

#### Performance Data Report

Q2 2024-25









Q2 2024-25 Performance

**Our target** 

**Narrative** 

Average let times for ECH properties

23.8 days <20 days

In the quarter we have not achieved our target

We are performing the same as the last quarter

Average let times for housing properties

22.63 days <15 days

In the quarter we have not achieved our target

We are not performing as well as last quarter

**Health and Safety Landlord Compliance** 

stock)



last quarter

Q2 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)	99.5%	100%	In the quarter we almost hit our target	We are performing better than the last quarter
Electrical fixed wire testing - communal (all	75%	100%	In the quarter we did not hit our target	We are performing better than the last quarter

target





	Q2 2024-25 Performance	Our target	Narr	ative
Fire safety (all stock)	87%	100%	In the quarter we did not achieve our target	We are performing better 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

**Health and Safety Landlord Compliance** 



Q2 2024-25 Performance

**Our target** 

**Narrative** 

Legionella risk assessments (care and ECH settings)

100%

100%

In the quarter we achieved our target

We are performing better than last quarter

Legionella risk assessments (sheltered housing)

100%

100%

In the quarter we achieved our target

We are performing better than last quarter

**Health and Safety Landlord Compliance** 



Q2 2024-25 Performance

**Our target** 

**Narrative** 

Lift Safety (all stock)

100%

100%

In the quarter achieved our target

We are performing better 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



	Q2 2024-25 Performance	Our target
% of responsive repairs completed first time	89%	94%
% of non-emergency repairs completed on time	90%	100%
% of Emergency repairs completed on time	88%	100%
Proportion of homes that do not meet the Decent Homes Standard	4.16%	0%

In the quarter we almost achieved our target

**Narrative** 

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 better than last quarter

We are performing better than last quarter

We are performing better than last quarter

We are performing the same as last quarter



## Aim: The Right Care and Support



#### Aim: The Right Care and Support

preceding Oct 2024)



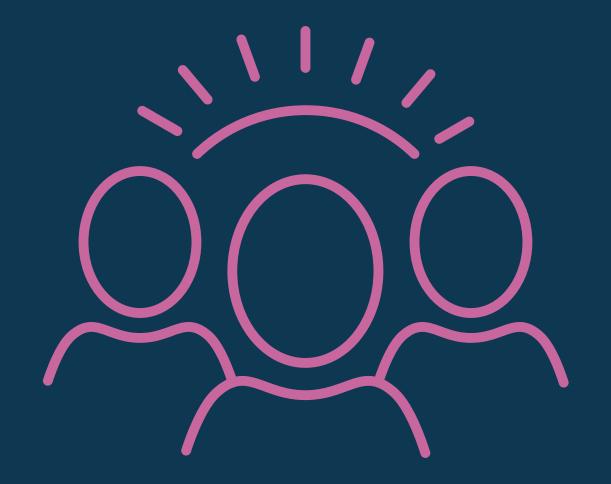
quarter

Q2 2024-25		Our target	Narrative	
Outcome of CQC inspections (% good)	Performance 100%	100%	In the quarter we achieved our target	We are performing the same as the last quarter
Care Home Occupancy	95.73%	93%	In the quarter we achieved our target	We are performing better than the last quarter
Employee sickness rates (for the 12 months preceding Oct 2024)	5.31%	<5%	In the quarter we almost achieved our target	We are performing the same as last quarter
Employee retention (for the 12 months	82.6%	>85%	In the quarter we almost achieved	We are performing the same as last

our target



# Aim: A Good Quality of Life in the Community



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



Complaints rai	ised 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 Q2 2024-25 Performance

96%

62.9%

100%

/2

<2

100%

100%

100%

Our target Narrative

In the quarter we achieved our target

We performed better than last quarter

In the quarter we almost achieved our target

We did not perform as well as the last quarter

In the quarter we have not achieved our target

In the quarter we achieved our target

We performed the same as last quarter

We performed better than 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

Q2 2024-25 Performance

17.24

0.86

13

100%

**Our target** 

<14

<2

<30

80%

Narrative

In the quarter we did not meet our target

In the quarter we achieved our target

In the quarter we

In the quarter we achieved our target

achieved our target

We performed better than the last quarter

We performed better than the last quarter

We did not perform as well as the last quarter

We performed better than the last quarter