











**Latest Performance Report**  
Reporting -> Derby Homes  
30-Sep-2019






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
<b>Satisfaction</b>															
DH SAT PM01 Tenant satisfaction with Landlord	High		94.4%	94.9%	95.1%	91.0%	Green	95.0%	91.0%	Green		Out of the 405 customers who answered the question in QT2 (2019/2020 Financial Year) 95.31 % (386) were satisfied, 2.96% (12) responded that they were neither satisfied nor dissatisfied and 1.73% (7) said that they were dissatisfied. We are very happy with the satisfaction figure as we are part half way through the year so are making good progress. The total number of responses for this indicator is from the 2019/2020 Customer Satisfaction Survey.	Derby Homes	Monthly	Holly Johnson
DH SAT PM02 Tenant satisfaction with views taken into account	High		83.3%	78.0%	78.6%	80.0%	Green	79.0%	80.0%	Green		Out of the 286 customers who answered the question in QT2 (2019/2020 Financial Year) 79.37% (227) were satisfied, 19.58% (56) responded that they were neither satisfied nor dissatisfied and 1.05% (3) said that they were dissatisfied. We have raised the target from 76% to 80% this year and are happy to have made progress since the last quarter. The total numbers of responses for this indicator are from the 2019/2020 Customer Satisfaction Survey.	Derby Homes	Monthly	Holly Johnson
DH SAT PM03 Tenant satisfaction with repairs (last completed repair)	High		99.6%	99.1%	99.1%	99.0%	Green	99.0%	99.0%	Green		Satisfaction this month is above target. During the month out of 3114 surveys sent out 21 were dissatisfied, 12 were dissatisfied with D2D, 4 where we have rang twice and left voicemails, 1 was for electric testing, zero for gas repairs and 4 for gas servicing. A total of 9,301 surveys were sent out during quarter two with only 93 respondents stating that they were not satisfied. A total of 19,099 surveys have been sent out in total this financial with only 172 stating that they were dissatisfied. All respondents who returned a dissatisfied response are contacted.  ACTIONS: No trends have been identified with the dissatisfied customers.	Derby Homes	Monthly	Steve Bayliss

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DH SAT PM04 Satisfaction with new home (new build and re-let)	High		91.8%	87.9%	90.4%	94.0%	Amber	92.0%	94.0%	Amber		There has been a good improvement over the first quarter but we would now need some very high figures for the rest of the year to reach target. The issue is not so much the level of dissatisfaction - out of 405 respondents, only 8 said they were dissatisfied. So that means the 'dissatisfaction rate' was only 2%. Unfortunately there were 28 people who were neither satisfied or dissatisfied. There 13 surveys completed for new build homes during the quarter all of whom were satisfied.	Derby Homes	Quarterly	Shaun Bennett
DH SAT PM05 Percentage satisfied with the way ASB case was handled	High		91.2%	93.8%	94.1%	92.0%	Green	92.0%	92.0%	Green		A really excellent result this quarter puts us above target for the year. Of the 89 respondents 84 were satisfied, one neither nor and only 4 were dissatisfied	Derby Homes	Quarterly	Murray Chapman
DH SAT PM06 Percentage of respondents satisfied with their neighbourhood as a place to live	High		84.8%	88.6%	87.1%	84.0%	Green	84.0%	84.0%	Green		Out of the 407 customers who answered the question in Q2 (2019/2010 Financial Year) 85.26% (347) were satisfied, 10.32% (42) responded that they were neither satisfied nor dissatisfied and 4.42% (18) said they were dissatisfied. We are pleased to see that we are exceeding the target in this area. The total numbers of responses for this indicator are from the 2019/2020 Customer Satisfaction Survey.	Derby Homes	Monthly	Holly Johnson
DH SAT PM07 Client satisfaction with Welfare Advice service	High		100.0%	100.0%	100.0%	90.0%	Blue	90.0%	90.0%	Green		This measure s based on a small number of client feedback questionnaires that the service receives. We are working on strategies to expand the number of responses we receive to improve the usefulness of this measure,  ACTIONS: We are currently refreshing the feedback questionnaire with Holly Johnson support We are looking to gather some telephone feedback once we have finalised the new feedback form	Derby Homes	Quarterly	Michael Kirk

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DH SAT PM08 Tenant satisfaction with major improvements (kitchen & bathrooms)	High				90.2%	95.0%	Amber	90.0%	95.0%	Amber	N/A	<p>This is a new measure for 2019/20 – of the 51 respondents to the survey 90.2% (46) said they were satisfied, 2.0%(1) said they were neither satisfied nor dissatisfied and 7.8% (4) said they were dissatisfied. All of the customers who had received new bathrooms responded that they were satisfied with their new bathroom and the service that was provided, 92% (12) of those were very satisfied. Of the customers who had received new kitchens 87% (33) said they were satisfied (27% of those were very satisfied), 3% (1) was neither satisfied nor dissatisfied and 11% (4) were dissatisfied. It should be noted that the overall satisfaction figure may be slightly distorted due to the relatively low number of respondents to the survey.</p> <p>ACTIONS: We will be contacting those tenants who expressed a dissatisfaction to see how we can learn from their feedback.</p>	Derby Homes	Quarterly	Shaun Bennett
<b>Customer Services</b>															
DH CS PM01 Percentage of all complaints resolved at initial contact	High		98.5%	98.9%	98.3%	96.0%	Green	97.0%	96.0%	Green		<p>During quarter two (84 )complaints have been resolved and closed. Out of these 84 complaints closed 2 progressed to the appeal stage.</p> <p>11 were partially upheld 36 were upheld 37 were not upheld.</p>	Derby Homes	Quarterly	Annabelle Barwick
DH CS PM02 Percentage of complaints resolved at appeal	High		100.0%	100.0%	100.0%	100.0%	Green	100.0%	100.0%	Green		<p>Two complaints were closed in Q2.</p> <p>One appeal was upheld and one was partially upheld.</p>	Derby Homes	Quarterly	Annabelle Barwick
DH CS PM03 Percentage of complaints responded to within timescale	High		99.4%	95.0%	97.9%	99.0%	Green	99.0%	99.0%	Green		<p>109 complaints were responded to in full during quarter two – all within timescale.</p> <p>To date 189 have been responded to this financial year with only 4 out of timescale.</p>	Derby Homes	Quarterly	Annabelle Barwick
DH CS PM04 Number of complaints regarding statutory homeless duties responded to on behalf of DCC	Low			0.0	0.0		No Target			No Target	N/A	No Complaints regarding Statutory homeless duties have been received during Q2	Derby Homes	Quarterly	Annabelle Barwick






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30-Sep-2019








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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	No complaints / appeals progressed to the Ombudsman in this quarter	Derby Homes	Quarterly	Annabelle Barwick
DH CS PM06 Number of tenants registered for My Account on line	High		4,714.0	5,315.0	5,878.0		Annual Collection	6,500.0	5,500.0	Blue		Previously 5315 customers had registered for "My Account". In the second quarter of this year 563 customers signed up to "My Account"  ACTIONS: Since April a new campaign has been introduced to incentivise customers to sign up and register on Mr Account, where all new registrations are entered into a monthly draw to win a £50 Voucher.	Derby Homes	Annual	Clare Mehrbani
<b>New Homes</b>															
DH NH PM01 Number of new homes started in year (HRA & DH)	High		49.0	7.0	18.0		Annual Collection	60.0	40.0	Blue		Starts on site were dominated by acquisitions in the this quarter. We expect to see strong acquisitions in Quarter 3 joined by correspondingly strong completions of new builds in Quarter 3 too. As a result we have upped our forecast.	Derby Homes	Annual	David Enticott
DH NH PM02 Number of new homes delivered in year (HRA & DH)	High		52.0	6.0	17.0		Annual Collection	78.0	40.0	Blue		Completions were also dominated by acquisitions in the this quarter. We expect to see strong acquisitions in Quarter 3 joined by correspondingly strong completions of new builds in Quarter 3 too. As a result we have upped our forecast.	Derby Homes	Annual	David Enticott
DH NH PM03 Number of new affordable homes delivered since 2008	High		460.0	466.0	477.0		Annual Collection	578.0	520.0	Blue		We have upped the forecast for the year to reflect the expected increase of SoS and completions as a result of assessing current scheme programmes.	Derby Homes	Annual	David Enticott
<b>Rent and Rent Arrears</b>															
DH R&RA PM01 Rent arrears of current tenants as a percentage of rent roll	Low		2.3%	2.6%	2.8%	3.2%	Blue	2.8%	2.8%	Green		Position reported as at 7.10.19 to include all income received up to the end of qtr 2  The income team continue to manage workloads and look at ways the system and processes can be improved. The welfare reform team continue to contact all claimants to advise & make sure the claim is being made correctly, plus highlighting the rent still needs to be paid until the first universal credit payment is received.	Derby Homes	Monthly	Michael Kirk

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DH R&RA PM02 Rent arrears of current tenants	Low		1,274,885	1,465,014	1,580,264	1,732,571	Green	1,612,000	1,600,000	Green		Position reported as at 7.10.19 to include all income received up to the end of qtr 2  The current arrears levels continue to be on track to be on or better than year end target. Arrears levels are expected to increase up to December until the rent free weeks. Following the rent free weeks there will be a better indication for the end of year outcome. The year end arrears figure will increase from current levels due to the increasing number of tenants switching to Universal Credit resulting in them being paid in arrears, direct debit payers who's payments are based on 4 weekly payments for the calendar month because of the factoring in of the rent free weeks over the year, plus week 53 charges are likely to cause arrears on UC tenants.	Derby Homes	Monthly	Michael Kirk
DH R&RA PM03 Rent collected as a % of rent due (includes arrears brought forward)	High		97.5%	97.0%	96.5%	96.3%	Green	97.3%	97.3%	Green		Position reported as at 7.10.19 to include all income received up to the end of qtr 2  Indicator on track as income levels and control on current arrears being maintained.	Derby Homes	Monthly	Michael Kirk
DH R&RA PM04 Rent collected (excluding arrears brought forward) as a percentage of rent due	High		99.7%	99.2%	98.6%	98.5%	Green	99.4%	99.7%	Green		Position reported as at 7.10.19 to include all income received up to the end of qtr 2  Indicator on track to achieve the end of year target or better.	Derby Homes	Monthly	Michael Kirk
DH R&RA PM05 No. of tenants evicted as a result of rent arrears	Low		52.0	10.0	14.0	28.0	Blue	35.0	55.0	Blue		There were 4 evictions carried out during September. To date this financial year there have been 14.  All eviction requests continue to be referred to the Homelessness section to try and help to engage with tenants and prevent the eviction taking place.  So far this year we have been successful in engaging with the majority of tenants facing eviction and preventing evictions taking place so the year end forecast has been revised to 35	Derby Homes	Monthly	Michael Kirk
<b>Responsive Repairs</b>															

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DH RR&V PM01 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		A total of 2 emergency repairs were completed in quarter 2 making a total of 3 this financial year – all jobs have been carried out in time.	Derby Homes	Monthly	Steve Bayliss
DH RR&V PM02 Percentage of very urgent repair (complete within 24 hours)	High		99.9%	99.9%	99.9%	99.0%	Green	99.5%	99.0%	Green		Performance during the month of September has been good. During the month we completed 447 jobs all but 2 jobs were carried out in time. A total of 1,485 very urgent repairs were completed in quarter two making a total of 2,761 this financial year - only 4 jobs have been completed out of time during the year.	Derby Homes	Monthly	Steve Bayliss
DH RR&V PM03 Percentage of urgent repairs completed within 5 working days	High		99.9%	99.9%	99.9%	99.0%	Green	99.5%	99.0%	Green		Performance during the month of September has been good. During the month we completed 331 jobs all but 1 job were carried out in time. total of 1,030 urgent repairs were completed in quarter two making a total of 1,938 this financial year - only 2 jobs were completed out of time during the year.	Derby Homes	Monthly	Steve Bayliss
DH RR&V PM04 Percentage of non urgent repairs completed within 25 working days (44)	High		99.7%	99.8%	99.8%	99.0%	Green	99.5%	99.0%	Green		Performance during the month of September has been good. During the month we completed 1001 jobs all but 1 job were carried out in time. A total of 2,918 non-urgent repairs were completed in quarter two making a total of 5,795 this financial year - only 9 jobs were completed out of time during the year so far.	Derby Homes	Monthly	Steve Bayliss
DH RR&V PM07 Percentage of appointments kept	High			99.1%	99.1%	99.0%	Green	99.0%	99.0%	Green	N/A	Performance during the month of September has been good. During the month we have made 3771 appointments using a (DRS Infosuite) report for non urgent jobs . We have missed 27 of these appointments.  We have had three missed appointments where compensation has been paid to our customers.  A total of 10,407 appointments were made during quarter two making a total of 19,980 this financial year of which only 0.9% have been missed.	Derby Homes	Monthly	Steve Bayliss
DH RR&V PM13 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 3775 Landlord gas safety certificates from 1st July-30th Sept 2019 this makes Derby Homes 100% compliant under section 36 of the Gas Safety (installation and use) Regulations for the 2nd quarter of the financial year	Derby Homes	Quarterly	Steve Bayliss

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DH RR&V PM15 Percentage of properties with completed Electrical Safety Testing	High		100.0%	100.0%	100.0%	100.0%	Green	100.0%	100.0%	Green		In Q2 the Electrical Testing Team and voids completed 1027 Electrical Safety Checks. In Q2 the target was 933 Tests. We have achieved more than our initial target because there is an influx of tests due in Q3. Currently we remain on track in completing our 100% target.	Derby Homes	Quarterly	Steve Bayliss
<b>Empty Homes</b>															
DH EH PM01 Average time taken to relet local authority housing (days)	Low		23.7	26.1	26.0	24.0	Amber	24.0	24.0	Green		Although our relet figure has been reducing since April further work and monitoring will continue to ensure we reach our target of 24 days for the year end.	Derby Homes	Monthly	Jim Joyce
DH EH PM02 Percentage of rent lost through dwellings becoming vacant	Low		0.7%	1.0%	1.0%	0.8%	Red	0.8%	0.8%	Green		Although our total percentage is over target it is our passive void properties where the rent loss is higher. We will remain focused on signing up the active voids as quickly as possible but also work with other teams to do this with the passive voids as well.	Derby Homes	Monthly	Jim Joyce
DH EH PM03 Amount of rent lost through dwelling becoming vacant	Low		£417,879	£236,398	£299,544	£225,000	Red	£450,000	£450,000	Green		Working with local office staff and other teams we are looking to reduce the time between a property being ready to let and a sign up taking place. Our recent audit has showed that most offers are accepted first time so we have opportunity to get these done quicker and reduce the amount of rent lost on the void.	Derby Homes	Monthly	Jim Joyce
<b>Housing and Advice</b>															
DH H&A PM01 Number of active homefinder applicants	High		2,738.0	3,482.0	3,786.0		No Target			No Target	N/A	As at 09/10/19 there were 6,529 applicants on the housing register (emergency and housing need bands), 3,786 of these have placed a bid in the last 12 months (this includes autobids).	Derby Homes	Monthly	Sue Andrews
DH H&A PM02 Number of homeless approaches - those where an HRA application is activated on RARS (Council Delivery Plan)	Low		2,326.0	674.0	1,323.0		No Target	2,646.0		No Target		There has been a very slight drop in the number of approaches this quarter compared to last but not noticeable.	Derby Homes	Quarterly	Clare Mehrbani
DH H&A PM03 Total number of cases resolved under 'prevention duty'	High		389.0	134.0	237.0		No Target	470.0		No Target		There were fewer preventions this quarter compared to the last quarter. However this figure should be looked at in conjunction with the relief figures which have increased this quarter.	Derby Homes	Quarterly	Clare Mehrbani
DH H&A PM04 Total number of cases resolved under 'relief duty'	High		817.0	266.0	591.0		No Target	1,180.0		No Target		The number of relief cases has increased this quarter with the majority ending with accommodation for at least 6 or 12 months.	Derby Homes	Quarterly	Clare Mehrbani

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DH H&A PM05 Total number of full homeless duty acceptances	Low		266.0	105.0	223.0		No Target	650.0		No Target		The number of acceptances is far higher than that of the comparable periods last year. However, it was expected that the number of acceptances would be very low immediately following the introduction of the Homelessness Reduction Act in April 2018. The new relief duty meant that full housing duty decisions couldn't be made within 56 days of households becoming homeless. The number of acceptances has remained fairly high since the 3rd quarter last year and this is despite an increase in the number of successful prevention and relief cases.	Derby Homes	Quarterly	Clare Mehrbani
DH H&A PM06a Number of new households placed in bed and breakfast in a month - singles (Council Delivery Plan)	Low			8.0	8.0		No Target			No Target	N/A	This figure is the same as last month but remains high. There has been a number of individuals with complex needs for whom alternative emergency accommodation has not been available.	Derby Homes	Monthly	Clare Mehrbani
DH H&A PM06b Number of new households placed in bed and breakfast in a month - families (Council Delivery Plan)	Low		21.0	13.0	14.0		No Target			No Target	N/A	There has been a slight increase in this number from last month. We have had fewer vacancies in our alternative temporary accommodation this month and have not been able to directly place a household to avoid B&B.	Derby Homes	Monthly	Clare Mehrbani
DH H&A PM07a Number of households placed into B&B accommodation - singles (snapshot at period end)	Low			7.0	10.0	15.0	Blue	15.0	15.0	Green	N/A	The number of singles in B&B accommodation is lower than the target but still remains relatively high. There has been a number of individuals with complex needs for whom alternative emergency accommodation has not been available.	Derby Homes	Monthly	Clare Mehrbani
DH H&A PM07b Number of households placed into B&B accommodation - families (snapshot at period end)	Low		16.0	11.0	18.0	15.0	Red	15.0	15.0	Green		This figure is above the target and is partly due to a number of alternative temporary units not being ready for move on. Several properties were vacated late in the month and several others vacancies were in a poor condition which delayed them becoming available for new residents.  ACTIONS: We have a temporary accommodation and move on team who are concentrating on the flow through of households into more suitable accommodation. We are also trying to focus on prevention but the majority of approaches are relief cases where households are already homeless.	Derby Homes	Monthly	Clare Mehrbani





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30-Sep-2019

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DH H&A PM09 Number of new households placed in temporary accommodation other than bed & breakfast in a month (Council Delivery Plan)	Low		11.0	16.0	6.0		No Target			No Target	N/A	Fewer households moved into alternative temporary housing this month mainly due to the low number of properties available. Several properties were vacated late in the month and several others vacancies were in a poor condition which delayed them becoming available for new residents.	Derby Homes	Monthly	Clare Mehrbani
DH H&A PM10 Number of households living in Temporary Accommodation other than bed & breakfast (snapshot at period end)	Low		55.0	55.0	49.0	50.0	Green	50.0	50.0	Green	➔	This figure is just within target this month but with approx. 60 units of Derby City Council owned temporary accommodation currently to be used it is unlikely it will stay under target.	Derby Homes	Monthly	Clare Mehrbani
DH H&A PM12 Number of new positive private sector placements from April 2018 (accommodation with a reasonable prospect of being available for 6 months or more)	High		138.0	59.0	97.0	80.0	Blue	150.0	160.0	Amber	➔	Proposal for 2 x new temp PRS caseworkers has not gone ahead as planned due to concerns over spending by an increased team. The current team are spending a large amount of time working with landlords who have already accepted referrals from DH but want assistance to sustain those tenancies or mediate between tenants and landlords. The current team is not large enough to source 320 properties needed to fulfil the increased homeless approach numbers. One of the 2 current PRS caseworkers has secured another role in the organisation so for a period of time, this team will be extremely under-saffed  ACTIONS: To advertise for permanent PRS caseworker now VCF approved. The team will continue to balance a Call B4 You Serve initiative, mediation in order to sustain positive placements already secured and the sourcing of new properties	Derby Homes	Quarterly	Clare Mehrbani
DH H&A PM15 Number of people sleeping rough on a single night - official annual estimate	Low		26.0				Annual Collection			No Target	N/A	Annual information calculated once per year.	Derby Homes	Annual	Clare Mehrbani

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DH H&A PM16 Estimated number of people sleeping rough on a single night - monthly count (Council Delivery Plan)	Low			15.0	25.0		No Target			No Target	N/A	<p>25 Individuals were seen on the rough sleeper count on 27th September. This is an increase on the previous month but slightly lower than our November 2018 official count of 26.</p> <p>Of the 25 seen, 6 were new that night, had not been known to our services before and have not been seen subsequently on our daily early morning outreach. It is very unusual to see such a high number of new individuals. Of the remaining 19 people seen, 3 individuals could not be identified. Of the remaining 16 all were well known to us and are being offered accommodation and support on a daily basis. They are also being offered support to access a range of services including health, drug treatment, benefits as well as practical steps such as setting up bank accounts and obtaining I.D.</p> <p>The increase has been caused in part by a number of external factors. Firstly the mild weather. Secondly a successful recruitment drive by Police has reduced significantly the number of PCSOs providing enforcement activity in</p>	Derby Homes	Monthly	Matt Palmer
<b>Asset Management</b>															
DH AM PM01 Percentage of non-decent council homes	Low		0.0%		0.0%		Annual Collection	0.0%	0.0%	Green	N/A	Currently we have no properties failing the Decency Standards	Derby Homes	Annual	Shaun Bennett
DH AM PM02 Energy Efficiency -average SAP rating of dwellings	High		75.2		75.4		Annual Collection	75.4	74.9	Green	👉	On track to meet year end target.	Derby Homes	Annual	Shaun Bennett
DH AM PM03 Energy Efficiency - average SAP rating of new build homes	High		83.0	83.0	83.0	83.0	Annual Collection	83.0	83.0	Green	👉	<p>The homes completed last year were built to current building regulations with high levels of thermal insulation. The out turn figure is still well above the average for the housing stock.</p> <p>ACTIONS: Derby Homes will continue to fit solar panels where technically feasible on new homes that will enable them to be energy efficient.</p>	Derby Homes	Annual	Shaun Bennett
<b>Corporate Services</b>															
DH COR PM01 Percentage of apprentices who retain or move on to employment or further training	High		100.0%				Annual Collection		95.0%	N/A	N/A	July - September - 1 Apprentice gained a permanent role at Derby Homes.	Derby Homes	Annual	Taranjit Lalria

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DH COR PM02 Percentage of councillor & MP enquiries responded to within timescale - NEW for 2018-19	High		91.5%	93.0%	93.0%	90.0%	Green	93.0%	90.0%	Green		Total enquiries received during quarter 2 = 197. Councillor enquiries received = 136 (124 responded to within timescale). MP enquiries received = 61 (59 responded to within timescale)	Derby Homes	Quarterly	Taranjit Lalria
<b>HR</b>															
DH HR PM01 Average working days lost due to sickness absence	Low		8.4	8.6	8.4	7.0	Red	8.0	7.0	Red		During September the number of days lost per employee for all absences was 0.56 compared to 0.51 for the same period last year. A total of 2737.75 hours were lost in September compared to 2366.25 for the same period last year. In total over the last 12 months, 39604.75 hours have been lost due to sickness. We continue to work closely with DCC HR advisors to manage individual attendance cases and promote access to Physiotherapy and Occupational Health appointments and the Employee assistance scheme.  ACTIONS: Annual Flu jabs have been offered to all employees	Derby Homes	Monthly	Maria Murphy
DH HR PM01a Average working days lost due to long term sickness absence	Low		5.0	5.0	4.9		No Target			No Target	N/A	During September the number of days lost per employee for long term absences was 0.31 compared to 0.30 for the same period last year. A total of 1566.50 hours were lost due to long term absence in September compared to 1389 for the same period last year. In total over the last 12 months, 23150 hours have been lost to long term absence. We continue to work closely with DCC HR advisors to manage individual attendance cases and promote access to Physiotherapy and Occupational Health appointments and the Employee assistance scheme.	Derby Homes	Monthly	Maria Murphy

**Latest Performance Report**  
Reporting -> Derby Homes  
30-Sep-2019



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DH HR PM01b Average working days lost due to short term sickness absence	Low		3.4	3.6	3.5		No Target			No Target	N/A	During September the number of days lost per employee for short term absences was 0.25 compared to 0.21 for the same period last year. A total of 1057.25 hours were lost due to short term absence in September compared to 977.25 for the same period last year. In total, over the last 12 months, 16260.75 hours have been lost to short term absence. We continue to work closely with DCC HR advisors to manage individual attendance cases and promote access to Physiotherapy and Occupational Health appointments and the Employee assistance scheme.	Derby Homes	Monthly	Maria Murphy