



# Performance Data Report

2024 - 2025



**Aim: A Place to Call  
Home**



# Aim: A Place to Call Home



**Our average 2024-25  
Performance**

**Our target**

**Narrative**

Average let times for  
ECH properties

29.39  
days

<20  
days

In 2024-25 we did not  
achieve our target

Average let times for  
housing properties

24.87  
days

<15  
days

In 2024-25 we did not  
achieve our target

# Aim: A Place to Call Home

Health and Safety Landlord Compliance



Our average 2024-25  
Performance

Our target

Narrative

Asbestos surveys -  
communal (all stock)

81%

100%

In 2024-25 we did not  
achieved our target

Electrical fixed wire  
testing - domestic (all  
stock)

98.76%

100%

In 2024-25 we almost  
achieved our target

Electrical fixed wire  
testing - communal (all  
stock)

84%

100%

In 2024-25 we did not  
achieved our target

# Aim: A Place to Call Home

Health and Safety Landlord Compliance



Our average 2024-25  
Performance

Our target

Narrative

Fire safety (all stock)

87%

100%

In 2024-25 we  
achieved our target

Gas servicing -  
communal (all stock)

100%

100%

In 2024-25 we  
achieved our target

Gas servicing - domestic  
(all stock)

99.5%

100%

In 2024-25 we almost  
achieved our target

# Aim: A Place to Call Home

Health and Safety Landlord Compliance



Our average 2024-25  
Performance

Our target

Narrative

Legionella risk  
assessments (care and  
ECH settings)

99.75%

100%

In 2024-25 we almost  
achieved our target

Legionella risk  
assessments (sheltered  
housing)

99.75%

100%

In 2024-25 we almost  
achieved our target

# Aim: A Place to Call Home

Health and Safety Landlord Compliance



Our average 2024-25  
Performance

Our target

Narrative

Lift Safety Checks (all  
stock)

86%

100%

In 2024-25 we did  
not achieve our  
target

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

99%

100%

In 2024-25 we almost  
achieved our target

# Aim: A Place to Call Home



Our average 2024-25  
Performance

Our target

Narrative

% of responsive repairs  
completed first time (all  
stock)

91.9%

94%

In 2024-25 we almost  
achieved our target

Emergency repairs  
completed within  
timescale (all stock)

89.5%

100%

In 2024-25 we did not  
achieve our target

Non-emergency repairs  
completed within  
timescale (all stock)

87.5%

100%

In 2024-25 we did not  
achieve our target

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

1.99%

0%

In 2024-25 we almost  
achieved our target



**Aim: The Right Care  
and Support**



# Aim: The Right Care and Support



	Our average 2024-25 Performance	Our target	Narrative
Outcome of CQC inspections (% good)	100%	100%	In 2024-25 we achieved our target
Care Home Occupancy (at the end of March 2025)	94%	93%	In 2024-25 we achieved our target
Employee sickness rates (for the 12 months preceding April 2025)	4.95%	<5%	In 2024-25 we achieved our target
Employee retention levels (for the 12 months preceding April 2025)	84.77%	>85%	In 2024-25 we almost achieved our target

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



# Aim: A Good Quality of Life in the Community



Our average 2024-25  
Performance

Our target

Narrative

Complaints raised to second stage in a quarter (number)

2.25

<2

In 2024-25 we almost achieved our target

% of Stage 1 complaints acknowledged within 3 working days

99.05

100%

In 2024-25 we almost achieved our target

% of Stage 1 complaints resolved within 10 working days

60.24%

100%

In 2024-25 we did not achieve our target

% of Stage 2 complaints resolved within 20 working days

52.08%

100%

In 2024-25 we did not achieve our target

# Aim: A Good Quality of Life in the Community

Our average 2024-25  
Performance

Our target

Narrative

Number of first stage  
housing complaints per 1000  
homes (whole of 2024-25)

50.76

Number of second stage  
housing complaints per 1000  
homes (whole of 2024-25)

2.16

Number of ASB cases  
opened in a quarter

9.5

<30

In 2024-25 we  
achieved our target

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

111.75%

80%

In 2024-25 we  
achieved our target