



Acuity Benchmarking Report

London2 Benchmarking Group

April 2022 - April 2023
Report prepared: 03/10/2023



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This benchmarking club report compares costs and performance and identifies areas where members can learn from each other.

To facilitate navigation of the data, in this report we have separated RSH regulatory metrics and Acuity metrics. The former will help you meet regulatory requirements while the latter is intended to provide insight and comparisons with peers. You are not required by the RSH to publicly report TSM data for 2022/23, so the data here amounts to a baselining ahead of formally reporting 2023/24 data later in 2024. Not all members have trialled the TSMs, so this data is patchy and where it is particularly limited, we have not displayed charts. Some long-standing Acuity benchmarking metrics have been adopted by the RSH and can be found in the Regulatory Metrics section.

Organisations which have not submitted data, for a particular metric, have not been included in the tables or charts to avoid having too many blank spaces. Therefore, if your organisation does not appear, it means that there was no data when we ran the extract on 03/10/23.

This report includes:

- Peergroup Median (2023) - your club's median
- Peergroup Median (2022) - your club's median for the previous year
- ABM Median (2023) - the median for smaller housing associations who submit data to Acuity Benchmarking
- Housemark median (2023) - the national median for larger social landlords who subscribe to Housemark, most of which have significantly more than 1,000 stock. Due to Housemark's extended data collection timeframe, version 1 of this report (produced in June) primarily shows HouseMark median positions for 2022. Version 2 of this report (produced in late summer as a final document) contains 2023 data. You can check if it's a v1 or 2 from the report cover or footer on each page
- RSH global accounts (2022) – the median from the most recent Regulator for Social Housing Value for Money data, published with the global accounts in early 2023

If you need to select a different set of metrics or a different peer group you can run your own reports from the Acuity Benchmarking dashboard (get in touch if you don't know how). Video guides can be found at <https://www.arap.co.uk/benchmarking/how-to-guides/>.

For transparency, when publically reporting your data, you should also state the profile of your selected peer group alongside any data tables and charts, eg 'Our peer group is comprised of 17 smaller housing associations primarily providing GN and HfOP accommodation in London'. Also, please remember that if you want to publish your benchmarking data, or share it more widely, use aggregated data for your comparison (median or quartiles) and don't include the names of other members.

Participants

Short name	HA Name	GN properties	Supported properties	HfOP properties	Leasehold & Shared Ownership	Turnover	Rent receivable
AIHA	Agudas Israel Housing Association	548	15	83	152		
BHT	Brighton Housing Trust	434	315	0	0	£16,859,427	£8,150,371
Ekaya	Ekaya Housing Association	405	66	0	6	£5,300,000	£3,171,680
HHT	Hornsey Housing Trust	235	43	112		£3,686,670	£3,168,307
H4W	Housing for Women	855	57	0	0	£7,767,656	£6,198,318
Innisfree	Innisfree Housing Association	514	38	25		£4,125,549	£4,125,549
LSHA	Lambeth & Southwark Housing Association	310	0	0	0	£2,160,898	£1,819,544
NEWHA	New World Housing Association	442	0	53	1	£3,679,222	£3,599,431
NLMHA	North London Muslim Housing Association	984	0	0	152	£13,416,404	£8,118,164
Populo Living	Populo Homes	11					
Seaside	Seaside Community Housing	499	0	0	0	£5,160,484	£5,596,751
Shian	Shian Housing Association	471	14	0	6	£4,926,018	£3,641,705
Spitalfields	Spitalfields Housing Association	771			75	£6,867,340	£6,083,925
Squared	Squared	365	65	28		£7,139,306	£4,725,138
TCHA	Tamil Community Housing Association	329	0	0	4	£3,100,000	£2,600,000
WFHA	Waltham Forest Housing Association	152	21	155	0	£2,622,044	£1,912,940
Westway	Westway Housing Association	471	40	0	18	£6,019,750	£4,147,878

Acuity benchmarking is concerned with the primary forms of rented social housing: General Needs, Supported and Housing for Older People. Leasehold and Shared Ownership stock numbers are provided here, alongside turnover and rent receivable, simply to better understand peers' business models. Such contextual information will help you select the most similar peers here or if you want to identify a bespoke peer group on the Acuity website - see 'How to run Acuity Benchmarking reports' <https://www.arap.co.uk/benchmarking/how-to-guides/>.

Satisfaction



Including:

STA 002 GN	Satisfaction - quality of home (GN)
STA 003 GN	Satisfaction - neighbourhood (GN)
STA 004 GN	Satisfaction - VFM rent (GN)
STA 005 GN	Satisfaction - VFM service charges (GN)
STA 009 GN	Satisfaction - landlord is easy to deal with (GN)

TSM satisfaction metrics may be found in the Regulator of Social Housing Tenant Satisfaction Measures (TSMs) section. This includes existing satisfaction metrics that the RSH has adopted ie:

TP01 - Overall satisfaction (previously STA 001)

TP02 - Repairs satisfaction - perception-based (previously STA 006)

TP05 - Satisfaction that the home is safe (previously STA 008)

TP06 - Satisfaction that the landlord listens to tenant views and acts upon them (previously STA 007)

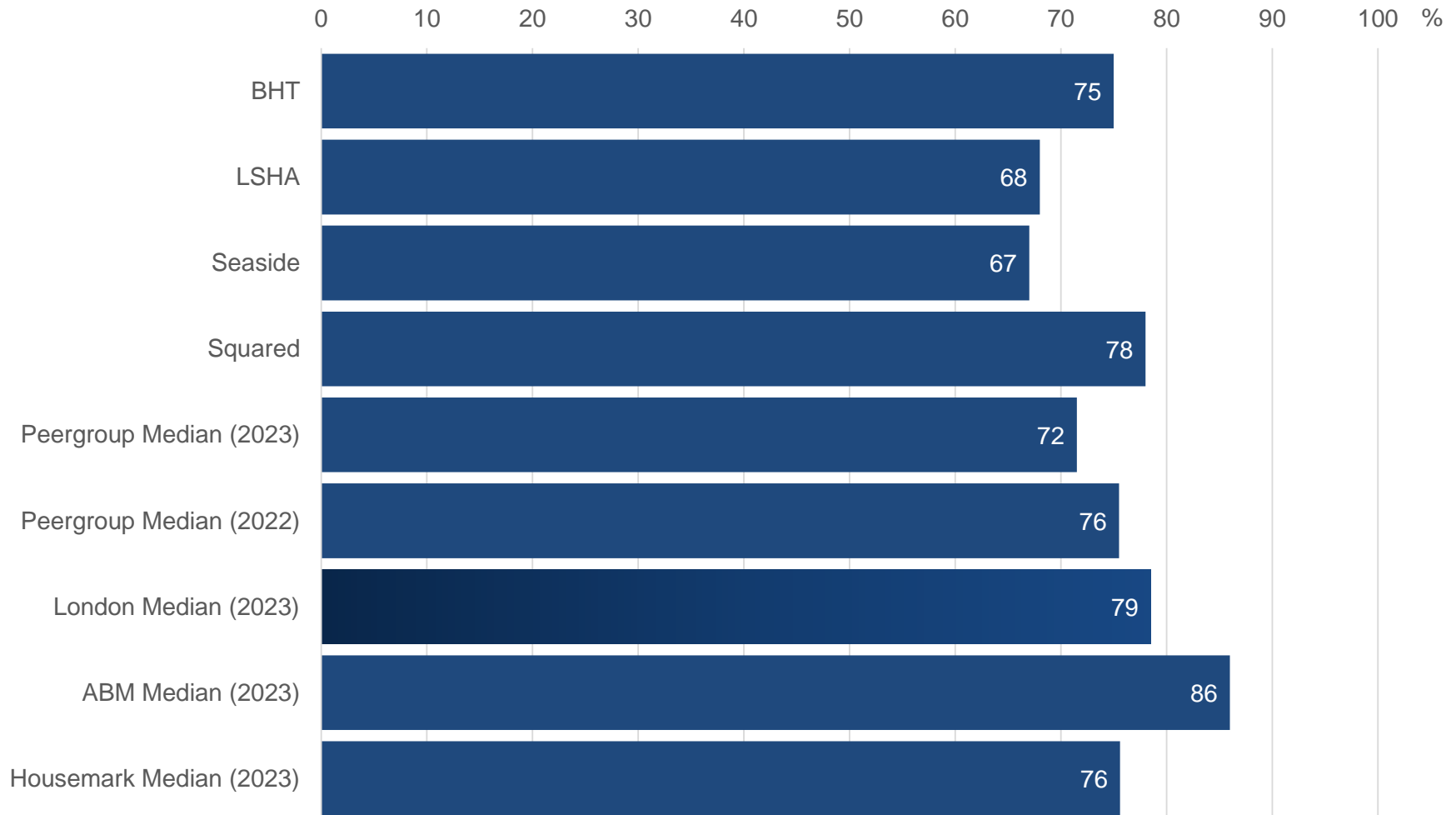
TP09 - Satisfaction with the landlord's approach to handling complaints (previously SP 006)

TP10 - Satisfaction that the landlord keeps communal areas clean and well maintained (previously HMPI 200)

Satisfaction

Neighbourhood

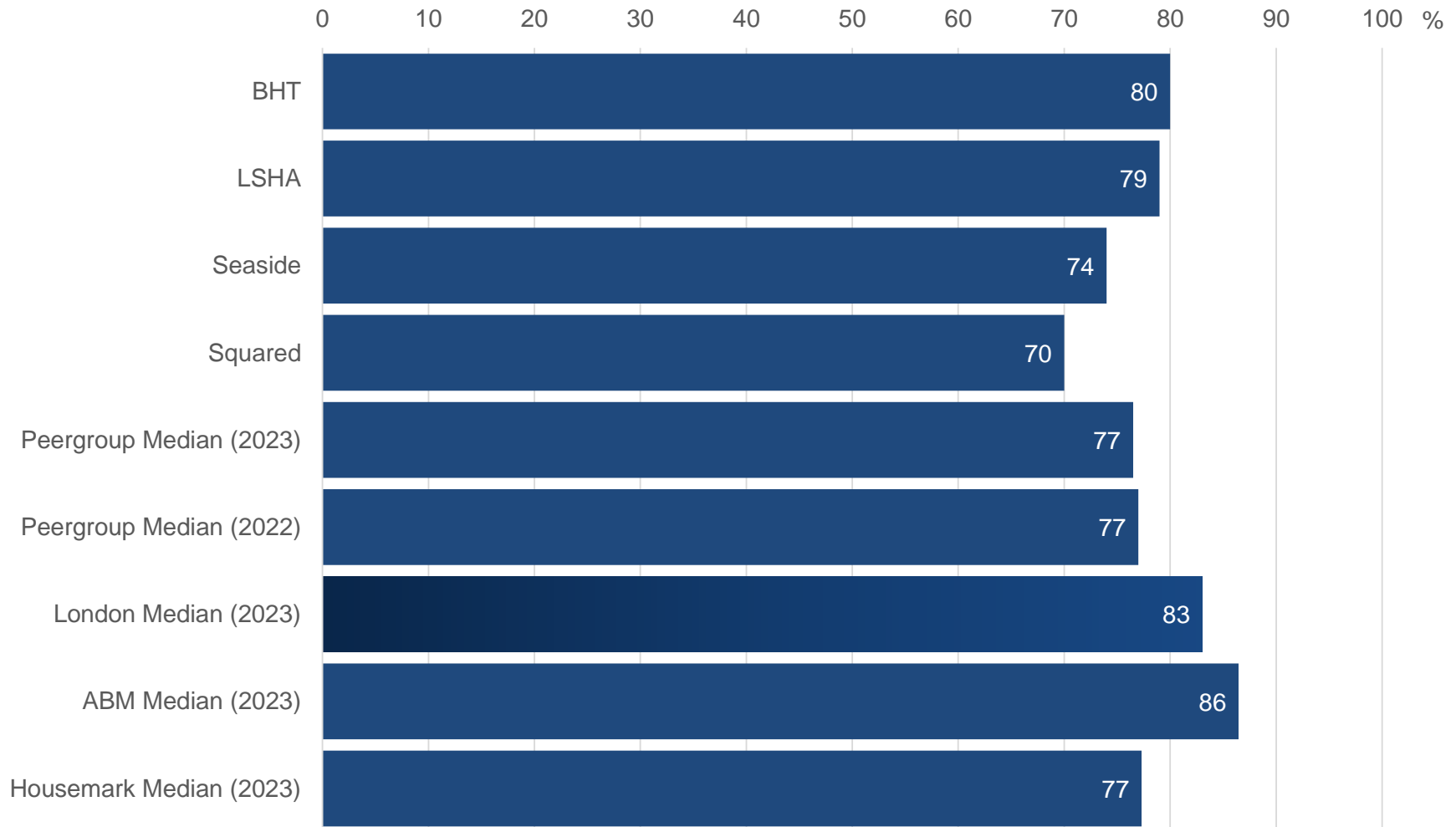
STA 002 GN - Percentage of tenants satisfied with the quality of the home (General Needs)



Satisfaction

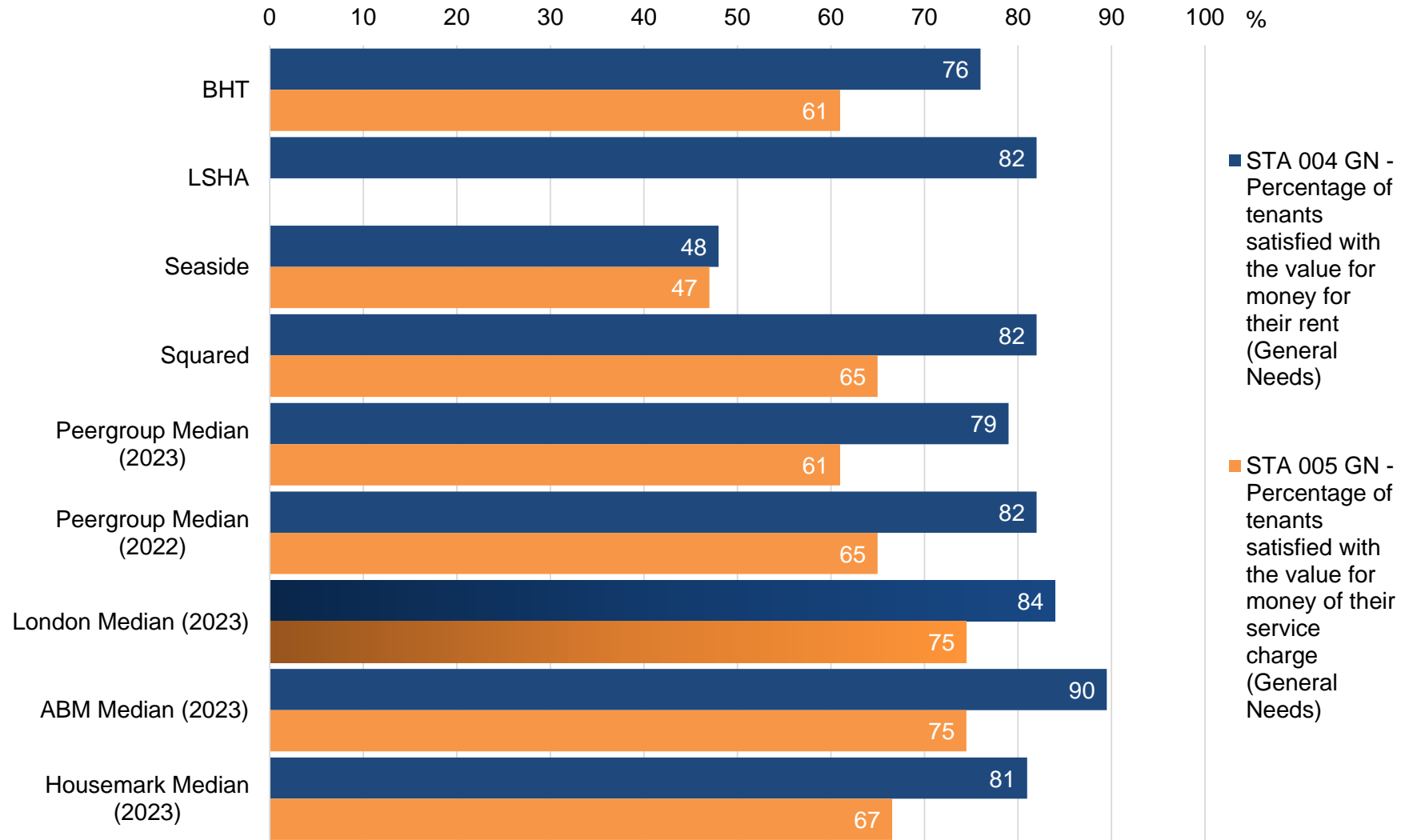
Neighbourhood

STA 003 GN - Percentage of tenants satisfied with their neighbourhood as a place to live (General Needs)



Satisfaction

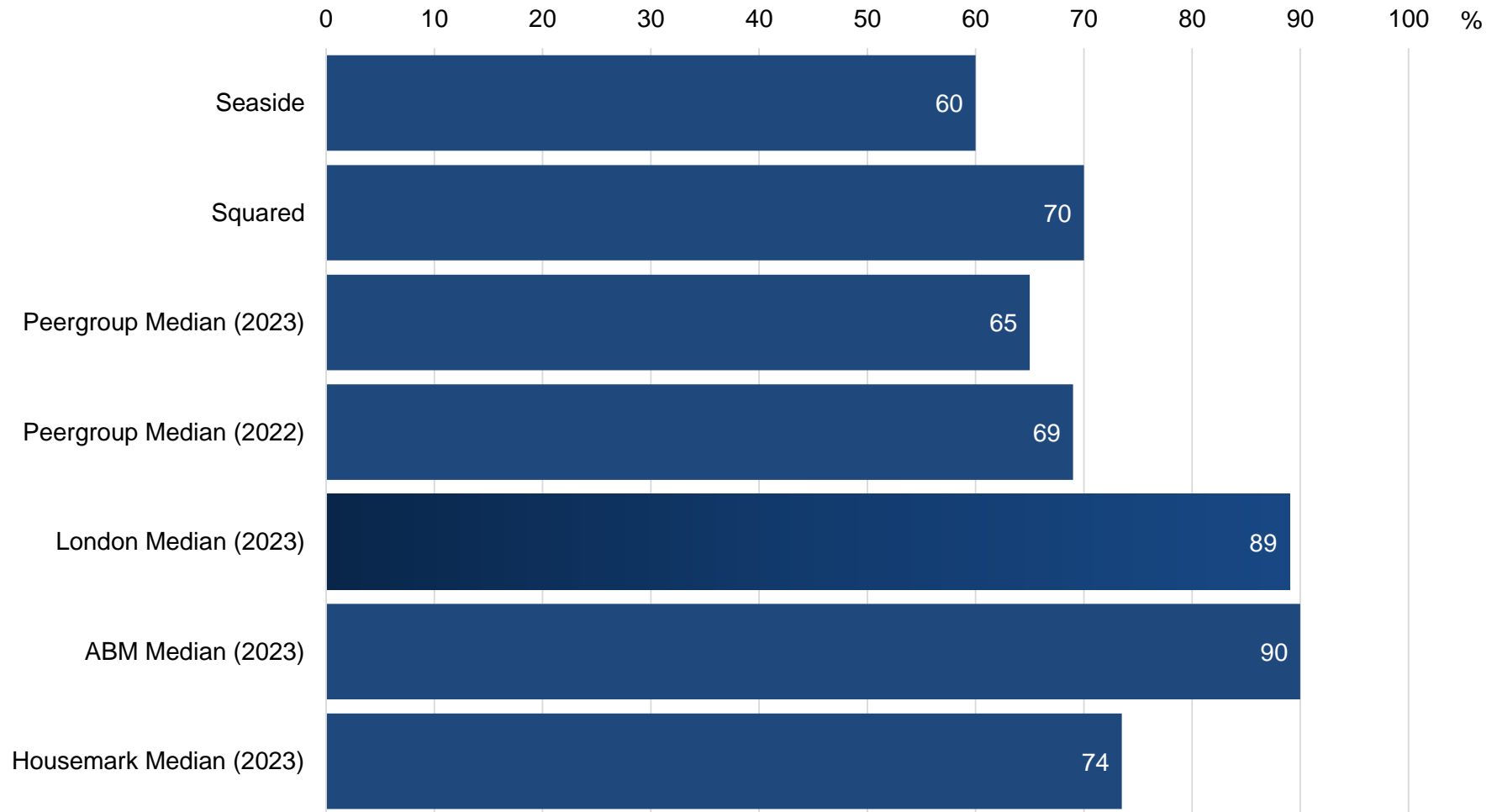
Value for Money



Satisfaction

Easy to Deal With

STA 009 GN - Percentage of tenants satisfied that their housing provider is easy to deal with (General Needs)

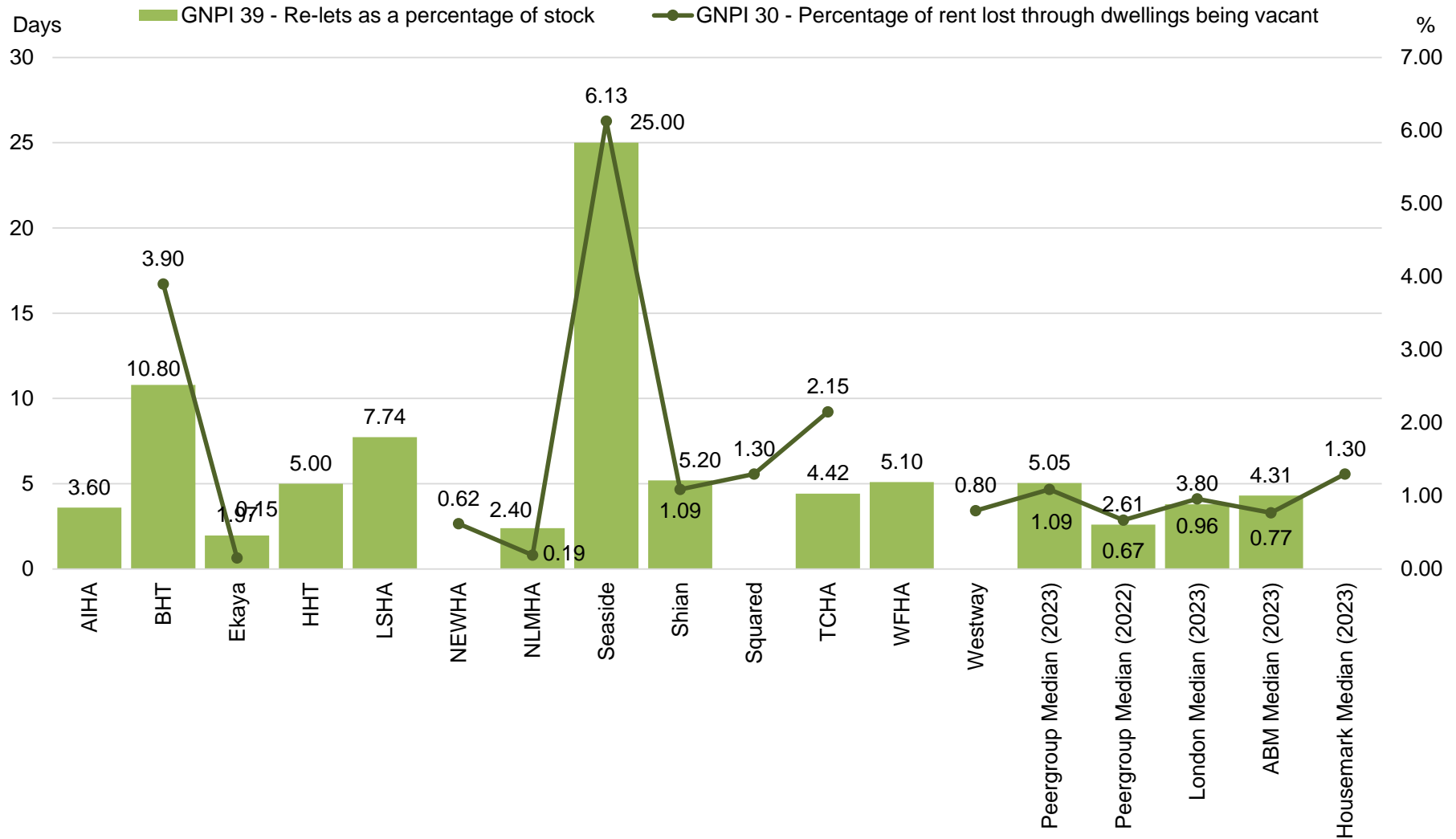


Allocations & Lettings

Including:

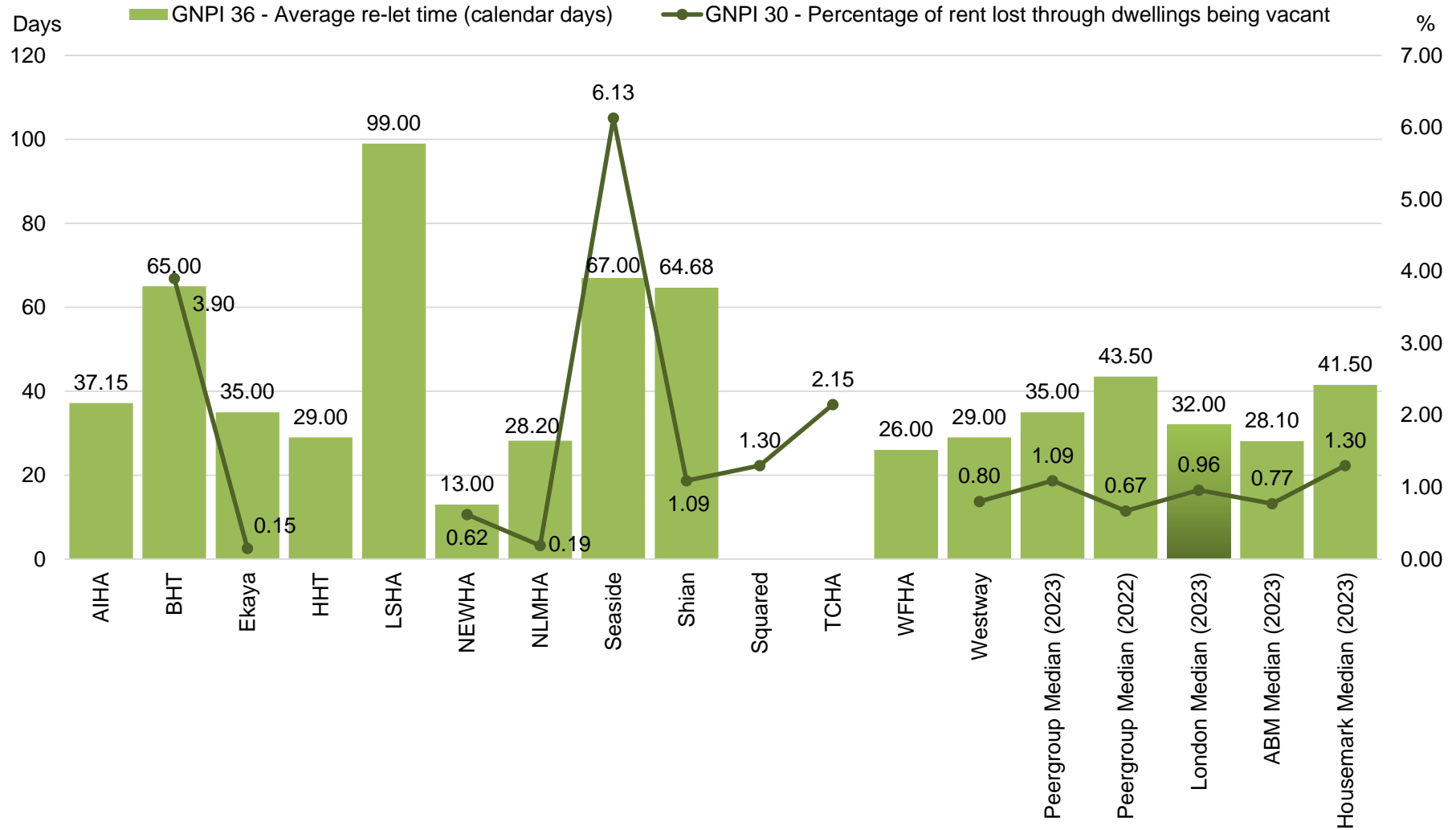
GNPI 30	% void loss - GN
GNPI 36	Average re-let time - GN
GNPI 39	Re-lets as % of stock - GN
HMHO 30	% void loss - HfOP
HMHO 36	Average re-let time - HfOP
HMHO 39	Re-lets as % of stock - HfOP
HMSH 30	% void loss - Supported
HMSH 36	Average re-let time - Supported
HMSH 39	Re-lets as % of stock - Supported

Void Loss/Lettings - General Needs

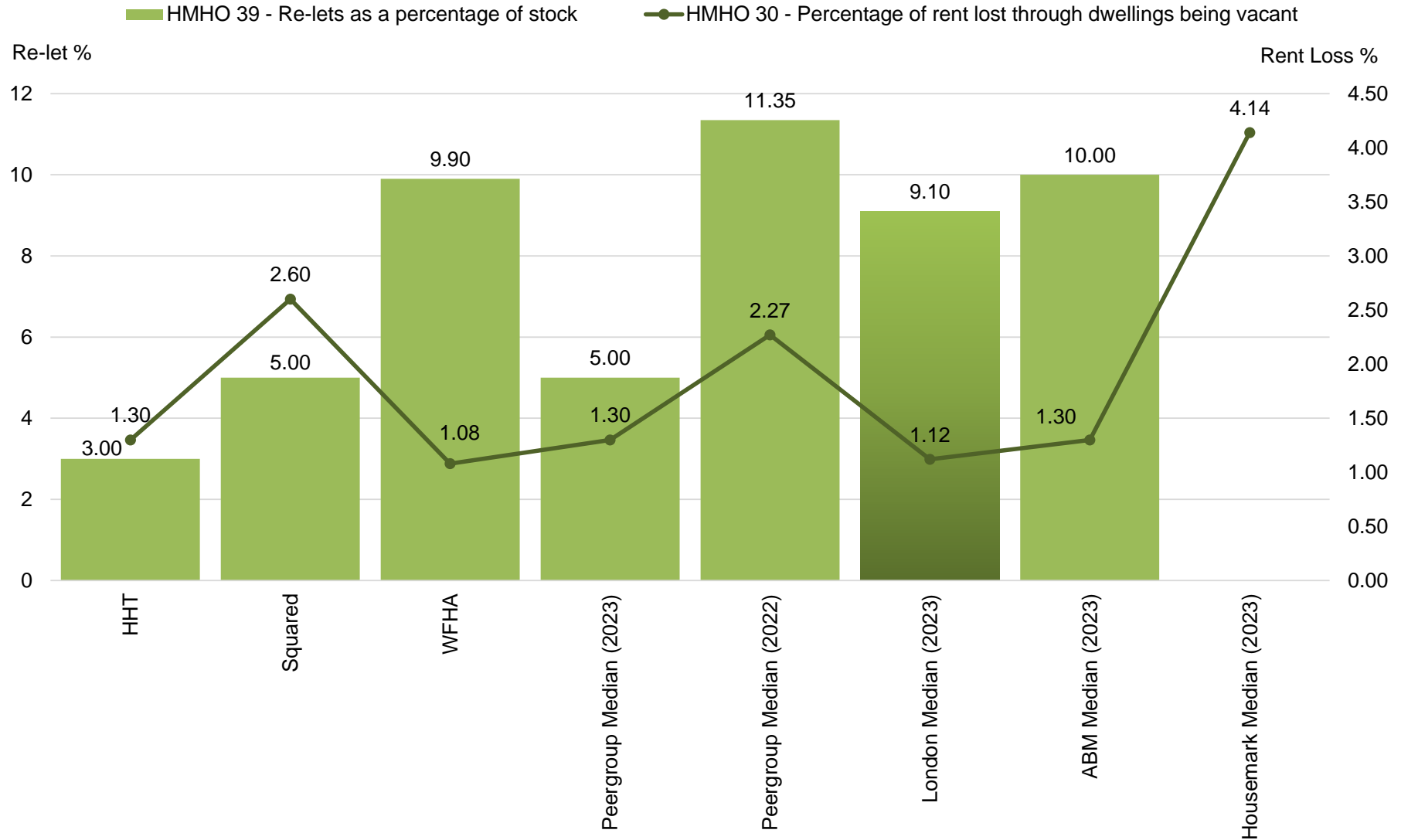


Allocations & Lettings

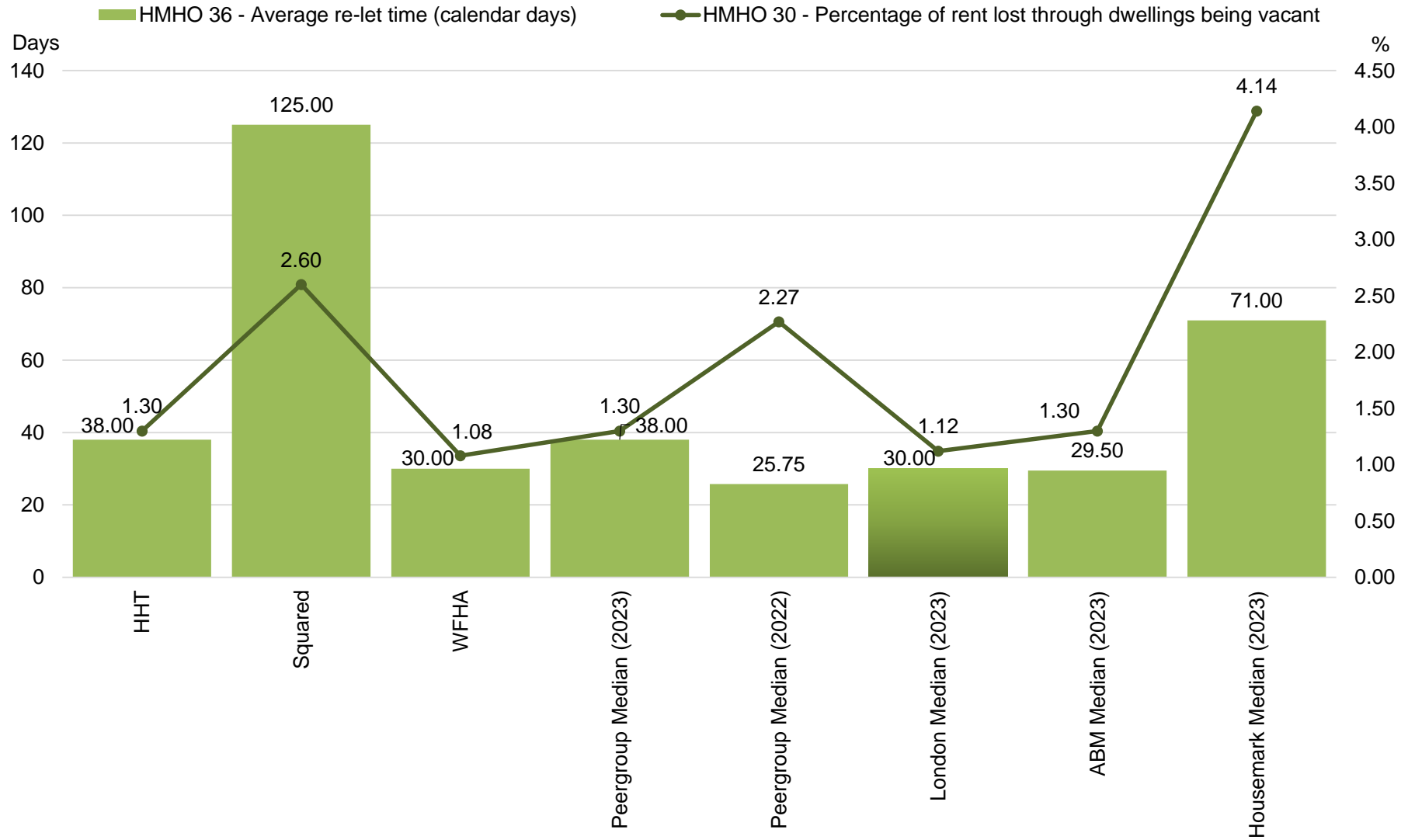
Void Loss/Re-Let Time - General Needs



Void Loss/Lettings - HfOP

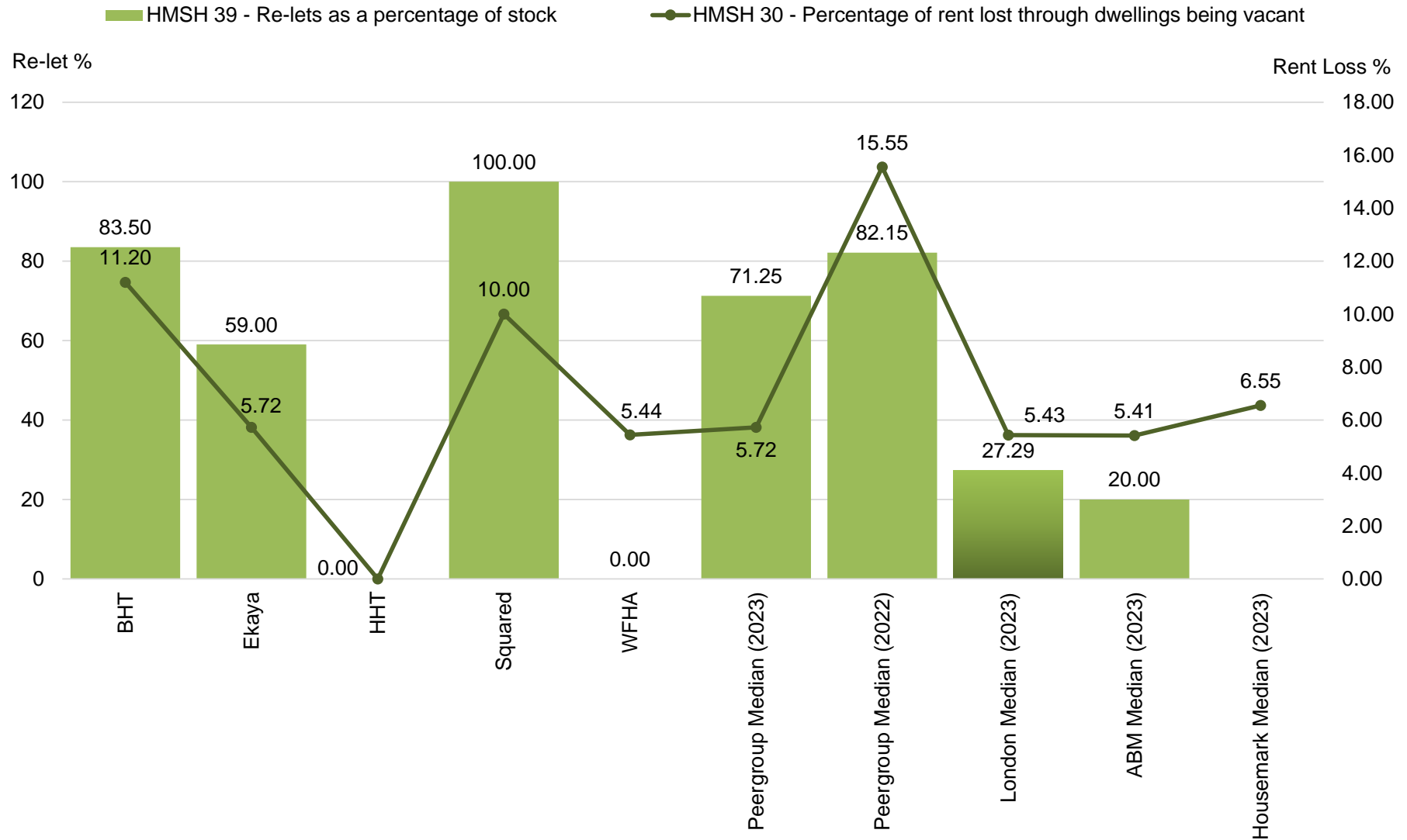


Void Loss/Re-Let Time - HfOP



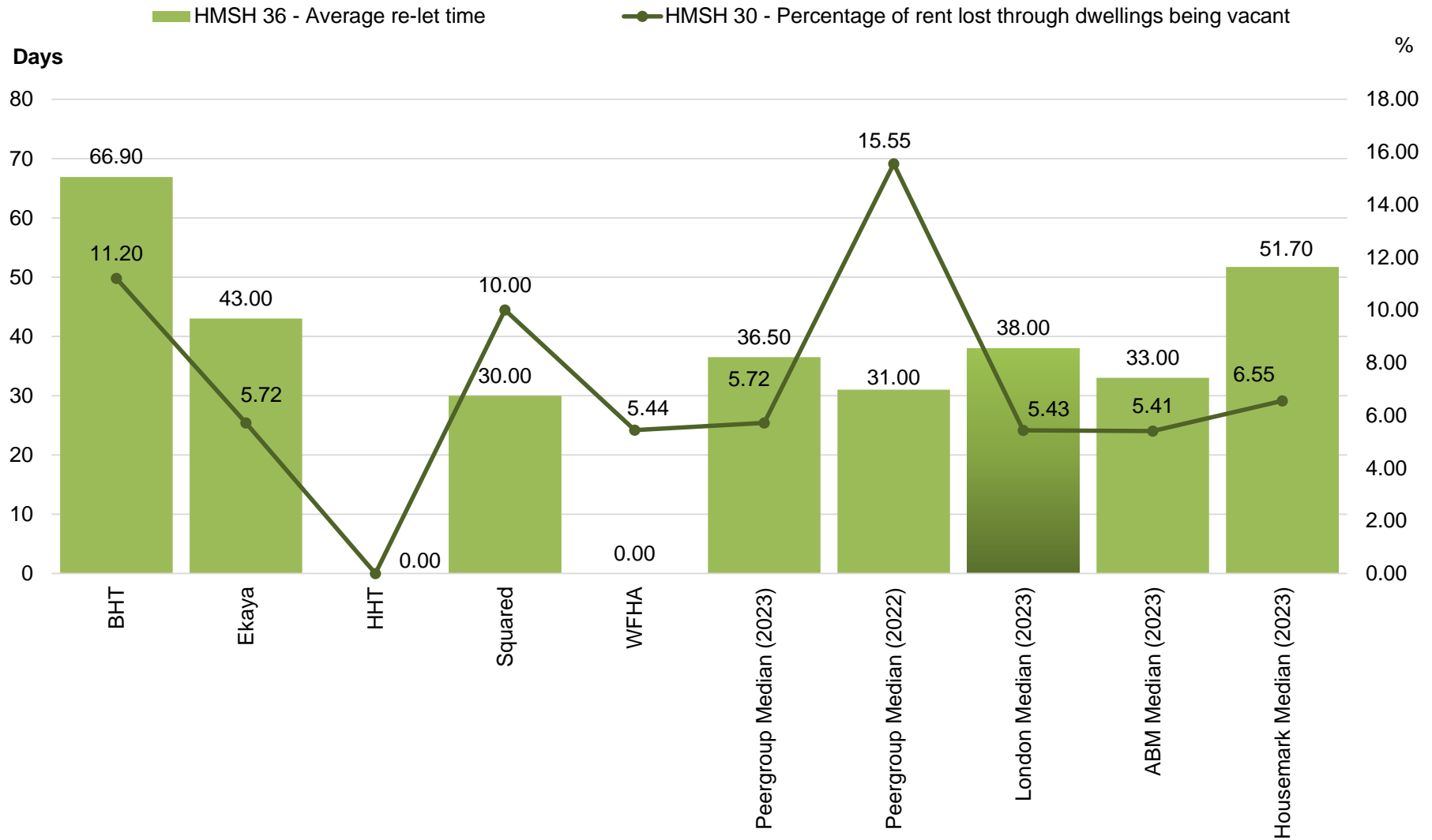
Allocations & Lettings

Void Loss/Lettings - Supported



Allocations & Lettings

Void Loss/Re-Let Time - Supported

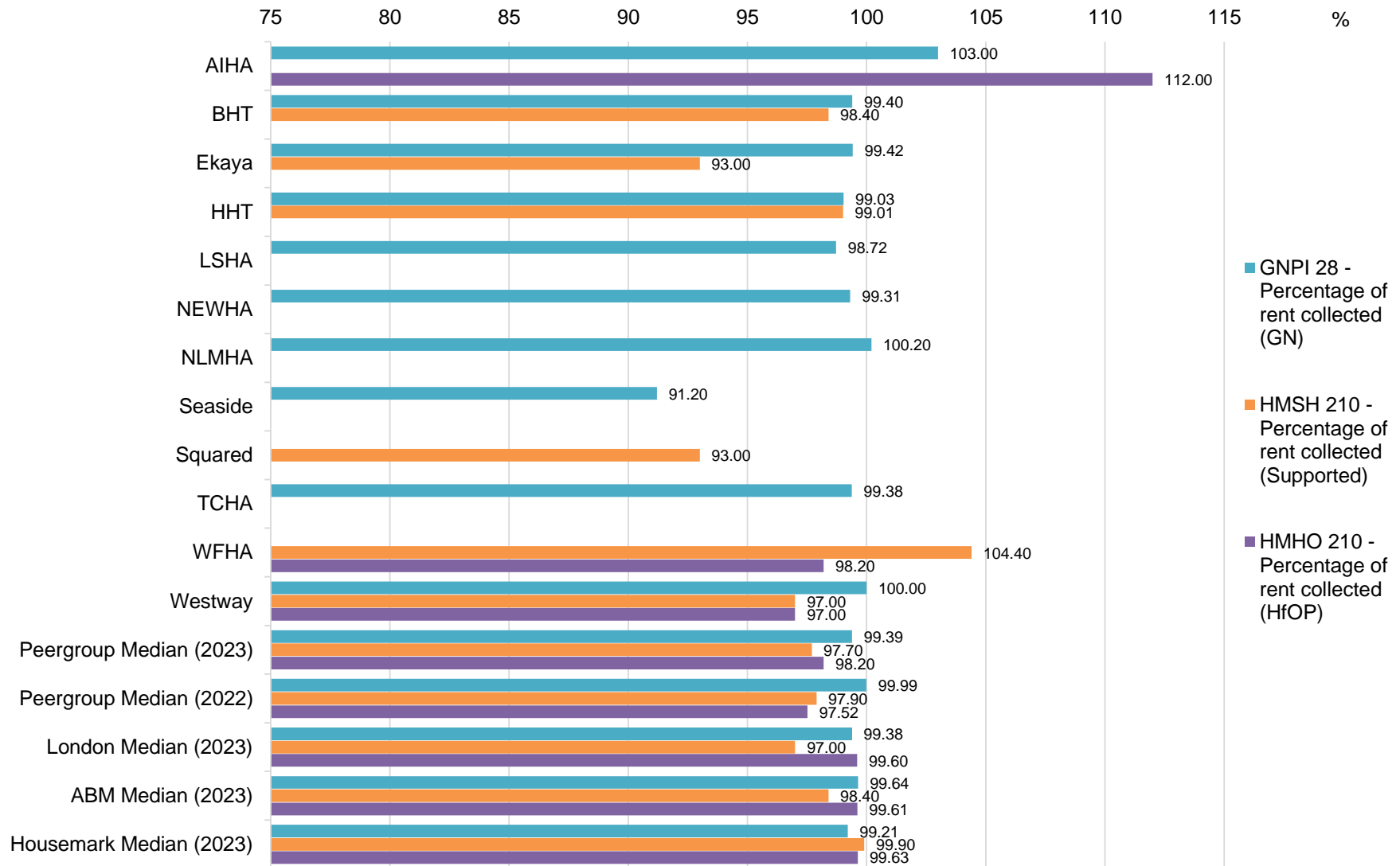


Income Management

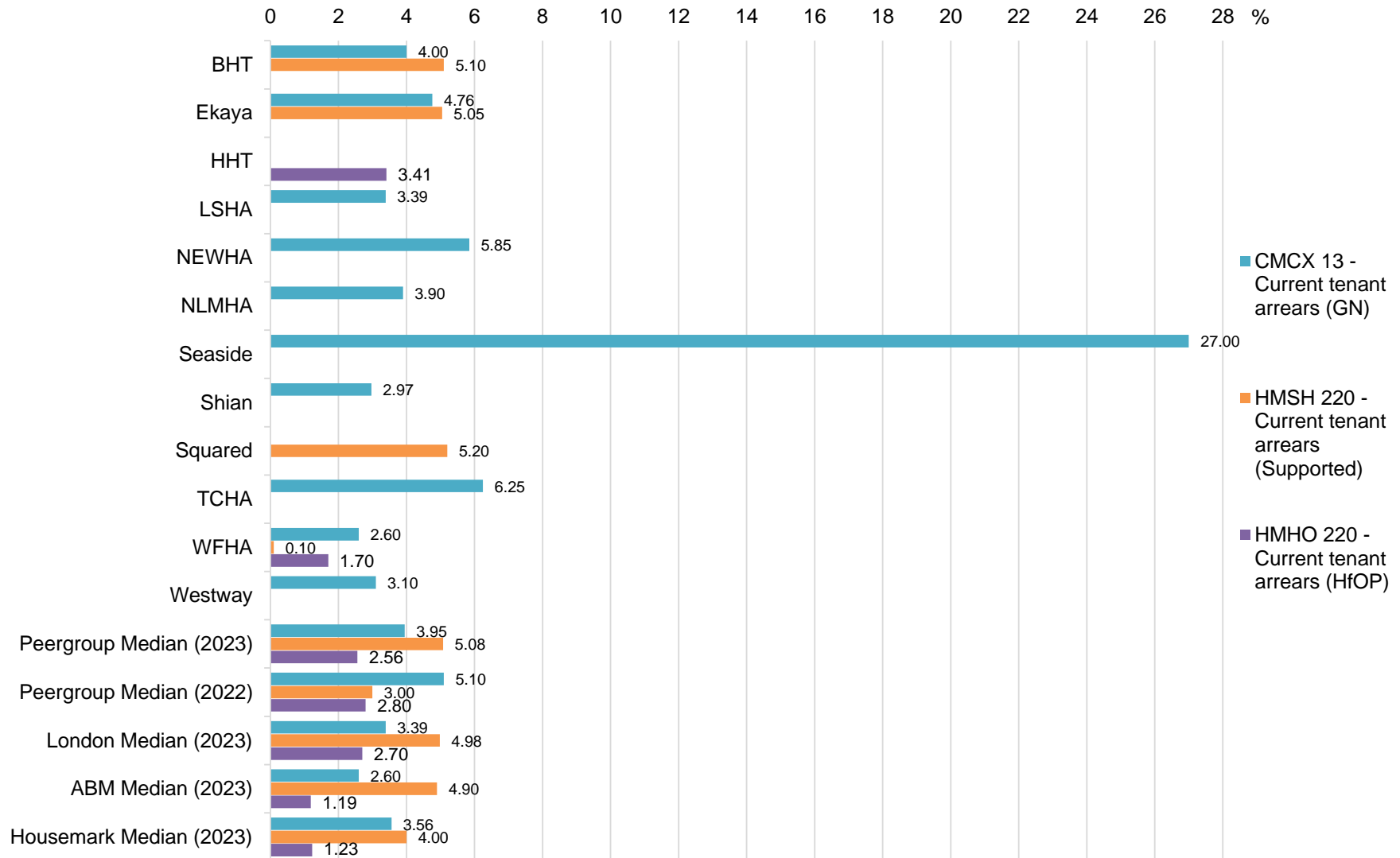
Including:

GNPI 28	% rent collected - GN
HMSH 210	Rent collected - Supported
HMHO 210	Rent collected from current tenants - HfOP
CMCX 13	Current tenant arrears - GN only
HMSH 220	Current arrears - Supported
HMHO 220	Current tenant arrears - HfOP
HCPI 110	Former tenant arrears - GN only
HMSH 330	Former arrears - Supported
HMHO 330	Former tenant arrears - HfOP
HCPI 100	Rent written off - GN only
HMSH 320	Rent written off - Supported
HMHO 320	Rent written off - HfOP
SWBM 400	Rent arrears net of unpaid HB - GN
SPBM 010	Number of households with known universal credit claimants
SPBM 020	UC arrears as a percentage of total arrears

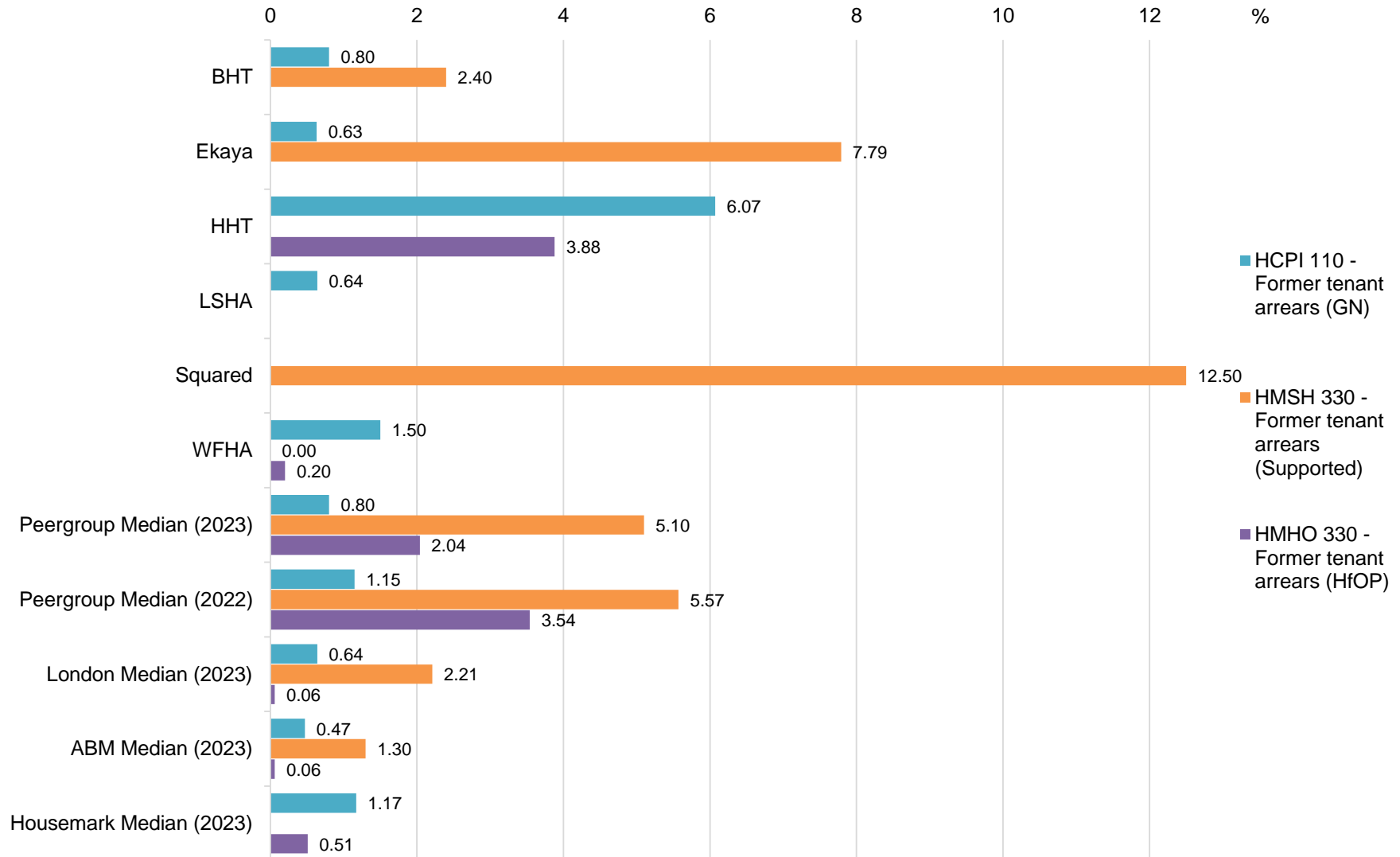
Rent Collection



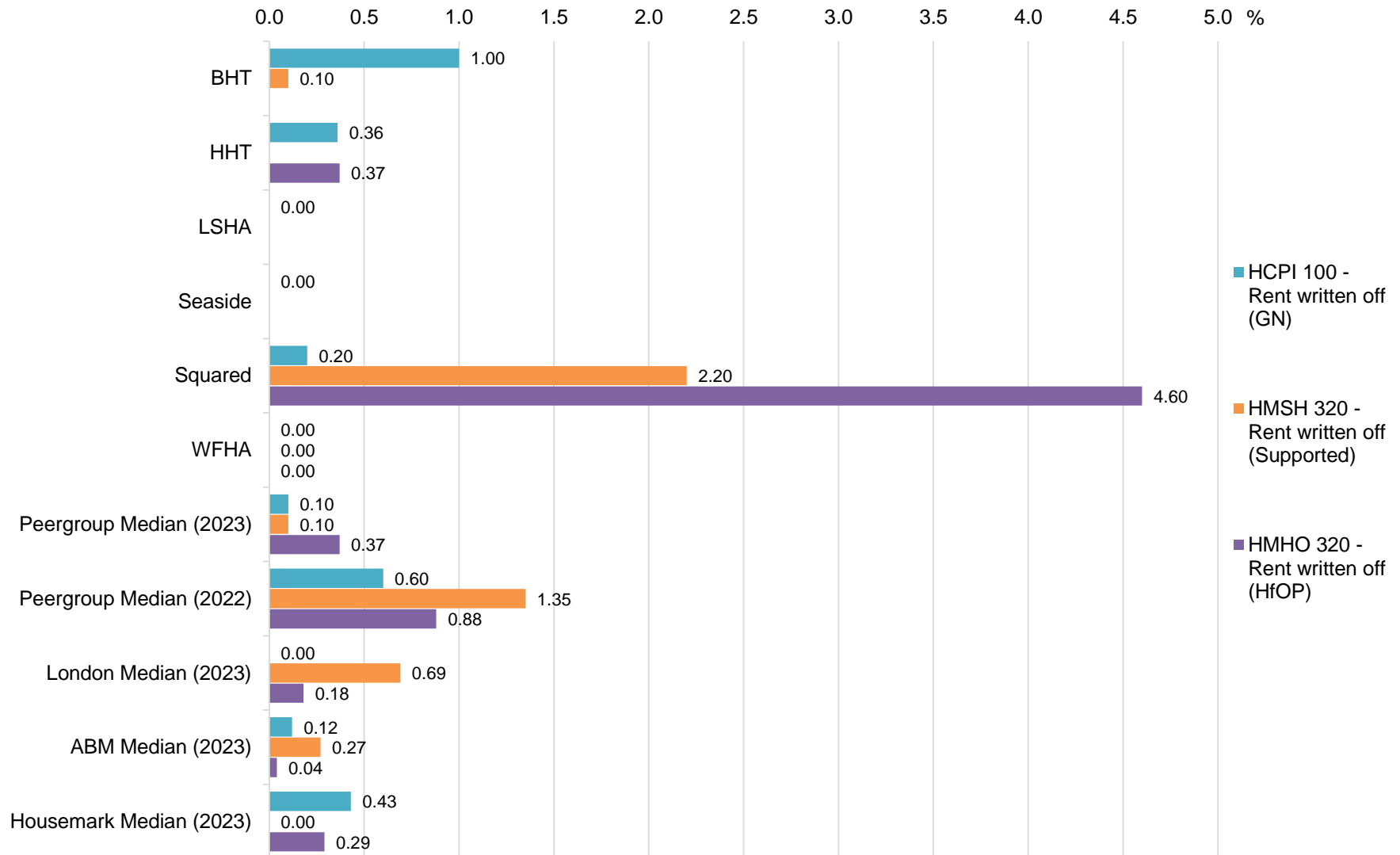
Current Tenant Arrears



Former Tenants Arrears

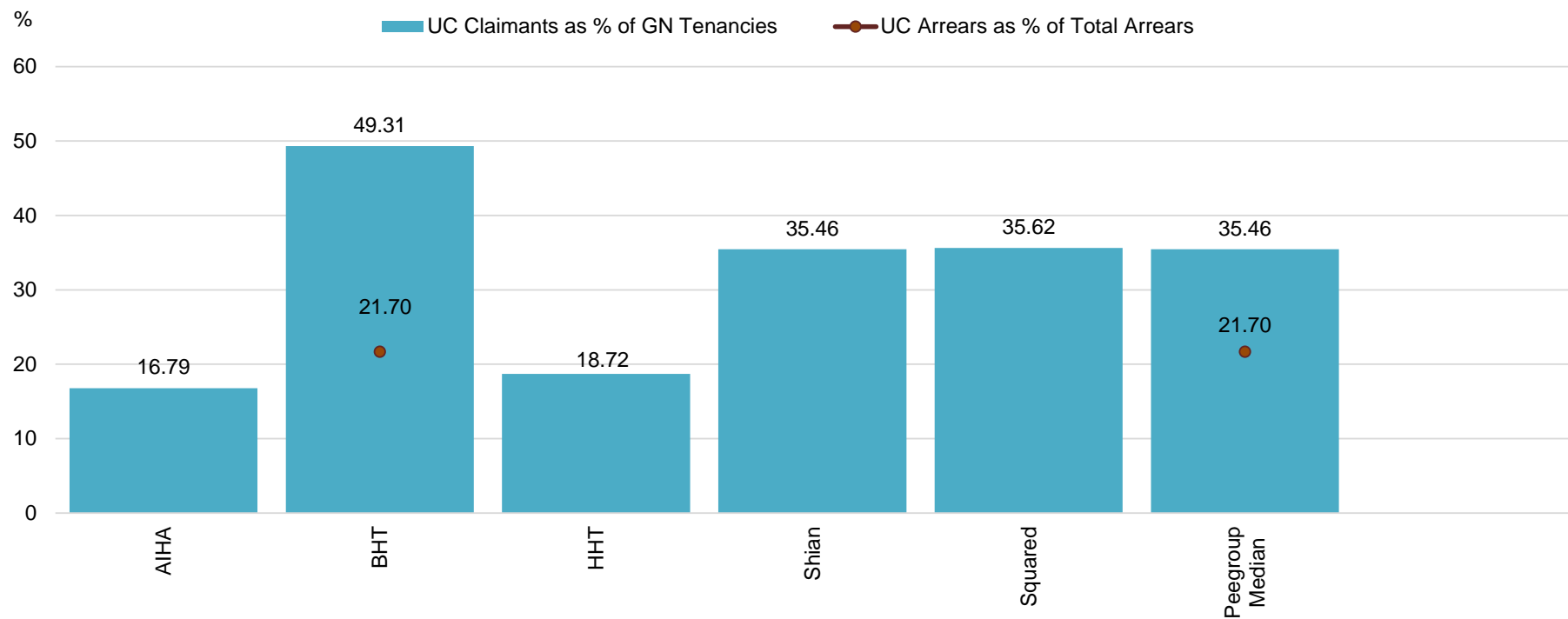


Rent Written Off



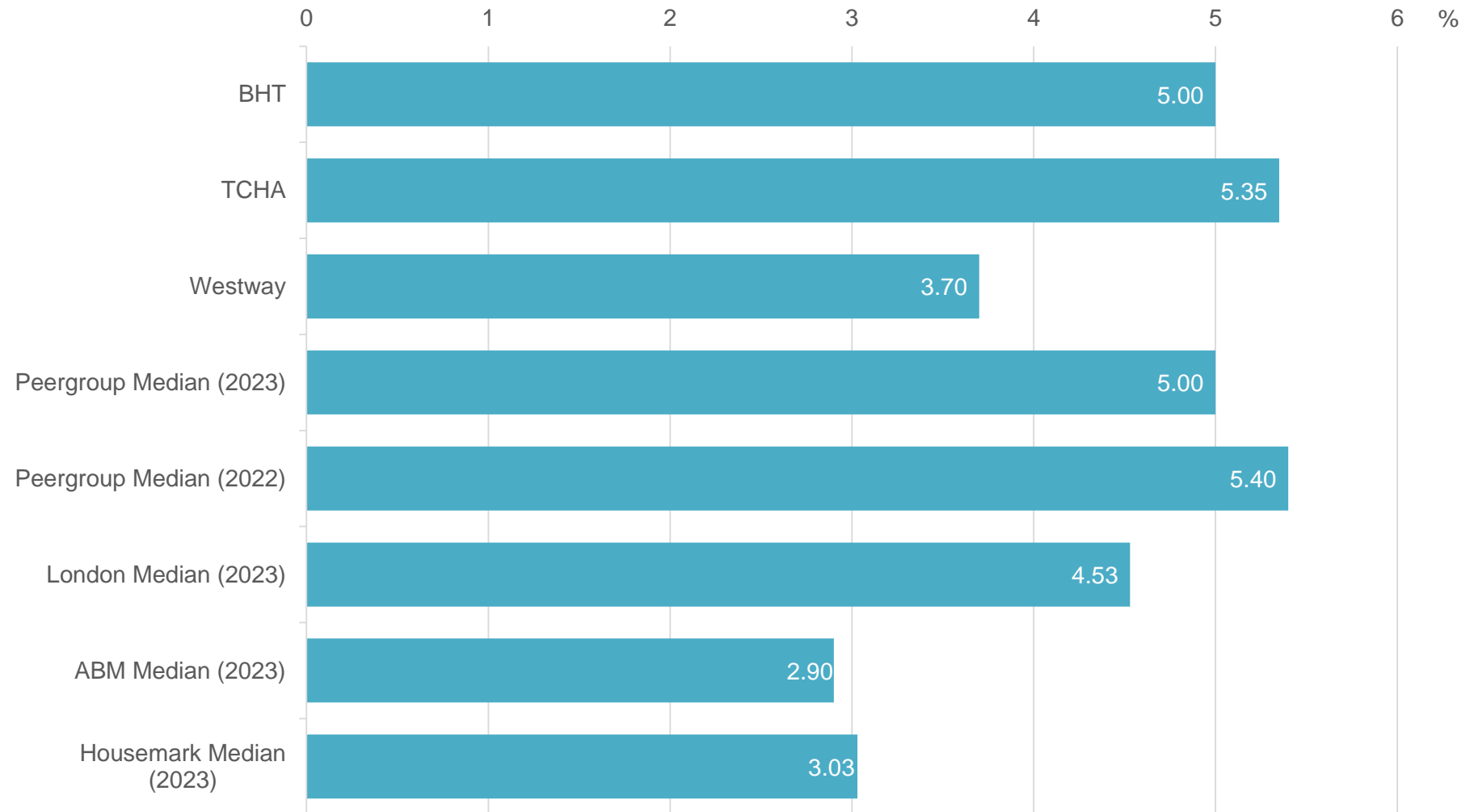
Universal Credit

	GN Properties	No. of UC Claimants	UC Claimants as % of GN Tenancies	UC Arrears as % of Total Arrears
AIHA	548	92	17	
BHT	434	214	49	21.7
HHT	235	44	19	
Shian	471	167	35	
Squared	365	130	36	
Peegroup Median	434	130	35	21.7



Housing Benefit

SWBM 400 - Rent arrears net of unpaid housing benefit (GN)



Asset Management

Including:

HMPI 101	Repairs fixed on first visit
HMPI 102	Residents satisfied with most recent repair based on repairs completion advice (%)
EPC 03	% Homes with EPC C or better
SWBM 201	Repairs per unit

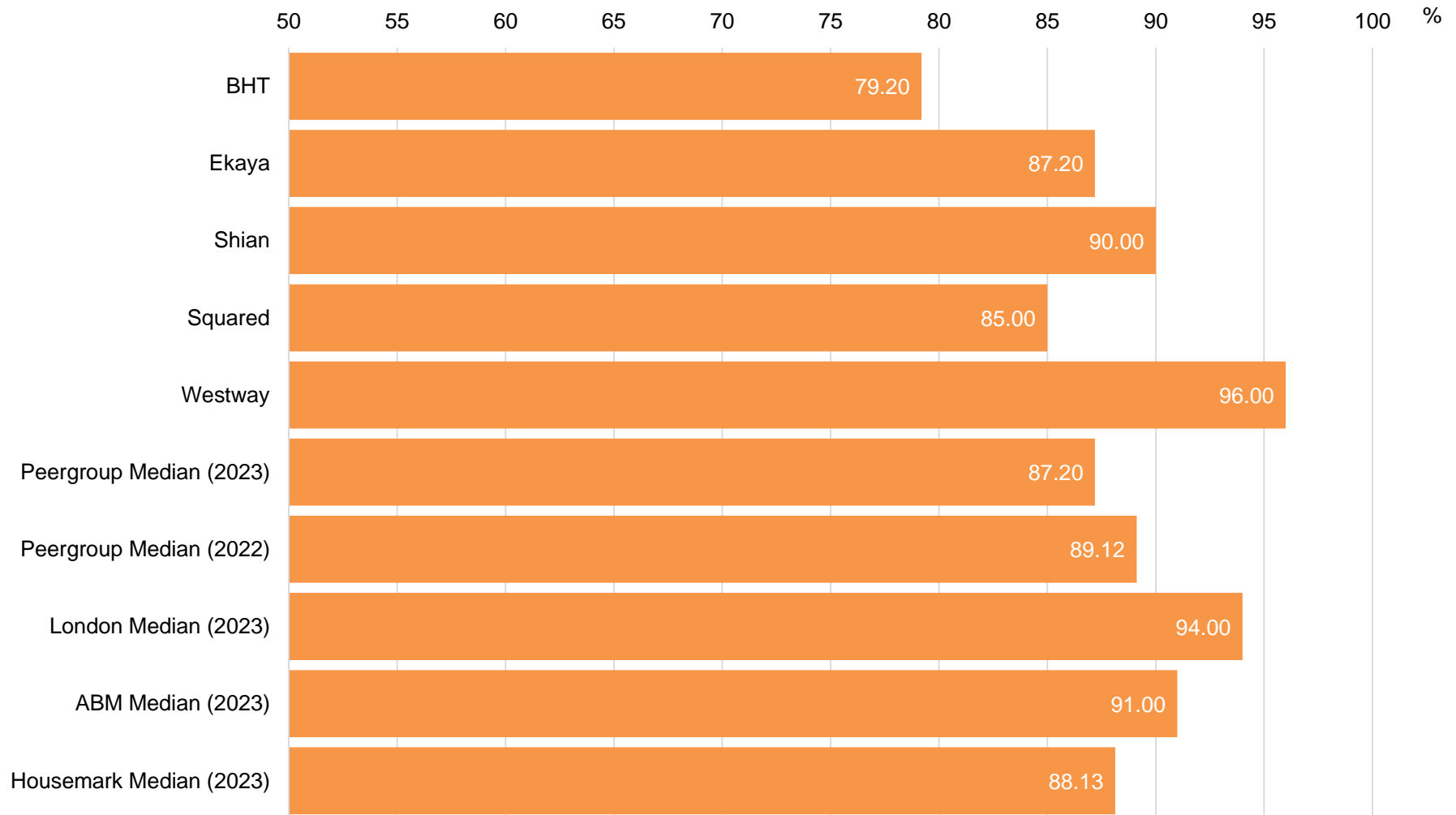
TSM repairs metrics may be found in the Regulator of Social Housing Tenant Satisfaction Measures (TSMs) section. This includes existing repairs metrics that the RSH has adopted ie:

- BS01 - Gas safety checks (previously G15C1)
- RP02 emergency - Emergency repairs completed within target (previously GNPI 18)

Note that other existing repairs target times metrics were dropped in 2022/23 in readiness for TSM repairs metrics. Complementing the RSH's 'RP02 emergency - Emergency repairs completed within target' is 'RP02 non-emergency - Non-emergency repairs completed within target'. Together they provide a complete picture of response repairs performance against target.

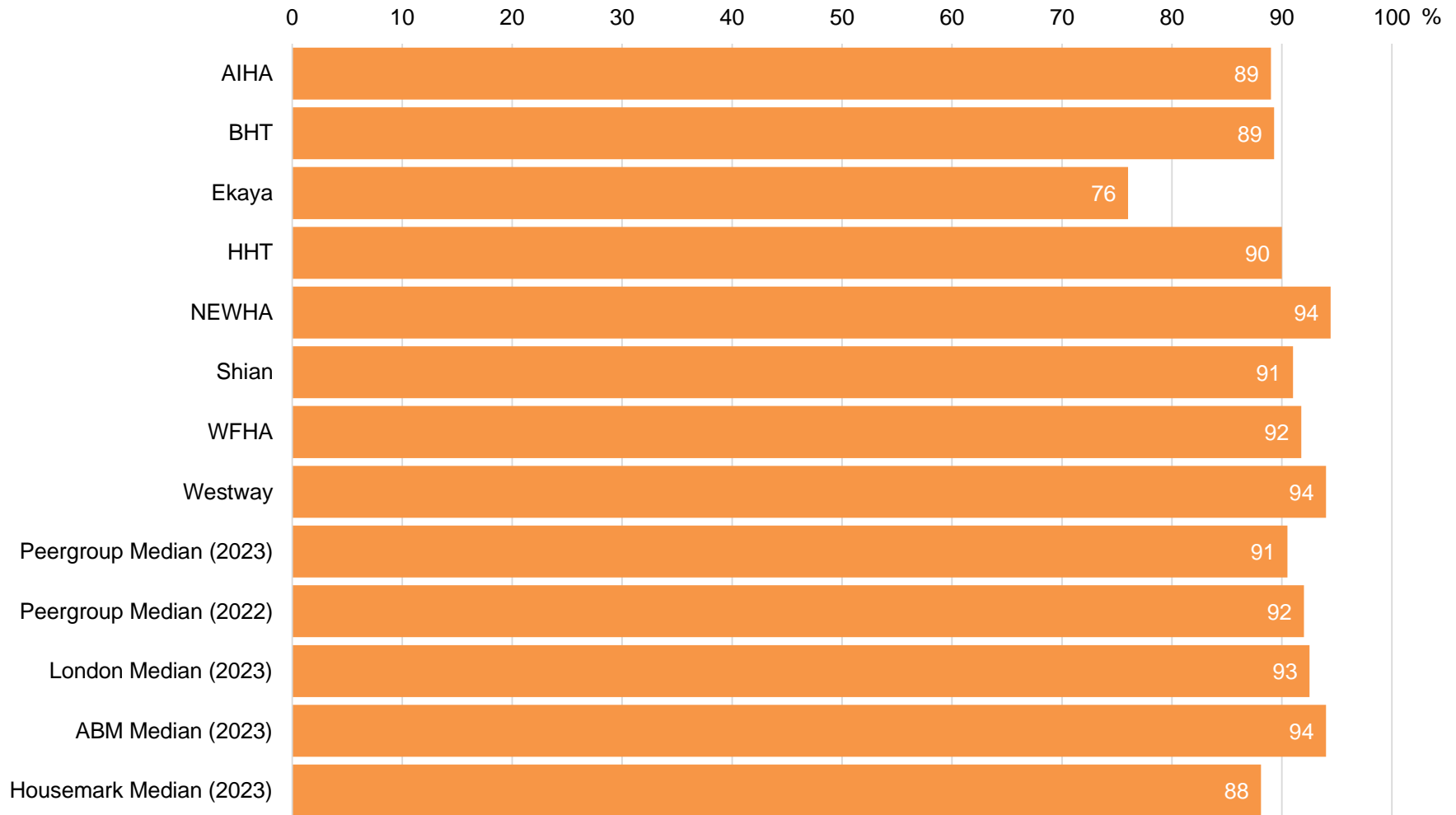
Repairs Performance

HMPI 101 - Repairs fixed on first visit (%)



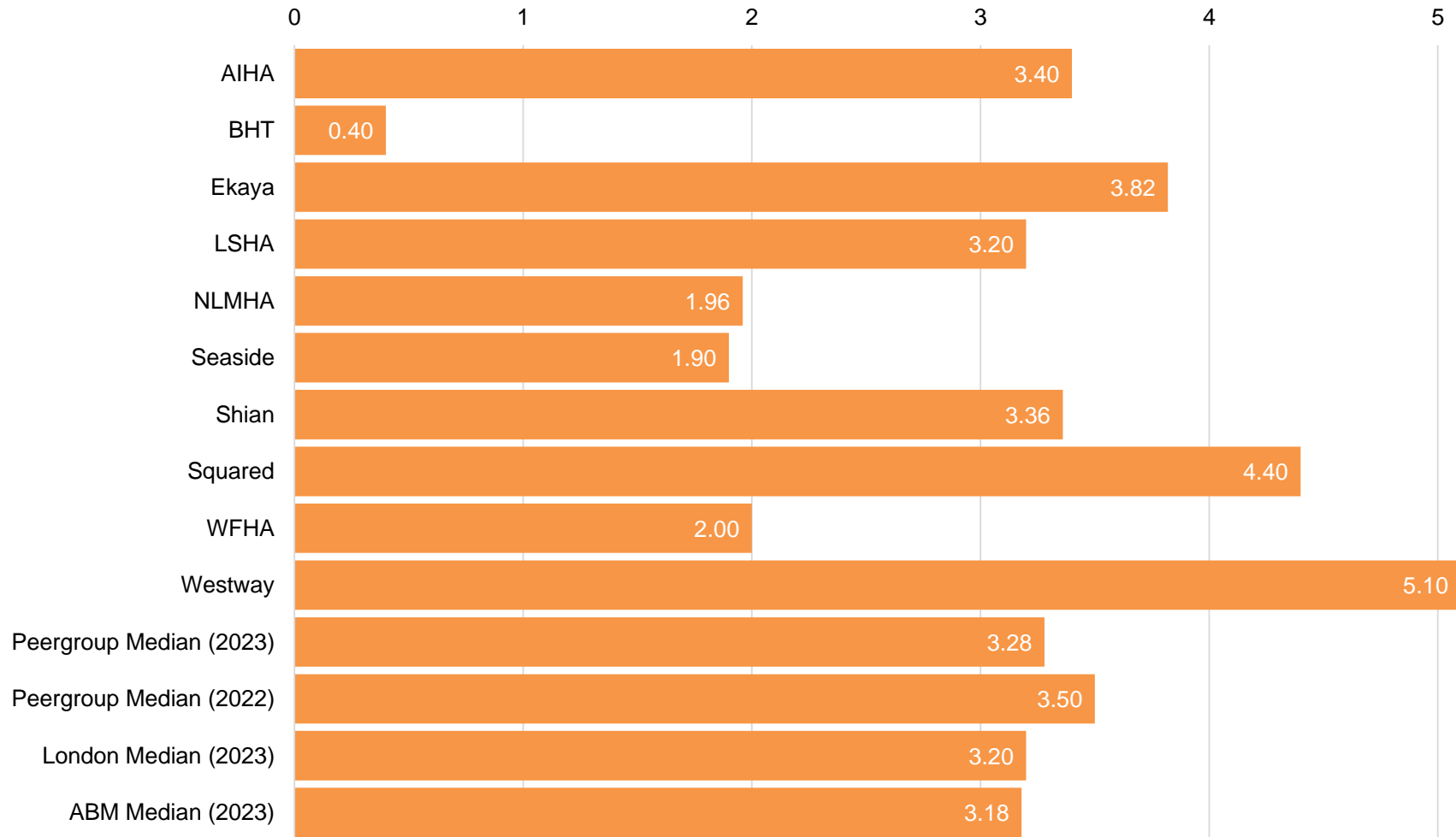
Repairs Performance

HMPI 102 - Residents satisfied with most recent repair based on repairs completion advice (%)



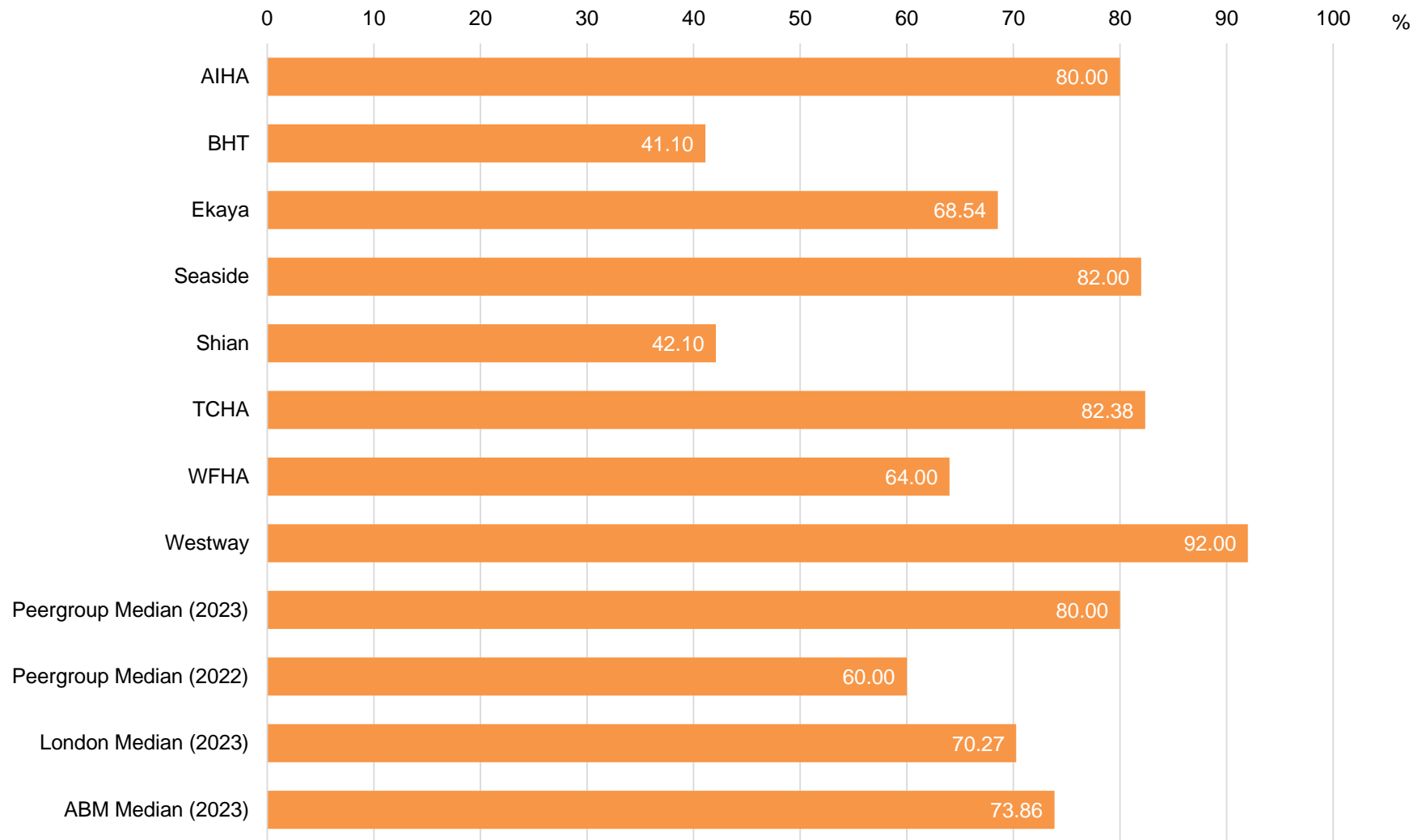
Repairs Performance

SWBM 201 - Average number of responsive repairs per unit



Energy Performance Certificates

EPC 03 - % homes with EPC C or better





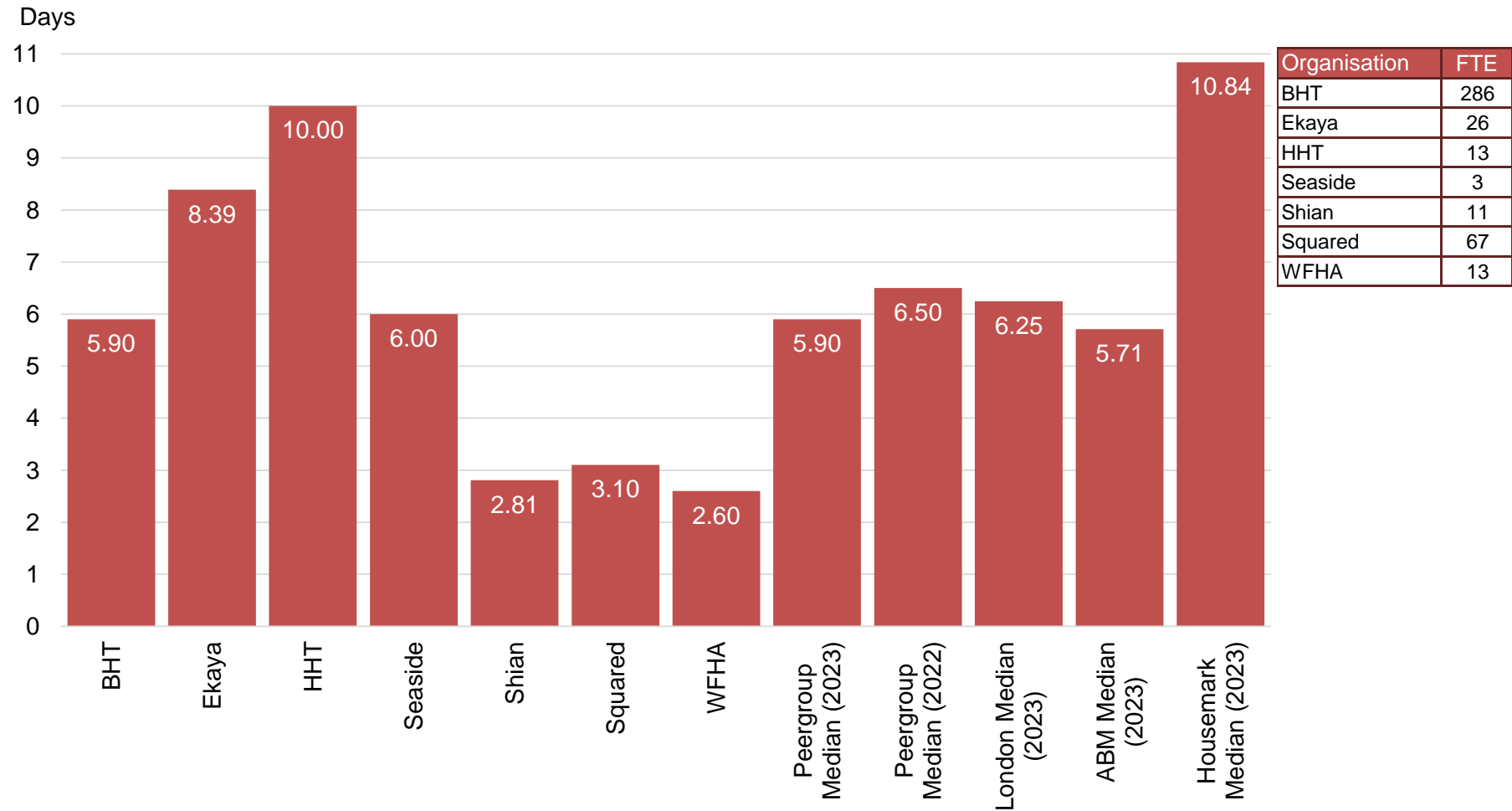
Staff

Including:

BV 12 ■ Average days lost due to sickness absence

Average Working Days Lost Due to Sickness Absence

BV12 - Average working days lost due to sickness absence - per FTE (days)



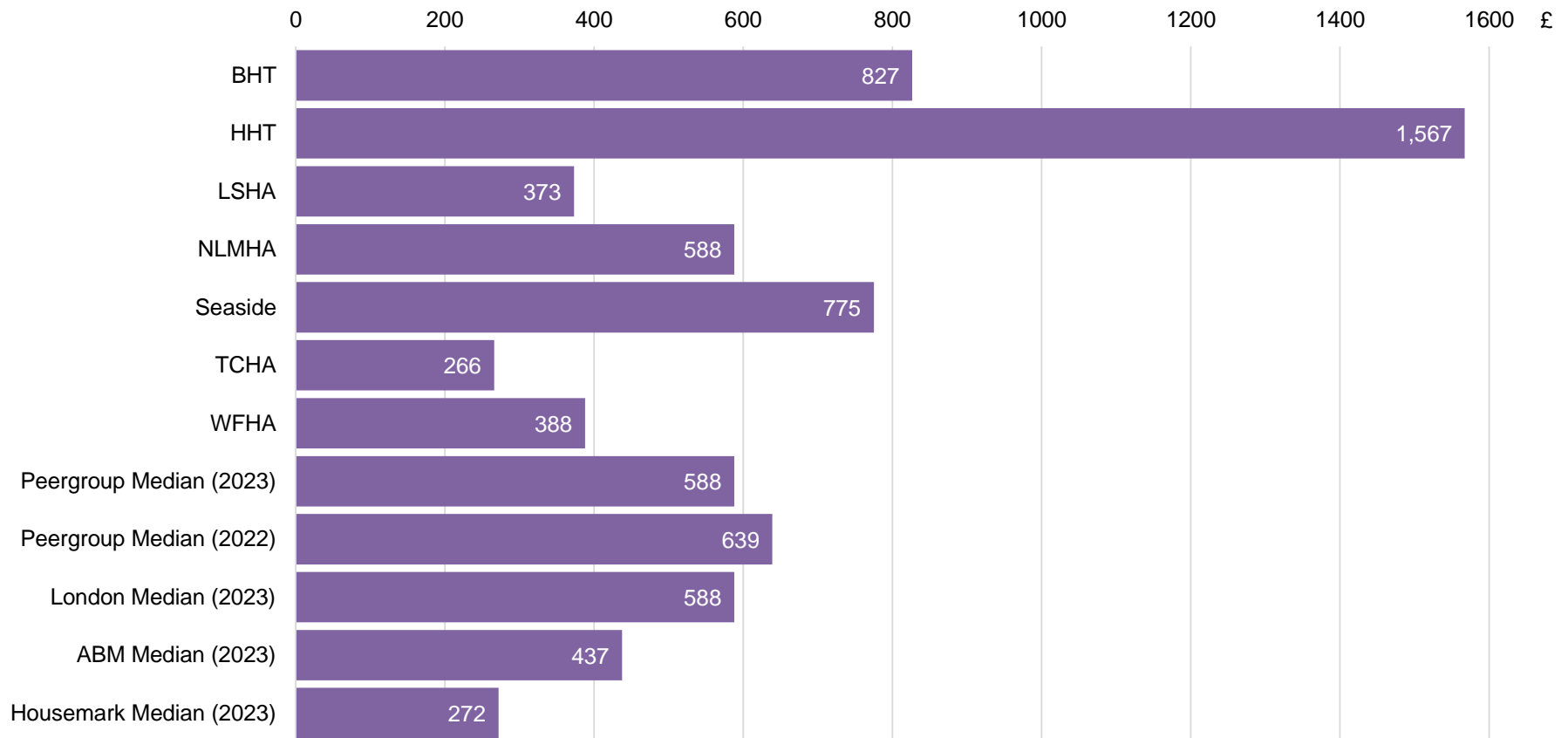
Costs

Including:

- CPP 01 Cost per property of housing management
- CPP 02 Cost per property of responsive repairs and void works
- CPP 03 Cost per property - major and cyclical works
- CPP 04 Overhead costs as a percentage of turnover

Housing Management

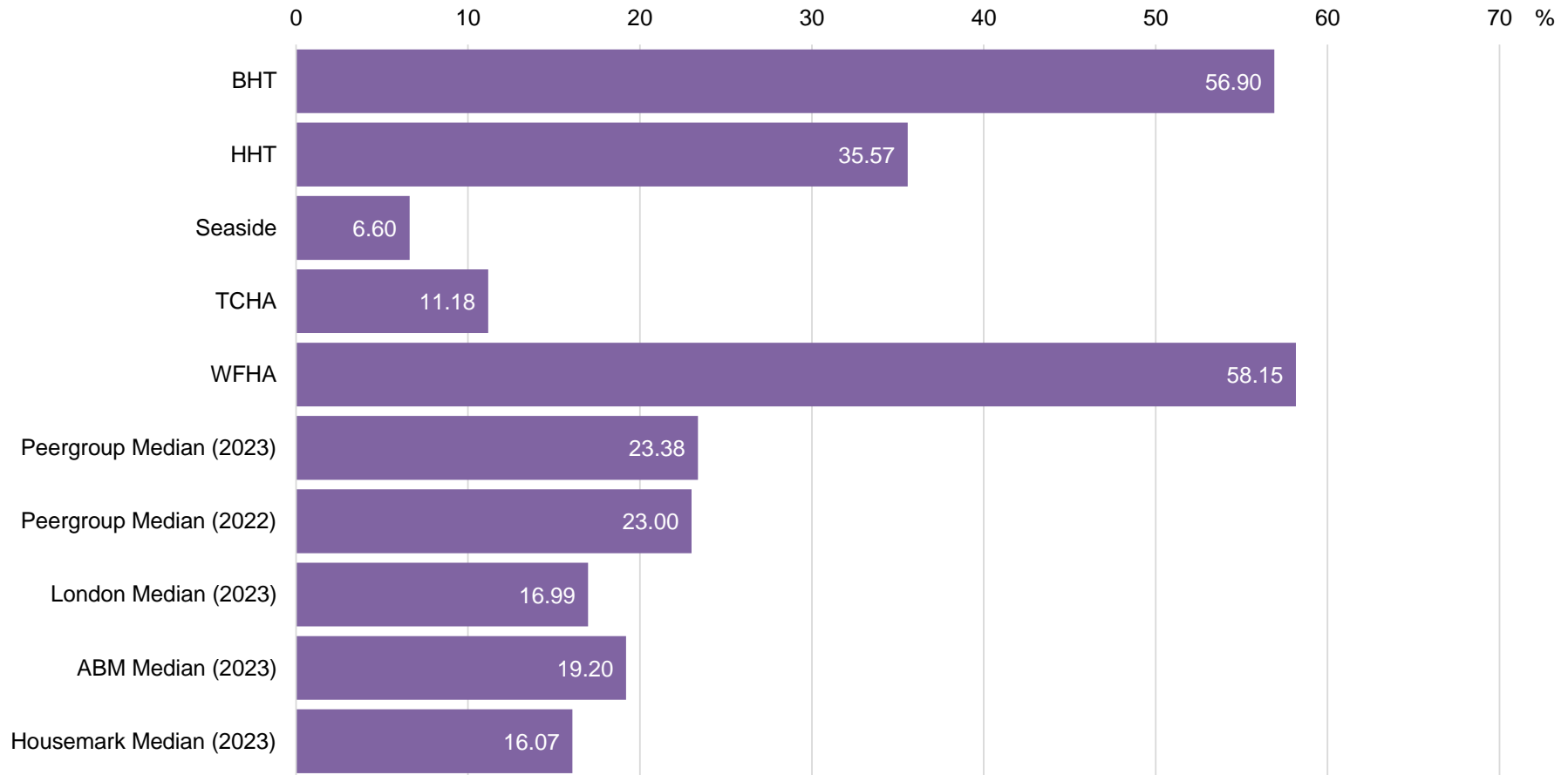
CPP 01 - Cost per property of housing management (£)



These cost PIs have been developed with Housemark to enable sector comparisons and are more robust than those derived from the statutory accounts because they require members to apportion costs to a consistent methodology. They will help you 'unpack' the RSH's Headline Social Housing Cost metric when reporting VFM.

Housing Management

CPP 04 - Overhead costs as a percentage of turnover (%)

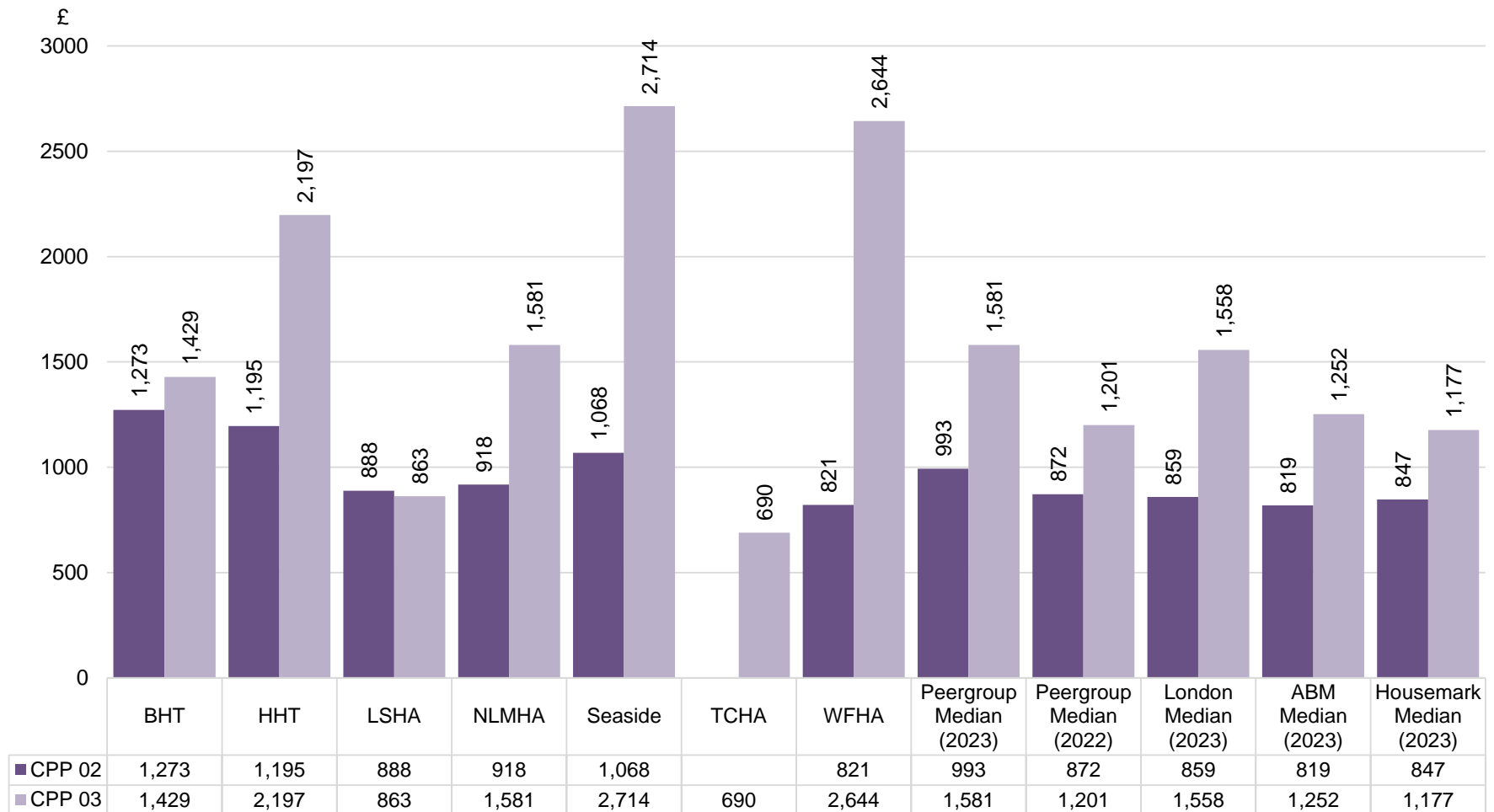


These cost PIs have been developed with Housemark to enable sector comparisons and are more robust than those derived from the statutory accounts because they require members to apportion costs to a consistent methodology. They will help you 'unpack' the RSH's Headline Social Housing Cost metric when reporting VFM.

Asset Management Costs

CPP 02 - Cost per property of responsive repairs and void works (£)

CPP 03 - Cost per property - major and cyclical works (£)



RSH Tenant Satisfaction Measures (TSMs)

Including:

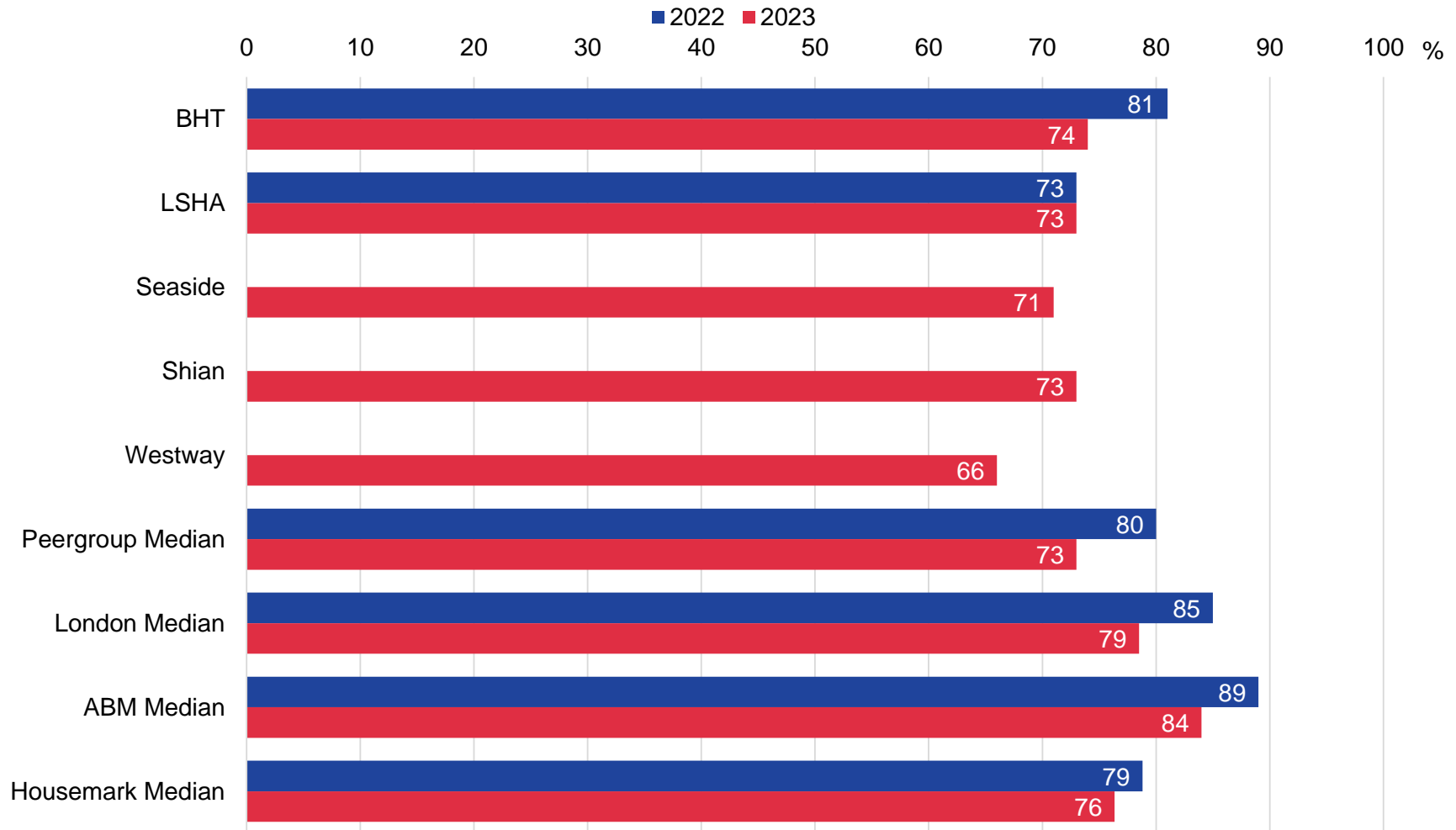
TP01 GN	Overall satisfaction GN tenants
TP02 GN	Repairs satisfaction GN tenants
TP03 GN	Repair Time satisfaction GN tenants
TP04 GN	Home well maintained satisfaction GN tenants
TP05 GN	Home is safe satisfaction GN tenants
TP06 GN	Listens and acts GN tenants
TP07 GN	Keep informed GN tenants
TP08 GN	Satisfaction with landlord fairness/respect GN tenants
TP09 GN	Satisfaction with complaint handling GN tenants
TP10 GN	Satisfaction: communal areas GN tenants
TP11 GN	Satisfaction: contribution to neighbourhood GN tenants
TP12 GN	Satisfaction: ASB handling GN tenants
CH01 Stage1	Stage 1 complaints per 1000 homes
CH01 Stage2	Stage 2 complaints per 1000 homes
CH02 Stage1	Stage 1 complaint responses within timescales
CH02 Stage2	Stage 2 complaint responses within timescales
NM01 ASB	ASB cases per 1000 homes
NM01 Hate	Number of hate cases per 1000 homes
RP01	% homes that fail to meet Decent Homes Standard
RP02 Emergency	% emergency repairs completed within target
RP02 Non-Emergency	% non-emergency repairs completed within target
BS01	Percentage of gas safety checks completed
BS02	Percentage of fire safety checks completed
BS03	Percentage of asbestos safety checks completed
BS04	Percentage of water safety checks completed
BS05	Percentage of lift safety checks completed

You are not required to publicly report TSM data for 2022/23. This data is a trial baselining ahead of formally reporting 2023/24 data later in 2024. Not all members will have trialled the TSMs, so this data may be patchy and where it is particularly limited, we have not displayed charts. Some long-standing voluntary benchmarking metrics have been adopted by the RSH and are covered in this section.

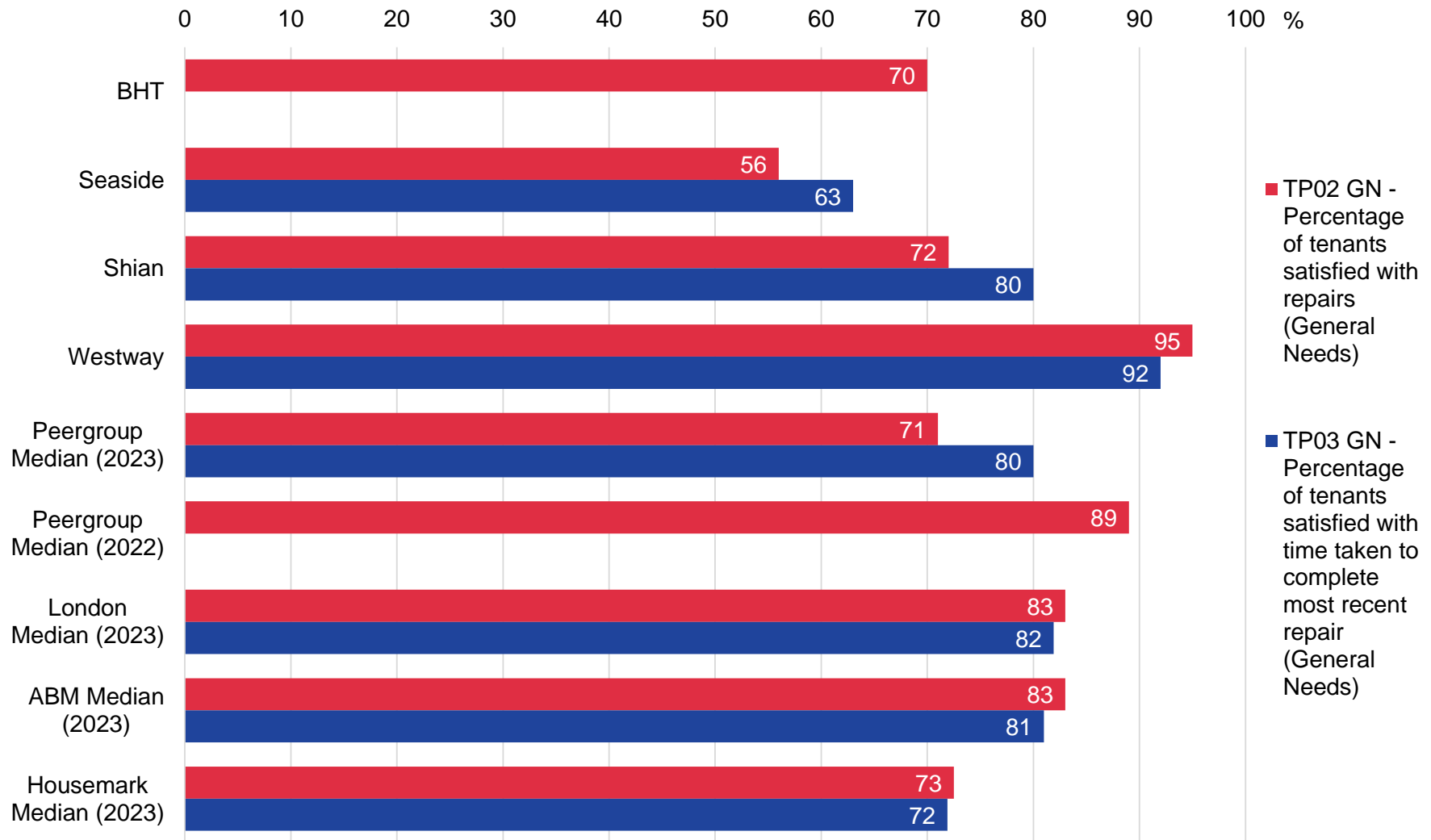
TP01-12 are based on satisfaction survey results. Acuity and Housemark members, wanting better comparisons, have split the results into the key social housing client groups: General Needs (GN), Housing for Older People (HfOP) and Supported Housing (SH). This report reflects either the GN, HfOP or SH position depending on existing practice within your club. However, when formally reporting your results for 2023/24 the RSH requires you to report aggregated Low-Cost Rental Accommodation (LCRA) figures across social housing client groups (ie no distinction between GN, HfOP and SH). As we also collect the LCRA aggregated data from you for TP01-12, for most clubs, we have noted there is little difference between the LCRA aggregated and client-specific (GN, HfOP and SH) positions. You can run your own LCRA report.

Overall Satisfaction

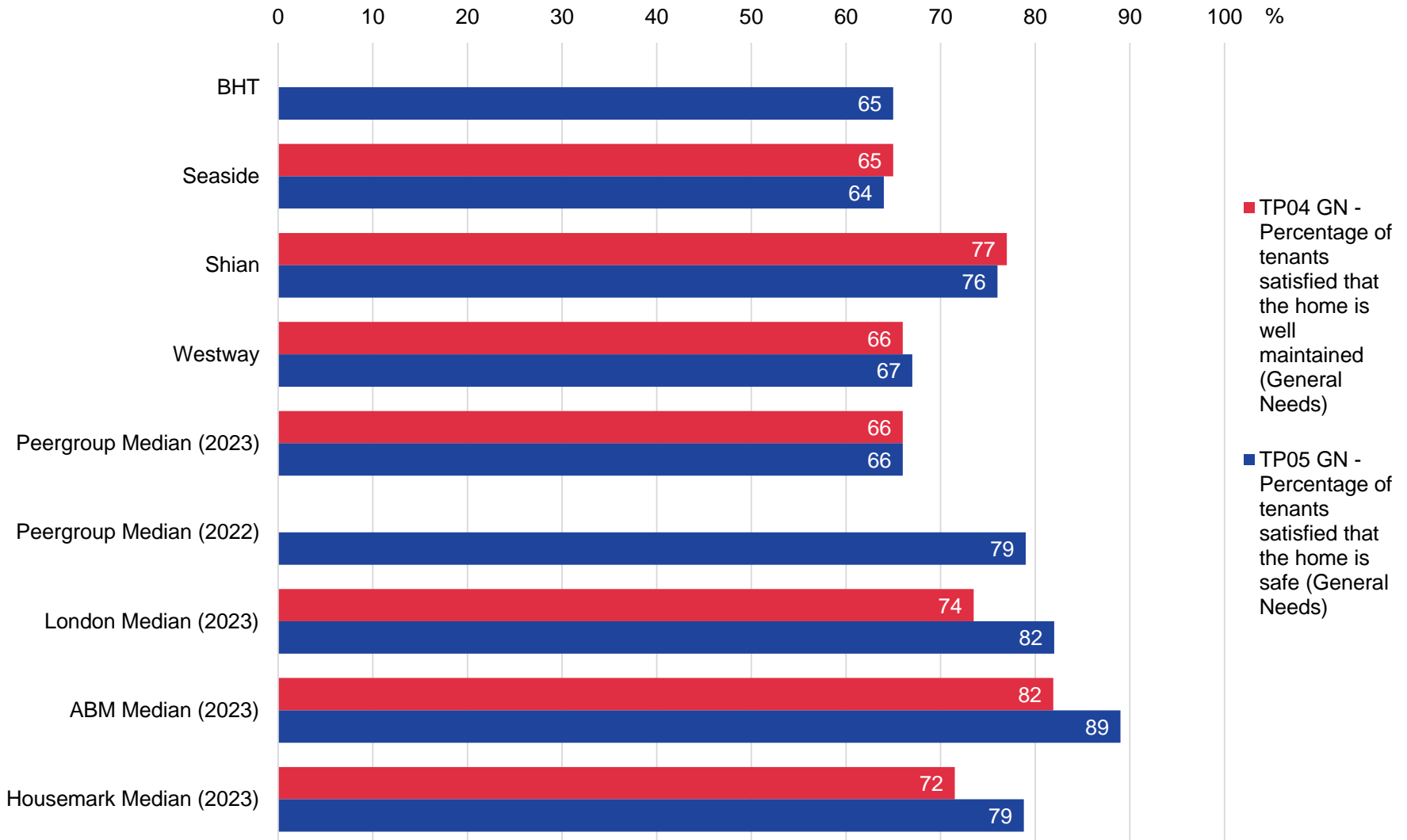
TP01 GN - Percentage of tenants satisfied with landlord's overall service (General Needs)



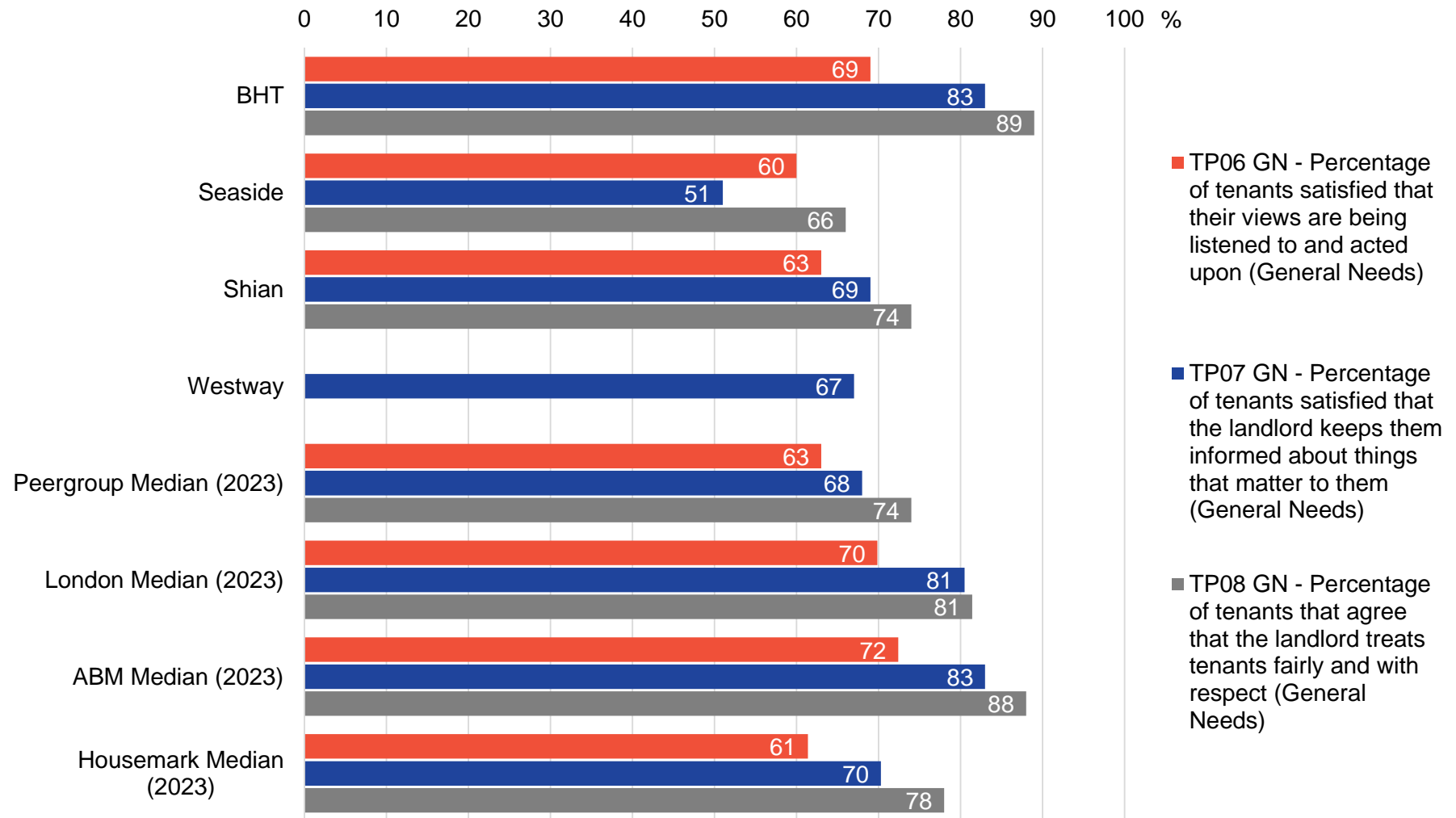
Repairs & Maintenance



The Home

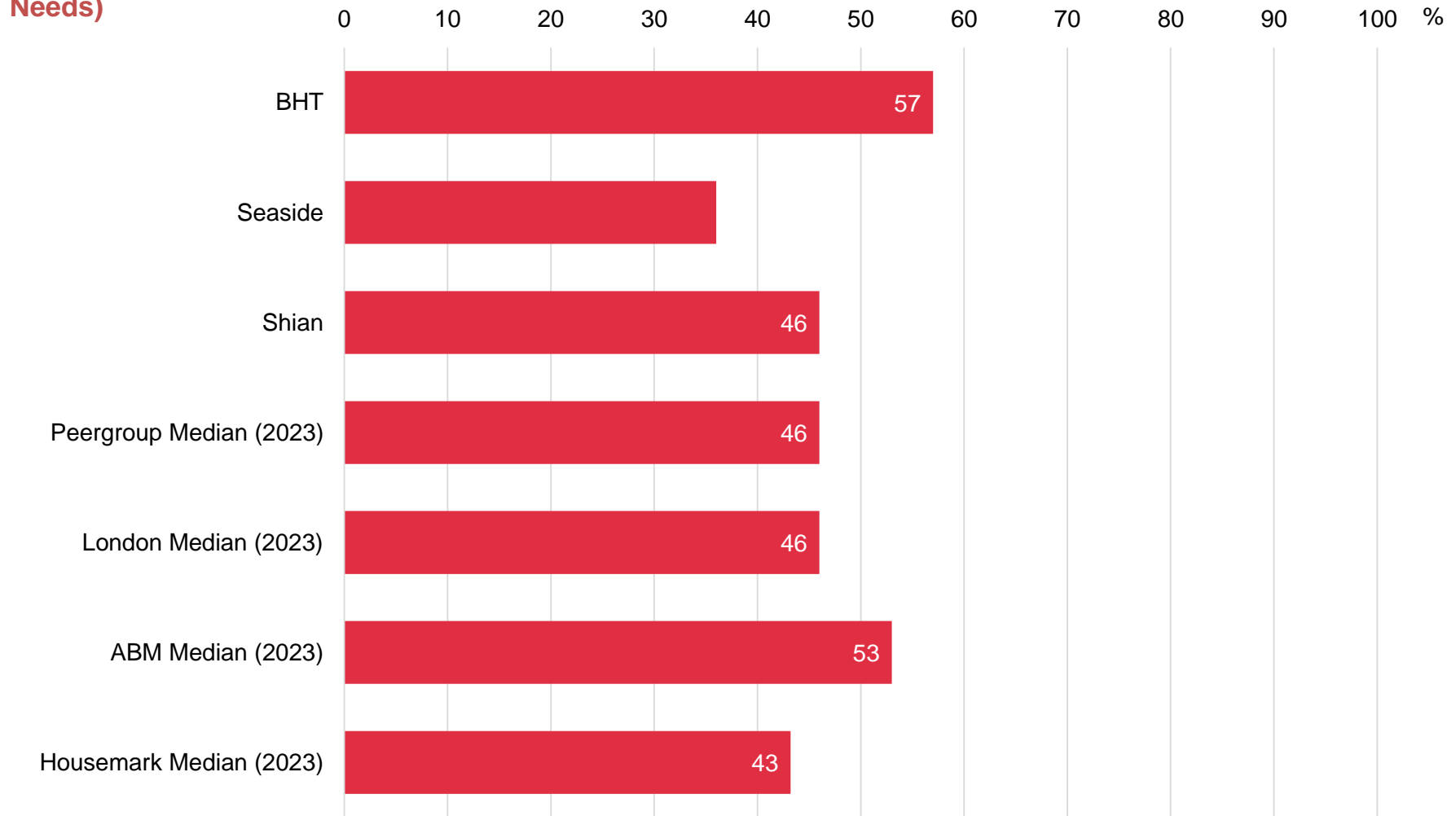


Respectful & Helpful Engagement

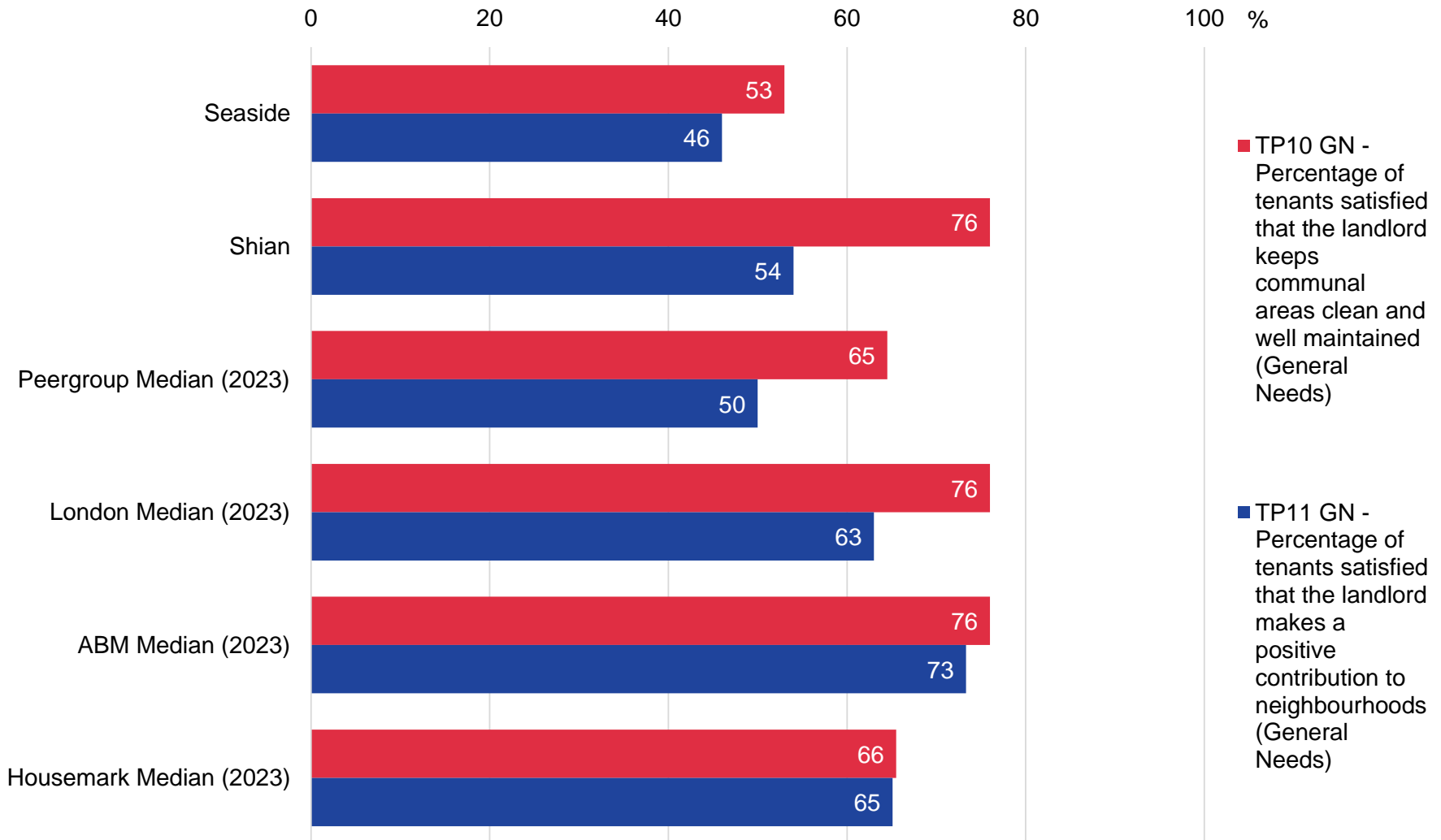


Complaints Handling

TP09 GN - Percentage of tenants satisfied with the landlord's approach to handling complaints (General Needs)

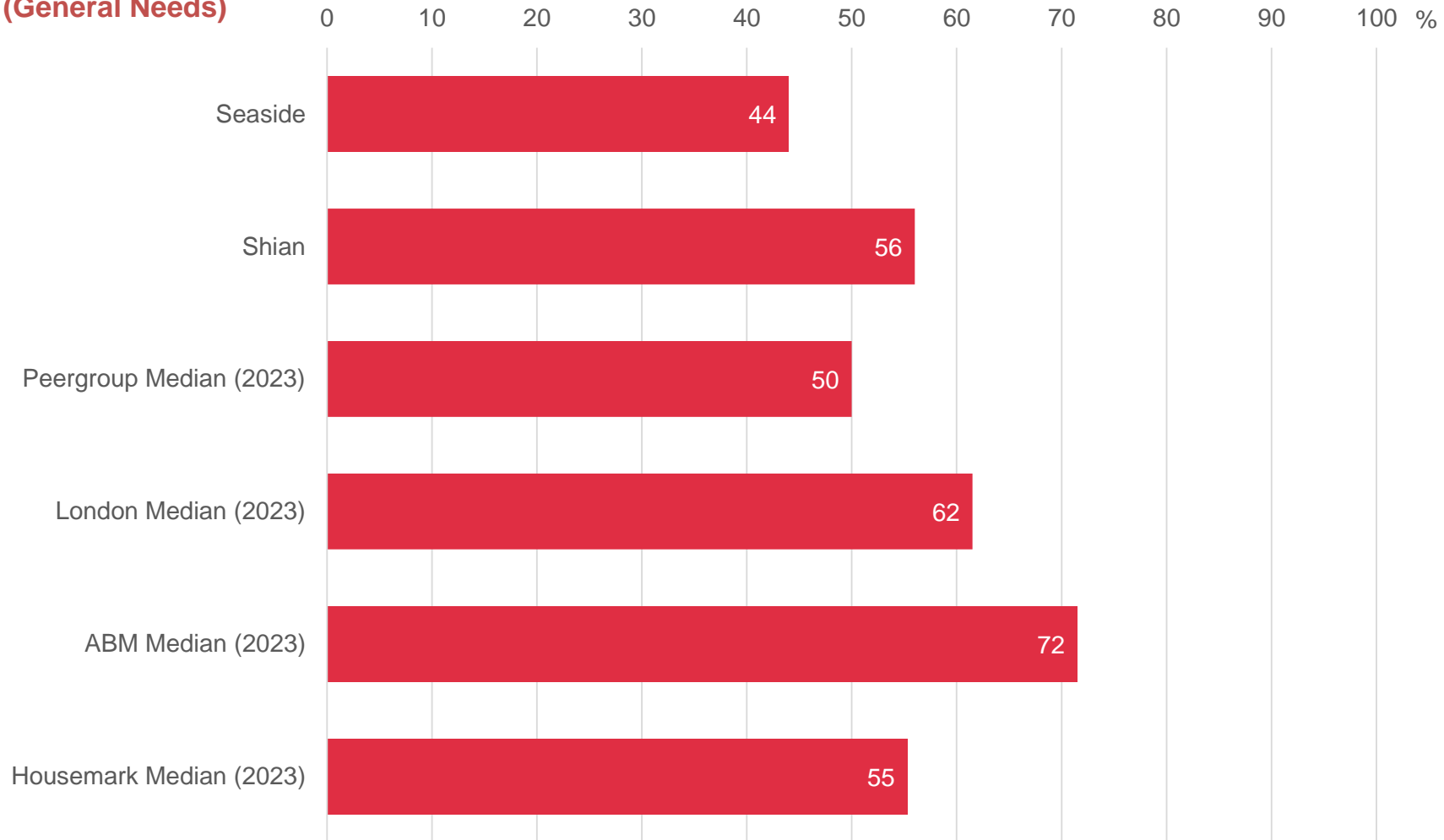


Communal Areas & The Neighbourhood

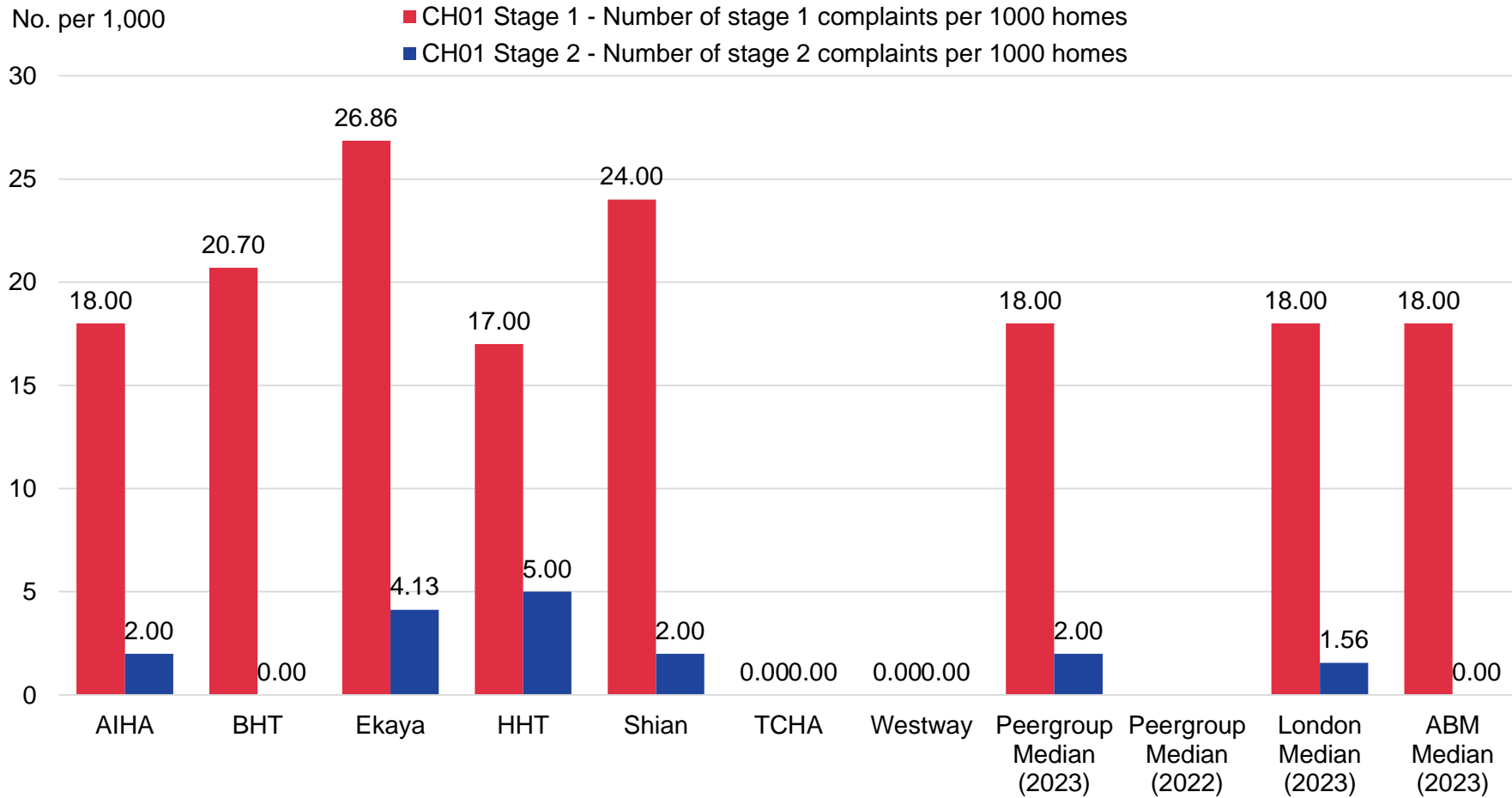


ASB Handling

TP12 GN - Percentage of tenants satisfied with the landlord's approach to handling anti-social behaviour (General Needs)



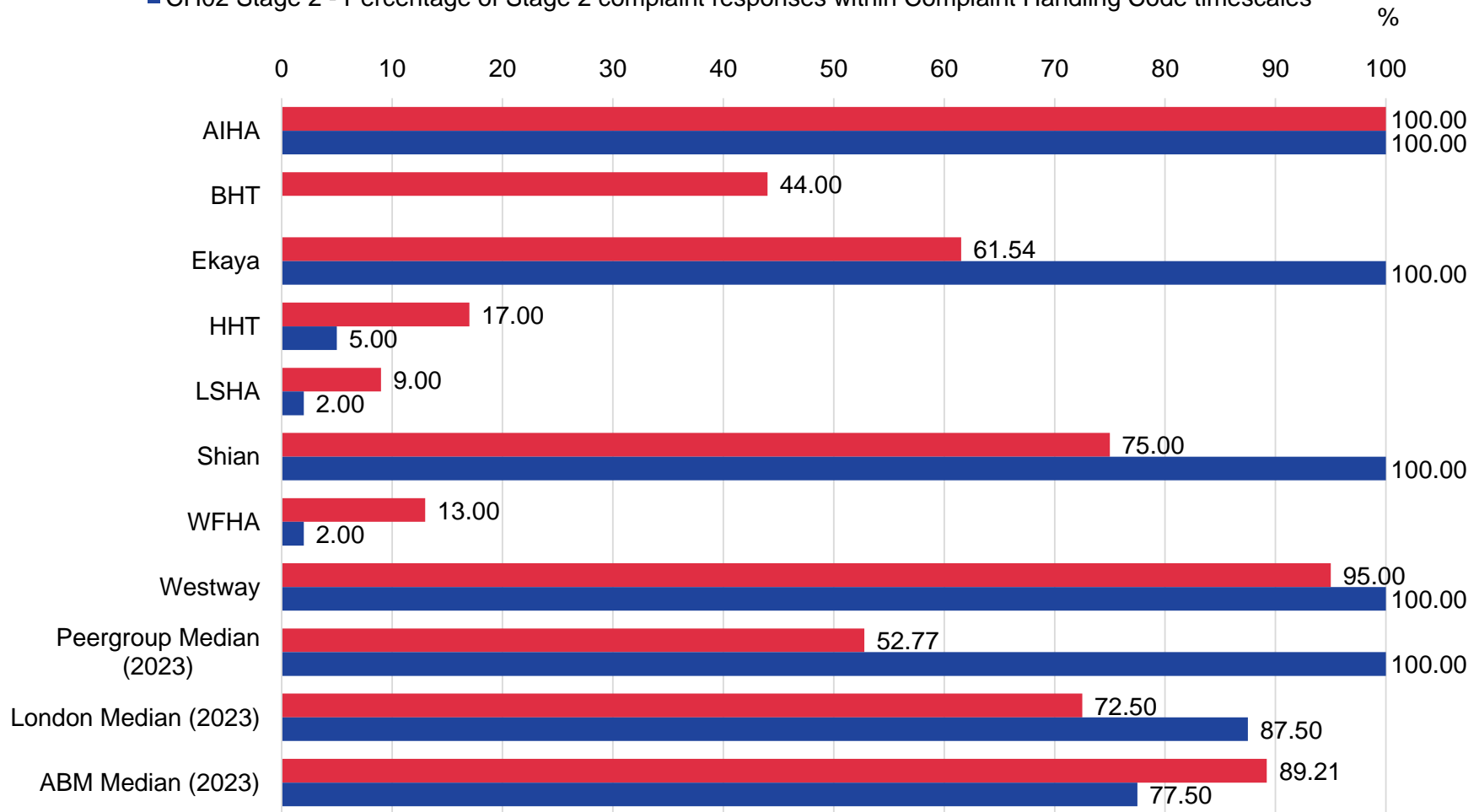
Complaints Volume



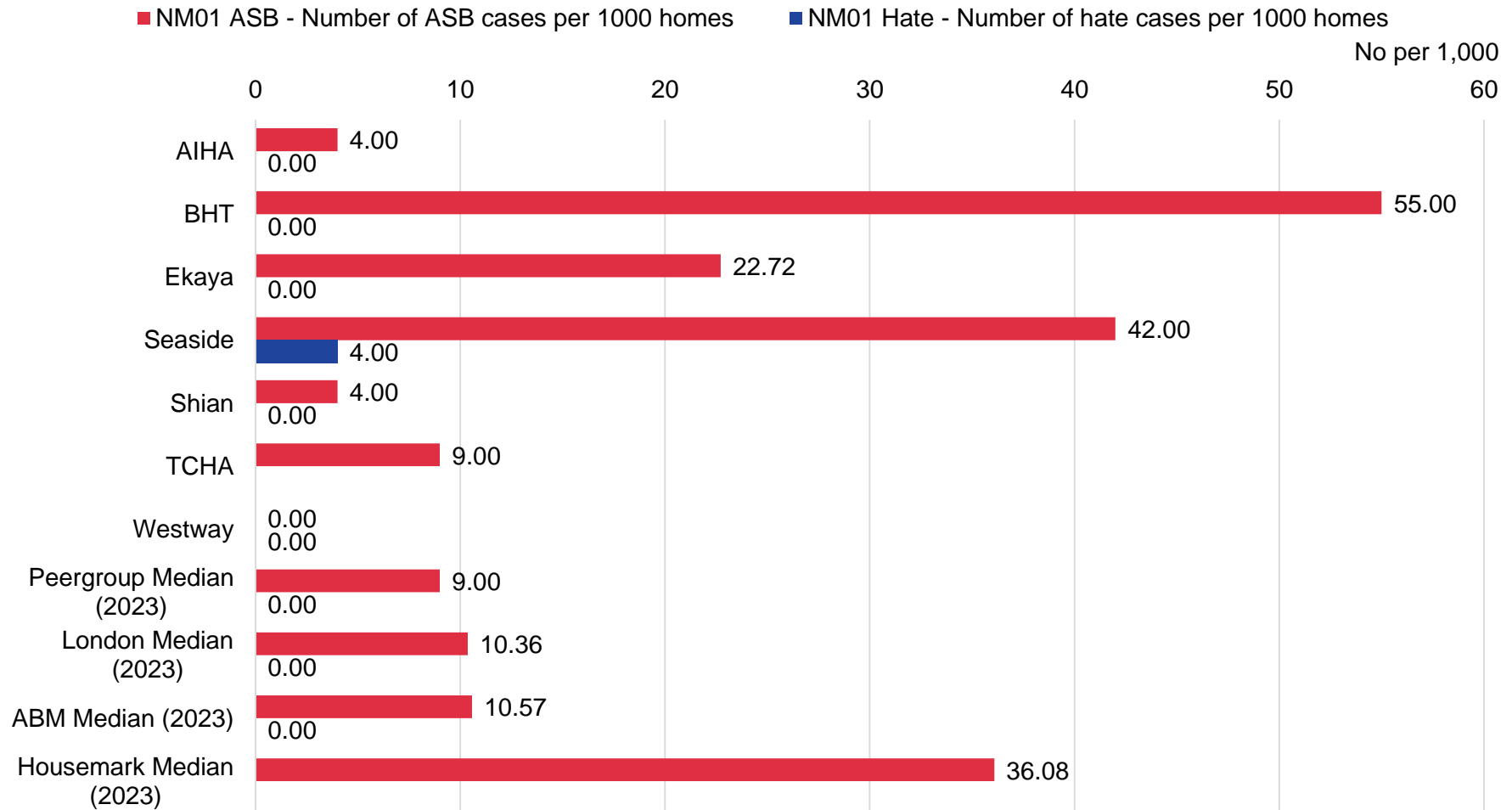
Caveat: the calculation for this metric requires the results expressed per 1,000 homes. The vast majority of our members have considerably less stock. The result is that the formula scales up the actual number of complaints to reach a pro-rata amount set at 1,000 stock. Smaller associations will be familiar with the way low volumes can significantly skew results on certain metrics. This is such a metric and should be viewed with its limitations in mind.

Complaints Responses within Timescales

- CH02 Stage 1 - Percentage of Stage 1 complaint responses within Complaint Handling Code timescales
- CH02 Stage 2 - Percentage of Stage 2 complaint responses within Complaint Handling Code timescales

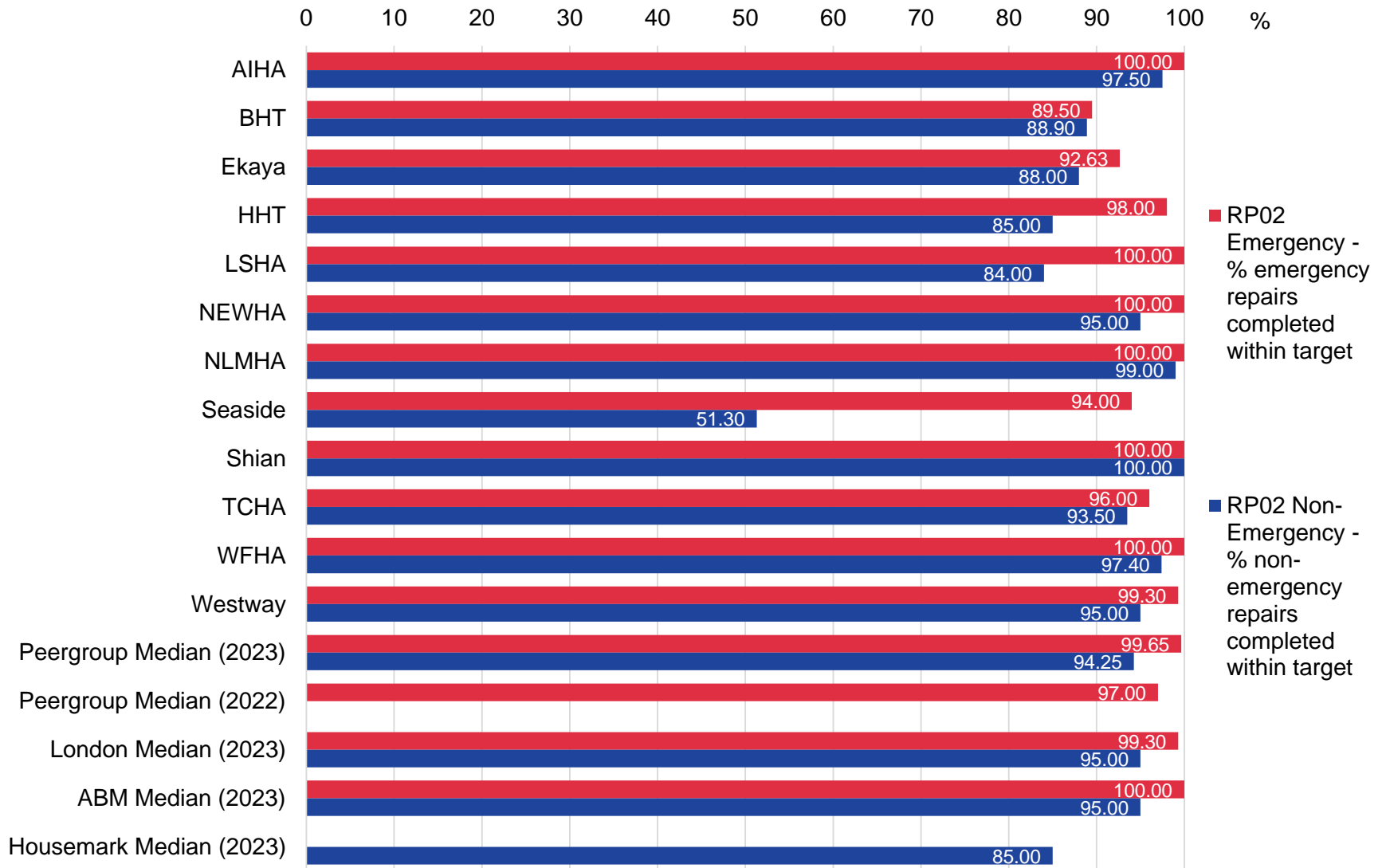


ASB & Hate



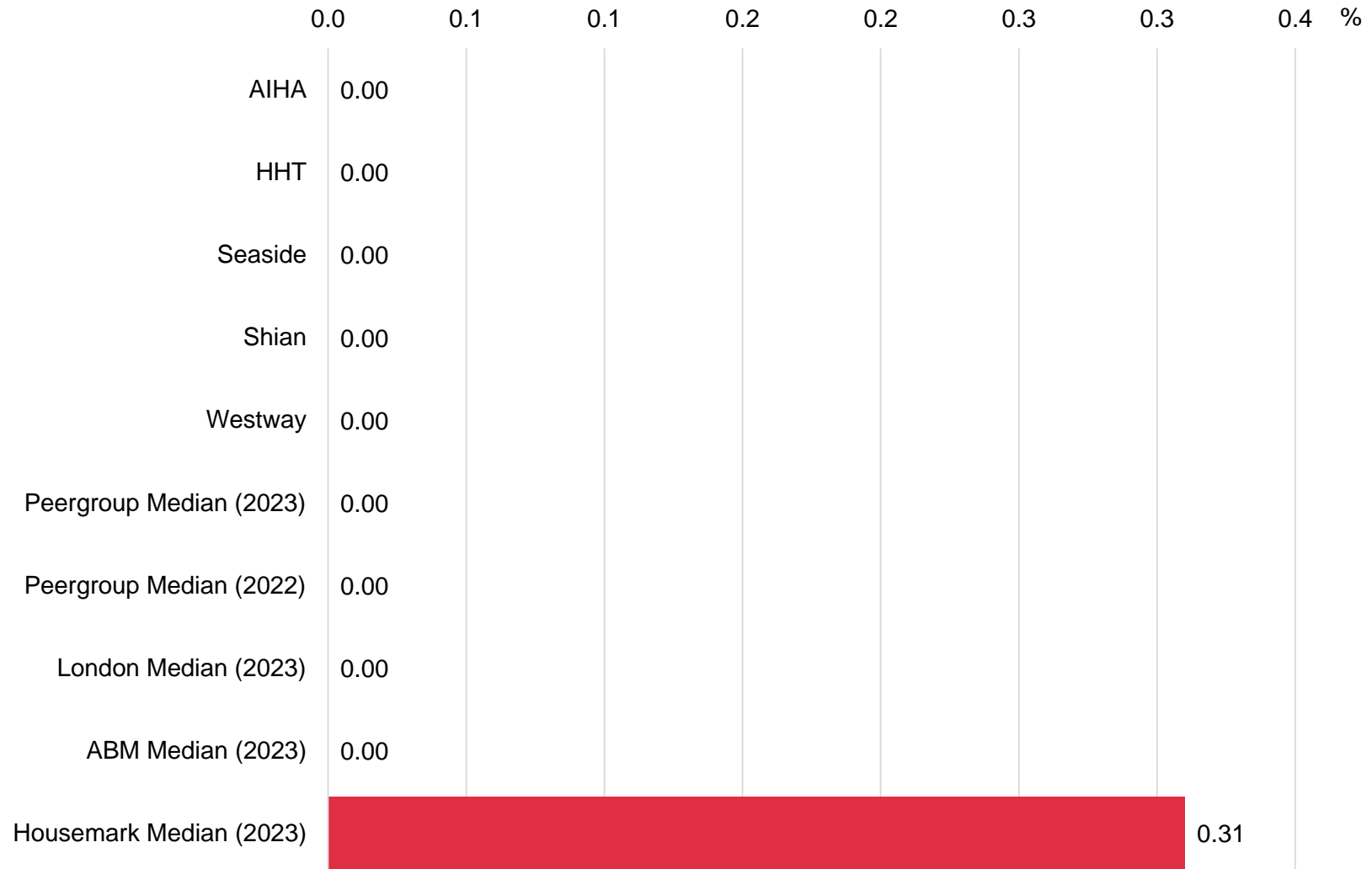
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Repairs Performance



Decent Homes Standard

RP01 - % homes that fail to meet Decent Homes Standard



Safety Checks

	AIHA	BHT	Ekaya	HHT	LSHA	NEWHA	NLMHA	Seaside	Shian	Squared	TCHA	WFHA	Westway	Peergroup Median (2023)	London Median (2023)	ABM Median (2023)
BS01 - Percentage of gas safety checks completed	100.00	94.10	100.00		99.61	100.00	100.00	99.39	100.00	93.00	100.00	97.60	100.00	100.00	100.00	100.00
BS02 - Percentage of fire safety checks completed	100.00	84.20	100.00	100.00	100.00			100.00	100.00		100.00	100.00	100.00	100.00	100.00	100.00
BS03 - Percentage of asbestos safety checks completed	100.00		100.00									100.00	95.00	100.00	100.00	100.00
BS04 - Percentage of water safety checks completed	100.00		100.00	100.00								100.00	100.00	100.00	100.00	100.00
BS05 - Percentage of lift safety checks completed	100.00		100.00					100.00	100.00			100.00	100.00	100.00	100.00	100.00

RSH Value for Money Metrics

Including:

RSH 101	Operating margin (overall)
RSH 102	Operating margin (social housing lettings)
RSH 103	EBITDA MRI (as a percentage of interest)
RSH 203	Gearing (RSH and Scorecard measure)
RSH 204	New supply delivered (Social housing units)
RSH 205	New supply delivered (Non-social housing units)
RSH 304	Reinvestment %
RSH 401	Return on Capital Employed (ROCE) %
RSH 501	Headline social housing cost per unit

RSH VFM Metrics

	RSH 101 - Operating margin (overall) %	RSH 102 - Operating margin (social housing lettings) %	RSH 103 - EBITDA MRI (as a percentage of interest) %	RSH 203 - Gearing (RSH and Scorecard measure) %	RSH 204 - New supply delivered (Social housing units) %	RSH 205 - New supply delivered (Non-social housing units) %	RSH 304 - Reinvestment %	RSH 401 - Return on Capital Employed (ROCE) %	RSH 501 - Headline social housing cost per unit £
AIHA	26.00		180.00	28.00	1.00		2.00	2.70	£6,348.00
BHT	2.60	13.10			0.00	0.00		1.60	£4,758.91
Ekaya	33.29	23.64	173.90	30.70	5.27		14.91	3.04	£6,241.00
HHT	9.60	7.90	1189.00	4.99			1.89	3.44	£8,327.03
LSHA	13.90	8.10	82.30	20.80	1.00	0.00	3.80	1.20	£6,905.00
NLMHA	32.31	31.97	168.68	38.17	4.59	0.00	4.40	2.84	£5,144.00
Seaside	55.00	55.00	128.00	1.35	0.00	0.00	4.30	2.40	£4,557.00
Shian	25.10	24.23	131.89	27.71	0.01		2.55	3.43	£6,794.00
Squared	6.00								
TCHA	13.05	23.07	166.90	48.29	0.00		0.11	2.70	£5,074.00
WFHA	2.00	2.00	602.00	3.00	0.00	0.00			
Westway	21.60	38.60	118.00	40.00				1.40	
Peergroup Median (2023)	17.75	23.36	167.79	27.86	0.01	0.00	3.18	2.70	£6,241.00
London Median (2023)	12.05	11.40	167.79	15.30	0.01	0.00	2.55	2.46	£6,849.50
ABM Median (2023)	13.05	13.64	177.47	13.80	0.00	0.00	3.90	2.00	£5,494.61
RSH Global Accounts (2022)	20.50	23.30	146.00	44.10	1.40	0.00	6.50	3.20	£4,150.00



About Acuity

Acuity provide a wide range of consultancy services to help housing providers improve services and engage with their residents through an understanding of satisfaction, performance and profiling data. We specialise in supporting the benchmarking activities of smaller housing providers in partnership with Housemark, and in customer / resident satisfaction measurement. Our services are highly flexible, and always carefully tailored to the requirements and budgets of our customers. We have been providing consultancy services to the social housing sector since 1998.

About Housemark


Housemark is the leading provider of performance improvement and value for money solutions to the social housing sector and is jointly owned by the Chartered Institute of Housing and the National Housing Federation; two not-for-profit organisations which reinvest their surpluses in the social housing sector.

Further Information

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Housing & Communities