

#### Performance Data Report

2023 - 2024









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



**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%



**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%



**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%



**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%



	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)		0%	In 2023-24 we did not achieve our target



## Aim: The Right Care and Support



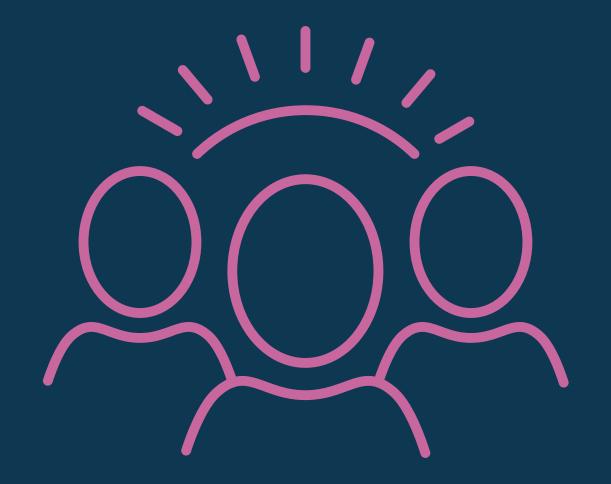
#### Aim: The Right Care and Support



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



# Aim: A Good Quality of Life in the Community



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



Complaints raised to
second stage in a
quarter (number)

% of Stage 1 complaints acknowledged within 3 working days

% of Stage 1 complaints resolved within 10 days

% of Stage 2 complaints resolved within 20 days

Our	average 2023-24
	Performance

2.5

97.68%

82.13%

56.25%

**Our target** 

<7

<2

100%

100%

100%

**Narrative** 

In 2023-24 we almost achieved our target

In 2023-24 we almost achieved our target

In 2023-24 we did not achieve our target

In 2023-24 we did not achieve our target

## 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%