

Performance Data Report Q3 2022 - 23







Q3 2022-23 Performance

Our target

Average let times for ECH properties

32 days <28 days

Average let times for housing properties

20.51 days <21 days



Narrative

In the quarter we have not achieved our target

We are performing better than the last quarter

In the quarter we have achieved our target

Health and Safety Landlord Compliance





Narrative

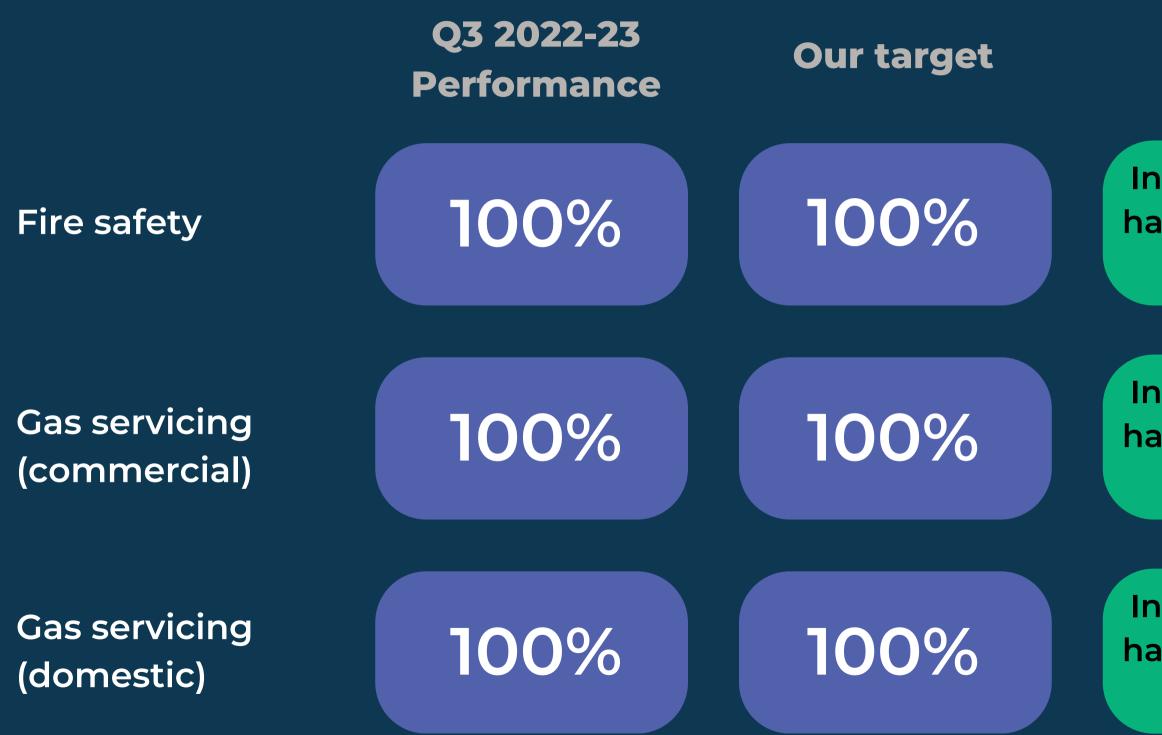
In the quarter we have achieved our target We are performing the same as the last quarter

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

We are performing the same as the last quarter

Health and Safety Landlord Compliance





Narrative

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Health and Safety Landlord Compliance

Q3 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

	Q3 2022-23 Performance	Our target
% of responsive repairs completed first time	79%	90%
Ratio of responsive repairs to planned maintenance spend	58.4%	<65%
Care Home Occupancy	97%	94%
Proportion of homes that do not meet the Decent Homes Standard	2.82%	0%



Narrative

n the quarter we ave not achieved our target

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n the quarter we ave not achieved our target Not performing as well as the last quarter

Not performing as well as the last quarter

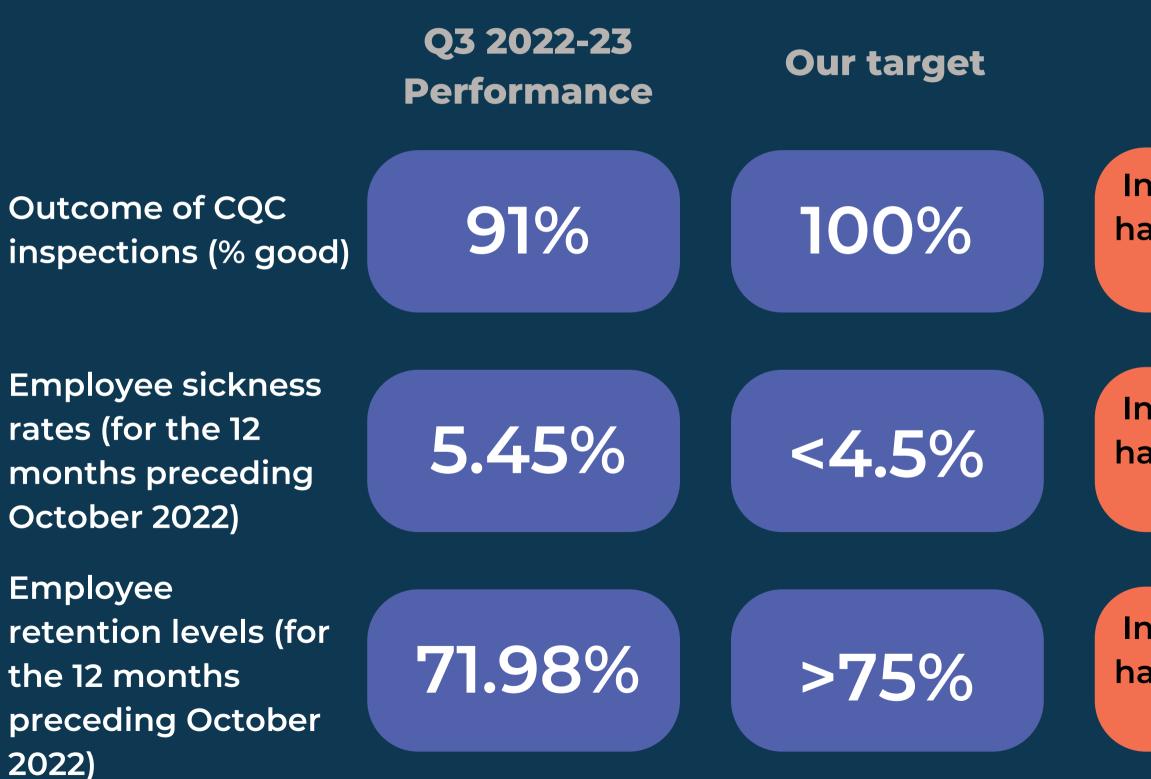
We are performing better than the last quarter

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 similarly to 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

Not performing as well as the last quarter

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Not performing as well as the last quarter

In the quarter we have achieved our target

Aim: A Good Quality of Life in the Community

	Q3 2022-23 Performance	Our target
% of complaints responded to within 10 days	81%	100%
Number of housing complaints per 1000 homes (first stage)	17.46	N/A
Number of housing complaints per 1000 homes (second stage)	1.09	N/A





Narrative

the quarter we ave not achieved our target

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Not performing as well as the last quarter

Not performing as well as the last quarter

Aim: A Good Quality of Life in the Community

Q3 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 We are performing better than the last quarter

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