



Performance Data Report

Q1 2024 - 25



**Aim: A Place to Call
Home**



Aim: A Place to Call Home



Q1 2024-25
Performance

Our target

Narrative

Average let times
for ECH properties

23.2
days

<20
days

In the quarter we
have not achieved
our target

We are not
performing as well
as the last quarter

Average let times
for housing
properties

20.93
days

<15
days

In the quarter we
have not achieved
our target

We are performing
better than the last
quarter

Aim: A Place to Call Home

Health and Safety Landlord Compliance



	Q1 2024-25 Performance	Our target	Narrative	
Asbestos surveys - communal (all stock)	100%	100%	In the quarter we have achieved our target	We are performing the same as the last quarter
Electrical fixed wire testing - domestic (all stock)	97.5%	100%	In the quarter we almost hit our target	We are performing the same as the last quarter
Electrical fixed wire testing - communal (all stock)	69%	100%	In the quarter we did not hit our target	We are performing worse than the last quarter

Aim: A Place to Call Home

Health and Safety Landlord Compliance



	Q1 2024-25 Performance	Our target	Narrative	
Fire safety (all stock)	76%	100%	In the quarter we did not achieve our target	We are performing worse than the last quarter
Gas servicing - commercial (all stock)	100%	100%	In the quarter we have achieved our target	We are performing the same as the last quarter
Gas servicing - domestic (all stock)	100%	100%	In the quarter we have achieved our target	We are performing better than the last quarter

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Health and Safety Landlord Compliance



Q1 2024-25
Performance

Our target

Narrative

Legionella risk
assessments (care
and ECH settings)

99%

100%

In the quarter we
almost achieved
our target

We are performing
slightly worse than
last quarter

Legionella risk
assessments
(sheltered
housing)

99%

100%

In the quarter we
almost achieved
our target

We are performing
slightly worse than
last quarter

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Health and Safety Landlord Compliance



	Q1 2024-25 Performance	Our target	Narrative	
Lift Safety (all stock)	76%	100%	In the quarter we did not achieve our target	We are performing worse than last quarter
Carbon monoxide alarms in place and maintained % (all stock)	100%	100%	In the quarter we achieved our target	We are performing the same as last quarter

Aim: A Place to Call Home



	Q1 2024-25 Performance	Our target	Narrative	
% of responsive repairs completed first time	88%	94%	In the quarter we almost achieved our target	We are performing the same as the last quarter
% of non-emergency repairs completed on time	86%	100%	In the quarter we did not achieve our target	We are performing better than last quarter
% of Emergency repairs completed on time	89%	100%	In the quarter we did not achieve our target	We are performing worse than the last quarter
Proportion of homes that do not meet the Decent Homes Standard	4.16%	0%	In the quarter we did not achieved our target	We are performing worse than the last quarter

**Aim: The Right Care
and Support**



Aim: The Right Care and Support



	Q1 2024-25 Performance	Our target	Narrative	
Outcome of CQC inspections (% good)	100%	100%	In the quarter we achieved our target	We are performing the same as the last quarter
Care Home Occupancy	94.07%	93%	In the quarter we achieved our target	We are performing the same as the last quarter
Employee sickness rates (for the 12 months preceding July 2024)	5.38%	<5%	In the quarter we almost achieved our target	We are performing the same as last quarter
Employee retention July 2024)	82.6%	>85%	In the quarter we almost achieved our target	We are worse better than the last quarter

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



Aim: A Good Quality of Life in the Community



	Q1 2024-25 Performance	Our target	Narrative	
Complaints raised to second stage (number)	4	<2	In the quarter we did not achieve our target	Not performing as well as the last quarter
% of Stage 1 complaints acknowledged within 3 working days	100%	100%	In the quarter we have achieved our target	We are performing better than the last quarter
% of Stage 1 complaints resolved within 10 working days	61%	100%	In the quarter we have not achieved our target	Not performing as well as the last quarter
% of Stage 2 complaints resolved within 20 working days	75%	100%	In the quarter we have not achieved our target	Not performing as well as the last quarter

Aim: A Good Quality of Life in the Community



	Q1 2024-25 Performance	Our target	Narrative	
Number of housing complaints per 1000 homes (first stage)	22.41	<14	In the quarter we did not meet our target	We performed better than the last quarter
Number of housing complaints per 1000 homes (second stage)	2.58	<2	In the quarter we almost hit our target	Not performing as well as the last quarter
Number of ASB cases opened in the quarter	12	<30	In the quarter we achieved our target	Not performing as well as the last quarter
Number of ASB cases closed as resolved as % of ASB cases received	75%	80%	In the quarter we almost hit our target	We performed better than the last quarter