



Performance Data Report

Q3 2022 - 23



**Aim: A Place to Call
Home**



Aim: A Place to Call Home

Q3 2022-23
Performance

Our target

Narrative

Average let times
for ECH properties

32
days

<28
days

In the quarter we
have not achieved
our target

We are performing
better than the last
quarter

Average let times
for housing
properties

20.51
days

<21
days

In the quarter we
have achieved our
target

We are performing
better than the last
quarter

Aim: A Place to Call Home

Health and Safety Landlord Compliance



	Q3 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	We are performing the same as the last quarter

Aim: A Place to Call Home

Health and Safety Landlord Compliance



	Q3 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)	100%	100%	In the quarter we have achieved our target	We are performing better than the last quarter

Aim: A Place to Call Home

Health and Safety Landlord Compliance



**Q3 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

	Q3 2022-23 Performance	Our target	Narrative	
% of responsive repairs completed first time	79%	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	58.4%	<65%	In the quarter we have achieved our target	Not performing as well as the last quarter
Care Home Occupancy	97%	94%	In the quarter we have achieved our target	We are performing better than the last quarter
Proportion of homes that do not meet the Decent Homes Standard	2.82%	0%	In the quarter we have not achieved our target	We are performing better than the last quarter

Aim: The Right Care and Support



Aim: The Right Care and Support

	Q3 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 October 2022)	5.45%	<4.5%	In the quarter we have not achieved our target	We are performing similarly to the last quarter
Employee retention levels (for the 12 months preceding October 2022)	71.98%	>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

	Q3 2022-23 Performance	Our target		Narrative
Complaints raised to second stage (number)	1	<2	In the quarter we have achieved our target	Not performing as well as the last quarter
Complaints raised to second stage (% of complaints)	0.03%	0	In the quarter we have not achieved our target	Not performing as well as the last quarter
Average complaints response time (days)	7.53	<10	In the quarter we have achieved our target	We are performing better than the last quarter

Aim: A Good Quality of Life in the Community

	Q3 2022-23 Performance	Our target	Narrative	
% of complaints responded to within 10 days	81%	100%	In the quarter we have not achieved our target	We are performing better than the last quarter
Number of housing complaints per 1000 homes (first stage)	17.46	N/A	Not performing as well as the last quarter	
Number of housing complaints per 1000 homes (second stage)	1.09	N/A	Not performing as well as the last quarter	

Aim: A Good Quality of Life in the Community

Q3 2022-23
Performance

Our target

Narrative

Number of ASB cases opened in the quarter

41

20

In the quarter we have not achieved our target

We are performing better than the last quarter

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

83%

85%

In the quarter we almost hit our target

Not performing as well as the last quarter