

Performance Data Report Q2 2022 - 23







Q2 2022-23 Performance

**Our target** 

Average let times for ECH properties 64.88 days

<28 days

<21 days

Average let times for housing properties

23.46 days



#### Narrative

In the quarter we have not achieved our target

Not performing as well as the last quarter

In the quarter we almost hit our target

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

In the quarter we almost hit our target We are performing the same as the last quarter

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

In the quarter we almost hit our target Not performing as well as the last quarter

Health and Safety Landlord Compliance

Q2 2022-23 Performance

100%

Our target

Legionella risk assessments (care and ECH settings)

Legionella risk assessments (sheltered housing) 100% In the quarter we have achieved our target

100%



#### Narrative

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

We are performing the same as the last quarter





#### Narrative

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

In the quarter we have achieved our target We are performing better than the last quarter

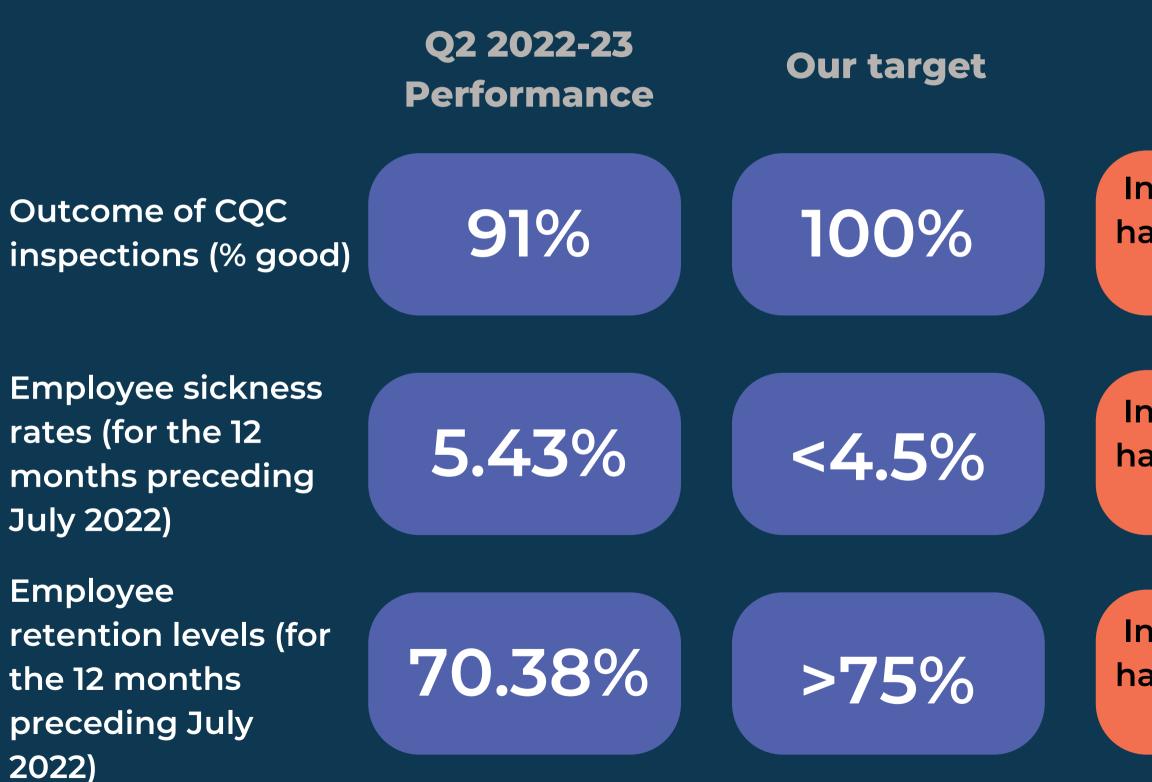
In the quarter we have achieved our target

# Aim: The Right Care and Support





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





#### Narrative

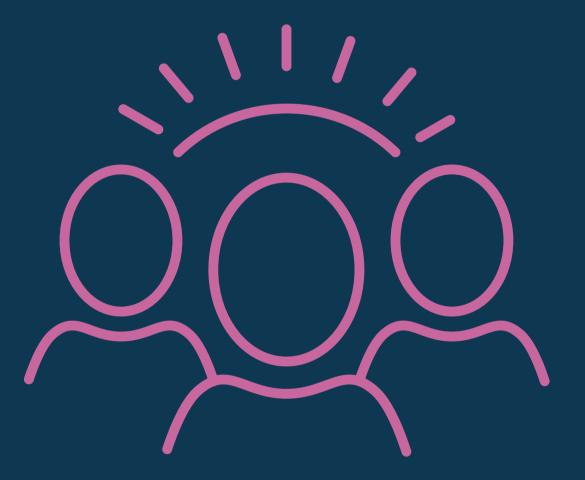
In the quarter we have not achieved our target We are performing the same as the last quarter

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

We are performing the same as the last quarter

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

	Q2 2022-23 Performance	Our target
% of complaints responded to within 10 days	58%	100%
Number of housing complaints per 1000 homes (first stage)	10	N/A
Number of housing complaints per 1000 homes (second stage)	0	N/A





#### Narrative

the quarter we ave not achieved our target

We are performing similarly to the last quarter

We are performing similarly to the last quarter

We are performing similarly to the last quarter

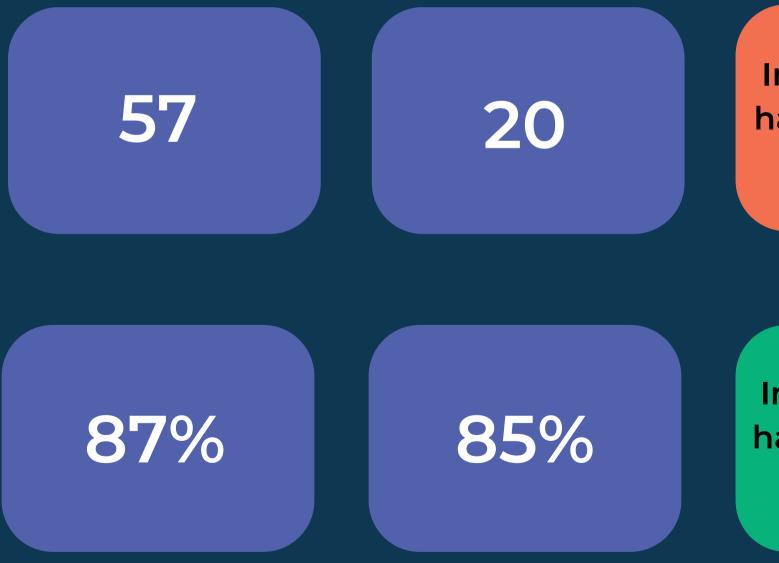
## Aim: A Good Quality of Life in the Community

Q2 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 achieved our target