

## Classification: OFFICIAL

### Derby Homes Scorecard – 2020/21 Half Yearly review

Targets are set for priority performance measures to support improvement and facilitate challenge, however to be meaningful it is essential that they are not unattainable or too easy to reach. Many factors can impact performance during the year, so that targets set at the start of the year may no longer be realistic or conversely not challenging enough.

The purpose of this exercise is to make sure that the level two performance report reflects the right measures and that the targets set for improvement are Specific, Measurable, Attainable, Relevant and Timely (SMART)

The criteria used for any proposed changes are set out below:

1. The target is not sufficiently stretching enough based on latest performance results.
2. The target is too stretching based on changing performance due to external factors (i.e. increasing demand, loss of capacity / resources etc.).
3. There were no targets set in March 2019 as there was insufficient information available at the time to propose a SMART target.

*NB: Benchmarking data for 2019/20 not yet available*

Measure Description	Good is	2019/20 Top Quartile provisional	Q1 Result	Q2 Result	Year End Forecast as at Q2	Original Year End Target 2020/21	Proposed amendment to target?	Proposed revised target	Reason for amendment (1, 2 or 3)
<b>Satisfaction</b>									
DH SAT PM01 Tenant satisfaction with Landlord	High	88.8%	Survey not undertaken at Q1	94.6%	94.0%	93.0%	No		
DH SAT PM02 Tenant satisfaction with views taken into account	High	75.1%	Survey not undertaken at Q1	63.8%	75.0%	80.0%	Yes	75%	2
DH SAT PM03 Tenant satisfaction with repairs (last completed repair)	High	n/a	99.3%	99.2%	99.0%	99.0%	No		

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DH SAT PM04 Satisfaction with new home (new build and re-let)	High	<i>n/a</i>	100.0%	96.5%	92.9%	92.0%	No		
DH SAT PM05 Percentage satisfied with the way ASB case was handled	High	95.8%	97.9%	96.2%	93.0%	93.0%	No		
DH SAT PM06 Percentage of respondents satisfied with their neighbourhood as a place to live	High	86.1%	Survey not undertaken at Q1	83.6%	84.0%	84.0%	No		
DH SAT PM07 Client satisfaction with Derby Advice service	High	<i>n/a</i>	100.0%	100.0%	98.0%	90.0%	No		
DH SAT PM08 Tenant satisfaction with major improvements (kitchen & bathrooms)	High	<i>n/a</i>	Survey not undertaken at Q1	Survey not undertaken at Q2	No data provided	95.0%	No		
DH CS PM01 Percentage of all complaints resolved at initial contact	High	<i>n/a</i>	94.4%	93.8%	97.0%	97.0%	No		

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DH CS PM02 Percentage of complaints resolved at appeal	High	<i>n/a</i>	100.0%	100.0%	100.0%	100.0%	No		
DH CS PM03 Percentage of complaints responded to within timescale	High	<i>n/a</i>	100.0%	100.0%	100.0%	96.0%	No		
DH CS PM05 Number of complaints upheld by the Ombudsman	Low	<i>n/a</i>	0	0	0	0	No		
DH CS PM06 Number of tenants registered for My Account on line	High	<i>n/a</i>	7,164	7,599	7,700	7,000	No		
DH NH PM01 Number of new homes started in year (HRA & DH)	High	<i>n/a</i>	7	17	100	130	yes	100	2
DH NH PM02 Number of new homes delivered in year (HRA & DH)	High	<i>n/a</i>	7	17	100	45	Yes	100	1

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DH NH PM03 Number of new affordable homes delivered since 2008	High	<i>n/a</i>	521	531	n/a	None set	n/a		
DH R&RA PM01 Rent arrears of current tenants as a percentage of rent roll	Low	2.62%	3.3%	3.9%	4.0%	2.8%	Yes	4.0%	2
DH R&RA PM01a Total arrears as a % of rent due	Low	3.28%	6.1%	6.8%	7.0%	4.8%	Yes	7.0%	2
DH R&RA PM02 Rent arrears of current tenants	Low	<i>n/a</i>	£1,791,979	£2,235,733	£2.3m	£1.5m	Yes	£2.3m	2
DH R&RA PM04 Rent collected (excluding arrears brought forward) as a percentage of rent due	High	100.92%	98.7%	97.4%	99.0%	99.8%	Yes	99.0%	2
DH R&RA PM05 No. of tenants evicted as a result of rent arrears	Low	<i>n/a</i>	0	0	15	35	Yes	15	2

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DH RR&V PM13 Percentage of properties with CP12 Gas Safety certificate	High	100.0%	100.0%	100.0%	100.0%	100.0%	No		
DH RR&V PM15 Percentage of properties with completed Electrical Safety Testing	High	n/a	no Electrical Testing was completed	99.3%	100.0%	100.0%	No		
DH RR&V PM21 - % of Passenger Lifts subject to a completed service and an independent LOLER Inspection within the past 6 months	High	n/a	85.7%	92.9%	100.0%	100.0%	No		
DH RR&V PM22 - % of common areas inspected once every 12 months in accordance with the Control of Asbestos Regulations	High	n/a	100.0%	100.0%	100.0%	100.0%	No		
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	n/a	100.0%	100.0%	100.0%	100.0%	No		

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DH RR&V PM24 % of Schemes with Communal Water Systems having a valid Water Risk Assessment in place	High	<i>n/a</i>	100.0%	100.0%	100.0%	100.0%	No		
DH EH PM01 Average time taken to relet local authority housing (days)	Low	19.74	63.8	56.7	60	24	No		
DH EH PM02 Percentage of rent lost through dwellings becoming vacant	Low	0.52%	1.7%	1.9%	2.0%	1.0%	Yes	2.0%	2
DH H&A PM01 Number of active homefinder applicants	<i>n/a</i>	<i>n/a</i>	4,167	4,312	<i>n/a</i>	None set	<i>n/a</i>		
DH H&A PM02 Number of homeless approaches - those where an HRA application is activated on RARS (Council Delivery Plan)	Low	<i>n/a</i>	521	1,095	<i>n/a</i>	None set	<i>n/a</i>		

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DH H&A PM03 Total number of cases resolved under 'prevention duty'	High	<i>n/a</i>	150	416	<i>n/a</i>	None set	<i>n/a</i>		
DH H&A PM04 Total number of cases resolved under 'relief duty'	High	<i>n/a</i>	147	309	<i>n/a</i>	None set	<i>n/a</i>		
DH H&A PM05 Total number of full homeless duty acceptances	Low	<i>n/a</i>	50	84	<i>n/a</i>	None set	<i>n/a</i>		
DH H&A PM06a Number of new households placed in bed and breakfast in a month - singles (Council Delivery Plan)	Low	<i>n/a</i>	140	245	<i>n/a</i>	None set	<i>n/a</i>		
DH H&A PM06b Number of new households placed in bed and breakfast in a month - families (Council Delivery Plan)	Low	<i>n/a</i>	19	52	<i>n/a</i>	None set	<i>n/a</i>		
DH H&A PM09 Number of new households placed in temporary accommodation other than bed & breakfast in a month (Council Delivery Plan)	Low	<i>n/a</i>	24	77	<i>n/a</i>	None set	<i>n/a</i>		

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DH HR PM01 Average working days lost due to sickness absence	Low	8.08	7.2	7.1	No data provided	7.0	no		