



Performance Data Report

Q2 2024-25



**Aim: A Place to Call
Home**



Aim: A Place to Call Home



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

Aim: A Place to Call Home

Health and Safety Landlord Compliance



	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 stock)	75%	100%	In the quarter we did not hit our target	We are performing better than the last quarter

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Health and Safety Landlord Compliance



	Q2 2024-25 Performance	Our target	Narrative	
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

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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

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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

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	Q2 2024-25 Performance	Our target	Narrative	
% of responsive repairs completed first time	89%	94%	In the quarter we almost achieved our target	We are performing better than last quarter
% of non-emergency repairs completed on time	90%	100%	In the quarter we did not achieve our target	We are performing better than last quarter
% of Emergency repairs completed on time	88%	100%	In the quarter we did not achieve our target	We are performing better than 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 the same as last quarter

**Aim: The Right Care
and Support**



Aim: The Right Care and Support



	Q2 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	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 preceding Oct 2024)	82.6%	>85%	In the quarter we almost achieved our target	We are performing the same as last quarter

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



Aim: A Good Quality of Life in the Community



	Q2 2024-25 Performance	Our target	Narrative	
Complaints raised to second stage (number)	1	<2	In the quarter we achieved our target	We performed better than last quarter
% of Stage 1 complaints acknowledged within 3 working days	96%	100%	In the quarter we almost achieved our target	We did not perform as well as the last quarter
% of Stage 1 complaints resolved within 10 working days	62.9%	100%	In the quarter we have not achieved our target	We performed the same as last quarter
% of Stage 2 complaints resolved within 20 working days	100%	100%	In the quarter we achieved our target	We performed better than last quarter

Aim: A Good Quality of Life in the Community



	Q2 2024-25 Performance	Our target	Narrative	
Number of housing complaints per 1000 homes (first stage)	17.24	<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)	0.86	<2	In the quarter we achieved our target	We performed better than the last quarter
Number of ASB cases opened in the quarter	13	<30	In the quarter we achieved our target	We did not perform as well as the last quarter
Number of ASB cases closed as resolved as % of ASB cases received	100%	80%	In the quarter we achieved our target	We performed better than the last quarter