

		Current performance	Current performance reporting period	Year-end performance	LBC Target September 2024	Housing Association Benchmarking Target (G)	Housemark median (year-end 2022/2023)	Regulator of Social Housing KPI Dashboard	Mayor's Business Plan KPIs	Performance Monitoring Group Report
Finance/Income (n.b., General Fund measures are to be confirmed)										
F1	Rent collection %	99.50%	Q4 22/23		97%					X
F2	Operating Surplus									
F3	Non-Capital spending against budget									
F4	Capital spending vs planned/profiled spending									
F5	Current Tenant Arrears %					2.32%				X
F6	Leasehold/Service Charge collection					100%				
F7	Rent Loss due to Voids					0.44%				
F8	Current tenant arrears as % annual rent debit net housing benefit					2.50%				
F9	Value For Money: Social Housing Cost per unit					£ 4,375.00				
People										
P1	Vacant Full Time Equivalents	139	Mar-23							
P3	Full Time Equivalents filled by agency staff	18	Mar-23							
P4	Average no of sick days per employee	7.4	Mar-23							
Operations/Customer experience										
C1	Right First Time	93.45%	Mar-23		94%	93%		X		X
C2	Satisfaction with Repairs	42%	Q4 22/23		80%	93%	59.10%	X	X	X
C3	Average days to complete repairs	22.73	Mar-23			21				
C4	Emergency Repairs in time	99.17%	Mar-23		100%	99%				X
C5	Average Key to Key Void re-let times	159.8	Mar-23		40 days					X
C6	No of Voids per quarter (received and Completed)									
C7	Satisfaction with Complaint handling	21%	Q4 22/23		50%	85%	26.80%	X		X
C8	Average Re-let time for all properties (General Needs & Sheltered)	100.3	Mar-23			25 days				X
C14	Satisfaction that the landlord listens to tenant views and acts upon them	49.50%					54.50%	X		X
C15	Satisfaction that the landlord keeps communal areas clean and well maintained	46.20%					51.00%	X		X
C16	Satisfaction with the landlord's approach to handling anti-social behaviour	48.20%					46.10%	X		X
C9	Overall satisfaction	50%	Q4 22/23		62%	85%	60%	X		X
Compliance										
CP1	% Domestic properties with valid Landlords Gas Safety Certificate (LGSR)	99.43%	May-23		100%	100				
CP2	Dwellings with a satisfactory EICR in last 5 years	93.00%	May-23		100%	100				
CP3	% Fire Risk Assessments completed in target					100				
CP4	Overdue High Risk Fire Risk Assessment Actions	0	May-23							
CP5	Overdue Medium Risk Fire Risk Assessments Actions	2592	May-23							
CP6	Overdue Low Risk Fire Risk Assessments Actions	429	May-23							
CP7	% of stock that is categorised as a Decent Home	99.90%	2021/2022		100%					
Planned improvement (Budget and actual)										
PI 1	Actual overall planned improvement as % of budget									
KPIs relating to the Tenant Involvement & Empowerment Standard										
	Satisfaction that the landlord listens to tenant views and acts upon them (TP06)	39%	Q4 22/23		60%		42%	X	X	X
	Satisfaction that the landlord keeps tenants informed about things that matter to them (TP07)	52%	Q4 22/23		65%		55.40%	X		X
	Agreement that the landlord treats tenants fairly and with respect (TP08)	55%	Q4 22/23		75%		59%	X		X
	Complaints responded to within the CHC timescale (CH02)				80%			X		
	Data profiling on our customers is complete				90%			X		
	Escalation of complaints to Stage Two				3%			X		
KPIs relating to the Home Standard										
	Gas safety checks (BS01)	99.36%	Q4 2021/2022		100%		99.54%	X		
	Fire safety checks (BS02)	99%	Q4 2021/2022		100%		100%	X		
	Asbestos safety checks (BS03)				100%			X		
	Water safety checks				100%			X		
	Lift safety checks (BS04)				100%			X		
	Electrical safety checks (BS05)				100%			X		
	Repairs completed within target timescales (RP02)*	99.2%	Q4 22/23		98%			X		X
	Satisfaction with time taken to complete recent repair (TP03)	52%	Q4 22/23		66%		56.70%	X		X
	Satisfaction that the home is well maintained (TP04)	51%	Q4 22/23		61%		58%	X		X
	Satisfaction that the home is safe (TP05)	63%	Q4 22/23		71%		64%	X		X