



Performance Data Report

2021 - 2022



**Aim: A Place to Call
Home**



Aim: A Place to Call Home

**Our average 2021-22
Performance**

Our target

Narrative

Average let times for
ECH properties

**26.46
days**

**<28
days**

**In 2021-22 we
achieved our target**

Average let times for
housing properties

**20.77
days**

**<21
days**

**In 2021-22 we
achieved our target**

Aim: A Place to Call Home

Health and Safety Landlord Compliance



**Our average 2021-22
Performance**

Our target

Narrative

Asbestos surveys
(communal)

100%

100%

In 2021-22 we
achieved our target

Asbestos surveys
(individual)

97.5%

100%

In 2021-22 we almost
achieved our target

Electrical fixed wire
testing

98%

100%

In 2021-22 we almost
achieved our target

Aim: A Place to Call Home

Health and Safety Landlord Compliance



**Our average 2021-22
Performance**

Our target

Narrative

Fire safety

99.25%

100%

**In 2021-22 we almost
achieved our target**

**Gas servicing
(commercial)**

100%

100%

**In 2021-22 we
achieved our target**

Gas servicing (domestic)

99.5%

100%

**In 2021-22 we almost
achieved our target**

Aim: A Place to Call Home

Health and Safety Landlord Compliance



**Our average 2021-22
Performance**

Our target

Narrative

Legionella risk
assessments (care and
ECH settings)

100%

100%

**In 2021-22 we
achieved our target**

Legionella risk
assessments (sheltered
housing)

100%

100%

**In 2021-22 we
achieved our target**

Aim: A Place to Call Home

Our average 2021-22
Performance

Our target

Narrative

% of responsive repairs
completed first time

97.75%

90%

In 2021-22 we
achieved our target

Ratio of responsive
repairs to planned
maintenance spend

68%

<64.22%

In 2021-22 we did not
achieve our target

% of customer
satisfaction with
repairs/maintenance
(overall)

83%

75%

In 2021-22 we
achieved our target

Aim: A Place to Call Home

**Our average 2021-22
Performance**

Our target

Narrative

Customer satisfaction %
(overall)

87%

90%

In 2021-22 we almost
achieved our target

Customer satisfaction %
(care homes)

94%

90%

In 2021-22 we
achieved our target

Customer satisfaction %
(extra care housing)

92%

90%

In 2021-22 we
achieved our target

Customer satisfaction %
(housing)

81%

90%

In 2021-22 we did not
achieve our target

Aim: A Place to Call Home

**Our average 2021-22
Performance**

Our target

Narrative

**Customer satisfaction %
(community)**

91%

90%

**In 2021-22 we
achieved our target**

**Care Home Occupancy
(at the end of March
2022)**

94.7%

92%

**In 2021-22 we
achieved our target**

**Head Office Costs (as %
of revenue budget)**

7.9%

7.9%

**In 2021-22 we
achieved our target**

**Aim: The Right Care
and Support**



Aim: The Right Care and Support

**Our average 2021-22
Performance**

Our target

Narrative

**Outcome of CQC
inspections (% good)**

91%

100%

**In 2021-22 we did not
achieve our target**

**Employee sickness rates
(for the 12 months
preceding April 2022)**

5.48%

<4%

**In 2021-22 we did not
achieve our target**

**Employee retention
levels (for the 12 months
preceding April 2022)**

65.47%

>75%

**In 2021-22 we did not
achieve our target**

**Aim: A Good Quality
of Life in the
Community**



Aim: A Good Quality of Life in the Community

Our average 2021-22
Performance

Our target

Narrative

Complaints raised to
second stage (number)

1

<2

In 2021-22 we
achieved our target

Complaints raised to
second stage (% of
complaints)

1.58%

0

In 2021-22 we did not
achieve our target

Average complaint
response time

9

<10

In 2021-22 we
achieved our target