactions %	0.13%	0.122%	0.090%	0.103%	0.091%	0.070%	↑
8	Number of tenancies sustained post support	98.3%	98.5%	96.8%	96.6%	96.8%	97.3%	↑
9	Number of repairs first visit complete	90.2%	94.3%	94.3%	94.5%	94.8%	92.0%	↑
10	Gas servicing: % of properties with a valid gas certificate	100.00%	99.94%	99.94%	100.00%	100.00%	100.00%	↔
11	Days lost through sickness per FTE	11.90	2.35	5.01	8.41	11.66	7.90 y/e	↑
12	Percentage of Local Expenditure % Revenue and Capital	73.0%	74.6%	73.3%	72.1%	67.6%	70.0%	↓
13	ASB Cases Resolved as a % of All Cases Closed	97.6%	96.1%	96.4%	96.9%	97.0%	95.6%	↑
14	Number of residents undertaking training or education ytd	30	0	22	35	58	67 y/e	↑
15	Number of residents supported into employment ytd	51	7	30	34	39	30 y/e	↑
16	Tenant satisfaction levels overall % (STAR)	84.8%	Annual KPI	81.3%	81.3%	81.3%	87.0%	↓
17	Percentage of homes maintaining decent standard %	99.99%	Annual KPI	Annual KPI	Annual KPI	99.69%	100.00%	↓
18	Tenant satisfaction with property condition % (STAR)	86.5%	Annual KPI	75.7%	75.7%	75.7%	89.4%	↓
19	Energy efficiency. Target: achieve EPC Level C by 2030	70.32%	Annual KPI	Annual KPI	Annual KPI	Data not available	71.0%	

Notes: 1. Direction of travel (DoT) is against performance in the previous quarter. ↑= Improving, ↔= No Change, ↓= Declining

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

3. Key

Meeting / better than target	Within tolerances of target	Not meeting / worse than target
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Benchmarking - Housemark monthly pulse survey results – March 23

MARCH 23 Housemark pulse survey benchmarking							
	Measure	Q1	Median	Q3	SLHD	quartile	Polarity
Mar-23	Current tenant arrears at the end of the month (%)	3.00%	3.60%	5.70%	2.74%	Q1	Lower is Better
Mar-23	% of homes with a valid gas safety certificate	100.00%	100.00%	100.00%	100.00%	Q1	Higher is Better
Mar-23	No. of social housing lettings in the month as a % of units	0.40%	0.50%	0.60%	0.64%	Q1	Higher is Better
Mar-23	% of complaints resolved within timescale in month	73.0%	81.0%	89.0%	93.0%	Q1	Higher is Better
Mar-23	No. of dwellings vacant but available to let at m/end as % of units	0.52%	0.71%	1.07%	0.70%	Q2	Lower is Better
Mar-23	No. of new ASB cases reported per 1000 units	2.35	5.32	6.54	5.32	Q3	Lower is Better
Mar-23	% of working days lost to sickness absence in month	4.09%	4.69%	5.16%	4.54%	Q3	Lower is Better
Mar-23	No. of non-emergency repairs in month per 1,000 units	178.3	214.1	262.2	239.3	Q3	Lower is Better
Mar-23	No. of emergency repairs in month per 1,000 units	64.5	100.7	119.3	132.8	Q4	Lower is Better
Mar-23	No. of formal complaints received in month per 1,000 units	3.3	3.8	4.2	5.3	Q4	Lower is Better