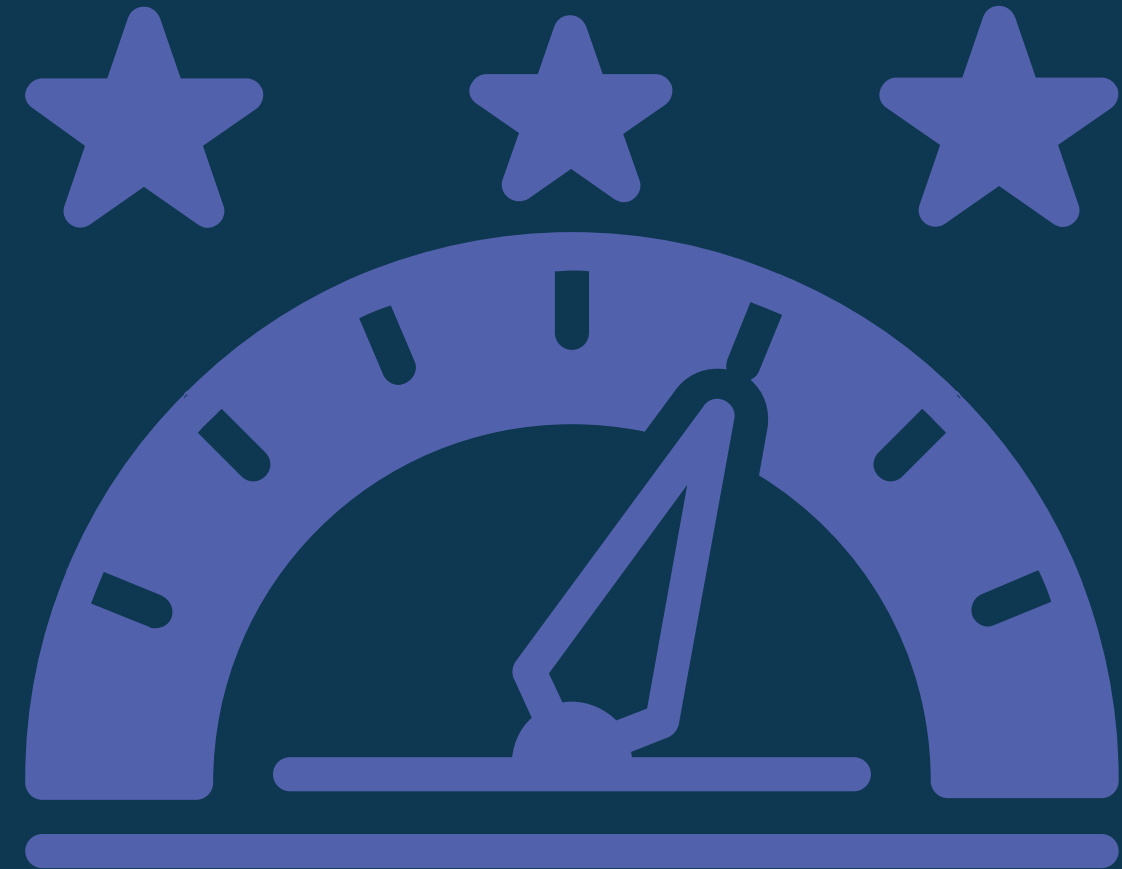




Performance Data Report

2022 - 2023



**Aim: A Place to Call
Home**



Aim: A Place to Call Home

**Our average 2022-23
Performance**

Our target

Narrative

Average let times for
ECH properties

**45.74
days**

**<28
days**

In 2022-23 we did not
achieve our target

Average let times for
housing properties

**22.18
days**

**<21
days**

In 2022-23 we almost
achieved our target

Aim: A Place to Call Home

Health and Safety Landlord Compliance



**Our average 2022-23
Performance**

Our target

Narrative

Asbestos surveys
(communal)

100%

100%

In 2022-23 we
achieved our target

Asbestos surveys
(individual)

99%

100%

In 2022-23 we almost
achieved our target

Electrical fixed wire
testing

99.25%

100%

In 2022-23 we almost
achieved our target

Aim: A Place to Call Home

Health and Safety Landlord Compliance



**Our average 2022-23
Performance**

Our target

Narrative

Fire safety

100%

100%

In 2022-23 we
achieved our target

Gas servicing
(commercial)

100%

100%

In 2022-23 we
achieved our target

Gas servicing (domestic)

99.5%

100%

In 2022-23 we almost
achieved our target

Aim: A Place to Call Home

Health and Safety Landlord Compliance



**Our average 2022-23
Performance**

Our target

Narrative

Legionella risk
assessments (care and
ECH settings)

100%

100%

**In 2022-23 we
achieved our target**

Legionella risk
assessments (sheltered
housing)

100%

100%

**In 2022-23 we
achieved our target**

Aim: A Place to Call Home

Our average 2022-23 Performance

Our target

Narrative

% of responsive repairs
completed first time

88.25%

90%

In 2022-23 we almost
achieved our target

Ratio of responsive repairs
to planned maintenance
spend

74.45%

<65%

In 2022-23 we did not
achieve our target

Care Home Occupancy
(at the end of March 2023)

97.3%

94%

In 2022-23 we
achieved our target

Proportion of homes that
do not meet the Decent
Homes Standard

7.19%

0%

In 2022-23 we did not
achieve our target

Aim: The Right Care and Support



Aim: The Right Care and Support

**Our average 2022-23
Performance**

Our target

Narrative

Outcome of CQC
inspections (% good)

93.25%

100%

In 2022-23 we did not
achieve our target

Employee sickness rates
(for the 12 months
preceding April 2023)

5.76%

<4.5%

In 2022-23 we did not
achieve our target

Employee retention
levels (for the 12 months
preceding April 2023)

72.54%

>75%

In 2022-23 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 2022-23
Performance

Our target

Narrative

Complaints raised to second stage in a quarter (number)

1.5

<2

In 2022-23 we achieved our target

Complaints raised to second stage in a quarter (% of complaints)

5.98%

0%

In 2022-23 we did not achieve our target

Average complaint response time (days)

8.10

<10

In 2022-23 we achieved our target

% of complaints responded to within 10 days

68.5%

100%

In 2022-23 we did not achieve our target

Aim: A Good Quality of Life in the Community

Our average 2022-23
Performance

Our target

Narrative

Number of first stage housing complaints per 1000 homes (whole of 2022-23)

50.76

Number of second stage housing complaints per 1000 homes (whole of 2022-23)

2.16

Number of ASB cases opened in a quarter

50.5

20

In 2022-23 we did not achieve our target

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

73%

85%

In 2022-23 we did not achieve our target