





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		95.3%	94.6%	93.9%		No Target	94.0%		No Target		Out of the 575 customers who answered the question in QT3 (2020/2021 Financial Year) 93.57% (538) were satisfied, 3.65% (21) responded that they were neither satisfied nor dissatisfied, and 2.78% (16) said that they were dissatisfied. We are happy with the satisfaction figure in Quarter 3. The satisfaction has decreased slightly since last quarter, but we have completed double the amount of surveys, so we are still happy satisfaction is so high.	Derby Homes	Quarterly	Holly Johnson
DH SAT PM02 Tenant satisfaction with views taken into account	High		78.0%	63.8%	81.8%		No Target	80.0%		No Target		Out of the 118 customers who answered the question in QT3 (2020/2021 Financial Year) 88.98% (105) were satisfied, 5.93% (7) responded that they were neither satisfied nor dissatisfied and 5.08% (6) said that they were dissatisfied. Only 118 customers of the 575 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 very pleased to see this figure has increased considerably since Quarter 2	Derby Homes	Quarterly	Holly Johnson
DH SAT PM03 Tenant satisfaction with repairs (last completed repair)	High		99.0%	99.2%	99.1%		No Target	99.0%		No Target		Satisfaction has dipped slightly for this month and is slightly below target. During the month out of 2111 surveys sent out 28 were dissatisfied, 6 were dissatisfied with D2D, 9 where I have rang twice and left voicemail, 0 were for electric testing and specialist works, 10 for gas repairs and 3 for gas servicing.	Derby Homes	Monthly	Steve Bayliss
DH SAT PM04 Satisfaction with new home (new build and re-let)	High		90.5%	96.5%	94.4%		No Target	94.0%		No Target		Of the 137 respondents for all new lettings, 127 were satisfied, 6 were neither satisfied or dissatisfied and 4 were dissatisfied. We have contacted all of the customers who were dissatisfied in order to understand their concerns and to resolve any outstanding issues. There was 15 responses for new builds and all were satisfied'.	Derby Homes	Quarterly	Lorraine Testro

Latest Performance Report

Reporting -> Derby Homes

31-Dec-2020



Derby City Council

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 SAT PM05 Percentage satisfied with the way ASB case was handled	High		94.2%	96.2%	94.7%		No Target	93.0%		No Target		Of the 69 respondents 14 were very satisfied, 49 were satisfied , 2 neither/nor , and 4 dissatisfied . Whilst satisfaction has remained high throughout the lockdown however we have seen a slight increase of dissatisfaction this quarter in comparison to quarter 2, and so this is an indication that it has been more difficult to maintain satisfaction during the current situation with the pandemic taking into account the altered working arrangements.	Derby Homes	Quarterly	Lorraine Testro
DH SAT PM06 Percentage of respondents satisfied with their neighbourhood as a place to live	High		87.6%	83.6%	84.5%		No Target	84.0%		No Target		Out of the 581 customers who answered the question in QT3 (2020/2021 Financial Year) 84.86% (493) were satisfied, 7.57% (44) responded that they were neither satisfied nor dissatisfied and 7.57% (44) said they were dissatisfied. We are pleased to see we are on track and just over target in this area this quarter, compared to being slightly under in quarter 2.	Derby Homes	Quarterly	Holly Johnson
DH SAT PM07 Client satisfaction with Derby Advice service	High		100.0%	100.0%	100.0%		No Target	98.0%		No Target		We completed 59 customer surveys in this quarter. All of the customers were satisfied with Derby Advice. We are pleased given that the teams cannot see tenants/clients face to face.	Derby Homes	Quarterly	Michael Kirk
DH SAT PM08 Tenant satisfaction with major improvements (kitchen & bathrooms)	High		96.6%				No Data			No Target	N/A	Due to the Covid-19 Lockdown, the Kitchen and Bathroom Programme in Occupied Properties was stopped between April and August, and again in November and December 2020. The Team have focused on replacing bathrooms and kitchens in Acquired and Void Properties. As such tenant satisfaction canvassed is with the whole property rather than the individual bathroom or Kitchen component.	Derby Homes	Quarterly	Ian Yeomans
Customer Services															
DH CS PM01 Percentage of all complaints resolved at initial contact	High		97.6%	94.3%	94.8%		No Target	97.0%		No Target		In Q3 out of 84 complaint closed 3 went to appeal meaning 96.4% were resolved at initial contact for Q3. Year to date total 211 complaints closed this financial year with 200 being resolved at initial = 94.7%	Derby Homes	Quarterly	Annabelle Barwick

Latest Performance Report



Reporting -> Derby Homes

31-Dec-2020




Derby City Council

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 CS PM02 Percentage of complaints resolved at appeal	High		90.0%	100.0%	100.0%		No Target	100.0%		No Target		<p>In this quarter 3 complaints were not resolved at the first stage and were escalated to the second stage.</p> <p>All 3 were responded to and resolved in Q3 = 100% were resolved at initial contact</p> <p>Year to date - Of the 11 complaints escalated to the second stage this financial year all were resolved at the second stage with a full response being provided.</p> <p>2 were upheld, 4 were partially upheld and 5 were not upheld.</p>	Derby Homes	Quarterly	Annabelle Barwick
DH CS PM03 Percentage of complaints responded to within timescale	High		96.8%	100.0%	100.0%		No Target	100.0%		No Target		<p>Out of the 86 complaints received in Q3 all 86 have been responded to in timescale equalling 100%</p>	Derby Homes	Quarterly	Annabelle Barwick
DH CS PM05 Number of complaints upheld by the Ombudsman	Low		0.0	0.0	0.0		No Target	0.0		No Target	N/A	<p>During Q3 we had no complaints escalated to the ombudsman</p>	Derby Homes	Quarterly	Annabelle Barwick
DH CS PM06 Number of tenants registered for My Account on line	High		6,890.0	7,599.0	8,005.0		Annual Collection	8,200.0		No Target		<p>Previously 7599 customers had registered for "My Account".</p> <p>In Q3 406 customers signed up to "My Account"</p> <p>8005 is a cumulative figure rather than year to date.</p>	Derby Homes	Annual	Lorraine Testro
New Homes															
DH NH PM01 Number of new homes started in year (HRA & DH)	High		55.0	17.0	35.0		Annual Collection	100.0		No Target		<p>Covid has continued make the completion of existing sites very difficult therefore new home starts are confined to acquisitions only in this quarter.</p> <p>ACTIONS: Four existing newbuild schemes comprising of 5 new homes were completed.</p> <p>These completions will enable us focus on the existing scheme at Gerard Street (4 units) and the 11 new units at Perth Street and also SoS at Berwick Close (1 new unit) and 8 new units at Chesapeake Rd in Quarter 4.</p>	Derby Homes	Annual	Ian Yeomans

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 NH PM02 Number of new homes delivered in year (HRA & DH)	High		54.0	17.0	40.0		Annual Collection	100.0		No Target		Actual completion delivery is dominated by 18 acquisitions with 5 actual new build properties delivered out of the 23 in this period. ACTIONS: Covid working conditions and the consequences of lock downs on the frameworks and supply chains is still having an impact as noted in Q2. This has meant that we focused on completing schemes one by one so that we can concentrate resources more effectively. This leaves the 11 units at Perth Street and 4 at Gerard Street to be completed by the end of Quarter 4.	Derby Homes	Annual	Ian Yeomans
DH NH PM03 Number of new affordable homes delivered since 2008	High		514.0	531.0	554.0		Annual Collection	558.0		No Target		Covid will continue to impact on our acquisition and new build programme - the latter more significantly given issues with staff levels in frameworks and in the supply chain. We have a healthy pipeline of both acquisitions and newbuild for Quarter 4 and into the next financial year. ACTIONS: We expect to complete the 11 properties at Perth Street and 4 at Gerard Street in Quarter 4 at the end of this financial year. Quarter 4 should also see start on site (SoS) on two newbuild schemes comprising of 9 units. After the Xmas break, acquisitions are once again coming in.	Derby Homes	Annual	Ian Yeomans
Rent and Rent Arrears															



Latest Performance Report
Reporting -> Derby Homes
31-Dec-2020

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 R&RA PM01 Rent arrears of current tenants as a percentage of rent roll	Low		2.8%	4.1%	3.6%		No Target	4.0%		No Target		The 4% revised forecast takes into account the current increased level of arrears whilst allowing for the normal reduction in arrears in quarter 4 linked to rent free weeks and the re-introduction of stronger enforcement options. Additionally, we are finding there is an understandable increase in arrears linked to the extra weeks rent charged at the end of 2019/20. A weeks rent is circa £1m, of which £0.5m is covered by HB, leaving the residual £0.5m to be collected A further Tier 5 lockdown commenced in January. This along with Covid 19 will continue to have a major impact on income collection for the remainder of 20/21. The governments current job retention scheme has now been extended and available for those now entitled to April 2021. This means the uncertainty continues as employment is not at normal levels and tenants incomes are effected.	Derby Homes	Monthly	Michael Kirk
DH R&RA PM01a Total arrears as a % of rent due	Low		0.0%	7.0%	6.3%		No Target	7.0%		No Target	N/A	The increased forecast reflects the increased level of CTA's now forecast and recognises the reporting treatment of former tenant arrears. Former tenant arrears write-offs commencing have improved levels and have made a significant impact and the figure continues to be close to the current monthly target figure and below the end of year forecast	Derby Homes	Monthly	Michael Kirk

Latest Performance Report

Reporting -> Derby Homes

31-Dec-2020

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 R&RA PM02 Rent arrears of current tenants	Low		1,591,028	2,360,546	2,039,579		No Target	2,300,000		No Target		<p>The revised year end forecast of £2.3m reflects our latest estimates, taking into current the current position, ongoing economic uncertainty and normal enforcement options not being fully available.</p> <p>Overall increase in arrears is consistent with the national increase of 35% being reported by Housemark for 20/21.</p> <p>Enforcement action letters and notices were temporarily re-introduced from the start of September. But Court and Eviction action is on hold from Nov till at least mid Feb 2021.</p> <p>The extra weeks rent at end of 19/20 may have contributed £0.25m to the arrears figure.</p> <p>The job retention/furlough scheme has been extended to April to help prevent job losses, even so it is highly likely there will be further job losses in the following months which may affect tenants further.</p> <p>The Dec 2020 two rent free weeks did result in the arrears reducing by around £0.4m, around £0.1m below normal levels.</p>	Derby Homes	Monthly	Michael Kirk
DH R&RA PM04 Rent collected (excluding arrears brought forward) as a percentage of rent due	High		99.3%	97.1%	99.0%		No Target	99.0%		No Target		<p>The revised year end forecast of 99% anticipates a reduction in cash collection linked with the increasing current tenants arrears figure.</p> <p>We have re-introduced arrears letters and notice seeking possession letters.</p> <p>The hold on Court and Eviction continues. Court and eviction action is needed to recommence to help control rising arrears levels. However the new lockdown has resulted in court and eviction action being halted again.</p> <p>The amount of income from APA's for direct rent and direct arrears payments from the DWP continue to increase. We expect these payments to continue to increase as more tenants circumstances change and arrears go above the 8 week level so direct payments can be requested.</p>	Derby Homes	Monthly	Michael Kirk

Latest Performance Report

Reporting -> Derby Homes

31-Dec-2020



Derby City Council

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 R&RA PM05 No. of tenants evicted as a result of rent arrears	Low		23.0	1.0	1.0		No Target	5.0		No Target		There has only been one eviction since April as the Government has suspended court and eviction action. This suspension was lifted in September but due to the lockdown starting in November and followed by Tier 5, any evictions that had been arranged have been cancelled. The one eviction carried out was due to the property being abandoned. The projection of 5 takes into account the limited number of evictions that will likely to be carried out by the end of March. Currently evictions are suspended until 21st Feb so even if they are allowed after this date they may not be carried out before the end of March	Derby Homes	Monthly	Michael Kirk
Responsive Repairs															
DH RR&V PM13 % of properties with a valid Landlords gas safety certificate	High		100.0%	100.0%	98.0%		No Target	98.0%		No Target		This quarter out of 2990 gas safety certificates due the gas team has only issued 2936 due to unforeseen issues which has made the gas team only 98% compliant, we have put in place measures to rectify these issues and will expect to be fully compliant on the next quarter report ACTIONS: the Gas team have put measures in to make sure we are compliant in a very short time	Derby Homes	Quarterly	Steve Bayliss
DH RR&V PM15 Percentage of properties with completed Electrical Safety Testing	High		100.0%	99.3%	100.0%		No Target	100.0%		No Target		Following Electrical Servicing's commencement on July 15th the team have caught up on the backlog caused by the COVID-19 pandemic. In Q3 737 tests were completed. There are 28 properties that have been escalated to the housing office for access issues and 13 properties where tenants have refused access because of COVID-19. Total 41. Every effort has been made to access these properties which makes Derby Homes 100% compliant.	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		0.0%	92.9%	92.9%		No Target	100.0%		No Target	N/A	We are awaiting confirmation reports on a lift at Milestone House and a Goods lift at Parklands View delayed following repairs due to Covid	Derby Homes	Quarterly	Ian Yeomans

Latest Performance Report


Reporting -> Derby Homes

31-Dec-2020



Derby City Council

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 RR&V PM22 - % of common areas inspected once every 12 months in accordance with the Control of Asbestos Regulations	High		0.0%	100.0%	100.0%		No Target	100.0%		No Target	N/A	legal requirement to be up to date	Derby Homes	Quarterly	Taranjit Lalria
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		0.0%	100.0%	100.0%		No Target	100.0%		No Target	N/A	legal requirement to be up to date	Derby Homes	Quarterly	Taranjit Lalria
DH RR&V PM24 % of Schemes with Communal Water Systems having a valid Water Risk Assessment in place	High		0.0%	100.0%	100.0%		No Target	100.0%		No Target	N/A	Out of 28 communal water systems that require a water risk assessment 28 are compliant this makes Derby Homes 100% compliant on water safety in this quarter	Derby Homes	Quarterly	Steve Bayliss
Empty Homes															
DH EH PM01 Average time taken to relet local authority housing (days)	Low		25.2	53.0	48.7		No Target	51.0		No Target		Whilst in the early stages of lockdown and in response to the emergency phase of the Coronavirus pandemic, we followed Government guidance issued of 'not to move'. The suspension of Homefinder and withdrawal of all offers has had a significant impact on the ability to relet properties during the Coronavirus pandemic. Due to this we are currently reporting in a higher than expected and out of target re-let figure of 48.17 Days. ACTIONS: Derby Homes, in consultation with the Council, took the decision to suspend the Homefinder scheme until 31st August 2020. Additionally, all previous agreed offers of accommodation and approved allocations, were also withdrawn under the 'not to move' guidance issued by Government.	Derby Homes	Monthly	Maria Murphy

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 EH PM02 Percentage of rent lost through dwellings becoming vacant	Low		1.0%	1.8%	1.8%		No Target	2.0%		No Target		The revised year-end forecast of 2% reflects the anticipated reduction in rent charged because of the increased void times as explained below Whilst in the early stages of lockdown and in response to the emergency phase of the Coronavirus pandemic, we followed Government guidance issued of 'not to move'. Derby Homes, in consultation with the Council, took the decision to suspend the Homefinder scheme until 31st August 2020. Additionally, all previous agreed offers of accommodation and approved allocations, were also withdrawn under the 'not to move' guidance issued by Government. Additionally a programme within the Council to obtain much needed additional social housing will be impacting on the rent loss measures at present. 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. There are also a number of empty properties requiring more major works which are being progress	Derby Homes	Monthly	Maria Murphy
Housing and Advice															
DH H&A PM01 Number of active homefinder applicants	High		4,330.0	3,755.0	3,757.0		No Target			No Target	N/A	As at 31/12/2020 there were 6943 applicants on the housing register in the Corporate Needs, Priority Needs and General Needs band. 3757 of these have placed a bid in the last 12 months (this includes 260 autobids for applicants). There are also 3364 OTA applications registered with 1091 of these bidding (including 34 autobids).	Derby Homes	Monthly	Jenny Watson

Latest Performance Report

Reporting -> Derby Homes

31-Dec-2020



Derby City Council

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 H&A PM02 Number of homeless approaches - those where an HRA application is activated on RARS (Council Delivery Plan)	Low		2,531.0	1,098.0	1,642.0		No Target			No Target	N/A	-The total number of approaches since the beginning of April 2020 is 1,642. -There were 544 new approaches this quarter, a 6% decrease on the last quarter's figure. -Traditionally there is less new activity in the third quarter because families are more accommodating for the Christmas period and there are less working days in December. -The greatest decrease (31%) was in the number of applications made due to domestic abuse probably because any increase in COVID restrictions has an impact on the ability of victims to access services and seek assistance.	Derby Homes	Quarterly	Matt Palmer
DH H&A PM03 Total number of cases resolved under 'prevention duty'	High		456.0	425.0	639.0		No Target			No Target	N/A	There have been 639 cases resolved under prevention duty since April 2020 with 214 being completed this quarter. This is a 22% reduction on the last quarter but is also reflective of the decrease in the number of new approaches for this quarter.	Derby Homes	Quarterly	Matt Palmer
DH H&A PM04 Total number of cases resolved under 'relief duty'	High		1,110.0	319.0	483.0		No Target			No Target	N/A	The total number of cases resolved under relief duty since April 2020 is 483 with 164 new cases this quarter. This is a 5% decrease on last quarter's figure but is still indicative of cases being resolved under the prevention duty before reaching the relief stage.	Derby Homes	Quarterly	Matt Palmer
DH H&A PM05 Total number of full homeless duty acceptances	Low		461.0	86.0	138.0		No Target			No Target	N/A	The total number of full homeless duty acceptances since April 2020 is 138 with 52 new acceptances this quarter. This is a 44% increase on last quarter's figure. The full duty can only be owed after the expiry of the 56 day relief and, in some cases, the 56 day prevention duties. This means that most of the acceptances for this quarter would have been as a result of approaches in the previous quarter.	Derby Homes	Quarterly	Matt Palmer
DH H&A PM06a Number of new households placed in bed and breakfast in a month - singles (Council Delivery Plan)	Low		35.0	299.0	324.0		No Target			No Target	N/A	-Since the beginning of April, 324 single households have been placed in B&B. There were 25 new placements in December, 6 fewer than in November but still relatively high and partly due to the continuance of the 'Everyone In' policy. -The Severe Weather Emergency Provision is also using B&B as one option because Night Shelter is not deemed suitable during the pandemic.	Derby Homes	Monthly	Matt Palmer

Latest Performance Report



Reporting -> Derby Homes

31-Dec-2020



Derby City Council

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 H&A PM06b Number of new households placed in bed and breakfast in a month - families (Council Delivery Plan)	Low		13.0	66.0	73.0		No Target			No Target	N/A	There have been 73 families placed in B&B since April 2020 with 7 of those placed during December. This is 2 fewer than those placed in November and is lower than the average number of monthly placements in 2019/20. This is partly due to successful prevention action being taken before a household becomes homeless. it has also been affected by the lack of court eviction proceedings due to the special COVID measures.	Derby Homes	Monthly	Matt Palmer
DH H&A PM09 Number of new households placed in temporary accommodation other than bed & breakfast in a month (Council Delivery Plan)	Low		9.0	106.0	119.0		No Target			No Target	N/A	-Since the beginning of April 2020 there have been 119 new households in temporary accommodation, other than B&B with 13 of these being placed in December. -This is the average number of placements per month for this financial year.	Derby Homes	Monthly	Matt Palmer
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		160.0	104.0	169.0		Annual Collection	200.0		No Target		Although Covid restrictions have been in place the PRS Access team have continued to work with landlords to achieve positive placements in the PRS. During November lockdown, the rental market slowed but 14 placements were still achieved prior to Christmas in December. ACTIONS: 2 additional temp PRS caseworkers have been appointed in December 2020 to combat the anticipated increase in evictions, the eviction process for PRS landlords has been complicated by a ban on evictions in the earlier part of the year and a temporary extension to the notice required to evict a tenant. DH has aimed recent marketing at L/Ls and tenants affected by the pandemic, but we have yet to see a noticeable increase in evictions or take-up of services offered. The latest lockdown may be impacting decisions to evict.	Derby Homes	Annual	Matt Palmer
DH H&A PM15 Number of people sleeping rough on a single night - official annual estimate	Low		14.0				Annual Collection			No Target	N/A	Annual information calculated once per year	Derby Homes	Annual	Matt Palmer
Asset Management															
DH AM PM01 Percentage of non-decent council homes	Low		0.0%	0.0%	0.0%		Annual Collection	0.0%		No Target	N/A	All properties are currently meeting Decent Homes Standards	Derby Homes	Annual	Shaun Bennett

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 PM02 Energy Efficiency - average SAP rating of dwellings	High		75.5	75.5	75.4		Annual Collection	75.5		No Target		On track to meet end of year average SAP rating.	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			No Target	N/A	During quarter 3, one apprentice completed their apprenticeship and moved onto employment with Derby City Council.	Derby Homes	Annual	Taranjit Lalria
HR															
DH HR PM01 Average working days lost due to sickness absence	Low		8.1	6.8	6.7		No Target	7.0		No Target		During December the number of days lost per employee for medical absences was 0.49 compared to 0.62 for the same period last year. During December a total of 2298.18 hours were lost compared to 2859.59 for the same period last year. In total over the last 12 months, 30791.5 hours have been lost due to sickness. Last 12-month Days lost figure for medical absences = 6.65 days, this increases to 8.44 days if you include non medical Covid related absences. Since March employees have been able to record non-medical absences relating to Coronavirus /Covid 19 pandemic (self-isolation / care of a dependant etc). In December 370.85 non-medical working hours were lost	Derby Homes	Monthly	Maria Murphy