



Performance Data Report

2023 - 2024



**Aim: A Place to Call
Home**



Aim: A Place to Call Home



Our average 2023-24
Performance

Our target

Narrative

Average let times for
ECH properties

18.23
days

<28
days

In 2023-24 we
achieved our target

Average let times for
housing properties

21.13
days

<21
days

In 2023-24 we almost
achieved our target

Aim: A Place to Call Home

Health and Safety Landlord Compliance



Our average 2023-24
Performance

Our target

Narrative

Asbestos surveys -
communal (all stock)

86.46%

100%

In 2023-24 we did not
achieved our target

Electrical fixed wire
testing - domestic (all
stock)

98.59%

100%

In 2023-24 we almost
achieved our target

Electrical fixed wire
testing - communal (all
stock)

94%

100%

In 2023-24 we almost
achieved our target

Aim: A Place to Call Home

Health and Safety Landlord Compliance



Our average 2023-24
Performance

Our target

Narrative

Fire safety (all stock)

91%

100%

In 2023-24 we almost
achieved our target

Gas servicing -
communal (all stock)

100%

100%

In 2023-24 we
achieved our target

Gas servicing - domestic
(all stock)

99.63%

100%

In 2023-24 we almost
achieved our target

Aim: A Place to Call Home

Health and Safety Landlord Compliance



Our average 2023-24
Performance

Our target

Narrative

Legionella risk
assessments (care and
ECH settings)

90%

100%

In 2023-24 we almost
achieved our target

Legionella risk
assessments (sheltered
housing)

97.37%

100%

In 2023-24 we almost
achieved our target

Aim: A Place to Call Home

Health and Safety Landlord Compliance



Our average 2023-24
Performance

Our target

Narrative

Lift Safety Checks (all
stock)

90%

100%

In 2023-24 we almost
achieved our target

Carbon Monoxide
Alarms % in place and
maintained (all stock)

100%

100%

In 2023-24 we
achieved our target

Aim: A Place to Call Home



Our average 2023-24
Performance

Our target

Narrative

% of responsive repairs
completed first time (all
stock)

89%

85%

In 2023-24 we
achieved our target

Emergency repairs
completed within
timescale (all stock)

92%

100%

In 2023-24 we almost
achieved our target

Non-emergency repairs
completed within
timescale (all stock)

84%

100%

In 2023-24 we did not
achieve our target

Proportion of homes that do
not meet the Decent Homes
Standard (housing only)

4.16%

0%

In 2023-24 we did not
achieve our target

**Aim: The Right Care
and Support**



Aim: The Right Care and Support



	Our average 2023-24 Performance	Our target	Narrative
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Outcome of CQC inspections (% good)	100%	100%	In 2023-24 we achieved our target
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Care Home Occupancy (at the end of March 2024)	95.5%	95%	In 2023-24 we achieved our target
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Employee sickness rates (for the 12 months preceding April 2024)	5.38%	<4.5%	In 2023-24 we did not achieve our target
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Employee retention levels (for the 12 months preceding April 2024)	84.14%	>85%	In 2023-24 we almost achieved our target
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**Aim: A Good Quality
of Life in the
Community**



Aim: A Good Quality of Life in the Community



	Our average 2023-24 Performance	Our target	Narrative
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Complaints raised to second stage in a quarter (number)	2.5	<2	In 2023-24 we almost achieved our target
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% of Stage 1 complaints acknowledged within 3 working days	97.68%	100%	In 2023-24 we almost achieved our target
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% of Stage 1 complaints resolved within 10 days	82.13%	100%	In 2023-24 we did not achieve our target
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% of Stage 2 complaints resolved within 20 days	56.25%	100%	In 2023-24 we did not achieve our target
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Aim: A Good Quality of Life in the Community

Our average 2023-24
Performance

Our target

Narrative

Number of first stage
housing complaints per 1000
homes (whole of 2023-24)

66.37

Number of second stage
housing complaints per 1000
homes (whole of 2023-24)

6.02

Number of ASB cases
opened in a quarter

25.25

<40

In 2023-24 we
achieved our target

Number of ASB cases
closed as resolved as % of
ASB cases received in a
quarter

78%

80%

In 2023-24 we almost
achieved our target