

Performance Data Report Q1 2024 - 25







Q1 2024-25 Performance

**Our target** 

Average let times for ECH properties

23.2 days <20 days

<15 days

Average let times for housing properties

20.93 days



#### Narrative

In the quarter we have not achieved our target

We are not performing as well as the last quarter

In the quarter we have not achieved our target

We are performing better than 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 almost hit our target

In the quarter we did not hit our target We are performing the same as the last quarter

We are performing worse than the last quarter

Health and Safety Landlord Compliance





#### Narrative

In the quarter we did not achieve our target We are performing worse than 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 better than the last quarter

Health and Safety Landlord Compliance

Q1 2024-25 Performance

**Our target** 

Legionella risk assessments (care and ECH settings)

99%

100%

Legionella risk assessments (sheltered housing)

In the quarter we 100% 99% almost achieved our target



#### Narrative

In the quarter we almost achieved our target

We are performing slightly worse than last quarter

We are performing slightly worse than last quarter

Health and Safety Landlord Compliance

Q1 2024-25 Performance

Our target

100%

Lift Safety (all stock)

76%

Carbon monoxide alarms in place and maintained % (all stock)

100%

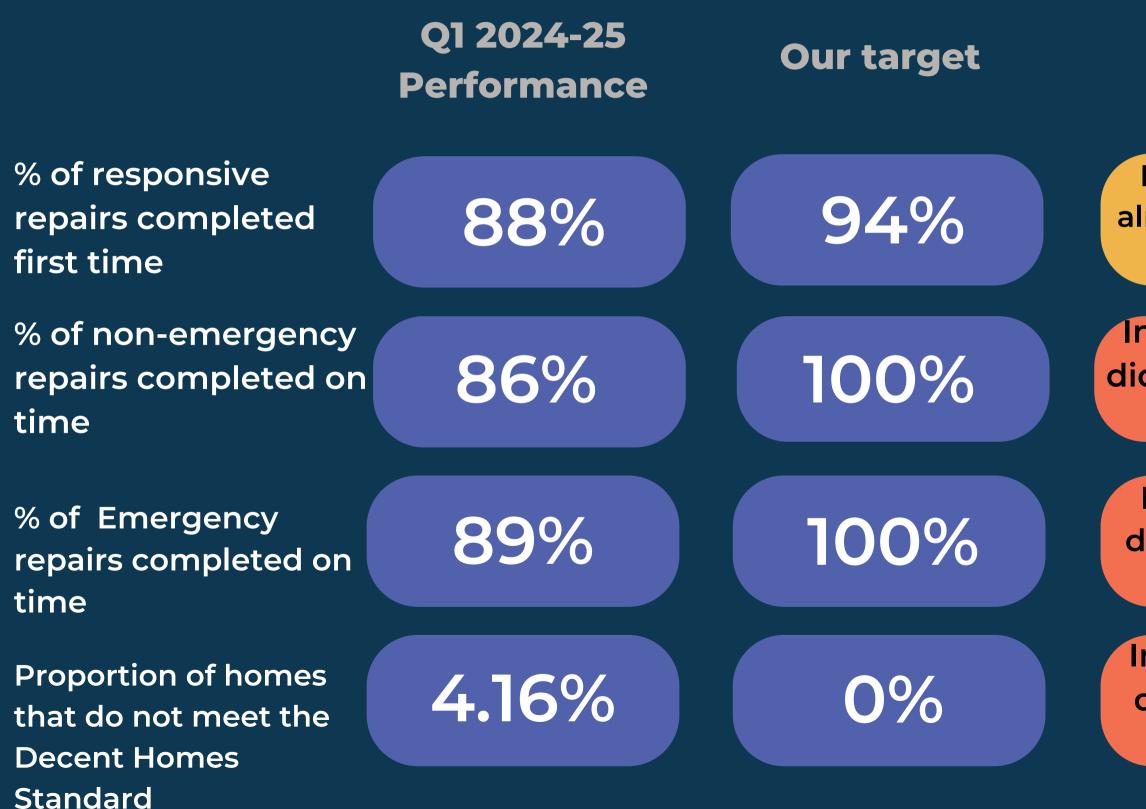
100%



#### Narrative

In the quarter we did not achieve our target We are performing worse than last quarter

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





#### Narrative

In the quarter we almost achieved our target

In the quarter we did not achieve our target

In the quarter we did not achieve our target

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

We are performing better than last quarter

We are performing worse than the last quarter

We are performing worse than the last quarter

# Aim: The Right Care and Support





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





#### Narrative

In the quarter we achieved our target

In the quarter we achieved our target

In the quarter we almost achieved our target

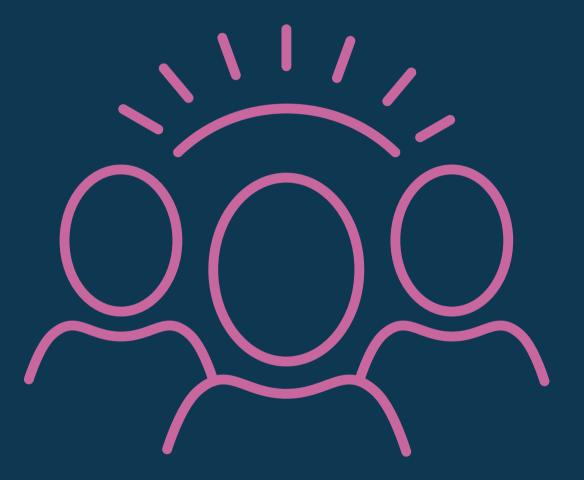
In the quarter we almost achieved our target We are performing the same as the last quarter

We are performing the same as the last quarter

We are performing the same as last quarter

We are worse better than the last quarter Aim: A Good Quality of Life in the Community





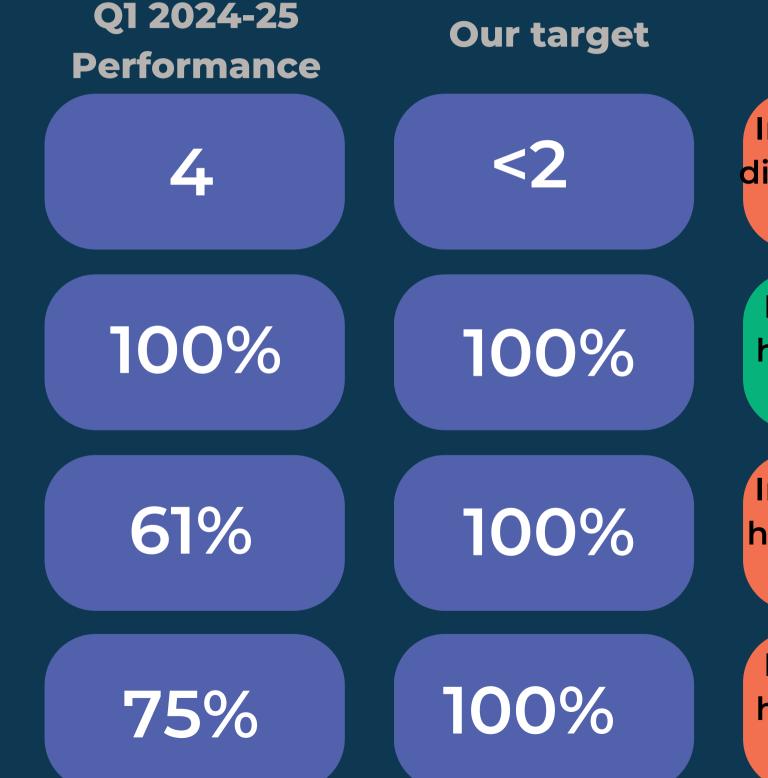
## Aim: A Good Quality of Life in the Community

Complaints raised to second stage (number)

% of Stage 1 complaints acknowledged within 3 working days

% of Stage 1 complaints resolved within 10 working days

% of Stage 2 complaints resolved within 20 working days





#### Narrative

In the quarter we did not achieve our target

In the quarter we have achieved our target

In the quarter we have not achieved our target

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

We are performing better than the last quarter

Not performing as well as the last quarter

Not performing as well as the last quarter

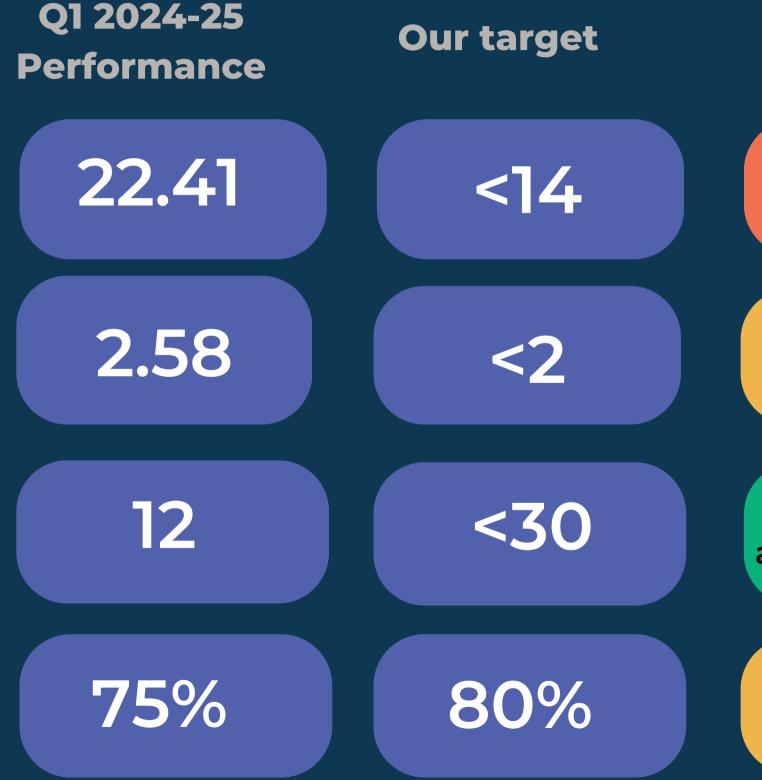
## Aim: A Good Quality of Life in the Community

Number of housing complaints per 1000 homes (first stage)

Number of housing complaints per 1000 homes (second stage)

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 did not meet our target

In the quarter we almost hit our target We performed better than the last quarter

Not performing as well as the last quarter

In the quarter we achieved our target

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

We performed better than the last quarter