



Performance Data Report

Q4 2024-25



**Aim: A Place to Call
Home**



Aim: A Place to Call Home



Q4 2024-25
Performance

Our target

Narrative

Average let times
for ECH properties

38
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

28
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



	Q4 2024-25 Performance	Our target	Narrative	
Asbestos surveys - communal (all stock)	100%	100%	In the quarter we achieved our target	We are performing better than the last quarter
Electrical fixed wire testing - domestic (all stock)	99.64%	100%	In the quarter we almost achieved our target	We are performing better than the last quarter
Electrical fixed wire testing - communal (all stock)	100%	100%	In the quarter we achieved our target	We are performing better than the last quarter

Aim: A Place to Call Home

Health and Safety Landlord Compliance



	Q4 2024-25 Performance	Our target	Narrative	
Fire safety (all stock)	90%	100%	In the quarter we almost achieved 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)	98%	100%	In the quarter we almost achieved our target	We are performing the slightly worse than last quarter

Aim: A Place to Call Home

Health and Safety Landlord Compliance



	Q4 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



Q4 2024-25
Performance

Our target

Narrative

Lift Safety
(all stock)

100%

100%

In the quarter we
achieved
our target

We are performing
better than last
quarter

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

98%

100%

In the quarter
almost achieved
our target

We are performing
better than last
quarter

Aim: A Place to Call Home



	Q4 2024-25 Performance	Our target	Narrative	
% of responsive repairs completed first time	92.64%	94%	In the quarter we almost achieved our target	We are performing worse than last quarter
% of non-emergency repairs completed on time	80%	100%	In the quarter we did not achieve our target	We are performing worse than last quarter
% of Emergency repairs completed on time	94%	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 acheived our target	We are performing the same as last quarter

**Aim: The Right Care
and Support**



Aim: The Right Care and Support



	Q4 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	94.53%	93%	In the quarter we achieved our target	We are performing the same as last quarter
Employee sickness rates (for the 12 months preceding April 2025)	4.95%	<5%	In the quarter we achieved our target	We are performing the better than last quarter
Employee retention (for the 12 months preceding April 2025)	84.77%	>85%	In the quarter we almost achieved our target	We are performing slightly worse than last quarter

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



Aim: A Good Quality of Life in the Community



	Q4 2024-25 Performance	Our target	Narrative	
Complaints raised to second stage (number)	3	<2	In the quarter we did not achieved our target	We did not perform as well as the last quarter
% of Stage 1 complaints acknowledged within 3 working days	100%	100%	In the quarter we achieved our target	We performed the same as last quarter
% of Stage 1 complaints resolved within 10 working days	47.82%	100%	In the quarter we did not achieved our target	We did not perform as well as the last quarter
% of Stage 2 complaints resolved within 20 working days	33%	100%	In the quarter we did not achieved our target	We did not perform as well as the last quarter

Aim: A Good Quality of Life in the Community



	Q4 2024-25 Performance	Our target	Narrative	
Number of housing complaints per 1000 homes (first stage)	18.1	<14	In the quarter we did not achieve our target	We performed worse than the last quarter
Number of housing complaints per 1000 homes (second stage)	1.72	<2	In the quarter we achieved our target	We performed better than the last quarter
Number of ASB cases opened in the quarter	4	<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	150%	80%	In the quarter we achieved our target	We performed better than the last quarter