Performance Scorecard February 2025



Safety & Risk:

Targets



Risk Assessments



Fire Alarm Servicing





Gas Safety





Emergency Lighting



Assets:

Response Repairs







Communities:





Corporate Services:



Percentage of complaints responded to within policy requirements (Policy requirement 80%)

88.9%



Number of complaints to date (Up to end of January)

156



Percentage of complaints upheld to date (Within financial year)

36%

