

Latest Performance Report
Reporting -> Derby Homes
31-Mar-2022



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%	96.1%	96.5%	94.0%	Green	96.5%	94.0%	Green		-Out of the 768 customers who answered the question in Q4-2021/2022, 97.14% (746) were satisfied, 2.08% (16) were neither satisfied nor dissatisfied, and 0.78% (6) were dissatisfied. -We are pleased that the satisfaction figure in Q4 is above target, and above target for the year cumulatively, at 96.48%. -This quarter has seen the most amount of surveys collected, we are above target for the year after gaining more than 800 surveys than the previous year.	Derby Homes	Quarterly	Holly Johnson
DH SAT PM02 Tenant satisfaction with views taken into account	High		84.8%	83.2%	85.3%	75.0%	Blue	85.3%	75.0%	Blue		-Out of the 161 customers who answered the question in QT4 2021/2022, 90.06% (145) were satisfied, 6.83% (11) were neither satisfied nor dissatisfied and 3.11% (5) were dissatisfied. -Only 161 customers of the 768 who completed the customer survey responded to this question. -We think the reason for this is customers can miss this question if they have not provided feedback to Derby Homes, so the question is not relevant to them. -We are happy that we are above target this quarter, with the highest quarterly satisfaction rate this year, and that we are above target for the year.	Derby Homes	Quarterly	Holly Johnson
DH SAT PM03 Tenant satisfaction with repairs (last completed repair)	High		99.0%	98.9%	98.8%	99.0%	Green	98.8%	99.0%	Green		-Satisfaction this month is slightly below target. -During the month out of 3351 surveys sent out 54 were dissatisfied, 35 was dissatisfied with D2D, 12 where we have rang twice and left voicemail, 0 for electric testing, 6 for gas repairs and 1 for gas servicing. -We have made 40322 surveys in this financial year to monitor customer satisfactions, 476 customers were unhappy with the service they have received	Derby Homes	Monthly	Steve Bayliss
DH SAT PM04 Satisfaction with new home (new build and re-let)	High		95.8%	93.7%	94.3%	93.0%	Green	94.3%	93.0%	Green		Out of the 174 responses, we are pleased to see we are above target with satisfaction for the quarter. There were 41 surveys results for a new build property. In total, 166 people were satisfied, 6 people were neither satisfied or dissatisfied and 2 people were dissatisfied.	Derby Homes	Quarterly	Lorraine Testro

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DH SAT PM05 Percentage satisfied with the way ASB case was handled	High		94.9%	94.3%	95.6%	94.0%	Green	95.6%	94.0%	Green		-At Q4 (21/22) 60 respondents replied to ASB Surveys 46 strongly agreed and 14 agreed with the way the case was handled overall . -None were not satisfied nor disagreed or were undecided. Performance on target for Q4.	Derby Homes	Quarterly	Lorraine Testro
DH SAT PM06 Percentage of respondents satisfied with their neighbourhood as a place to live	High		85.8%	86.4%	86.4%	85.0%	Green	86.4%	85.0%	Green		-Out of the 777 customers who answered the question in QT4 (2021/2022) 86.49% (672) were satisfied, 8.24% (64) were neither satisfied nor dissatisfied and 4.89% (38) said they were dissatisfied. -Dissatisfaction trends are discussed and analysed as part of the Customer Survey Report and service improvements identified. -We are happy that we are above target this quarter, and for the year.	Derby Homes	Quarterly	Holly Johnson
DH SAT PM07 Client satisfaction with Derby Advice service	High		100.0%	99.3%	98.3%	90.0%	Green	98.3%	90.0%	Green		43 customer surveys were returned this quarter. 2 clients were not satisfied. 1 did not like the advice we gave and the mistakes that the DWP made with her UC. We are looking into the second dissatisfied customer. She comments that we took too long calculating her benefit entitlement on the phone. Overall the customer satisfaction rate has been above target each quarter and was 100% on 2 quarters.	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	-Customer Satisfaction continues to be at 100% based on 79 returns from customers in receipt of kitchen upgrades and 76 bathroom upgrades. -There is a time lag between the completion of the works and receipt of feedback accounting for the relatively low return at this stage.	Derby Homes	Quarterly	Ian Yeomans
Customer Services															
DH CS PM01 Percentage of all complaints resolved at initial contact	High		95.3%	94.9%	90.3%	96.0%	Amber	90.3%	96.0%	Amber		-We received 63 stage one complaints during Q4 and 4 stage 2 complaints. -We closed 56 stage 1 complaints and 6 stage 2 complaints were closed. -Out of the 56 complaints closed 18 were upheld , 21 were not upheld and 16 were partially upheld	Derby Homes	Quarterly	Annabelle Barwick
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 4 stage 2 complaints received in Q4 and 6 stage 2 complaints were closed in Q4. -Out of the 6 complaints closed in Q4 1 was upheld 4 were not upheld and 1 was partially upheld	Derby Homes	Quarterly	Annabelle Barwick

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DH CS PM03 Percentage of complaints responded to within timescale	High		100.0%	99.2%	98.5%	95.0%	Green	98.5%	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 63 complaints received 1 complaint was answered outside time scales, this was a stage 1 complaint.	Derby Homes	Quarterly	Annabelle Barwick
DH CS PM05 Number of complaints upheld by the Ombudsman	Low		0.0	0.0		0.0	No Data		0.0	N/A	N/A	-We received a determination from the Housing Ombudsman in Q4, which we have challenged and lodged an appeal against, we are also aware that the customer also lodged an appeal against there findings. -When we receive a response this will be recorded accordingly.	Derby Homes	Quarterly	Annabelle Barwick
DH CS PM06 Number of tenants registered for My Account on line	High		8,497.0	7,767.0	7,901.0	9,000.0	Annual Collection	7,901.0	9,000.0	Red		-Previously it was reported that a higher number of 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: 7901, this is a cumulative figure rather than year to date. -In Q4 134 customers signed up to "My Account" 7901 total.	Derby Homes	Annual	Lorraine Testro
New Homes															
DH NH PM01 Number of new homes started in year (HRA & DH)	High		71.0	43.0	57.0	75.0	Annual Collection	57.0	75.0	Red		-Housing starts were 6 acquisitions (house price inflation and a busy housing market continues to prove challenging to our purchase programme) and 8 new build homes started at Chesapeake Road, Chaddesden. ACTIONS: -Unfortunately we have experienced delays to the SoS of two semi detached 4 bed homes at Whittaker street which we expect to SoS in Quarter 1 of 22/23. -We have submitted a bid to Homes England for an additional 10 acquisitions for the rough sleeper RSAP Programme in 22/23.	Derby Homes	Annual	Ian Yeomans

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DH NH PM02 Number of new homes delivered in year (HRA & DH)	High		76.0	53.0	59.0	75.0	Annual Collection	59.0	75.0	Red		-Only 6 acquisitions completed in this quarter - as noted above house prices in the local market have made it harder for us to compete on the open market. -There are no new build schemes currently expected to finish in this quarter. ACTIONS: -The only expected new build completion is the large special needs bungalow at Berwick Close which could finish as early as end of Quarter 1/early Quarter 2.	Derby Homes	Annual	Ian Yeomans
DH NH PM03 Number of new affordable homes delivered since 2008	High		590.0	643.0	649.0	665.0	Annual Collection	649.0	665.0	Amber		-Q4 of 21/22 is not too far behind in its starts and completions as forecast. -The 22/23 year looks to be more promising in terms of new build with the delayed Whittaker Street scheme hopefully starting in Q1 of 22/23, followed by Barlow Street (12 units) and Crompton and Oaklands Avenue (6 units each) packaged up as a 24 unit package with a builder/project manager contract. Planning permission is also expected for the 36 Grange Avenue site next financial year along with a possible start on site in Q4 of 22/23. ACTIONS: -As noted in Q3, we have a strong pipeline of projects coming through, with schemes at Monyash Close (1), Paterson Avenue (6), Cricklewood Road (5), Elm Tree (2) all with Planning Permission and eligible to contracted out to SoS in 2022/23.	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%	3.8%	3.3%	3.2%	Amber	3.3%	3.2%	Amber		-Sector forecasts from Housemark are estimating a 3.1% end of March 22 figure, so a 3.3% figure for us is close to sector norms which is a good result based on our supportive approach to sustaining tenancies. -Although we were and remain concerned about the cost of living crisis, arrears reduced by £0.6m over the two rent free week around year end (week 52 - £0.34m and week 1 - £0.26m), consistent with previous years.	Derby Homes	Monthly	Michael Kirk

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DH R&RA PM01a Total arrears as a % of rent due	Low		5.9%	6.4%	5.2%	6.0%	Blue	5.2%	6.0%	Blue		<p>-The year end total arrears (former plus current tenants) figure of £2.98m is now a more accurate position of total arrears.</p> <p>-A catch up exercise, £0.6m write-off of the statutory barred (over 6 years) former tenant arrears was carried out in March.</p> <p>-Additionally, normal levels of write off's (£298k) took place in the year. This is approx 0.5% of the £57m annual rent and service charges levied in 21/22.</p> <p>-In comparison to the sector median of 4.2%, this KPI is still higher but is because of our policy on former arrears to delay formal write off until 6 years old for most debts.</p>	Derby Homes	Monthly	Michael Kirk
DH R&RA PM02 Rent arrears of current tenants	Low		1,758,851	2,180,814	1,891,881	1,800,000	Amber	1,891,881	1,800,000	Amber		<p>-The current tenants arrears figure of £1.89m is £133k higher than March 21.</p> <p>-In the context of a £57m annual charge, the increase of £133k is a 0.2% increase.</p> <p>-Considering the challenges of the last year this was a good outcome. There have been an additional 791 tenants join Universal Credit (now 4,362) which naturally increases arrears.</p> <p>-Delays in the courts process around evictions means that significant arrears cases are not going through their natural cycle (only 4 evictions, normally 35).</p>	Derby Homes	Monthly	Michael Kirk
DH R&RA PM04 Rent collected (excluding arrears brought forward) as a percentage of rent due	High		99.8%	98.7%	99.2%	99.9%	Green	99.2%	99.9%	Green		<p>-Again under the circumstances the outcome was better than we were expecting. -When the targets were set last year we expected the arrears to rise and income to fall just due to the additional Universal Credit cases where tenants mainly get paid in arrears. -There were 791 new Universal Credit cases over the year. Other factors such as delays to the courts evictions process and the general cost of living crisis are further barriers to income collection.</p> <p>-Since Autumn last year mainly because of the cost of living crisis we have seen some increasing difficulties in tenants paying their rent. -This is likely to increase in 22/23.</p>	Derby Homes	Monthly	Michael Kirk

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DH R&RA PM05 No. of tenants evicted as a result of rent arrears	Low		2.0	4.0	4.0	35.0	Blue	4.0	35.0	Blue		-There were only 4 evictions carried out over the year. Courts are now taking limited number of cases for potential eviction. -They continue to be very sympathetic to tenants, some of whom have had numerous eviction hearings, even so we expect numbers to be much higher over the next year. -The reduction in the normal numbers of evictions obviously impacts on current tenants arrears levels, as we see with the four fold increase in tenants with over £2k arrears from three years ago.	Derby Homes	Monthly	Michael Kirk
Responsive Repairs															
DH RR&V PM13 Percentage of properties with a valid Landlords gas safety certificate	High		100.0%	99.9%	100.0%	100.0%	Green	100.0%	100.0%	Green		-The Gas Team carried a Landlord's Gas Safety Inspection on 2848 properties from 4th January – 31st March 2022, We currently have 12,567 properties with a valid gas safety certificate giving us a valid completion currently of 99.95%. -We currently have 6 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. ACTIONS: -We currently have 6 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 due to sickness or Covid. -All these properties have new appointments booked back into the system. -We are 100% co	Derby Homes	Quarterly	Steve Bayliss

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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		-The Electrical team finish the year in an Excellent position, with only 8 properties that do not hold an Electrical Safety Certificate dated within the last 5 years. -We are working with the local housing offices to gain access to these properties. All properties have had multiple visits and documentation evidence has been recorded.	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 14no passenger lifts have received a service and LOLER report within the last 6 months	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		100% compliant on asbestos surveys, all communal areas have an asbestos survey. Regular checks on condition are being carried out on an annual basis.	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. All the FRAs completed and written up on the SHE 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 are in date but will be re assessed in the coming months	Derby Homes	Quarterly	Steve Bayliss
Empty Homes															
DH EH PM01 Average time taken to relet local authority housing (days)	Low		42.5	20.9	20.5	24.0	Blue	20.5	24.0	Blue		-The 20.50 days re-let figure has performed better than the 24.0 days target and is a vast improvement from 2020/21 year end figure of 42.64. 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.	Derby Homes	Monthly	Jenny Watson

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DH EH PM02 Percentage of rent lost through dwellings becoming vacant	Low		1.61%	0.87%	0.86%	1.00%	Blue	0.86%	1.00%	Blue		<p>-At year end (0.86%) we have performed better than our target (1.0).-This (0.86%) is now our new forecast.</p> <p>-The 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: -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> <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 several empty properties requiring more major works which are being progressed which will again impact on the rent loss figures.</p>	Derby Homes	Monthly	Jenny Watson
Housing and Advice															
DH H&A PM01 Number of active homefinder applicants	High		4,025.0	4,561.0	4,722.0		No Target			No Target	N/A	<p>-There are currently a total of 6641 active applications across the Corporate Needs, Priority Needs and General Needs bands.</p> <p>-Of those, 4722 have placed a bid in the last 12 months, including 65 autobids for applicants.</p> <p>-Additionally, there are 2085 applicants in the OTA category, 342 of which have placed a bid in the last 12 months</p> <p>-This equates to 71% of active applicants who have placed a bid in the last 12 months.</p>	Derby Homes	Monthly	Jenny Watson

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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	1,907.0	2,634.0		No Target	2,634.0		No Target		-There has been 2634 homeless approaches since April 2021. -There were 727 new approaches in the last quarter which is the highest quarterly figure since the Homeless Reduction Act was implemented in April 2018. -The main reason for a homeless approach throughout the year was family or friends asking the applicant to leave the accommodation. -However there was a significant increase in the number of approaches as a result of the end of a private rented tenancy, 181 approaches in comparison with an average of 127 for each of the previous 3 quarters.	Derby Homes	Quarterly	Jim Joyce
DH H&A PM03 Total number of cases resolved under 'prevention duty' (Recovery Plan 2021/22)	High		872.0	822.0	1,183.0		No Target	1,183.0		No Target		-There have been 1,183 cases resolved under the prevention duty this financial year. -This is the highest annual figure for this activity and is a 36% increase on last year's total. -There has been a continued focus on trying to resolve situations where households are threatened with homelessness including the Call B4 You Serve service. -This has allowed more households to remain particularly in private tenancies or to move to alternative suitable housing before homelessness occurred.	Derby Homes	Quarterly	Jim Joyce
DH H&A PM04 Total number of cases resolved under 'relief duty'	High		630.0	408.0	575.0		No Target	575.0		No Target		-There have been 575 cases resolved under the relief duty this financial year. -This is a 9% decrease on the 2020/21 total and is reflective of the increase in the number of cases resolved under prevention without the need for the relief duty.	Derby Homes	Quarterly	Jim Joyce
DH H&A PM05 Total number of full homeless duty acceptances	Low		176.0	104.0	146.0		No Target	146.0		No Target		-There were 146 households for whom a full homeless duty was accepted this financial year. -This is a 17% decrease on last year's figure despite the increase in the number of approaches recorded in the year. -This has been achieved by the successful interventions at prevention and relief stages by focusing on early interventions.	Derby Homes	Quarterly	Jim Joyce

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DH H&A PM06a Number of new households placed in bed and breakfast - singles	Low		405.0	238.0	287.0		No Target			No Target	N/A	-There have been 287 new single households placed in B&B this year with 49 new placements in March.-This is the highest monthly number of single placements this year and is partly a result of the Protect and Vaccinate initiative providing additional finance for individuals.-Bed and breakfast has also been part of the Severe Weather Provision for those households who could not be accommodated alternatively. -This annual figure is a reduction on last year's figure of 405 which was exceptional due to the effects of COVID restrictions, the national Everyone In policy and the need to adapt to providing individual bed spaces rather than shared or communal bedrooms for emergency housing.	Derby Homes	Monthly	Jim Joyce
DH H&A PM06b Number of new households placed in bed and breakfast - families	Low		110.0	151.0	171.0		No Target			No Target	N/A	-There have been 171 new family households placed in bed and breakfast this financial year, a 55% increase from last year. -This is a result of the reduction in alternative temporary and permanent accommodation.-There have been fewer social housing vacancies and increasing competition for privately rented housing with many homeless households being at a financial disadvantage and unable to afford the ever increasing rents in that sector. -Households have not been able to move on from alternative temporary housing nor have they been able to avoid homelessness by securing permanent housing.	Derby Homes	Monthly	Jim Joyce

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DH H&A PM09 Number of new households placed in temporary accommodation other than bed & breakfast	Low		150.0	117.0	134.0		No Target			No Target	N/A	-134 new households were placed in temporary accommodation other than bed and breakfast this financial year.-These placements include both the Next Steps (NSAP) and Rough Sleepers Accommodation Properties (RSAP) and the units for households who needed to isolate due to COVID. -It is a reduction of 19 households compared to 2020/21 due to the difficulties in obtaining move on housing for households particularly in Derby City temporary accommodation units.-Also there was a greater number of placements under the NSAP scheme as opposed to the RSAP and residents typically spend 2 years in these placements so vacancies are not created so frequently.	Derby Homes	Monthly	Jim Joyce
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	197.0	276.0		Annual Collection	250.0		No Target		-PRS caseworkers have successfully managed to secure and sustain PRS tenancies despite the many challenges facing this sector.-Rent increases in the East Midlands are one of the highest in the country at over 3%.-To prevent homelessness or secure new tenancies, the team are having to increase the financial offer to a landlord. -With such a demand for PRS properties, securing and sustaining new tenancies is far more time consuming and relies on excellent persuasion and negotiation skills of the team. ACTIONS: -One temporary PRS caseworker has a current focus on Homeless Prevention alongside the wider Housing Options duty team, as part of the Homeless Families Recovery Action plan it is proposed that the current vacant temporary PRS Caseworker post is appointed to and also focuses on this area of work. -We are mindful of the challenges our customers will face over coming months due to an increase in fuel prices as well as additional requests for our service from those fleeing the Ukra	Derby Homes	Annual	Jim Joyce

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DH H&A PM15 Number of people sleeping rough on a single night - official annual estimate (Recovery Plan 2021/22)	Low		6.0		11.0	3.0	Annual Collection	11.0	3.0	Red		-The official count in November 2021 identified 11 rough sleepers.-However of these 5 were accommodated but were choosing to sleep out for the night. -This would leave 6 active rough sleepers which is more in keeping with our single night figure (PM16) of 5. -As a result the team have continued with 3am outreach for the last 3 months to find and engage any rough sleepers not identified on the daily 6am outreach.-We are working with our housing providers and support services to maximise the opportunities for engagement and support to remain in accommodation. Our preventative approach includes the development of an early warning system to identify those at risk of a return to rough sleeping and to ensure there are plans in place to address this before customers are evicted.	Derby Homes	Annual	Jim Joyce
Asset Management															
DH AM PM01 Percentage of non-decent council homes	Low		0.0%	0.0%	0.6%	0.0%	Annual Collection	0.6%	0.0%	Red	N/A	-We have 70nr properties at Bretton Avenue identified with structural defect on the roof structure. -These properties are now classed as Non Decent and will fail Decent Homes Standards on this single element. -This represents just over half a percent, around 95% of our properties in total are decent. ACTIONS: -Properties are being considered for re-development and consultation is currently in progress with the residents and DCC.	Derby Homes	Annual	Shaun Bennett
DH AM PM02 Energy Efficiency - average SAP rating of dwellings	High		75.5	75.5	75.6	75.4	Annual Collection	75.6	75.4	Green		-Average SAP target achieved (75.63)	Derby Homes	Annual	Shaun Bennett
Corporate Services															

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DH COR PM01 Percentage of apprentices who retain or move on to employment or further training	High		100.0%		89.0%	95.0%	Annual Collection	89.0%	95.0%	Amber		<p>-During quarter 4, one apprentice completed their apprenticeship and had gained a job elsewhere.</p> <p>-Another apprentice completed their apprenticeship and left Derby Homes - unknown destination.</p> <p>-Year end-during the year;-8 apprentices have completed their apprenticeship and moved onto a positive destination.</p> <p>-One apprentice completed and moved onto an unknown destination.</p>	Derby Homes	Annual	Taranjit Lalria
HR															
DH HR PM01 Average working days lost due to sickness absence	Low		6.3	10.6	10.7	7.0	Red	10.7	7.0	Red		<p>-During March the number of days lost per employee for medical absences was 1.01 compared to 0.90 for the same period last year.</p> <p>-During March a total of 4716.97 hours were lost compared to 4222.07 for the same period last year.</p> <p>-In total over the last 12 months, 50536.3 hours have been lost due to sickness.</p> <p>-Last 12-month Days lost figure for medical absences = 10.69 days.</p> <p>-This increases to 11.52 days if you include non medical Covid related absences.</p> <p>In the last 12 months 520.03 hours have been lost due to non-medical absences relating to Coronavirus/Covid 19 pandemic(self-isolation/care of a dependant etc).</p>	Derby Homes	Monthly	Maria Murphy