




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
Satisfaction															
DH SAT PM01 Tenant satisfaction with Landlord	High		94.6%	96.2%	96.1%	94.0%	Green	95.0%	94.0%	Green		At Q3 (21/22) from 607 customers who responded; -96.05% (583) were satisfied, -3.29% (20) were neither satisfied nor dissatisfied, -0.6% (4) were dissatisfied. -Quarter 3 performance is positive, above target and forecast to exceed Q4 Target. ACTIONS: -In this quarter we have had the most amount of surveys collected and we are pleased to see the satisfaction figure remains high.	Derby Homes	Quarterly	Holly Johnson
DH SAT PM02 Tenant satisfaction with views taken into account	High		84.8%	84.8%	83.2%	75.0%	Blue	80.0%	75.0%	Green		At Q3 (21/22) from 139 respondents. -80.58% (112) were satisfied, -16.55% (23) were neither satisfied nor dissatisfied -2.8% (4) were dissatisfied. We only had a response rate of 139 customers from the 607 who completed the customer survey. -The reason behind this is that customers can miss this question if they have not provided feedback to Derby Homes, so the question is not relevant to them. -However, performance is well above target and forecast to exceed Q4 target, which positive.	Derby Homes	Quarterly	Holly Johnson
DH SAT PM03 Tenant satisfaction with repairs (last completed repair)	High		99.0%	98.9%	98.9%	99.0%	Green	99.0%	99.0%	Green		-Satisfaction this month is slightly below target. -During the month out of 3144 surveys sent out; -40 were dissatisfied, -17 was dissatisfied with D2D, -11 where we have rang twice and left voicemail, -2 for electric testing, -3 for gas repairs and -7 for gas servicing. We have made 30130 texts in the first second and third quarters to monitor customer satisfactions, 323 customers were unhappy with the service they have received	Derby Homes	Monthly	Steve Bayliss

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DH SAT PM04 Satisfaction with new home (new build and re-let)	High		95.8%	94.9%	93.7%	93.0%	Green	93.0%	93.0%	Green		There has been some slippage in satisfaction this quarter, although it is still high at 91.45%. We are confident that we are still on track to achieve our 93% target by the end of the year. Out of the 117 responses for all lettings, 107 people were satisfied, 6 were neither satisfied or dissatisfied, and 4 were dissatisfied. We are contacting all of the dissatisfied customers to understand their concern and resolve any outstanding issues. 17 respondents were for new build - all were satisfied with their properties.	Derby Homes	Quarterly	Lorraine Testro
DH SAT PM05 Percentage satisfied with the way ASB case was handled	High		94.9%	92.3%	94.3%	94.0%	Green	94.0%	94.0%	Green		-At Q3 (21/22) 40 respondents strongly agreed and 33 agreed with the way the case was handled. -2 neither agreed nor disagreed or undecided. Performance on target for Q3 and Q4.	Derby Homes	Quarterly	Lorraine Testro
DH SAT PM06 Percentage of respondents satisfied with their neighbourhood as a place to live	High		85.8%	87.6%	86.4%	85.0%	Green	86.0%	85.0%	Green		At Q3 (21/22) from 612 customers who responded. -84.64% (518) were satisfied, -7.84% (48) responded that they were neither satisfied nor dissatisfied. -7.51% (46) were dissatisfied. -At 86.36% we are above target for the quarter and forecast to be above target of 85% for the end of the year.	Derby Homes	Quarterly	Holly Johnson
DH SAT PM07 Client satisfaction with Derby Advice service	High		100.0%	99.0%	99.0%	90.0%	Blue	95.0%	90.0%	Green		100% of clients who received advice from Derby Advice was satisfied with the service. This is based on 34 returned customer surveys. 6 were returned to the Money Advice team and 28 were returned to the Welfare Rights team.	Derby Homes	Quarterly	Michael Kirk
DH SAT PM08 Tenant satisfaction with major improvements (kitchen & bathrooms)	High			100.0%	100.0%	95.0%	Green	100.0%	95.0%	Green	N/A	-The feedback is based on respondents having had 59 kitchens (21 in quarter two) and 56 bathrooms (23 in quarter two) installed since April 2021 - There is a time lag between the completion of works and the return of surveys.	Derby Homes	Quarterly	Ian Yeomans
Customer Services															
DH CS PM01 Percentage of all complaints resolved at initial contact	High		95.3%	95.4%	94.9%	96.0%	Green	95.0%	96.0%	Green		Out of 79 complaints closed this quarter, 74 were resolved at stage 1 23 were upheld, 13 were partially upheld and 38 were not upheld. 9 complaints were escalated to stage 2 this quarter of which 5 were resolved.	Derby Homes	Quarterly	Annabelle Barwick

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DH CS PM02 Percentage of complaints resolved at Stage 2 in the complaints process	High		100.0%	100.0%	100.0%	100.0%	Green	100.0%	100.0%	Green		-We had 9 stage 2 complaints in Q3 5 were closed in quarter 3 and 4 ran into January 2022. Out of the 5 stage 2 complaints closed, 1 was not upheld 2 were partially upheld and 2 were upheld	Derby Homes	Quarterly	Annabelle Barwick
DH CS PM03 Percentage of complaints responded to within timescale	High		100.0%	99.4%	99.2%	95.0%	Green	99.0%	95.0%	Green		-The Complaints, Comments and Compliments Policy states that on receiving a complaint we will aim to investigate and respond to the customer within 10 working days. -Of the 75 stage one complaints received 74 were responded to on time out of 9 stage 2 complaints 5 were responded to on time. -The other 4 stage 2 complaints ran into Q4 and dates have not expired.	Derby Homes	Quarterly	Annabelle Barwick
DH CS PM05 Number of complaints upheld by the Ombudsman	Low		0.0	0.0	0.0	0.0	Green	0.0	0.0	Green	N/A	-This is a provisional figure as customers can contact the Housing Ombudsman up to 6 months after the appeal has been closed. -During Q3 we were contacted by the Housing Ombudsman. -They have had one complaint escalated to them and are investigating this. -We will report once we receive an outcome.	Derby Homes	Quarterly	Annabelle Barwick
DH CS PM06 Number of tenants registered for My Account on line	High		8,497.0	9,396.0	7,767.0		Annual Collection	8,000.0	9,000.0	Red		-Previously it was reported that 8953 customers had registered for "My Account". -However it has come to light that this included former tenants. -This has been amended and the figure for current tenants signed up to My Account is: 7767, this is a cumulative figure rather than year to date. - In Q3 201 customers signed up to "My Account".	Derby Homes	Annual	Lorraine Testro
New Homes															
DH NH PM01 Number of new homes started in year (HRA & DH)	High		71.0	35.0	43.0		Annual Collection	61.0	75.0	Red		-New starts for the quarter can be attributed to 8 new acquired properties. -We have experienced delays to starting 8 houses on Chesapeake Rd due to difficulties in discharging Building Control requirements. -This scheme and 2 further properties at Whittaker St will start during Quarter 4. -Generally, house price inflation has impacted on our ability to compete for the purchase of new acquired properties, resulting in a reduction in the numbers purchased during 21/22.	Derby Homes	Annual	Ian Yeomans

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DH NH PM02 Number of new homes delivered in year (HRA & DH)	High		76.0	41.0	53.0		Annual Collection	60.0	75.0	Red		-Again, the completions were dominated by 8 new acquired properties plus the 4 delayed new build units at Gerard Street. -Generally, house price inflation has impacted on our ability to compete for the purchase of new acquired properties, resulting in a reduction in the numbers completed during 21/22.	Derby Homes	Annual	Ian Yeomans
DH NH PM03 Number of new affordable homes delivered since 2008	High		590.0	631.0	643.0		Annual Collection	650.0	665.0	Amber		-We have a very healthy pipeline of projects going forward - the issue has been initially completing existing sites that were moth-balled during Covid, Covid isolation practice and supply chain issues. ACTIONS: -Again, the schemes in the pipeline which comprise roughly of 115 new units to the City give rise for optimism. -However, supply chains and workforce capacity will still continue to face challenges going forward.	Derby Homes	Annual	Ian Yeomans
Rent and Rent Arrears															
DH R&RA PM01 Rent arrears of current tenants as a percentage of rent roll	Low		3.1%	4.4%	3.4%	3.6%	Green	3.2%	3.2%	Green		-The rent free weeks produced the expected reduction in current arrears levels. -The current arrears are now back on track to achieve the end of year target. -We are still waiting for the courts to return to some kind of normality in listing proceedings but cases are being listed more frequently from the end of January.	Derby Homes	Monthly	Michael Kirk
DH R&RA PM01a Total arrears as a % of rent due	Low		5.9%	7.0%	6.1%	5.7%	Amber	6.0%	6.0%	Green		-Figure almost at year end target level mainly due to current tenant arrears reducing because of the rent free weeks. -We continue to work through the older debts to be written- off we expect to see this figure improving as the current arrears also improve towards the end of the year and further statutory barred debts are written off. -We expect to achieve the year end target of 6%	Derby Homes	Monthly	Michael Kirk

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DH R&RA PM02 Rent arrears of current tenants	Low		1,758,851	2,486,291	1,948,535	2,070,440	Green	1,800,000	1,800,000	Green		-As anticipated the rent free weeks produced the reduction in current arrears. -Over the two rent free weeks the current arrears reduced by a total of £715,596 -This has improved the current arrears position which is now back on track to achieve the end of March target figure of 1.8m -It is worth pointing out that the current economical environment is making it more difficult for tenants due to increasing living costs. -To help officers are trying to promote take up of the housing support fund for tenants struggling financially.	Derby Homes	Monthly	Michael Kirk
DH R&RA PM04 Rent collected (excluding arrears brought forward) as a percentage of rent due	High		99.8%	96.7%	98.9%	100.0%	Green	99.9%	99.9%	Green		-Collection rate this month is now back on track to achieve the end of year target. -As expected the rent free weeks improved the collection rate. -The monthly target figure was based on last years levels which were boosted by a monthly APA payment which was paid in time. -This year there are no monthly APA payments and are being paid on a weekly basis.	Derby Homes	Monthly	Michael Kirk
DH R&RA PM05 No. of tenants evicted as a result of rent arrears	Low		2.0	3.0	3.0	23.0	Blue	10.0	35.0	Blue		-There were no evictions carried out in December and there is a total of 3 so far for the year. -Now the courts are opening up we do expect the numbers will start to increase but expect no more than 10 to take place by the end of March	Derby Homes	Monthly	Michael Kirk
Responsive Repairs															

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DH RR&V PM13 Percentage of properties with a valid Landlords gas safety certificate	High		100.0%	99.8%	99.9%	100.0%	Green	100.0%	100.0%	Green		-The Gas Team carried a Landlord's Gas Safety Inspection on 3375 properties from 1st October – 31st December 2021. We currently have 12,587 properties with a valid gas safety certificate giving us a valid completion currently of 99.85%. ACTIONS: -We currently have 18 properties out of target without a valid certificate, however all of the no access procedures were followed and not gained access due to the customer's shielding or refusing until they have had their covid vaccinations or boosters. -All these properties have new appointments booked back into the system. -We are 100% compliant under section 36 of the Gas Safety (Installation and Use) Regulations for the last quarter.	Derby Homes	Quarterly	Steve Bayliss
DH RR&V PM15 Percentage of properties with completed Electrical Safety Testing	High		99.7%	99.9%	99.9%	100.0%	Green	99.9%	100.0%	Green		-At the end of Q3 there are 16 properties that do not hold an Electrical Safety Certificate dated within the last 5 years. -All 16 have been escalated to the housing office for access escalation and evidence has been gathered. ACTIONS: -Every effort that is reasonable practicable has been made to access these properties which evidences that Derby Homes have met their legal obligations.	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 have had a service and LOLER inspection within the last 6 months	Derby Homes	Quarterly	Ian Yeomans

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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		-100% compliant on asbestos surveys, all communal areas have an asbestos survey. -Regular checks on condition are being carried out on an annual basis. -The number of sites quoted has reduced from previous reports down to 244. ACTIONS: -A full review of sites has been conducted with some previously separately quoted common areas being combined and the exclusion (for compliance purposes) of some non-residential sites. -The number of common areas identified is lower than that for Fire as buildings constructed post 2000 are deemed to have no asbestos containing materials and do not require surveys.	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		-Regular checks on buildings are carried out monthly by housing officers and 6 monthlies by the estates surveyor who checks the communal fire doors as well as the general repairs for the building. -The number of sites quoted has reduced from previous reports down to 251. ACTIONS: -A full review of sites has been conducted with some previously separately quoted common areas being combined and the exclusion (for compliance purposes) of some non-residential sites. -The definitive list of common areas for FRAs has now been entered into Open Housing.	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 open facilities visited and checked ACTIONS: -All repairs that were required complete	Derby Homes	Quarterly	Steve Bayliss
Empty Homes															

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DH EH PM01 Average time taken to relet local authority housing (days)	Low		42.5	21.7	21.5	24.0	Blue	24.0	24.0	Green		<p>-The 21.51 days re-let figure has met the 24.0 days target, and is a vast improvement from 2020/21 year end figure of 42.64.</p> <p>-Due to this improvement we forecast the year-end target of 24 days will be met.</p> <p>-On-going monthly monitoring shows that we are on target.</p> <p>ACTIONS: -We are actively working with local office staff to prioritise viewings on ready to let properties and process sign ups following appropriate safety guidelines.</p>	Derby Homes	Monthly	Maria Murphy
DH EH PM02 Percentage of rent lost through dwellings becoming vacant	Low		1.61%	0.95%	0.93%	1.00%	Green	1.20%	1.00%	Red		<p>At Q3 (0.93%) we are on target (1.0).</p> <p>-Our forecast (1.2%) is in range of the year-end target.</p> <p>-The revised year-end forecast takes into account the reduction in rent charged because of the ongoing Covid impact and in response to the emergency phase of the pandemic but also the improvement to re-let performance this quarter outlined above.</p> <p>ACTIONS: -In addition, all previous agreed accommodation offers and approved allocations were also withdrawn under the 'not to move' guidance issued by Government.</p> <p>-Further to this, a DCC programme to obtain much needed extra social housing will be impact on the current rent loss measures.</p> <p>- This is due to works needed post-completion to bring the properties up to an acceptable standard to let, and the associated rent loss whilst this work is completed.</p> <p>-There are also several empty properties requiring more major works which are being progressed which will again impact on the rent loss figures.</p>	Derby Homes	Monthly	Maria Murphy
Housing and Advice															

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DH H&A PM01 Number of active homefinder applicants	High		4,025.0	4,114.0	4,264.0		No Target			No Target	N/A	-There are currently a total of 6724 active applications across the Corporate Needs, Priority Needs and General Needs bands. -Of those, 4264 have placed a bid in the last 12 months, including 59 autobids for applicants. -Additionally, there are 3925 applicants in the OTA category, 627 of which have placed a bid in 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 (Recovery Plan 2021/22)	Low		2,248.0	1,315.0	1,907.0		No Target	2,545.0		No Target		-The total number of homeless approaches since April 2021 is 1907 with 592 new approaches taken in this quarter. -This is a drop of 11% on Q2 but Q3 figures for the last 3 years have been lower than the other quarters(except Q1 in 2020/21 which was the first quarter of the pandemic with restricted contact). -This may be explained by the season where limited legal action takes place and family and friends are more accommodating.	Derby Homes	Quarterly	Jim Joyce
DH H&A PM03 Total number of cases resolved under 'prevention duty' (Recovery Plan 2021/22)	High		872.0	546.0	822.0		No Target	1,094.0		No Target		The total number of cases resolved under the prevention duty since April 2021 is 822 with 276 cases being prevented in this quarter. Despite the limited options with a number of private landlords leaving the sector, giving notice or demanding higher rents for their properties, the Homeless and Private Rented Access Teams have worked hard to try and maintain tenancies or secure new ones. There has also been success in finding alternative supported housing particularly for single households.	Derby Homes	Quarterly	Jim Joyce
DH H&A PM04 Total number of cases resolved under 'relief duty'	High		630.0	251.0	408.0		No Target	545.0		No Target		The total number of cases resolved under relief duty since April 2021 is 408 with an additional 157 cases this quarter. The majority of the resolutions enabled households to move into alternative accommodation for at least 6 months and included supported accommodation, social housing or private sector tenancies.	Derby Homes	Quarterly	Jim Joyce

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DH H&A PM05 Total number of full homeless duty acceptances	Low		176.0	72.0	104.0		No Target	138.0		No Target		There have been 104 full homeless duty acceptances since the beginning of April. This quarter there were 32 acceptances making the quarterly average for this year so far 34. This is a reduction of 10 when compared to 2020/21. This is due to the success of prevention and relief activities including early intervention in private sector disputes, the provision of and move on from suitable supported accommodation, and the focus of the whole Housing Options Team in these areas.	Derby Homes	Quarterly	Jim Joyce
DH H&A PM06a Number of new households placed in bed and breakfast - singles	Low		405.0	163.0	185.0		No Target	248.0		No Target		Since the beginning of April there have been 185 single households placed in bed and breakfast. There were 22 new placements in December including a number made under the Severe Weather Provision where homeless applicants were unable to access alternative emergency accommodation.	Derby Homes	Monthly	Jim Joyce
DH H&A PM06b Number of new households placed in bed and breakfast - families	Low		110.0	114.0	125.0		No Target	167.0		No Target		125 family households have been placed in bed and breakfast since the beginning of April with 11 of these being placed this month. This is a reduction of 9 on the previous month but still remains high. There have been fewer vacancies in Derby City Council owned temporary accommodation and no opportunities to place homeless families directly other than in bed and breakfast.	Derby Homes	Monthly	Jim Joyce
DH H&A PM09 Number of new households placed in temporary accommodation other than bed & breakfast	Low		150.0	97.0	106.0		No Target			No Target	N/A	There have been 106 new households placed in temporary accommodation other than bed and breakfast since the beginning of April. There have been 9 placements in December which is a reduction of one on November. One of the new placements was an additional property secured under the Rough Sleeper Initiative and another was a placement for a single household needing to isolate due to COVID.	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		237.0	117.0	197.0		Annual Collection	250.0		No Target		-Despite continuing challenges to access the PRS market, caseworkers are still achieving positive placements into the PRS, 80 in Q3. -Market rents have increased with LHA rates falling far short. -91% of all CB4YS referrals have resulted in a positive outcome ACTIONS: -Establishment vacancies and sickness have resulted in PRS Caseworkers supporting the wider Housing Options, we have recently appointed to a vacant PRS Caseworker post but that member of staff is yet to start. -One PRS Caseworker has a current focus on MyPlace, the PRS for ex-offenders scheme which is on track to meet targets by the scheme end in April 2022. -Staff are being encouraged to innovatively use the FHPPG to secure tenancies, this may be by paying increased rent in advance or offering an incentive to reduce rents to LHA levels.	Derby Homes	Annual	Jim Joyce
DH H&A PM15 Number of people sleeping rough on a single night - official annual estimate (Recovery Plan 2021/22)	Low		6.0				Annual Collection		3.0	N/A	N/A	-Annual information calculated once per year. Will be reported in Q4.	Derby Homes	Annual	Jim Joyce
Asset Management															
DH AM PM01 Percentage of non-decent council homes	Low		0.0%	0.0%	0.0%		Annual Collection	0.0%	0.0%	Green	N/A	-Currently all properties are meeting Decent Homes Standards	Derby Homes	Annual	Shaun Bennett
DH AM PM02 Energy Efficiency - average SAP rating of dwellings	High		75.5	75.5	75.5		Annual Collection	75.5	75.4	Green		-Currently the Average SAP rating is 75.59	Derby Homes	Annual	Shaun Bennett
Corporate Services															
DH COR PM01 Percentage of apprentices who retain or move on to employment or further training	High		100.0%				Annual Collection	100.0%	95.0%	Green		-During quarter 3, four apprentices completed their apprenticeship and moved onto employment with Derby Homes.	Derby Homes	Annual	Taranjit Lalria
HR															

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DH HR PM01 Average working days lost due to sickness absence	Low		6.3	10.0	10.2	7.0	Red	9.5	7.0	Red		-During December the number of days lost per employee for medical absences was 0.76 compared to 0.51 for the same period last year. -During December a total of 3593.13 hours were lost compared to 2350.68 for the same period last year. -In total over the last 12 months, 48397.58 hours have been lost due to sickness. Last 12-month Days lost figure for medical absences = 10.24 days. This increases to 11.7 days if you include non medical Covid related absences. -In the last 12 months 6855.32 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