



To: Chair and Members of the Overview and Scrutiny Management Committee

Report Title: St. Leger Homes of Doncaster Limited (SLHD) performance and delivery update Quarter 1 ended 30 June 2023 (2023/24)

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 2023/24 KPIs **Appendix A**;
- 1.3. Of the fourteen KPIs measurable at end of Quarter 1 (Q1), five were met or were within agreed tolerances of target. Some of the KPIs are new for 2023/24 and some form part of the suite of the new Tenant Satisfaction Measures (TSM) from the Social Housing Regulation Bill. Commentary appears below as appropriate.

2. EXEMPT REPORT

- 2.1. This report is not exempt

3. RECOMMENDATIONS

- 3.1. That Members 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. 2023/24 QUARTER 1 (Q1) PERFORMANCE SUMMARY

6.1. For 2023/24, eighteen KPIs have been agreed with Doncaster Council (CDC) and include new Tenant Satisfaction Measures (TSMs). Of the eighteen, four are measured annually - tenant surveys (two), energy efficiency and Decent Homes Standard numbers, the same as in 2022/23;

6.2. The table below summarises the KPI dashboard as at the end of Quarter 1 – 30 June 2023, with comparatives. The KPI dashboard is attached at **Appendix A**.

KPIs	Q1 23/24	Q4 22/23	Q3 22/23	Q2 22/23	Q1 22/23	Q4 21/22	Q3 21/22	Q2 21/22	Q1 21/22
Green (meeting target)	4	6	7	5	6	7	7	6	6
Amber (within tolerance)	1	4	1	2	1	4	3	3	2
Red (not meeting target)	9	6	7	8	6	5	4	5	4
No target (homelessness)	n/a	2	2	2	2	3	3	3	3
Quarterly / Annual / data unavailable for Energy Efficiency KPI	4	1	2	2	4	0	2	2	4
Total	18	19	19	19	19	19	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. We continue to benchmark our services nationally through Housemark, which provides timely information on how we are performing against other organisations. We continue to compare favourably with our peers and nationally with the majority of indicators submitted above median, but some indicators are in the lower quartiles.

6.5. The tolerances which determine the amber status are consistent with DC 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 Q1 23/24 **2.85%**
Q1 23/24 Performance **2.80%** **BETTER THAN TARGET – GREEN**

	Q1 23/24	Q4 22/23	Q3 22/23	Q2 22/23	Q1 22/23	Q4 21/22	Q3 21/22	Q2 21/22	Q1 21/22
Arrears %	2.80%	2.74%	2.98%	2.80%	2.62%	2.55%	2.92%	2.57%	2.55%
Profiled target %	2.85%	2.75%	3.00%	3.00%	2.85%	3.00%	3.42%	3.21%	3.16%

Arrears at the end of June stood at 2.80% which is a slight increase on the 2.78% at the end of May, but is still better than the profiled target of 2.85% at end of June.

At the same period last year, arrears stood at 2.5%, which supports the evidence that whilst arrears have not risen dramatically since the start of the financial year (2.72% at week 1), weekly figures are generally tracking higher than last year.

Income Management and Tenancy Sustainability team continue to work closely on arrears cases. This work will continue with the two teams moving under one team as part of the new housing management structure arrangements.

KPI 2: Void rent loss (lettable voids)

Target **0.50%**
Q1 23/24 performance **0.73%** **WORSE THAN TARGET – RED**

The KPI of 0.50% equates to approximately 110 void properties.

The number of voids held in the quarter has generally fluctuated between 120 and 140, and at the end of June is 132. This includes ten non-lettable voids.

	Q1 23/24	Q4 22/23	Q3 22/23	Q2 22/23	Q1 22/23
Void rent loss YTD %	0.73%	0.67%	0.67%	0.72%	0.76%
Target %	0.50%	0.50%	0.50%	0.50%	0.50%
Void numbers incl. non lettable	132	133	126	110	151

For five consecutive weeks up to the end of June, performance improved each week, helping the KPI to improve slowly from 0.76% to 0.73% at quarter end.

Stringent monitoring remains in place to monitor all voids from keys in to re-let to ensure that accurate planning and communication is shared between all teams. As a result of this the number of voids held will reduce and performance will improve.

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

Target **20.0 days**
Q1 23/24 performance **25.4 days** **WORSE THAN TARGET – RED**

	Q1 23/24	Q4 22/23	Q3 22/23	Q2 22/23	Q1 22/23
Re-let days	25.4	26.7	26.9	29.1	33.6

Whilst off target, this indicator can be seen to be gradually improving. Standard re-let performance for each week has consistently been around the 24 to 26 levels, which has slowly reduced the YTD KPI to 25.4 at the end of Quarter 1. Void properties receive continued and extensive focus as we work towards meeting this challenging target.

Appendix B shows that current performance is top quartile for both relet times and properties vacant indicators when benchmarked in the recent monthly pulse surveys.

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

Profiled Target	35	
Q1 23/24 performance	50	WORSE THAN TARGET – RED

Homelessness services continue to be under considerable pressure. June saw an increase to 1,382 total nights, a 35% increase on May, which in turn was higher than April.

However, the Q1 total is 46% less than the same period last year and a 27% reduction on the previous quarter. Whilst the number of households placed has remained high, the team are continuing to minimise the number of nights they are staying in hotels. No families were over six weeks. Numbers placed has been impacted by the Council's Ending Rough Sleeping Action Plan which has a commitment to place people who are sleeping rough despite there being no statutory duty to do so.

7.4. KPI 5: Number of Full Duty Homelessness Acceptances (New KPI for 2023/24)

Target	60%	
Q1 23/24 performance YTD	33%	WORSE THAN TARGET – RED

This is a new KPI for 2023/24 and measures the total number of households whose prevention duty ended during the month and resulted in accommodation secured for 6+months, expressed as a percentage

The number of settled preventions totalled 51 out of a total of 154 preventions ended, representing a KPI of 33%. The target of 60% equates to 92 preventions.

Through Q1 we have seen an increase in application at the Relief Stage. The number of new applications for Q1 has reduced by 11%, however compared to the same period last year it is a 14% increase in applications opened.

Capacity is an issue as officers brought in on Temporary Contracts have left ahead of schedule and the service is now operating at establishment with demand not reducing.

7.5. KPI 6: Complaints relative to the size of the landlord per 1000 properties (New KPI for 2023/24)

Profiled Target YTD	12.5	
Q1 23/24 performance YTD	15.4	WORSE THAN TARGET – RED

This is a new KPI for 23/24 and measures the number of Stage 1 and Stage 2 complaints per 1,000 properties under management.

This KPI is also part of the new Tenant Satisfaction Measures (TSMs) required by the Regulator. Guidance is to include both Stage 1 and Stage 2 complaints. HouseMark also measure complaints as part of their pulse surveys but performance is measured on a monthly basis whereas this KPI is cumulative.

Overall, for Q1 this equates to 15.4 complaints per 1,000 properties (15.0 + 0.4). The split is as follows:

Number of Stage 1 complaints received for Q1 is 299 complaints = 15.0
 Number of Stage 2* complaints received for Q1 7 complaints) = 0.4

* Stage 2 complaints received in month could relate to previous months' complaints. A full review of the complaints processes has been undertaken and a number of changes are being implemented, including the Tenant Appeal Panel should taking a different role and senior managers being more involved in the investigation of the Stage 2 complaint.

7.6. KPI 7: Percentage of complaints responded to within timescale (New KPI for 23/24)

Target **92.30%**
Q1 23/24 performance YTD **92.54%** **BETTER THAN TARGET – GREEN**

This is a new KPI for 2023/24 and is one of the new Regulatory TSMs. Complaints performance is measured one month in arrears.

For this KPI, we have received 201 complaints, a decrease of 33 complaints compared to the same period in 2022. We responded to 186 of these within timescale (92.54%). Those not completed in timescale were due to various reasons, more information required (holding responses sent), complex complaints requiring checking from HOS, timescale to complete by both investigating officer and customer relations team.

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

Target **97.3%**
Q1 23/24 performance YTD **98.0%** **BETTER THAN TARGET – GREEN**

Period YTD	Cases closed 6 months previously	No. of tenancies sustained after 6 months	% of tenancies active 6 months after support ended	Target %
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%
Q1 23/24	196	192	98.0%	97.3%

At the end of June, tenancies sustained for 6 months after support has ended has now increased to 98% year to date after steady month on month improvements. The team performance is now back in target after being slightly below target in 2022/23.

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

Target **92.0%**
Q1 23/24 performance YTD **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 complete d first visit	Target %
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%
Q1 23/24	7,736	7,337	94.8%	94.0%

This indicator has shown continual improvement over the past three years. Performance for June was 95.44%, an improvement on May's figure of 94.76% and April's 94.32%.

Performance at the end of Q1 was 94.84% which is also an improvement when compared to Q1 performance in 2022/23 which stood at 94.20%.

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

Target **100.00%**
Q1 performance YTD **99.97%** **WITHIN TOLERANCES - AMBER**

At the end of Q1, the 23/24 servicing programme had six properties without a gas certificate, but all were within the no access process and therefore we are compliant with regulations. This is an improvement from Q1 last year when the figure was 12.

7.10. KPI 11 : Days lost through sickness per WTE (Whole Time Equivalent)

CDC calculation
Target **8.50 days**
Annualised performance **11.73 days** **WORSE THAN TARGET – RED**

June saw 1.10 days absence per FTE against a target of 0.6 days (above target) and a significant increase on the previous two months which sat at 0.84 and 0.85 days. This brings the YTD figure to 2.80 days per FTE against a target of 1.97 days per FTE. The projected outturn 2023/24 has therefore risen to 11.9 days per FTE against a target of 8.5 days (this is different to the annualised calculation shown above).

In June, stress, depression and anxiety remain the highest reason for absence accounting for 37% of all absence with no significant change this month on the number of days. This is followed by Musculo-Skeletal (MSK) contributing to 17% and then infection and virus contributing to 15%.

Short Term sickness continues to drive up the number of cases contributing to 0.66 days per FTE this month vs long term absence which accounts for 0.44 days per FTE.

All cases continue to be managed in line with the attendance management procedure. Changes to the attendance management policy have been live from 1st April 2023 introducing additional short term triggers for management of short term absence. We are now seeing the impact of this on the management of sickness with more short term stage 1 and 2 triggers being met providing in the first instance the opportunity to have robust management conversation at early stages. This impact is likely to continue.

7.11. KPI 12 : Local expenditure

Target	70%	
Q1 23/24 performance YTD	49%	WORSE THAN TARGET – RED

Doncaster spend, both capital & revenue in nature, for the three months to date totalled £2.50m out of total spend to all suppliers of £5.11m. This represents KPI performance at 49%. Within Yorkshire and Humber the percentage is 76%.

However, these figures are both down slightly on the previous quarter (Q4 2022/23) where spend was 53% (Doncaster) and 79% (Yorkshire and Humber).

7.12. KPI 13 : Number of ASB cases per 1,000 properties (New KPI for 2023/24)

Profiled Target YTD	15	
Q1 performance YTD	22	WORSE THAN TARGET – RED

This is a new KPI and measures the number of ASB cases per 1,000 properties under management.

This is also part of the new Tenant Satisfaction Measures required by the Regulator, and is also a HouseMark monthly pulse KPI.

Cumulative performance is tracking at 22 cases per 1,000 dwellings, which is just under last year's figure of 22.3 for the same three month period to the end of June. Monthly volumes are summarised below;

	23/24	22/23
April	104	136
May	150	163

June	183	146
Q1 total	437	445

St Leger has introduced a new dedicated team drawn from existing housing management staff to improve practice and performance in this area.

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

Profiled Target YTD	12	
Q1 performance YTD	9	WORSE THAN TARGET – RED

This KPI combined two KPIs from 22/23; (1) residents undertaking training or education and (2) residents supported into employment.

In Q1 eight Doncaster residents were supported into Employment. Four of the eight started with the WOW Cleaning team, two more new employment starts were participants who had undertaken and completed the March cleaning course and had subsequently found work outside of SLHD following the end of that course.

Of the other two participants assisted into employment, one had attended a previous WOW cleaning course and had been able to secure a part time cleaning role at the Frenchgate Centre in Doncaster, whilst the other, a former attendant of a WOW multi skills course had secured work elsewhere as a trainee roof joiner. The person assisted into training had recently finished the Cleaning course through WOW and had decided to then take several College on-line training courses in order to improve her chances of securing employment.

No World of Work “Support and Learn” Courses were run at Doncaster College in the first quarter and this subsequently impacted on the figures. In previous years, at least one course had been run in this quarter and as such, the profiled target for Q1 was set higher. The profiling of the year 2023 / 24 has now been reviewed to better align with the anticipated courses. The focus of Q1 every year is Apprentice and Student Placement recruitment, which has been successful for September start dates with the participant figures reportable in Q2.

Further activity in Q2 will include a number of work experience participants who have joined us throughout July and a further two WOW cleaners who were delayed starting in Q1.

8. Annual KPIs

8.1. For 2023/24, there are four annual KPIs. These are shown below with the most recent performance (March 2023 year end) included for reference

8.2. KPI 16 : Tenant satisfaction with overall service

Target 2023/24 85.0%
March 23 year end Performance 81.3%

March 2023 year end performance was the results for the 2022/23 STAR survey. Benchmarking shows a significant drop in satisfaction nationally during 2022, indicating widespread frustration with the issues impacting on performance.

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

Target 2023/24 100.00%
March 23 year end Performance 99.69%

0.31% of homes were categorised as non-decent at the end of 2022/23. 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 form part of 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 2023/24 83.0%
March 23 year end Performance 79.7%

As with KPI 16, March 2023 year end performance is the results for the 2022/23 STAR survey. Benchmarking shows a significant drop in satisfaction nationally during 2022, indicating widespread frustration with the issues impacting on performance.

8.5. KPI 19: Energy efficiency ANNUAL KPI :

Target 2023/24 73.5%
March 23 year end Performance Data not available

This was a new KPI from 2020/21 and requires all properties to achieve EPC Level C by 2030. Data was not available at the year end.

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	✓			
Comments: The main related KPI is for energy efficiency of properties and is an annual indicator.				
 Developing the skills to thrive in life and in work		✓		
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.				
 Making Doncaster the best place to do business and create good jobs		✓		
Comments: KPIs relate to target spending locally within Doncaster and also within South Yorkshire where possible. Local spend was below target but is being addressed. Residents supported into training education or employment is below target but should improve as the year progresses as a result of a number of initiatives.				
 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 08.08.23]

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 [Julie Crook, Director of Corporate Services SLHD, 23.08.23]

14.1. In 2023/24 SLHD will receive management fees of £39.2m from DC. This is made up of £36.7m from the Housing Revenue Account and £2.5m from the General Fund to pay for the general fund services managed by SLHD.

15. Human Resources Implications [Angela Cotton, HR Business Manager, 31.08.23]

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

16. Technology Implications [Peter Ward 23.08.23]

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
TSM	Tenant Satisfaction Measure
WOW	World of Work
YTD	Year to date
PRS	Private Rented Sector

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Appendix A SLHD Key Performance Indicator Summary Q1 2023/24

Appendix B Benchmarking - Housemark monthly pulse survey – April and May 2023 (**in month** performance)

Appendix A - St. Leger Homes Key Performance Indicator Summary Q1 2023/24

KPI	Indicator	22/23 Outturn	23/24 Q1	23/24 Q2	23/24 Q3	23/24 Q4	23/24 Target	DoT
1	Percentage of current rent arrears against annual debit %	2.74%	2.80%				2.85% ytd 2.75% y/e	↓
2	Void rent loss (lettable voids) %	0.67%	0.73%				0.50%	↓
3	Average Days to Re-let Standard Properties ytd days	26.7	25.4				20.0	↑
4	Number.of Households placed in B&B accommodation at_month end	16	50				35 June 30 y/e	↓
5	% of settled accommodation at Prevention stage (New)	n/a	33%				60%	n/a
6	Number of stage 1 and 2 complaints per 1,000 properties (New)	n/a	15.4				12.5 ytd 50.0 y/e	n/a
7	% of Complaints responded to within timescale (New)	n/a	92.5%				92.3%	n/a
8	Number of tenancies sustained post support	96.8%	98.0%				97.3%	↑
9	Number of repairs first visit complete	94.8%	94.8%				94.0%	↔
10	Gas servicing: % of properties with a valid gas certificate	100.00%	99.97%				100.00%	↓
11	Days lost through sickness per FTE CDC calculation	11.66	11.73				8.50 y/e	↓
12	Percentage of Local Expenditure % Revenue and Capital	67.6%	49.0%				70.0%	↓
13	Number of ASB Cases per 1,000 properties (New)	n/a	22.0				15.0 ytd 60.0 y/e	n/a
14	Number of residents in training, education or employment	58	9				12 ytd 97 y/e	↓
15	Tenant satisfaction levels overall %	81.3%	Annual KPI				85.0%	n/a
16	Percentage of homes maintaining decent standard %	99.69%	Annual KPI				100.00%	n/a
17	Tenant satisfaction with property condition %	75.7%	Annual KPI				83.0%	n/a
18	Energy efficiency. Target: achieve EPC Level C by 2030	Data not available	Annual KPI				73.50%	n/a

- 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 – May 23 and April 23

MAY 23 Housemark pulse survey benchmarking		Peers			SLHD	quartile	Polarity
Measure	Q1	Median	Q3				
May-23	Average re-let time in days (standard re-lets)	27.2	62.9	73.3	25.9	Q1	Lower is Better
May-23	Current tenant arrears at the end of the month (%)	2.89%	3.75%	4.90%	2.81%	Q1	Lower is Better
May-23	& of stage 1 and 2 complaints resolved within timescale in month	89.5%	70.5%	72.5%	91.8%	Q1	Higher is Better
May-23	No. of dwellings vacant but available to let at m/end as % of units	0.66%	1.07%	1.80%	0.64%	Q1	Lower is Better
May-23	Responsive repairs in month per 1,000 units	202.9	234.6	294.3	205.0	Q2	Lower is Better
May-23	% of working days lost to sickness absence in month	3.77%	4.30%	5.15%	5.09%	Q3	Lower is Better
May-23	% voluntary staff turnover	0.33%	0.55%	0.67%	0.64%	Q3	Lower is Better
May-23	% of homes with a valid gas safety certificate	100.00%	99.98%	99.77%	99.89%	Q3	Higher is Better
May-23	Formal stage 1 and 2 complaints received per 1,000 units	2.71	4.63	5.39	4.90	Q3	Lower is Better
May-23	New ASB cases reported per 1000 units	3.31	5.50	7.33	7.60	Q4	Lower is Better
May-23	% of Responsive repairs within target timescale	97.64%	86.55%	75.79%	67.68%	Q4	Higher is Better

APRIL 23 Housemark pulse survey benchmarking		Peers			SLHD	quartile	Polarity
Measure	Q1	Median	Q3				
Apr-23	Average re-let time in days (standard re-lets)	31.1	45.9	68.4	24.8	Q1	Lower is Better
Apr-23	Current tenant arrears at the end of the month (%)	2.23%	2.83%	3.49%	2.61%	Q2	Lower is Better
Apr-23	& of stage 1 and 2 complaints resolved within timescale	95.8%	84.3%	62.9%	91.9%	Q2	Higher is Better
Apr-23	Responsive repairs in month per 1,000 units	198.9	236.0	284.8	207.0	Q2	Lower is Better
Apr-23	No. of dwellings vacant but available to let at m/end as % of units	0.31%	0.60%	0.95%	0.71%	Q3	Lower is Better
Apr-23	% voluntary staff turnover	0.0%	0.6%	1.4%	1.1%	Q3	Lower is Better
Apr-23	% of homes with a valid gas safety certificate	100.00%	99.96%	99.82%	99.90%	Q3	Higher is Better
Apr-23	Formal stage 1 and 2 complaints received per 1,000 units	1.84	3.10	5.39	5.40	Q4	Lower is Better
Apr-23	New ASB cases reported per 1000 units	1.31	2.42	4.71	5.20	Q4	Lower is Better
Apr-23	% of working days lost to sickness absence in month	2.70%	3.60%	4.70%	5.62%	Q4	Lower is Better
Apr-23	% of Responsive repairs within target timescale	93.70%	83.90%	72.40%	65.70%	Q4	Higher is Better