

Latest Performance Report

Reporting -> Derby Homes

31-Dec-2019



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
Satisfaction															
DH SAT PM01 Tenant satisfaction with Landlord	High		94.4%	95.1%	95.4%	91.0%	Green	95.0%	91.0%	Green		Out of the 414 customers who answered the question in QT3 (2019/2020 Financial Year) 95.11 % (397) were satisfied, 3.86% (16) responded that they were neither satisfied nor dissatisfied and 0.24% (1) said that they were dissatisfied. We are very happy with the satisfaction figure in Quarter 3 and are already above target.	Derby Homes	Monthly	Holly Johnson
DH SAT PM02 Tenant satisfaction with views taken into account	High		83.3%	78.6%	77.3%	80.0%	Amber	79.0%	80.0%	Green		Out of the 274 customers who answered the question in QT3 (2019/2020 Financial Year) 74.45% (204) were satisfied, 25.18% (69) responded that they were neither satisfied nor dissatisfied and 0.36% (1) said that they were dissatisfied. We have raised the target from 76% to 80% this year and are proposing to review this question prior to next year's surveys going live. Approximately 400 customers completed the survey this quarter but only 274 responded to this question, this has been a similar situation in quarter 1 and 2 so we will look to see what improvements can be made to improve this. ACTIONS: We are looking at the guidance from House mark to make sure we are aligned with the STAR survey for this question to make sure it is not a Derby specific problem	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 slightly below target which is not very pleasing after last months increase. During the month out of 2340 surveys sent out 29 were dissatisfied, 14 were dissatisfied with D2D, 5 where I have rang twice and left voicemail, zero for electric testing, 7 for gas repairs and 3 for gas servicing.	Derby Homes	Monthly	Steve Bayliss

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DH SAT PM04 Satisfaction with new home (new build and re-let)	High		91.8%	90.4%	90.3%	94.0%	Amber	90.0%	94.0%	Amber		There were 106 respondents in the quarter of which 45 strongly agreed, 50 agreed, 5 were neither nor, 2 disagreed and 4 strongly disagreed. All people who say they are dissatisfied are contacted by the Local Office and their problem discussed with them, resolved where possible. For new builds there were 16 respondents, all of which were satisfied ACTIONS: We have set ourselves a very challenging target which we may not achieve this year, however satisfaction still remains high. In order to improve satisfaction further we are carrying out some work across the organisation to identify and improve standards for customers who are allocated to our properties.	Derby Homes	Quarterly	Shaun Bennett
DH SAT PM05 Percentage satisfied with the way ASB case was handled	High		91.2%	94.1%	94.9%	92.0%	Green	94.0%	92.0%	Green		Of the 85 respondents this quarter, there were 63 who strongly agreed which shows a high level of satisfaction in itself. There were a further 19 who were satisfied. There was 1 person neither nor and 2 that were dissatisfied. So very high satisfaction levels for the year so far	Derby Homes	Quarterly	Murray Chapman
DH SAT PM06 Percentage of respondents satisfied with their neighbourhood as a place to live	High		84.8%	87.1%	87.9%	84.0%	Green	84.0%	84.0%	Green		Out of the 416 customers who answered the question in Q3 (2019/2020 Financial Year) 89.66% (373) were satisfied, 7.45% (31) responded that they were neither satisfied nor dissatisfied and 2.88% (12) said they were dissatisfied. We are pleased to see that we are exceeding the target in this area and it has improved since last quarter.	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 is based on a very small return of feedback surveys. Steps have been taken to review collection of feedback and 2 new surveys are to introduced in January 2020, including a shorter survey to be completed over the phone with clients. This should bolster the number of survey returns significantly. ACTIONS: See comments for actions taken	Derby Homes	Quarterly	Michael Kirk

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DH SAT PM08 Tenant satisfaction with major improvements (kitchen & bathrooms)	High			90.2%	95.7%	95.0%	Green	95.0%	95.0%	Green	N/A	This is a new measure for 2019/20 – all 65 respondents to the survey in Q3) said they were satisfied with the service provided (55 of these were very satisfied). 38 customers received new kitchens and 27 received new bathrooms. Of the 76 respondents to the satisfaction with new kitchen survey to date this financial year, only 5% have expressed dissatisfaction. All 40 customers who have responded to the survey about their new bathroom this financial year have said that they are satisfied with the service provided (93% of these were very satisfied).	Derby Homes	Quarterly	Shaun Bennett
Customer Services															
DH CS PM01 Percentage of all complaints resolved at initial contact	High		98.5%	98.3%	97.8%	96.0%	Green	97.0%	96.0%	Green		Of the 280 complaints closed this financial year, 274 have been resolved at initial contact. Of these 106 were upheld, 52 were partially upheld and 116 were not upheld.	Derby Homes	Quarterly	Annabelle Barwick
DH CS PM02 Percentage of complaints resolved at appeal	High		100.0%	100.0%	85.7%	100.0%	Red	90.0%	100.0%	Amber		7 complaints have escalated to the appeal stage this financial year. Of the 6 complaints closed at this stage, 2 have been upheld and 4 have been partial upheld. 1 complaint has been escalated to the ombudsman this quarter. ACTIONS: The complaint escalated to the Ombudsman has affected the outcome of this measure. Customers have the right to escalate their complaint up to 6 months after the appeal has closed.	Derby Homes	Quarterly	Annabelle Barwick
DH CS PM03 Percentage of complaints responded to within timescale	High		99.4%	95.6%	96.2%	99.0%	Amber	96.0%	99.0%	Amber		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 292 initial contact and appeal complaints investigated and responded to this financial year we have responded to 281 within 10 working days. ACTIONS: We continually chase managers to remind them to respond to the complaint within the 10 day target.	Derby Homes	Quarterly	Annabelle Barwick
DH CS PM04 Number of complaints regarding statutory homeless duties responded to on behalf of DCC	Low			0.0	1.0		No Target			No Target	N/A	During this quarter one complaint was received regarding statutory homeless duty on behalf of DCC. This complaint was investigated and upheld.	Derby Homes	Quarterly	Annabelle Barwick

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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	One complaint is currently being investigated by the Housing Ombudsman and will be recorded when they inform us of the outcome.	Derby Homes	Quarterly	Annabelle Barwick
DH CS PM06 Number of tenants registered for My Account on line	High		4,714.0	5,878.0	6,424.0		Annual Collection	6,500.0	6,500.0	Green		Previously 5878 customers had registered for "My Account". In the third quarter of this year 546 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
New Homes															
DH NH PM01 Number of new homes started in year (HRA & DH)	High		49.0	19.0	29.0		Annual Collection	60.0	40.0	Blue		Starts on site were dominated by acquisitions in the this quarter. Also planning permission for one 8 unit scheme is held back until May 2020 because of a bat license and one special needs unit had to undergo a sub-structure re-design that necessitated a delay to SoS until February 2020.	Derby Homes	Annual	David Enticott
DH NH PM02 Number of new homes delivered in year (HRA & DH)	High		52.0	18.0	28.0		Annual Collection	78.0	40.0	Blue		The mooted completions for new build schemes for this quarter were deleteriously affected by a mixture of component supply issues and heavy rain on sites. 20 completions have been put back to February of 2020. This will also include an additional 31 new scheme purchases by DCC that should complete around the same time. ACTIONS: Completion of 20 new build schemes in February/March has been made a target to ensure that (1) to meet the year end target and (2) to achieve final billing for the projects is made at the end of the financial year (February/March).	Derby Homes	Annual	David Enticott
DH NH PM03 Number of new affordable homes delivered since 2008	High		460.0	478.0	488.0		Annual Collection	538.0	520.0	Green		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
Rent and Rent Arrears															

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DH R&RA PM01 Rent arrears of current tenants as a percentage of rent roll	Low		2.3%	3.0%	2.4%	2.7%	Blue	2.4%	2.8%	Blue		We expect performance on this indicator to be better than the year end target. The rent free weeks delivered the expected reduction in current rent arrears levels. Some of the reduction is due to technical arrears due to the way our payment options work and some down to tenants in arrears who actually pay as they have rent arrears outstanding. Technical arrears covers things like direct debit and universal credit apa payments whereby we receive a payment covering 4 weeks when we do not charge for 2 of the weeks. This makes up for the rest of the months whereby we get a 4 weekly payment covering a calendar month of which some months have 5 Mondays when rent is charged. We also contacted around 3000 tenants in rent arrears asking them to clear their accounts or to carry on paying as per their arrangements to reduce rent arrears outstanding.	Derby Homes	Monthly	Michael Kirk
DH R&RA PM02 Rent arrears of current tenants	Low		1,274,885	1,698,588	1,324,122	1,474,278	Blue	1,400,000	1,600,000	Blue		Current rent arrears levels continue to be good and will be better than the end of year target despite the impact of increasing universal credit cases. The current arrears levels reduced by over £519,612 over the two xmas rent free weeks. The first rent free week saw a reduction of £294,610 and the second rent free week £225,002 We anticipate a slightly higher figure at year end of £1.4m as arrears will increase again until the rent free week at the end of March. This is mainly because this is a 53 week year and the 53rd week for universal credit claimants will not be paid for by the DWP	Derby Homes	Monthly	Michael Kirk
DH R&RA PM03 Rent collected as a % of rent due (includes arrears brought forward)	High		97.5%	96.6%	97.7%	97.8%	Green	98.0%	97.3%	Green		Some slippage at this stage but levels expected to around the year end target. This slight variance is most likely to delay in end of year payments. ACTIONS: No additional action required at this stage.	Derby Homes	Monthly	Michael Kirk

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DH R&RA PM04 Rent collected (excluding arrears brought forward) as a percentage of rent due	High		99.7%	98.7%	99.9%	100.2%	Green	99.7%	99.7%	Green		Some slippage at this stage but levels expected to around the year end target. This slight variance is most likely to delay in end of year payments. ACTIONS: No additional action required at this stage.	Derby Homes	Monthly	Michael Kirk
DH R&RA PM05 No. of tenants evicted as a result of rent arrears	Low		52.0	19.0	20.0	26.0	Blue	27.0	35.0	Blue		There was 1 eviction carried out during December To date this financial year there have been 20. 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 27.	Derby Homes	Monthly	Michael Kirk
Responsive Repairs															
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		No jobs have been issued on this priority in December. 6 emergency repairs were completed in quarter 3 making a total of 9 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%	99.8%	99.0%	Green	99.5%	99.0%	Green		Performance during the month of December has been good. During the month we completed 434 jobs all but 3 jobs were carried out in time. A total of 1,539 very urgent repairs were completed in quarter three making a total of 4,300 this financial year - only 8 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%	99.8%	99.4%	99.0%	Green	99.5%	99.0%	Green		Performance during the month of December has been poor. During the month we completed 339 jobs all but 11 jobs were carried out in time. A total of 1,180 urgent repairs were completed in quarter three making a total of 3,118 this financial year - only 18 jobs were completed out of time during the year. ACTIONS: This has been attributed to staff sickness and also a high percentage of jobs were due to Electricians not being available.	Derby Homes	Monthly	Steve Bayliss

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DH RR&V PM04 Percentage of non urgent repairs completed within 25 working days (44)	High		99.7%	99.5%	99.4%	99.0%	Green	99.0%	99.0%	Green		Performance during the month of December has been below average. During the month we completed 710 jobs all but 14 jobs were carried out in time. A total of 2,836 non-urgent repairs were completed in quarter three making a total of 8,6315 this financial year - 56 jobs were completed out of time during the year.	Derby Homes	Monthly	Steve Bayliss
DH RR&V PM07 Percentage of appointments kept	High			98.9%	98.8%	99.0%	Green	98.8%	99.0%	Green	N/A	Performance during the month of December has been slightly below target. During the month we have made 2974 appointments using a (DRS Infosuite) report for non urgent jobs . We have missed 45 of these appointments. We have missed four official appointments where compensation has been paid to our customers . Of the 31,037 appointable jobs to date this financial year only 1.2% 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 3010 Landlord gas safety certificates from 1st October -31st December 2019 this makes Derby Homes 100% compliant under section 36 of the Gas Safety (installation and use) Regulations for the 3rd quarter of the financial year	Derby Homes	Quarterly	Steve Bayliss
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 Q3 the Electrical Testing Team and Voids completed 831 Electrical Tests from a target of 800. There were 700 Electrical Tests due in Q3. The target was to achieve this and to complete 100 additional tests to allow for adequate time to follow the no access procedure if required in Q4. In Q4 there are 600 Electrical Tests that are due.	Derby Homes	Quarterly	Steve Bayliss
Empty Homes															
DH EH PM01 Average time taken to relet local authority housing (days)	Low		23.7	27.0	27.1	24.0	Red	25.0	24.0	Amber		Average time to relet is 'The indicator measures 'active' re-lets only. We are seeing an increase in void relet times at present and are working on a programme of interventions to resolve this. Collectively Housing Management, Voids and Allocations are running regular workflow reports on a weekly basis to identify any slippages and implement solutions. We expect the year end position to fall however it is difficult at this stage to predict the year end out turn with accuracy. We continue to review performance data routinely, responding to any identified downward trends promptly.	Derby Homes	Monthly	Jim Joyce

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DH EH PM02 Percentage of rent lost through dwellings becoming vacant	Low		0.7%	1.0%	1.0%	0.8%	Red	1.0%	0.8%	Red		Alongside the increased time to re-let active voids at present, a positive acquisition 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 progressed which will again impact the rent loss figures.	Derby Homes	Monthly	Jim Joyce
DH EH PM03 Amount of rent lost through dwelling becoming vacant	Low		£417,879	£373,910	£424,911	£337,500	Red	£566,548	£450,000	Red		Alongside the increased time to re-let active voids at present, a positive acquisition 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 progressed which will again impact the rent loss figures.	Derby Homes	Monthly	Jim Joyce
Housing and Advice															
DH H&A PM01 Number of active homefinder applicants	High		2,738.0	4,095.0	4,195.0		No Target			No Target	N/A	As at 31/12/19 there were 7103 applicants on the housing register (emergency and housing need bands), 4195 of these have placed a bid in the last 12 months (this includes autobids made on behalf of 236 applicants) Please note - Figure amended 05/02/2020 as it was previously entered incorrectly	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	1,323.0	1,909.0		No Target			No Target	N/A	There was a reduction in the number of homeless approaches this quarter. This is possibly due to the week long Christmas break where only an emergency homelessness service was provided by Housing Options. Traditionally, there is also a lower likelihood of families or friends asking someone to leave at this time of year which may have reduced the number of approaches.	Derby Homes	Quarterly	Clare Mehrbani

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DH H&A PM03 Total number of cases resolved under 'prevention duty'	High		389.0	237.0	317.0		No Target			No Target	N/A	<p>This is a low figure for successful preventions that is partly reflective of the lower number of approaches this quarter. We continue to see more households who are actually homeless rather than threatened with homelessness, a ratio of 3:1, and of these more than double are single households.</p> <p>ACTIONS: We have a dedicated Private Rented Sector team who are focussing on acquiring tenancies for homeless households. The Homelessness Reduction Act has now been in place for almost 2 years so we are also reviewing our current services to provide a greater focus on prevention.</p>	Derby Homes	Quarterly	Clare Mehrbani
DH H&A PM04 Total number of cases resolved under 'relief duty'	High		817.0	591.0	900.0		No Target			No Target	N/A	<p>This figure is slightly lower than last quarter but may have been affected by the reduced number of normal working days for Derby Homes. It is still the second highest number of successful actions since the introduction of the Homelessness Reduction Act.</p>	Derby Homes	Quarterly	Clare Mehrbani
DH H&A PM05 Total number of full homeless duty acceptances	Low		266.0	223.0	356.0		No Target			No Target	N/A	<p>In the approaches, we are seeing a far greater number of relief cases, households that are often homeless at the first point of contact, rather than prevention, those threatened with homelessness. This means we have less time in which to resolve homelessness. At the end of the 56 day relief duty we must make a decision on homelessness and a greater number are therefore owed the full homelessness duty.</p> <p>ACTIONS: We are reviewing our current work practices within Housing Options to try and prevent homelessness. We are continuing to increase our efforts to find alternative housing solutions particularly in the private rented and supported housing sectors which includes good partnership working.</p>	Derby Homes	Quarterly	Clare Mehrbani

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DH H&A PM06a Number of new households placed in bed and breakfast in a month - singles (Council Delivery Plan)	Low			13.0	1.0		No Target			No Target	N/A	This is the lowest figure of new single placements for this year. Last month there were a number of individuals who, because of past behaviour, were unable to access Milestone House emergency accommodation and therefore needed B&B emergency housing. This has not reoccurred this month, nor have we seen the unusually high number of elderly or disabled applicants. The opening of the Night Shelter for the severe weather provision in Derby has provided extra bed spaces and increased available rooms at Milestone House for vulnerable adults.	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	20.0	14.0		No Target			No Target	N/A	The number of new families placed in B&B has also decreased this month. Traditionally, the courts do not enforce any possession orders near to Christmas and families and relatives are willing to accommodate people for the festive season thus negating the need for 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			14.0	5.0	15.0	Blue	15.0	15.0	Green	N/A	Greater emphasis was placed on trying to move on those in B&B and, with the added factor of a greatly reduced number of new placements this month, this was achievable. We were also assisted by a greater number of alternative emergency placements being 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	23.0	11.0	15.0	Blue	15.0	15.0	Green		There was a very high number of vacancies in DCC owned temporary properties this month. The Temporary Accommodation/Move On Team worked intensively along with the Derby Homes Voids Team to make the properties available and to move families out of B&B.	Derby Homes	Monthly	Clare Mehrbani
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	12.0	22.0		No Target			No Target	N/A	This month saw the greatest number of new placements for this year. 20 households moved on to alternative housing and an emphasis was placed on ensuring as many of these properties as possible were ready for re-letting within a week. There were also several other properties that had been vacant in the previous month but not ready until December. The Temporary Accommodation team, along with the Derby Homes Void Team, were very efficient in facilitating sign out and sign up of tenancies.	Derby Homes	Monthly	Clare Mehrbani

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DH H&A PM10 Number of households living in Temporary Accommodation other than bed & breakfast (snapshot at period end)	Low		55.0	55.0	53.0	50.0	Amber	58.0	50.0	Red		The average length of stay for households in temporary accommodation is 5 and a half months with a small number of temporary accommodation vacant as a result of void turnaround and work required to re-use the property for temporary accommodation. ACTIONS: Housing options are always looking for ways to increase the amount of homeless prevention work and relieving homelessness when prevention is not possible with the private rented team working closely to re-house customers in temporary accommodation.	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	97.0	128.0	120.0	Green	150.0	160.0	Amber		Replacement PRS caseworker has now been appointed. Landlords continue to require sustainment/mediation work from the team. ACTIONS: To look at targeting move on from DH TA and B&B, working with the TA team to reduce placements.	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
DH H&A PM16 Estimated number of people sleeping rough on a single night - monthly count (Council Delivery Plan)	Low			14.0	14.0		No Target			No Target	N/A	This number is lower than previous months. There is extra provision in the winter season with the Churches night shelters opening on 1st December, supported by Housing Options Homelessness Advisers who visit the churches each week to engage the customers who are accessing them.	Derby Homes	Monthly	Matt Palmer
Asset Management															
DH AM PM01 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 the Decency Standards	Derby Homes	Annual	Shaun Bennett
DH AM PM02 Energy Efficiency -average SAP rating of dwellings	High		75.2	75.4	75.4		Annual Collection	75.4	75.4	Green		On track to meet year end target. Average SAP rating 75.485	Derby Homes	Annual	Shaun Bennett

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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		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. ACTIONS: Derby Homes will continue to fit solar panels where technically feasible on new homes that will enable them to be energy efficient.	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	95.0%	95.0%	Green		Apprenticeship completions during quarter 3 - There was one individual who completed their apprenticeship qualification. They have now been enrolled on a further apprenticeship programme with Derby Homes. During quarter 3, there were no apprentices who moved onto employment with Derby Homes.	Derby Homes	Annual	Taranjit Lalria
DH COR PM02 Percentage of councillor & MP enquiries responded to within timescale - NEW for 2018-19	High		91.5%	93.0%	92.4%	90.0%	Green	92.0%	90.0%	Green		Total enquiries received during quarter 3 = 116. Councillor enquiries received = 72 (65 responded to within timescale). MP enquiries received = 44 (40 responded to within timescale)	Derby Homes	Quarterly	Taranjit Lalria
HR															
DH HR PM01 Average working days lost due to sickness absence	Low		8.4	7.8	7.7	7.0	Red	8.0	7.0	Red		During December the number of days lost per employee for all absences was 0.59 compared to 0.67 for the same period last year. A total of 2876.50 hours were lost in December compared to 2893.50 for the same period last year. In total over the last 12 months, 37367.25 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.	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 HR PM01a Average working days lost due to long term sickness absence	Low		5.0	4.4	4.2		No Target			No Target	N/A	<p>During December the number of days lost per employee for long term absences was 0.31 compared to 0.43 for the same period last year.</p> <p>A total of 1591.75 hours were lost due to long term absence in December compared to 1848.75 for the same period last year.</p> <p>In total over the last 12 months 21104.25 hours have been lost to long term absence.</p> <p>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.</p>	Derby Homes	Monthly	Maria Murphy
DH HR PM01b Average working days lost due to short term sickness absence	Low		3.4	3.5	3.5		No Target			No Target	N/A	<p>During December the number of days lost per employee for short term absences was 0.27 compared to 0.24 for the same period last year.</p> <p>A total of 1284.75 hours were lost due to short term absence in December compared to 1044.75 for the same period last year.</p> <p>In total over the last 12 months 16263 hours have been lost to short term absence.</p> <p>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.</p>	Derby Homes	Monthly	Maria Murphy