



Performance Data Report

Q3 2024-25



**Aim: A Place to Call
Home**



Aim: A Place to Call Home



Q3 2024-25
Performance

Our target

Narrative

Average let times
for ECH properties

32.59
days

<20
days

In the quarter we
have not achieved
our target

We are not
performing as well
as last quarter

Average let times
for housing
properties

27.95
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



	Q3 2024-25 Performance	Our target	Narrative	
Asbestos surveys - communal (all stock)	24%	100%	In the quarter we did not hit our target	We are performing worse than the last quarter
Electrical fixed wire testing - domestic (all stock)	98.39%	100%	In the quarter we almost hit our target	We are performing the same as last quarter
Electrical fixed wire testing - communal (all stock)	91.89%	100%	In the quarter we almost hit our target	We are performing better than the last quarter

Aim: A Place to Call Home

Health and Safety Landlord Compliance



	Q3 2024-25 Performance	Our target	Narrative	
Fire safety (all stock)	96%	100%	In the quarter we almost achieved 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 the same as the last quarter

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Health and Safety Landlord Compliance



	Q3 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

Aim: A Place to Call Home

Health and Safety Landlord Compliance



Q3 2024-25
Performance

Our target

Narrative

Lift Safety
(all stock)

67%

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)

97%

100%

In the quarter
almost achieved
our target

We are performing
worse than last
quarter

Aim: A Place to Call Home



	Q3 2024-25 Performance	Our target	Narrative	
% of responsive repairs completed first time	98%	94%	In the quarter we achieved our target	We are performing better than last quarter
% of non-emergency repairs completed on time	91%	100%	In the quarter we almost achieved our target	We are performing better than last quarter
% of Emergency repairs completed on time	90%	100%	In the quarter we almost achieved our target	We are performing better than last quarter
Proportion of homes that do not meet the Decent Homes Standard	0%	0%	In the quarter we achieved our target	We are performing better than last quarter

**Aim: The Right Care
and Support**



Aim: The Right Care and Support



	Q3 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	95.37%	93%	In the quarter we achieved our target	We are performing the same as last quarter
Employee sickness rates (for the 12 months preceding Jan 2025)	5.13%	<5%	In the quarter we almost achieved our target	We are performing the better than last quarter
Employee retention (for the 12 months preceding Jan 2025)	85.07%	>85%	In the quarter we achieved our target	We are performing the better than last quarter

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



Aim: A Good Quality of Life in the Community



	Q3 2024-25 Performance	Our target	Narrative	
Complaints raised to second stage (number)	1	<2	In the quarter we achieved our target	We performed the same as last quarter
% of Stage 1 complaints acknowledged within 3 working days	100%	100%	In the quarter we achieved our target	We performed better than last quarter
% of Stage 1 complaints resolved within 10 working days	61.54%	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	50%	100%	In the quarter we have not achieved our target	We did not perform as well as the last quarter

Aim: A Good Quality of Life in the Community



	Q3 2024-25 Performance	Our target	Narrative	
Number of housing complaints per 1000 homes (first stage)	8.62	<14	In the quarter we achieved 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	9	<30	In the quarter we achieved our target	We performed better than the last quarter
Number of ASB cases closed as resolved as % of ASB cases received	122%	80%	In the quarter we achieved our target	We performed better than the last quarter