
























Description	Good is	Council 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
<b>Rent Arrears</b>															
DH Local 01 (old bop 66b) Rent arrears of current tenants as a percentage of rent roll	Low		1.9%	2.3%	2.2%	2.8%	Blue	2.3%	2.3%	Green		Current arrears are in a good position with levels currently being 0.6% better than the June target figure.	Derby Homes	Monthly	Jackie Westwood
DH Local 02 Rent arrears of current tenants	Low		1,082,740 .0	1,288,859 .0	1,229,366 .0	1,533,404 .0	Blue	1,300,000 .0	1,300,000 .0	Green		Current arrears levels are £304,038 lower than the June target figure	Derby Homes	Monthly	Jackie Westwood
DH Local 07 (BVPI66a) Rent collected as a % of rent due (includes arrears brought forward)	High		99.4%	99.9%	100.3%	94.5%	Blue	96.0%	96.0%	Green		This indicator is showing performance 5.86% better than the target figure. This figure being checked for accuracy as we expect it to be around 99%	Derby Homes	Monthly	Jackie Westwood
DH Local 11 No. of tenants evicted as a result of rent arrears	Low		49.0	9.0	10.0	15.0	Blue	55.0	55.0	Green		There was a good outcome on evictions and now well less than the June target figure with only 1 eviction was carried out during June.	Derby Homes	Monthly	Jackie Westwood
DH Local 43 Rent collected as a % of rent due (excludes rent brought forward)	High		100.2%	97.8%	98.9%	97.4%	Green	98.7%	98.7%	Green		The June collection rate is 1.5% higher than the June target figure	Derby Homes	Monthly	Jackie Westwood
<b>Voids and Relets</b>															
DH Local 06 Percentage of rent lost through dwellings becoming vacant	Low		0.8%	0.8%	0.8%	1.0%	Blue	1.0%	1.0%	Green		The indicator has reduced from the previous month and remains under target. This follows the downward trend of the voids overall.	Derby Homes	Monthly	Clare Mehrbani
DH Local 32 (BVPI 212) Average time taken to relet local authority housing (days)	Low		25.3	24.8	23.9	24.0	Green	24.0	24.0	Green		The re-let figure has fallen from 24.83 days the previous month to 23.86 days for the year to date which also means that the figure is also below the end of year target. At the end of the first quarter we are in terms of numbers of active voids let slightly down compared to last year with 210 let so far this year against 217, the let figure is in a better position as it was 25.7 days at the same point last year.	Derby Homes	Monthly	Clare Mehrbani
DH Local 79 Amount of rent lost through dwelling becoming vacant	Low		£469,501.8	£77,902.0	£107,394 .5	£176,645 .0	Blue	£533,000 .0	£533,000 .0	Green		This is the monetary value of DH Local 06.	Derby Homes	Monthly	Clare Mehrbani
<b>Maintenance</b>															
DH Local 16 Percentage of emergency repairs carried out (attend and make safe within 2 hours and complete in 24hrs)	High		100.0%	100.0%	100.0%	99.0%	Green	100.0%	99.0%	Green		Performance during the month of June has been excellent. During the month we completed 3 job all of which were carried out in time.	Derby Homes	Monthly	Steve Bayliss
DH Local 17 Percentage of very urgent repair (complete within 24 hours)	High		100.0%	100.0%	99.9%	99.0%	Green	99.5%	99.0%	Green		Performance during the month of June has been good. During the month we completed 425 jobs all but 1 job were carried out in time.	Derby Homes	Monthly	Steve Bayliss

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DH Local 18 Percentage of urgent repairs completed within 5 working days	High		99.8%	100.0%	99.8%	99.0%	Green	99.5%	99.0%	Green		Performance during the month of June has been good. During the month we completed 468 jobs all but 2 jobs were carried out in time.	Derby Homes	Monthly	Steve Bayliss
DH Local 19 Percentage of non urgent repairs completed within 25 working days (44)	High		100.0%	99.9%	99.9%	99.0%	Green	99.5%	99.0%	Green		Performance during the month of June has been good. During the month we completed 1308 jobs all but 1 jobs were carried out in time.	Derby Homes	Monthly	Steve Bayliss
DH Local 22 Percentage of properties with CP12 Gas Safety certificate	High		100.0%	100.0%	100.0%	100.0%	Green	100.0%	100.0%	Green		The gas team issued 3483 Landlord gas safety certificates from 1st April – 30 June 2017, this makes Derby Homes 100% compliant under section 36 of the Gas Safety (installation and use) Regulations for the 1st quarter of the financial year	Derby Homes	Quarterly	Steve Bayliss
DH Local 44b Percentage of appointments kept	High		99.9%	99.9%	99.9%	99.0%	Green	99.5%	99.0%	Green		Performance during the month of June has been good. Of the 1353 appointable jobs we have missed only 2 appointments.	Derby Homes	Monthly	Steve Bayliss
DH Local 56 % of properties with completed Electrical Safety Testing	High		100.0%	100.0%	100.0%	100.0%	Green	100.0%	100.0%	Green		The Electrical testing team and Voids carried out 2211 EICR's on Derby Homes properties from 1st April-30th June 2017, this means that Derby Homes are 100% compliant for the 1st Quarter of the financial year	Derby Homes	Quarterly	Steve Bayliss
<b>Customer Services</b>															
DH Local 30 Customer satisfaction with the Customer Services Team	High					90.0%	No Data		90.0%	N/A	N/A	We are unable to provide this information as there are IT issues with the reporting software. An update will be provided as soon as the issue is rectified.	Derby Homes	Monthly	Jackie Westwood
DH Local 68 Number of complaints upheld by the Ombudsman	Low		0.0	0.0	0.0	0.0	Green	0.0	0.0	Green	N/A	Two complaints have progressed to the Ombudsman during this quarter. One has been concluded as not upheld and no maladministration by Derby Homes. The other complaint is still with the Ombudsman  ACTIONS: Report to SMT and Operational Bioard	Derby Homes	Quarterly	Jackie Westwood
DH Local 74a % complaints responded to within timescale (not homelessness)	High		99.1%	99.1%	98.5%	96.0%	Blue	96.0%	96.0%	Green		129 stage one complaints received in quarter one and 127 responded to on time.	Derby Homes	Quarterly	Jackie Westwood
DH Local 74b % homelessness complaints responded to within timescale	High		0.0%	0.0%	100.0%	96.0%	Blue	96.0%	96.0%	Green	N/A	Two Homelessness complaints were received during this quarter	Derby Homes	Quarterly	Jackie Westwood
<b>Satisfaction</b>															

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DH Local 27 Tenant satisfaction with Landlord	High		89.9%	89.9%	92.4%	90.0%	Blue	90.0%	90.0%	Green	➡	The satisfaction figures have been calculated using a 5 bar scale with 3 being classed as a neither/nor score. Out of 714 people who answered this question during Q1 2017 (2017/2018 Financial Year) 92% were satisfied, 1% were dissatisfied and 6% responded that they were neither satisfied nor dissatisfied.	Derby Homes	Quarterly	Jim Joyce
DH Local 28 Tenant satisfaction with repairs (last completed repair)	High		99.3%	99.5%	99.6%	99.0%	Green	99.5%	99.0%	Green	➡	Satisfaction this month is above target. During the month out of 2078 surveys sent out 6 were dissatisfied. Also 15 compliments where received by text	Derby Homes	Monthly	Steve Bayliss
DH Local 29 Tenant satisfaction with views taken into account	High		84.2%	84.2%	86.8%	83.0%	Blue	83.0%	83.0%	Green	➡	The satisfaction figures have been calculated using a 5 bar scale with 3 being classed as a neither/nor score. Out of 664 people who answered this question during Q1 2017 (2017/2018 Financial Year) 87% were satisfied, 2% were dissatisfied and 11% responded that they were neither satisfied nor dissatisfied.	Derby Homes	Quarterly	Clare Mehrbani
DH Local 67 % satisfied with the way ASB case was handled	High		95.0%	95.0%	94.5%	90.0%	Blue	92.0%	90.0%	Blue	➡	Only 2 respondents said they were dissatisfied and 2 were neither nor. So this is an excellent first quarter result	Derby Homes	Quarterly	Murray Chapman
<b>New Homes</b>															
DH Local 62a Number of new homes started in year (HRA & DH)	High		22.0	22.0	0.0		Annual Collection	40.0	60.0	Red	➡	The target to deliver 60 is based on financial capacity and relies on a constant stream of sites being made available. There were no new starts on site during quarter one, however as of 14.07.17, 22 units have planning Permission with final site surveys being carried out prior to start on site. 8 units are still on site (carried forward from 2016/17).	Derby Homes	Annual	Andrew McNeil
DH Local 62b Number of new homes delivered in year (HRA & DH)	High	✓	30.0	30.0	22.0		Annual Collection	40.0	60.0	Red	➡	The target to deliver 60 is based on financial capacity and relies on a constant stream of sites being made available. The units delivered in quarter one comprise of 15 new homes and 7 acquisitions that have also been refurbished.	Derby Homes	Annual	Andrew McNeil
DH Local 62d Number of new affordable homes delivered since 2013	High		312.0	312.0	334.0		Annual Collection			No Target	N/A	22 properties delivered 2017/18 to date making a total of 334 since 2013.	Derby Homes	Annual	Andrew McNeil
<b>Housing and Advice</b>															

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DH Local 116 Number of households living in Temporary Accommodation other than bed & breakfast (snapshot at period end)	Low		0.0	35.0	34.0		No Target			No Target	N/A	There have been fewer new placements in alternative temporary accommodation.  The introduction of the Homelessness Reduction Act in April 2018 will provide a new legal framework placing a legal obligation on local authorities to prevent homelessness. New performance measures are being developed by the DCLG and will inform future target setting.	Derby Homes	Monthly	Clare Mehrbani
DH Local 45 Number of active homefinder applicants	High		1,675.0	1,674.0	1,623.0		No Target			No Target	N/A	Number of applicants who are registered who have placed a bid in the previous 12 months.	Derby Homes	Monthly	Sue Andrews
DH Local 48a Number of new households placed in bed and breakfast in a month	Low		11.0	13.0	7.0		No Target			No Target	N/A	33 households have been placed in bed & breakfast since April 2017. Fewer new households were placed in B&B during June but the numbers in this provision at the end of the month increased.  The introduction of the Homelessness Reduction Act in April 2018 will provide a new legal framework placing a legal obligation on local authorities to prevent homelessness. New performance measures are being developed by the DCLG and will inform future target setting.	Derby Homes	Monthly	Clare Mehrbani
DH Local 48b Number of new households placed in temporary accommodation other than bed & breakfast in a month	Low		0.0	11.0	4.0		No Target			No Target	N/A	25 households have been placed in temporary accommodation to date this year. June's figure is considerably lower than in the last 2 months and corresponds with a lower figure for the number of new placements in B&B. It seems to indicate fewer households at the point of crisis but also includes fewer vacancies in Derby City Council's temporary housing stock for households to move to from B&B.	Derby Homes	Monthly	Clare Mehrbani
DH Local 87 Number of homeless approaches	Low		1,134.0	190.0	280.0		No Target			No Target	N/A	The number of households who are approaching the Authority as homeless is not something that can be easily influenced by our service. However, the introduction of the Homelessness Reduction Act will put a greater emphasis on homeless prevention and relief so that any increase in homeless approaches will not necessarily mean an increase in homeless acceptances.	Derby Homes	Monthly	Clare Mehrbani

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YA&H PM04 (DH) Number of households placed into B&B accommodation (snapshot at period end)	Low		14.0	13.0	16.0		No Target			No Target	N/A	The number of households in B&B has risen this month compared to April and June but is slightly lower than the average for the last financial year. There has been a lack of vacancies in alternative temporary accommodation this month with an increase in void periods. Housing Options and Allocations are being restructured into one team and provision for the management of temporary accommodation is being increased. We will be looking at overall provision and case management to increase the through flow of this accommodation and move onto permanent housing. We will also be focussing on homelessness prevention in order to avoid the need for temporary accommodation for families when they reach crisis point.	Derby Homes	Monthly	Clare Mehrbani
YA&H PM05 (DH) Number of homelessness preventions	High		570.0	108.0	159.0	143.0	Blue	640.0	570.0	Blue		In April 2017 our service transferred to Derby Homes and we are now in the process of a restructure to focus our attention on prevention. The introduction of the Homelessness Reduction Act in April 2018 will provide a new legal framework placing a legal obligation on local authorities to prevent homelessness. It has attracted some new, time limited resources and we will be introducing dedicated services to increase the ability to carry out case work at an earlier stage in process of homelessness and therefore utilise effective interventions. We are also using staff resources to concentrate on housing options within the private rented sector to increase the supply of affordable housing options. Prevention is proven to be a better outcome for both households at risk of homelessness and the housing options service.	Derby Homes	Monthly	Clare Mehrbani
YA&H PM06 (DH) Number of homelessness acceptances	Low		499.0	83.0	125.0		No Target			No Target	N/A	Demand continues to increase and we are now in the process of a restructure to focus our attention on prevention. The introduction of the Homelessness Reduction Act in April 2018 will provide a new legal framework placing a legal obligation on local authorities to prevent homelessness. New performance measures are being developed by the DCLG and will inform future target setting.	Derby Homes	Monthly	Clare Mehrbani

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<b>HR</b>															
DH Local 76 Average working days lost due to sickness absence	Low		8.4	8.1	8.2	7.0	Red	7.0	7.0	Green		This is a marginal seasonal increase largely attributed to short term absences.	Derby Homes	Monthly	Christine Hill
<b>Asset Management</b>															
DH Local 120 Energy Efficiency -average SAP rating of new build homes	High		0.0	0.0			Annual Collection	90.0	90.0	Green	N/A	Annual collection figure to be reported at year end.	Derby Homes	Annual	Andrew McNeil
DH Local 21 (NI 158) Percentage of non-decent council homes	Low		0.0%	0.0%	0.0%		Annual Collection	0.0%	0.0%	Green	N/A	Currently we have no properties failing decency	Derby Homes	Annual	Andrew McNeil
DH Local 24 Energy Efficiency -average SAP rating of dwellings (BV63)	High		73.9	73.9	74.0		Annual Collection	74.0	73.0	Green		Slight increase in the Average SAP from end of year report (73.94)	Derby Homes	Annual	Andrew McNeil
<b>Corporate Services</b>															
DH Local 63 % of apprentices who retain or move on to employment or further training	High		100.0%	100.0%			Annual Collection	95.0%	95.0%	Green		April to June 2017 Update - 3 apprentices have gone onto gain permanent roles, two with Derby Homes and one with another employer.	Derby Homes	Annual	Taranjit Lalria