

Latest Performance Report

Reporting -> Derby Homes

31-Mar-2023



| Description | Good is | CLT Scorecard | Previous Year End Outturn | Previous Period Year to Date | Year To Date | Quarterly Target | Quarterly Target Status | Year End Forecast | Year End Target | Forecast Status | DoT Status | Commentary/Actions | Department | Frequency | Accountable Officer |
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| Satisfaction | | | | | | | | | | | | | | | |
| DH SAT PM01 Tenant satisfaction with Landlord | High | | 96.5% | 97.5% | 97.5% | 94.0% | Green | 97.5% | 94.0% | Green | | Out of the 507 customers who answered the question in Q4 (2022/2023 Financial Year) 97.24% (493) were satisfied, 1.40% (7) responded that they were undecided, and 1.4% (7) were dissatisfied. We are pleased that the satisfaction figure in Q4 is above target. | Derby Homes | Quarterly | Holly Johnson |
| DH SAT PM02a (new) - Tenant satisfaction with listened to my feedback | High | | | 84.9% | 86.4% | 75.0% | Blue | 86.4% | 75.0% | Blue | N/A | Out of the 64 customers who said they had given feedback and subsequently answered this question in Q4 (2022/2023 Financial Year) 90.63% (58) were satisfied, 7.81% (5) responded that they were neither satisfied nor dissatisfied, 1.56% (1) said that they were dissatisfied. This is an altered question in line with Housemark's recommended questions. It replaces a similarly worded question, which, in Q4 (Financial Year 2021/2022) received a very low response rate - attributed to the question not being clear enough to understand. We are pleased to see that more customers have answered this year compared to last year and that we are well above target. | Derby Homes | Quarterly | Holly Johnson |
| DH SAT PM03 Tenant satisfaction with repairs (last completed repair) | High | | 98.8% | 98.1% | 98.0% | 99.0% | Green | 98.0% | 99.0% | Green | | Satisfaction this month is slightly below target. During the month out of 4116 surveys sent out 95 were dissatisfied, 76 was dissatisfied with D2D, 13 where we have rang twice and left voicemail, 0 for electric testing, 4 for gas repairs and 2 for gas servicing. We have had 40843 in all four quarters to monitor customer satisfactions, 803 customers were unhappy with the service they have received. We have also received 9203 compliments by text | Derby Homes | Monthly | Steve Bayliss |

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| DH SAT PM04 Satisfaction with new home (new build and re-let) | High | | 94.3% | 84.7% | 81.3% | 93.0% | Red | 81.3% | 93.0% | Red | | The Empty Homes Coordinator is working closely with the four service areas involved in the empty homes process (Housing Options, Housing Management, Voids team and Capital Works Team). More scrutiny and accountability of services areas has been introduced to improve performance and increase satisfaction. It is positive to see that customer satisfaction has increased from 76.67% in quarter three to 82.72% in quarter four and indicates that the initiatives introduced by the Empty Homes Coordinator are having a positive impact. Key Officers meet fortnightly to analyse Post Letting Visit results and address reoccurring themes in dissatisfaction. The meeting is chaired by the Empty Homes Coordinator who delivers a monthly report to the four Heads of Service involved in the process, allowing us to respond quickly and adapt to the way we deliver empty homes to our customers. We are hopeful that these changes will increase overall satisfaction in 2023/2024. | Derby Homes | Quarterly | Holly Johnson |
| DH SAT PM05 Percentage satisfied with the way ASB case was handled | High | | 95.6% | 100.0% | 96.5% | 92.0% | Green | 96.5% | 92.0% | Green | | At Q4 (22/ 23) 57 respondents replied to ASB Surveys 26 strongly agreed and 29 agreed with the way the case was handled overall. Only 2 respondents were neither satisfied nor dissatisfied. Performance on target for Q4. | Derby Homes | Quarterly | Carl Tring-Willis |
| DH SAT PM06 Percentage of respondents satisfied with their neighbourhood as a place to live | High | | 86.4% | 85.5% | 86.4% | 86.0% | Green | 86.4% | 86.0% | Green | | Out of the 507 customers who answered the question in Q4 (2022/2023 Financial Year) 89.13% (443) were satisfied, 8.1% (41) responded that they were undecided and 4.5% (23) said they were dissatisfied. Dissatisfaction trends are discussed and analysed as part of the Customer Survey Report and service improvements identified. We are pleased that we are over target for the year. | Derby Homes | Quarterly | Holly Johnson |

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| DH SAT PM07 Client satisfaction with Derby Advice service | High | | 98.3% | 100.0% | 99.0% | 95.0% | Green | 99.0% | 95.0% | Green | | <p>Derby Advice received 48 completed customer surveys this quarter compared with 111 last quarter. Two customers were not satisfied with the service (4%). One customer put that they were 'undecided' as to whether they were satisfied with the service as the information was not easy to understand. The survey was completed anonymously so we are unable to get further feedback. The other customer had contacted us for advice on how to be exempt from attending work focused interviews at Jobcentre Plus. His personal circumstances were carefully considered, and he was thoroughly advised, but we had to advise there were no legal grounds for his request.</p> <p>We have recently changed the procedure by which we are conducting our surveys which has resulted in less data being collected this quarter. Our apprentice is now completing the surveys over the phone only as we were getting few returned in the post. If a larger sample had been taken, which will happen as the new process becomes more familiar,</p> | Derby Homes | Quarterly | Michael Kirk |
| DH SAT PM08 Tenant satisfaction with major improvements (kitchen & bathrooms) | High | | 100.0% | 95.0% | 96.2% | 95.0% | Green | 96.2% | 95.0% | Green | | <p>-Performance on target at Q4 and year end.</p> <p>-Kitchens - 117 customers surveyed, 111 customers satisfied – Cumulative for 22/23 - 94.87%</p> <p>-Bathrooms - 65 customers surveyed, 64 customers satisfied - Cumulative for 22/23 – 98.46%</p> <p>ACTIONS: To seek to continue to improve the delivery of the service.</p> | Derby Homes | Quarterly | Ian Yeomans |
| Customer Services | | | | | | | | | | | | | | | |

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| DH CS PM03a (new) - Percentage of closed stage 1 complaints responded to within timescale | High | | | 97.6% | 96.4% | 95.0% | Green | 96.4% | 95.0% | Green | N/A | We closed 110 complaints and 8 were not closed on time this means 92.7% percent of complaints were responded to on time. Out of the 110 stage 1 complaints closed 46 were upheld 34 were not upheld and 30 were partially upheld. This is a significant increase of complaints recieved on Q4 2021/ 2022. | Derby Homes | Quarterly | Annabelle Barwick |
| DH CS PM05 Number of complaints upheld by the Ombudsman | Low | | | 0.0 | 2.0 | 0.0 | Red | 2.0 | 0.0 | Red | N/A | We have one complaint currently being investigated with the Housing Ombudsman, this has been with them for 10 months. We have had 2 complaints escalated to the Housing / Local Government Ombudsman in Q4. During Q4 we have had 3 determinations – 1 x Maladministration and complaint handling failure 2 x no maladministration. We have had one complaint which proceeded to the Local Government Ombudsman in Q4. The LGO found the Council (Derby Homes delivers this function on behalf of DCC) at fault in its actions and decisions in responding to the customers reports of homelessness. | Derby Homes | Quarterly | Annabelle Barwick |
| DH CS PM06 Number of tenants registered for My Account on line | High | | 7,901.0 | 8,237.0 | 8,331.0 | | Annual Collection | 8,331.0 | | No Target | | This is the total number of registrations on My Account since it was launched in 2017 rather than year to date. In Q4 14 customers signed up to "My Account" 8331 in total. | Derby Homes | Annual | Annabelle Barwick |
| DH CS PM10 (new) - Percentage of closed stage 2 complaints responded to within timescale | High | | | 100.0% | 90.0% | 95.0% | Amber | 90.0% | 95.0% | Amber | N/A | During Q4, 11 stage two complaints escalated in Q4 7 stage two complaints were responded to in Q4, all within timescale. 2 stage two complaint were late / overdue. Out of the stage two complaints closed 6 were upheld 2 were not upheld and 3 were partially upheld. 2 stage two complaint deadlines run into Q1 2023/ 2024 | Derby Homes | Quarterly | Annabelle Barwick |

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| DH CS PM11 (new) - Percentage of closed stage 1 complaints escalated to stage 2 during the quarter | Low | | | 7.8% | 10.0% | 5.0% | Red | 10.0% | 5.0% | Red | N/A | <p>During Q4 we received , 110 Stage 1 complaints and 11 stage 2 complaints were closed, meaning 90% of complaints were resolved at initial contact.</p> <p>Although complaints escalated to stage 2 in Q4 have increased, this is in line with our Arms Length Management Organizations- ALMO national benchmarking groups trend.</p> <p>-For us locally some of the factors contributing to this are;</p> <ul style="list-style-type: none"> •Increasing customer expectations •Changes in the new Complaint Handling code. The code states that; "If all or part of the complaint is not resolved to the resident's satisfaction at stage one, it must be progressed to stage two of the landlord's procedure" | Derby Homes | Quarterly | Annabelle Barwick |
| New Homes | | | | | | | | | | | | | | | |
| DH NH PM01 Number of new homes started in year (HRA & DH) (DCC Delivery Plan 2022-23) | High | | 57.0 | 33.0 | 39.0 | 60.0 | Annual Collection | 39.0 | 60.0 | Red | | <p>In this quarter, SoS are exclusively acquisitions by the City Council.</p> <p>ACTIONS: We expect Monyash Close (1 large bungalow to start on site in Q1 2023/24) with 45 units due to start on site from Q2 or Q3 in the 2023/24 financial year.</p> | Derby Homes | Annual | Ian Yeomans |
| DH NH PM02 Number of new homes delivered in year (HRA & DH) | High | | 59.0 | 14.0 | 23.0 | 60.0 | Annual Collection | 23.0 | 60.0 | Red | | <p>Completions are also dominated by acquisitions although the delayed completion of the newbuild bungalow was achieved 11a Berwick Close.</p> <p>ACTIONS: This quarter was originally to be boosted by the anticipated completions of 12 newbuild purchased bungalows at Finan Rd, Osmaston which have been delayed by commissioning problems beyond our control and 5 new purchased houses at Dalbeattie Avenue Sinfen (s106) delayed by site access problems for the developer. These 17 new homes will be delivered by Q2 2023/24.</p> <p>We also anticipate 4 inhouse newbuild units at Cummings Street and 8 inhouse newbuild at Chesapeake Rd in 2023/24.</p> | Derby Homes | Annual | Ian Yeomans |

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| DH NH PM03 Number of new affordable homes delivered since 2008 | High | | 649.0 | 663.0 | 670.0 | 709.0 | Annual Collection | 670.0 | 709.0 | Amber | | <p>The new-build scheme pipeline for 2023/24 is quite strong. 17 new build contract purchases (private and package deals) and s106 at Osmaston and Sinfin are due in Q1 2023/24.</p> <p>-Supply of projects leading strong delivery; plus Cummings St on site(4 units),in-house scheme at Chesapeake Rd on site, 8 units due mid 23/24.</p> <p>Barlow Street (12), Paterson Avenue (5), Crompton Street (6) have had to be re-scheduled in the programme due to issues with our Building Control provider schemes, and replaced with Cricklewood Avenue (5 units) and Falcon Way (4 units). Grange Avenue/Blackmore Street is not affected and SoS is due in 2023/24.</p> <p>Oaktree Ave (2) also has with planning permission ready for SoS. Oaklands Ave (6 units) due for ransom strip issue successful resolution. Spring St-Abbey Ward 9 unit scheme (mixed 4/2beds) gone to planning, decision due Q1 of 2023/24 already subject to a pre-planning appraisal.</p> <p>ACTIONS: We continue to work with Building Control services to improve response</p> | Derby Homes | Annual | Ian Yeomans |
| Rent and Rent Arrears | | | | | | | | | | | | | | | |

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| DH R&RA PM01 Rent arrears of current tenants as a percentage of rent roll | Low | | 3.3% | 4.3% | 3.7% | 3.7% | Green | 3.7% | 3.7% | Green | | <p>Yearend target achieved.</p> <p>Rent arrears continued to increase throughout the year, this has generally been the national trend for similar sized ALMO's.</p> <p>The current arrears have increased by just over £0.3m over the financial year. This increase was expected and taken into account when setting target. Universal Credit switchover is a major factor.</p> <p>With the cost of living crisis we expected it to be the challenging year for tenants paying their rent and have tried our utmost to support them through this.</p> <p>Financial support to tenants was available through our Income Teams, Welfare Reform Team and Money Advice Team (maximise tenants income with support for benefit claims and other grants).</p> | Derby Homes | Monthly | Michael Kirk |
| DH R&RA PM01a Total arrears as a % of rent due | Low | | 5.2% | 6.2% | 5.4% | 5.5% | Green | 5.4% | 5.5% | Green | | <p>Yearend target achieved</p> <p>Both the Current Tenant and Former Tenant Arrears figures increased as expected allowing for the current cost of living crisis.</p> <p>The main rise was in the current tenant arrears figure as predicted with the former tenants arrears having a much smaller rise mainly due to income collection and efficiently processing write-offs.</p> <p>ACTIONS: We have now switched to a new debt collection agency for former tenant arrears collection meaning income should start to flow from their efforts to collect former arrears.</p> <p>-We are ensuring that write off's are being done monthly to keep on top of these.</p> <p>As expected this year the figure was heavily influenced by the rise in current arrears level but the target was still achieved with a far smaller increase in the former tenant arrears figure.</p> | Derby Homes | Monthly | Michael Kirk |

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| DH R&RA PM02 Rent arrears of current tenants | Low | | 1,891,881 | 2,565,739 | 2,182,243 | 2,200,000 | Green | 2,182,243 | 2,200,000 | Green | | Current arrears have increased by just under £0.3m over the year. The expected reduction over the last rent free week of the year brought current arrears down by over £0.35m, bringing the year end figure under target. There were many factors contributing to the expected increase over the year. These include the cost of living factors which were not known about or expected at the time of setting targets, very small numbers of evictions (likely £0.3m impact) and rising numbers of universal credit claimants (11 a week approx.) and timing delays in receiving the first rent payments of universal claimants, which we did take in to account when setting target. | Derby Homes | Monthly | Michael Kirk |
| DH R&RA PM04 Rent collected (excluding arrears brought forward) as a percentage of rent due | High | | 99.2% | 98.7% | 99.3% | 99.0% | Green | 99.3% | 99.0% | Green | | Year end target achieved. The final collection rate came in above the target figure of 99%. | Derby Homes | Monthly | Michael Kirk |
| DH R&RA PM05 No. of tenants evicted as a result of rent arrears | Low | | 4.0 | 6.0 | 6.0 | 35.0 | Blue | 6.0 | 35.0 | Blue | | Yearend target achieved. There were no evictions carried out during March. There have been 6 evictions since the start of April 2022. The cumulative reduction in evictions being carried out (compared with pre pandemic figures) is circa 100 lower than normal. This has an approx. £0.3m adverse impact on the March 23 current tenants arrears figure. The introduction of APA's has helped reduce the number of warrants being requested and although we were expecting numbers to start increasing this did not happened over the year. | Derby Homes | Monthly | Michael Kirk |
| Building Safety | | | | | | | | | | | | | | | |

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| DH RR&V PM13 Percentage of properties with a valid Landlords gas safety certificate | High | | 100.0% | 99.9% | 99.9% | 100.0% | Green | 99.9% | 100.0% | Green | | The Gas Team carried a Landlord's Gas Safety Inspection on 2666 properties from 3rd January – 31st March 2023. We have 12,401 properties with a valid gas safety certificate, which give a valid completion currently of 99.90%. We have 12 properties without a valid certificate, however all of the no access procedures were followed and access was not gained. All these properties have new appointments booked. We are 100% compliant under section 36 of the Gas Safety Regulations for the last quarter ACTIONS: We are liaising with the Housing Managers to assist in customer support to gain access and pursuing legal action. | Derby Homes | Quarterly | Steve Bayliss |
| DH RR&V PM15 Percentage of properties with completed Electrical Safety Testing | High | | 99.94% | 99.80% | 99.82% | 100.00% | Green | 99.82% | 100.00% | Green | | There are currently 22 properties with an outstanding Electrical safety check, of which 4 properties are void or due to be demolished 7 have been rebooked for a later date. The remaining 11 have complex issues which have been passed to Housing management to help to resolve. | Derby Homes | Quarterly | Steve Bayliss |
| DH RR&V PM21 - % of Passenger Lifts subject to a completed service and an independent LOLER Inspection within the past 6 months | High | | 100.0% | 100.0% | 100.0% | 100.0% | Green | 100.0% | 100.0% | Green | | All lifts serviced with a LOLER report | Derby Homes | Quarterly | Ian Yeomans |
| DH RR&V PM22 - % of common areas inspected once every 12 months in accordance with the Control of Asbestos Regulations | High | | 100.0% | 100.0% | 100.0% | 100.0% | Green | 100.0% | 100.0% | Green | | All common areas with an inspection within the last 12 months. Recorded and monitored on the Evotix (SHE) audit system | Derby Homes | Quarterly | Ian Yeomans |
| DH RR&V PM23 - % of Communal Areas with a Valid Fire Risk Assessment in accordance with our fire safety policy and the Fire Regulatory Reform Act 2005 | High | | 100.0% | 100.0% | 100.0% | 100.0% | Green | 100.0% | 100.0% | Green | | All common areas with a valid FRA. Recorded and monitored on the Evotix (SHE) audit system | Derby Homes | Quarterly | Taranjit Lalria |
| DH RR&V PM24 % of Schemes with Communal Water Systems having a valid Water Risk Assessment in place | High | | 100.0% | 100.0% | 100.0% | 100.0% | Green | 100.0% | 100.0% | Green | | All risk assessments have been renewed ACTIONS: no to report | Derby Homes | Quarterly | Steve Bayliss |

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| Empty Homes | | | | | | | | | | | | | | | |
| DH EH PM01 Average time taken to relet local authority housing (days) | Low | | 20.5 | 22.1 | 22.7 | 21.0 | Amber | 22.7 | 21.0 | Amber | | The re let figure has increased from the previous month and is over target at 22.70 days. The newly established Empty Homes team has implemented a number of actions aimed at reducing this figure. | Derby Homes | Monthly | Jenny Watson |
| DH EH PM02 Percentage of rent lost through dwellings becoming vacant | Low | | 0.86% | 0.80% | 0.80% | 0.90% | Blue | 0.80% | 0.90% | Blue | | The void loss figure has remained stable from last month at 0.80% and is under the target of 0.9% | Derby Homes | Monthly | Jenny Watson |
| Housing and Advice | | | | | | | | | | | | | | | |
| DH H&A PM01 Number of active homefinder applicants | High | | 4,722.0 | 5,286.0 | 5,448.0 | | No Target | 5,448.0 | | No Target | | There are currently a total of 7940 live applications across the Corporate Needs, Priority Needs and General Needs bands. Corporate Needs Band – 1668 live applications of which 1141 have placed a bid within the last 12 months Priority Needs Band – 5972 live applications of which 4215 have placed a bid within the last 12 months General Needs Band – 296 live applications of which 92 have placed a bid within the last 12 months A total of 5448 applicants across all 3 bands have placed a bid in the last 12 months, including 88 autobids. Additionally, there are 2359 live applications in the OTA category, 383 of which have placed a bid in the last 12 months This equates to 69% of all active applicants having placed a bid in the last 12 months across the 3 housing bands. 16% of active applicants in the OTA category have placed a bid within the last 12 months. | Derby Homes | Monthly | Jenny Watson |
| DH H&A PM02 Number of homeless approaches - those where an HRA application is activated on RARS (DCC Delivery Plan 2022-23) | Low | | 2,634.0 | 2,302.0 | 2,537.0 | | No Target | 2,537.0 | | No Target | | There have been 2,537 homelessness approaches since the beginning of April 2022 of which 235 were made in March 2023. This is an increase of 24 compared to last month. | Derby Homes | Monthly | Jim Joyce |

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| DH H&A PM03 Total number of cases resolved under 'prevention duty' (DCC Delivery Plan 2022/23) | High | | 1,183.0 | 770.0 | 957.0 | | No Target | 957.0 | | No Target |  | There have been 957 cases resolved under the prevention duty from 1 April 2022 to 31 March 2023. This is a 19 % decrease on the number of preventions in the preceding year and is indicative of the housing crisis. The number of affordable properties in the private rented sector is ever decreasing with landlords leaving the market and rent increasing well above the level of the local housing allowance. We are therefore struggling to keep tenants in their private tenancies or to source alternative properties in order to prevent homelessness. In addition there has been a decrease in the number of available social sector properties, particularly general needs family housing. ACTIONS: We are facilitating new private tenancies where we can, assisting with rent in advance and deposit payments but there is great competition in the market with a scarcity of available properties to rent. | Derby Homes | Quarterly | Jim Joyce |
| DH H&A PM04 - Total number of cases resolved under 'relief duty' (DCC Delivery Plan 2022-23) | High | | 575.0 | 484.0 | 631.0 | | No Target | 631.0 | | No Target |  | There have been 631 cases resolved under the relief duty since the beginning of April 2022. This is a 10% increase compared to last year's figure and can be explained, in part, by the decrease in the number of successful prevention cases which has meant households have moved on to relief duty. We are still managing to secure a good number of supported housing places for single homeless households which has brought the relief duty to an end. | Derby Homes | Quarterly | Jim Joyce |
| DH H&A PM05 Total number of full homeless duty acceptances | Low | | 146.0 | 134.0 | 169.0 | | No Target | 169.0 | | No Target |  | 169 households have been owed the full homelessness duty (main housing duty) since the beginning of April 2022. This is an increase of 16% when compared to last year's figure due to the higher numbers recorded in the first 3 quarters of this year. This increase is likely to be because of the lack of available housing in all housing sectors to be able to prevent or relieve homelessness before a main duty decision needs to be made. | Derby Homes | Quarterly | Jim Joyce |

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| DH H&A PM06a Number of new households placed in bed and breakfast - singles | Low | | 287.0 | 299.0 | 345.0 | | No Target | 345.0 | | No Target | | 345 single households have been placed in bed and breakfast accommodation since the beginning of the year. This included 46 new households in March which is the highest number for a month this year with some being placed as part of the Severe Weather provision for rough sleepers. | Derby Homes | Monthly | Jim Joyce |
| DH H&A PM06b Number of new households placed in bed and breakfast - families | Low | | 171.0 | 232.0 | 258.0 | | No Target | 258.0 | | No Target | | There have been 258 new families placed in bed and breakfast since the beginning of the year with 26 being placed in March 2023. There continues to be a high number of placements as the housing shortages create fewer opportunities to prevent or relieve homelessness. | Derby Homes | Monthly | Jim Joyce |
| DH H&A PM09 Number of new households placed in temporary accommodation other than bed & breakfast | Low | | 134.0 | 144.0 | 166.0 | | No Target | 166.0 | | No Target | | 166 new households have been placed in temporary accommodation other than bed and breakfast since the beginning of the year. There were 22 new placements which is the highest figure for a month this year. 3 of these units were nightly paid self-contained accommodation and the rest were Derby City Council owned units which we have increased in number as well as achieving move on as a result of a direct lettings policy. | Derby Homes | Monthly | Jim Joyce |

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|---|---------|---------------|---------------------------|------------------------------|--------------|------------------|-------------------------|-------------------|-----------------|-----------------|------------|--|-------------|-----------|---------------------|
| DH H&A PM12 - Number of new positive private sector placements (accommodation with a reasonable prospect of being available for 6 months or more) | High | | 276.0 | 171.0 | 232.0 | | Annual Collection | 232.0 | | No Target | | Accessing the PRS market continues to be challenging for customers. East Midlands market rents have seen the highest national increase. The Local Housing Allowance rates for our area fall far short of market rents. The cost-of-living & fuel poverty affect many customers. We are competing for properties with other providers offering leasing packages as well as private landlords maximising income by offering stock as nightly or holiday let as an alternative to assured shorthold tenancies. ACTIONS: Our Private Rented Sector Access Team continue to engage with landlords & agents and secure/sustain 232 PRS tenancies. This can mean increasing our financial incentive to landlords to encourage them to accept referrals. We have delivered the Vulnerable Renters Fund and continue to focus two PRS Caseworkers alongside the Housing Options duty team to try to prevent homelessness from the private sector at the earliest opportunity. We continue to promote Call B4 You Serve initiative. | Derby Homes | Annual | Jim Joyce |
| DH H&A PM15 Number of people sleeping rough on a single night - official annual estimate (DCC Delivery Plan 2022/23) | Low | | 11.0 | | 12.0 | 6.0 | Annual Collection | | 6.0 | N/A | N/A | 12 is the annual estimate for 22/23, which was formally submitted to published by government in March 2023 | Derby Homes | Annual | Jim Joyce |
| DH H&A PM22 (new) - Number of Families living in bed and breakfast at the end of the month where the stay exceeds 42 days | Low | | | 18.0 | 11.0 | | No Target | 11.0 | | No Target | N/A | There were 11 families living in bed and breakfast at the end of March 2023 where the stay had exceeded 42 days. There is a shortage of affordable, stable accommodation which has reduced the opportunities to prevent or relieve homelessness. In addition, the lack of permanent housing has caused silt up in more suitable temporary accommodation and households in B&B can not be moved on. ACTIONS: We are increasing the number of Derby City Council owned temporary accommodation units taking some from existing stock and purchasing six additional properties. | Derby Homes | Monthly | Jim Joyce |
| Asset Management | | | | | | | | | | | | | | | |

Latest Performance Report

Reporting -> Derby Homes

31-Mar-2023



| Description | Good is | CLT Scorecard | Previous Year End Outturn | Previous Period Year to Date | Year To Date | Quarterly Target | Quarterly Target Status | Year End Forecast | Year End Target | Forecast Status | DoT Status | Commentary/Actions | Department | Frequency | Accountable Officer |
|---|---------|---------------|---------------------------|------------------------------|--------------|------------------|-------------------------|-------------------|-----------------|-----------------|------------|---|-------------|-----------|---------------------|
| DH AM PM01 Percentage of non-decent council homes | Low | | 0.6% | 0.6% | 0.6% | 0.0% | Annual Collection | 0.6% | 0.0% | Red | | Currently we have 73nr properties at Bretton Avenue & Constable Lane that have been identified as having structural defects to the main roof structure. These properties are now classed as "Non Decent" and will fail Decent Homes Guidance on this single element. | Derby Homes | Annual | Shaun Bennett |
| DH AM PM02 Energy Efficiency - average SAP rating of dwellings | High | | 75.6 | 75.8 | 75.8 | 75.8 | Annual Collection | 75.8 | 75.8 | Green | | Average SAP for end of year was recorded at 75.87 Target achieved | Derby Homes | Annual | Shaun Bennett |
| Corporate Services | | | | | | | | | | | | | | | |
| DH COR PM01 Percentage of apprentices who retain or move on to employment or further training | High | | 89.0% | 100.0% | 100.0% | 95.0% | Annual Collection | 100.0% | 95.0% | Green | | During quarter 4, 1 apprentice completed their apprenticeship and all moved onto further employment with Derby Homes. | Derby Homes | Annual | Taranjit Lalria |
| HR | | | | | | | | | | | | | | | |
| DH HR PM01 Average working days lost due to sickness absence | Low | | 10.7 | 10.3 | 10.2 | 8.8 | Red | 10.2 | 8.8 | Red | | During March the number of days lost per employee for medical absences was 0.90 compared to 1.01 for the same period last year. During March a total of 4057.82 hours were lost compared to 4719.57 for the same period last year. In total over the last 12 months, 47168.38 hours have been lost due to sickness. Last 12-month Days lost figure for medical absences = 10.15 days. In the last 12 months 670.72 hours have been lost due to non-medical absences relating to Coronavirus /Covid 19 pandemic (self-isolation / care of a dependant etc). | Derby Homes | Monthly | Maria Murphy |