



Performance Data Report

Q2 2022 - 23



**Aim: A Place to Call
Home**



Aim: A Place to Call Home

Q2 2022-23
Performance

Our target

Narrative

Average let times
for ECH properties

64.88
days

<28
days

In the quarter we
have not achieved
our target

Not performing as
well as the last
quarter

Average let times
for housing
properties

23.46
days

<21
days

In the quarter we
almost hit our
target

We are performing
better than the
last quarter

Aim: A Place to Call Home

Health and Safety Landlord Compliance



	Q2 2022-23 Performance	Our target		Narrative
Asbestos surveys (communal)	100%	100%	In the quarter we have achieved our target	We are performing the same as the last quarter
Asbestos surveys (individual)	99%	100%	In the quarter we almost hit our target	We are performing the same as the last quarter
Electrical fixed wire testing	99%	100%	In the quarter we almost hit our target	Not performing as well as the last quarter

Aim: A Place to Call Home

Health and Safety Landlord Compliance



	Q2 2022-23 Performance	Our target	Narrative	
Fire safety	100%	100%	In the quarter we have achieved our target	We are performing the same as the last quarter
Gas servicing (commercial)	100%	100%	In the quarter we have achieved our target	We are performing the same as the last quarter
Gas servicing (domestic)	98%	100%	In the quarter we almost hit our target	Not performing as well as the last quarter

Aim: A Place to Call Home

Health and Safety Landlord Compliance



**Q2 2022-23
Performance**

Our target

Narrative

Legionella risk assessments (care and ECH settings)

100%

100%

In the quarter we have achieved our target

We are performing the same as the last quarter

Legionella risk assessments (sheltered housing)

100%

100%

In the quarter we have achieved our target

We are performing the same as the last quarter

Aim: A Place to Call Home

	Q2 2022-23 Performance	Our target	Narrative	
% of responsive repairs completed first time	86%	90%	In the quarter we have not achieved our target	Not performing as well as the last quarter
Ratio of responsive repairs to planned maintenance spend	54.4%	<65%	In the quarter we have achieved our target	We are performing better than the last quarter
Care Home Occupancy	96.9%	94%	In the quarter we have achieved our target	We are performing better than the last quarter

**Aim: The Right Care
and Support**



Aim: The Right Care and Support

	Q2 2022-23 Performance	Our target		Narrative
Outcome of CQC inspections (% good)	91%	100%	In the quarter we have not achieved our target	We are performing the same as the last quarter
Employee sickness rates (for the 12 months preceding July 2022)	5.43%	<4.5%	In the quarter we have not achieved our target	We are performing better than the last quarter
Employee retention levels (for the 12 months preceding July 2022)	70.38%	>75%	In the quarter we have not achieved our target	We are performing better than the last quarter

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



Aim: A Good Quality of Life in the Community

	Q2 2022-23 Performance	Our target		Narrative
Complaints raised to second stage (number)	0	<2	In the quarter we have achieved our target	We are performing the same as the last quarter
Complaints raised to second stage (% of complaints)	0%	0	In the quarter we have achieved our target	We are performing the same as the last quarter
Average complaints response time (days)	8	<10	In the quarter we have achieved our target	We are performing the same as the last quarter

Aim: A Good Quality of Life in the Community

	Q2 2022-23 Performance	Our target	Narrative	
% of complaints responded to within 10 days	58%	100%	In the quarter we have not achieved our target	We are performing similarly to the last quarter
Number of housing complaints per 1000 homes (first stage)	10	N/A	We are performing similarly to the last quarter	
Number of housing complaints per 1000 homes (second stage)	0	N/A	We are performing similarly to the last quarter	

Aim: A Good Quality of Life in the Community

Q2 2022-23
Performance

Our target

Narrative

Number of ASB cases opened in the quarter

57

20

In the quarter we have not achieved our target

Not performing as well as the last quarter

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

87%

85%

In the quarter we have achieved our target

We are performing better than the last quarter