

Performance Data Report Q1 2022 - 23







Q1 2022-23 Performance

**Our target** 

Average let times for ECH properties 49.09 days

<28 days

<21 days

Average let times for housing properties

30.74 days



### Narrative

In the quarter we have not achieved our target

Not performing as well as the last quarter

In the quarter we have not achieved our target

Not performing as well as the last quarter

Health and Safety Landlord Compliance





#### Narrative

In the quarter we have achieved our target We are performing the same as the last quarter

In the quarter we almost hit our target We are performing better than the last quarter

In the quarter we have achieved our target

Health and Safety Landlord Compliance





#### Narrative

In the quarter we have achieved our target

We are performing better than the last quarter

In the quarter we have achieved our target We are performing the same as the last quarter

In the quarter we have achieved our target

We are performing the same as the last quarter

Health and Safety Landlord Compliance

Q1 2022-23 Performance

100%

**Our target** 

100%

Legionella risk assessments (care and ECH settings)

Legionella risk assessments (sheltered housing) 100%



### Narrative

In the quarter we have achieved our target We are performing the same as the last quarter

In the quarter we have achieved our target We are performing the same as the last quarter





#### Narrative

In the quarter we have achieved our target

We are performing better than the last quarter

In the quarter we have not achieved our target

In the quarter we have achieved our target

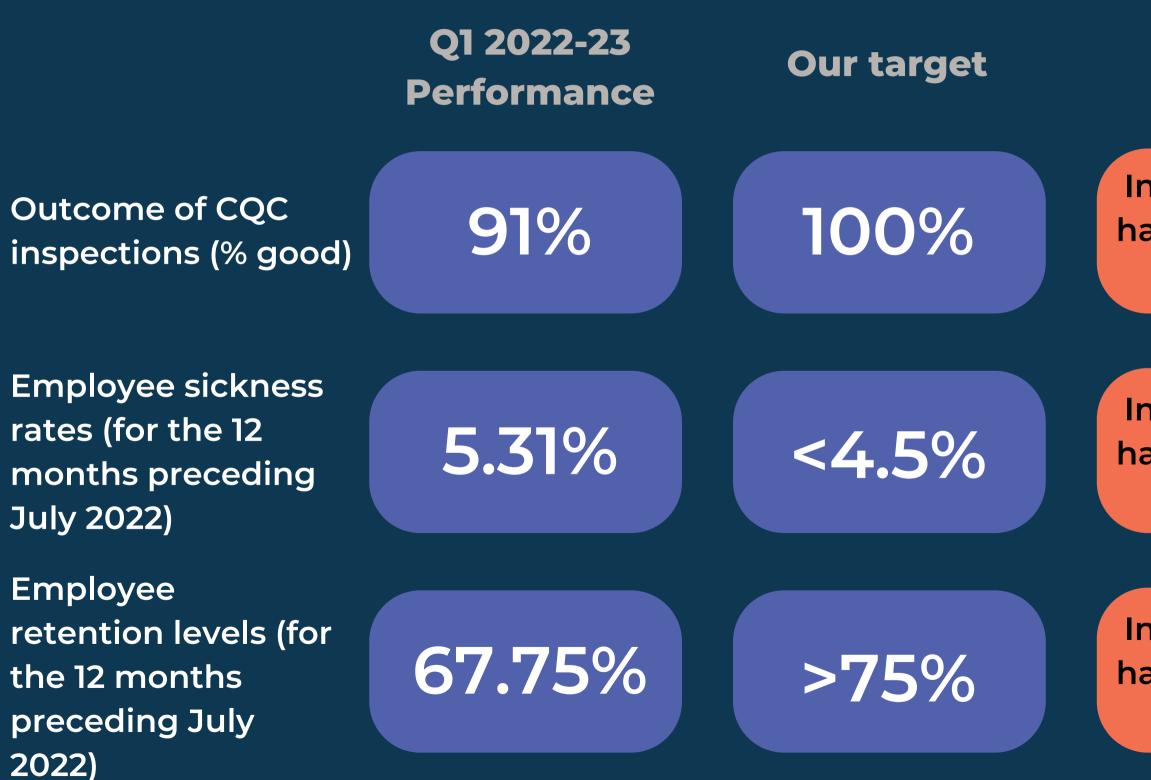
Not performing as well as the last quarter

# Aim: The Right Care and Support





### **Aim: The Right Care and Support**





#### Narrative

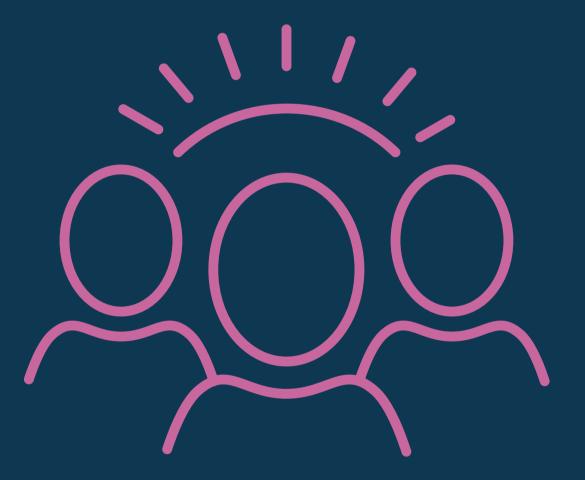
In the quarter we have not achieved our target We are performing the same as the last quarter

In the quarter we have not achieved our target We are performing better than the last quarter

In the quarter we have not achieved our target

Aim: A Good Quality of Life in the Community





# Aim: A Good Quality of Life in the Community







### Narrative

In the quarter we have achieved our target

We are performing the same as the last quarter

In the quarter we have achieved our target

We are performing the same as the last quarter

In the quarter we have achieved our target

Not performing as well as the last quarter

# Aim: A Good Quality of Life in the Community

|   | Q2 2022-23<br>Performance | Our target |
|---|---------------------------|------------|
| % of complaints<br>responded to within<br>10 days                   | 60%                       | 100%       |
| Number of housing<br>complaints per 1000<br>homes (first stage)     | 9                         | N/A        |
| Number of housing<br>complaints per<br>1000 homes<br>(second stage) | 0                         | N/A        |





### Narrative

n the quarter we ave not achieved our target

New measure for 2022-23

#### New measure for 2022-23

#### New measure for 2022-23

# Aim: A Good Quality of Life in the Community

Q1 2022-23 Performance

**Our target** 

Number of ASB cases opened in the quarter

Number of ASB cases closed as resolved as % of ASB cases received





### Narrative

In the quarter we have not achieved our target Not performing as well as the last quarter

In the quarter we have not achieved our target