

Latest Performance Report
Reporting -> Derby Homes
30-Sep-2022



| 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 |
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| Satisfaction | | | | | | | | | | | | | | | |
| DH SAT PM01 Tenant satisfaction with Landlord | High | | 96.5% | 97.5% | 97.6% | 94.0% | Green | 97.0% | 94.0% | Green | | Out of the 540 customers who answered the question in Q2 (2022/2023 Financial Year) 97.59% (527) were satisfied, 2.4% (13) responded that they were undecided, and 1.1% (6) were dissatisfied. We are pleased that the satisfaction figure in Q2 is above target. | Derby Homes | Quarterly | Holly Johnson |
| DH SAT PM02a (new) - Tenant satisfaction with listened to my feedback | High | | | 86.3% | 86.0% | 75.0% | Blue | 86.0% | 75.0% | Blue | N/A | Out of the 70 customers who said they had given feedback and subsequently answered this question in Q2 (2022/2023 Financial Year) 85.71% (60) were satisfied, 11.42% (8) responded that they were neither satisfied nor dissatisfied and 0.02% (2) said that they were dissatisfied. This is an altered question in line with Housemark's recommended questions. It replaces a similarly worded question, which, in Q4 (Financial Year 2021/2022) received a very low response rate - attributed to the question not being clear enough to understand. We are pleased to see that more customers have answered this year compared to last year and that we are above target by more than 10%. | Derby Homes | Quarterly | Holly Johnson |
| DH SAT PM03 Tenant satisfaction with repairs (last completed repair) | High | | 98.8% | 98.2% | 98.3% | 99.0% | Green | 99.0% | 99.0% | Green | | Satisfaction this month is slightly below target. During the month out of 3063 surveys sent out 44 were dissatisfied, 31 was dissatisfied with D2D, 9 where we have rang twice and left voicemail, 0 for electric testing, 3 for gas repairs and 1 for gas servicing. We have received 867 compliments We have made 19128 texts in the first and second quarter to monitor customer satisfactions, 335 customers were unhappy with the service they have received We have received 3529 compliments | Derby Homes | Monthly | Steve Bayliss |

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| DH SAT PM04 Satisfaction with new home (new build and re-let) | High | | 94.3% | 83.3% | 82.3% | 93.0% | Red | 83.0% | 93.0% | Red | | <p>-From the 73 responses to the surveys, we are disappointed that we are below target with satisfaction for the quarter. The comments from the surveys will be passed on to the relevant teams and we hope to increase satisfaction by the end of the year.</p> <p>-There were no new build properties surveyed this quarter, all 73 surveys were from re-let or acquisitions. In total, 59 people were satisfied, 7 people were neither satisfied or dissatisfied and 7 people were dissatisfied.</p> <p>ACTIONS: •U isgt thc m m n s f m t th Post Let Visit surveys the three service areas involved (Housing Options, Housing Management and Voids team) have met to identify key themes and created an Action Plan to address each of the issues. It is due to be taken to SMT 10/11/22 for approval.</p> <p>•W e a h v a s l o d e d a t s n a d r a g u t a item onto the weekly Active Void meeting to discuss progress and any newly identified issues.</p> <p>•A o l g u i s e t i h, s e u r t i n t h s t l a e place for a new post of Empty Homes Co Ordinator. The</p> | Derby Homes | Quarterly | Holly Johnson |
| DH SAT PM05 Percentage satisfied with the way ASB case was handled | High | | 95.6% | 98.2% | 97.3% | 92.0% | Green | 92.0% | 92.0% | Green | | <p>Of the 75 respondents, 52 agreed strongly with the question regards case handling ,21 agreed and 2 neither agreed or disagreed with the question . -Satisfaction levels remain high and have been maintained throughout the pandemic and despite the altered working arrangements and higher than average number of cases.</p> | Derby Homes | Quarterly | Lorraine Testro |
| DH SAT PM06 Percentage of respondents satisfied with their neighbourhood as a place to live | High | | 86.4% | 85.5% | 84.7% | 86.0% | Green | 85.0% | 86.0% | Green | | <p>Out of the 540 customers who answered the question in Q2 (2022/2023 Financial Year) 83.89% (453) were satisfied, 7.3% (40) responded that they were undecided and 9.7% (53) said they were dissatisfied. Dissatisfaction trends are discussed and analysed as part of the Customer Survey Report and service improvements identified. We are slightly under target for the year but are confident that we will be closer to the target by the end of the financial year.</p> | Derby Homes | Quarterly | Holly Johnson |

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| DH SAT PM07 Client satisfaction with Derby Advice service | High | | 98.3% | 100.0% | 100.0% | 95.0% | Green | 98.0% | 95.0% | Green | | Derby Advice received 51 completed customer surveys this quarter compared with 79 last quarter. All of them were satisfied with the service they received from Derby Advice staff. We have recently recruited an apprentice who will be carrying out surveys with our customers over the phone to increase the amount of data | Derby Homes | Quarterly | Michael Kirk |
| DH SAT PM08 Tenant satisfaction with major improvements (kitchen & bathrooms) | High | | 100.0% | 97.4% | 94.3% | 95.0% | Green | 95.0% | 95.0% | Green | | Performance is on target for Quarter 2 and to be on target at year end. Kitchens - 32 customers surveyed, 31 customers satisfied – 96.88 %.Cumulative for 22/23 - 93.10% •Bathrooms - 13 customers surveyed, 13 customers satisfied - 100 %. Cumulative for 22/23 – 96.55% Overall - 97.78 % | Derby Homes | Quarterly | Ian Yeomans |
| Customer Services | | | | | | | | | | | | | | | |
| DH CS PM03a (new) - Percentage of closed stage 1 complaints responded to within timescale | High | | | 96.7% | 98.7% | 95.0% | Green | | 95.0% | N/A | N/A | We closed 87 complaints in Q2 all were within timescale | Derby Homes | Quarterly | Annabelle Barwick |
| DH CS PM05 Number of complaints upheld by the Ombudsman | Low | | | 0.0 | 0.0 | 0.0 | Green | | 0.0 | N/A | N/A | -There have been no complaints upheld by the Ombudsman this quarter. -There was one determination but no mal-administration on our part was found. -During Q2 the Ombudsman investigated a complaint which was not picked up by Derby Homes as it fell outside of timescales. | Derby Homes | Quarterly | Annabelle Barwick |
| DH CS PM06 Number of tenants registered for My Account on line | High | | 7,901.0 | 8,030.0 | 8,128.0 | 8,500.0 | Annual Collection | 8,500.0 | | No Target | | -This is the total number of registrations on My Account since it was launched in 2017 rather than year to date. -In Q2 98 customers signed up to "My Account" 8128 total. | Derby Homes | Annual | Annabelle Barwick |
| DH CS PM10 (new) - Percentage of closed stage 2 complaints responded to within timescale | High | | | 100.0% | 100.0% | 95.0% | Green | | 95.0% | N/A | N/A | 6 stage 2 complaints were closed in Q2, all within timescale. 4 stage 2 complaint deadlines run into Q3 | Derby Homes | Quarterly | Annabelle Barwick |

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| DH CS PM11 (new) - Percentage of closed stage 1 complaints escalated to stage 2 during the quarter | Low | | | 5.0% | 8.2% | 5.0% | Red | | 5.0% | N/A | N/A | <p>-Although complaints escalated to stage 2 in Q2 have increased, this is in line with our Arms Length Management Organisations- ALMO national benchmarking groups trend.</p> <p>-For us locally some of the factors contributing to this are;</p> <ul style="list-style-type: none"> •Increasing customer expectations •Changes in the new Complaint Handling code. <p>The code states that; "If all or part of the complaint is not resolved to the resident's satisfaction at stage one, it must be progressed to stage two of the landlord's procedure"</p> <p>ACTIONS: -During Q2 we closed 6 Stage 2 complaints, 0 were upheld and 3 was partially upheld and 3 were not upheld.</p> <p>-So overall our performance is fair but we acknowledge that we need to continue with our monitoring and improvement in this area</p> | Derby Homes | Quarterly | Annabelle Barwick |
| New Homes | | | | | | | | | | | | | | | |
| DH NH PM01 Number of new homes started in year (HRA & DH) (DCC Delivery Plan 2022-23) | High | | 57.0 | 5.0 | 27.0 | | Annual Collection | 40.0 | 60.0 | Red | | <p>We had 22 SoS schemes in Q2 made up of 5 acquisitions from the market; 12 new build bungalows from an off the shelf package deal with Keepmoat Homes in Osmaston and 5 houses via a s106 purchase from Taylor Wimpey in Sinfin.</p> <p>The SoS for inhouse newbuild of two 4 bed homes at Whittaker Street is now expected in early Q3.</p> <p>ACTIONS: The SoS for inhouse newbuild of two 4 bed homes at Whittaker Street is now expected in early Q3.</p> <p>We are chasing the CDM handover from Derby City Council design team.</p> | Derby Homes | Annual | Ian Yeomans |

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| DH NH PM02 Number of new homes delivered in year (HRA & DH) | High | | 59.0 | 5.0 | 10.0 | | Annual Collection | 40.0 | 60.0 | Red | | <p>The only completions recorded for this quarter have been the 5 acquisitions from the market.</p> <p>ACTIONS: Currently we have inhouse staff on site building at Cummings Street (4 two bed houses) expected to complete in 22/23 in Q4; Berwick Close (1 x special needs bungalow) we expect to complete in late October Q3.</p> <p>The external newbuild purchases of 12 at Osmaston and 5 and at Sinfen (17 units in total) are expected to be completed by Q4 of 22/23 giving us a potential of 22 additional new build homes in stock at the end of this financial year.</p> | Derby Homes | Annual | Ian Yeomans |
| DH NH PM03 Number of new affordable homes delivered since 2008 | High | | 649.0 | 654.0 | 659.0 | | Annual Collection | 680.0 | 709.0 | Amber | | <p>-17 new build purchases made under contract (private developer package deals) and s106 at Osmaston and Sinfen.</p> <p>-Supply of projects leads strong delivery;plus Cummings St on site(4 units),in-house scheme at Chesapeake Rd on site,8 units due at mid 23/24. Schemes at Crompton 6) Paterson(6)and Barlow St(12, Grange Ave(32) and Oaktree Ave(2)all with planning permission preparing for SoS.</p> <p>Oaklands Ave (6 units) is subject to re-appraisal on unresolved ransom strip issues.</p> <p>Spring St-Abbey Ward 9 unit scheme(mixed 4/2beds) gone to planning, decision due in Q3 and already subject to a pre-planning appraisal.</p> <p>ACTIONS: Acquisitions remain a valuable addition to affordable housing. Building new homes still challenging due to e.g. global supply chain issues,labour issues with external contractors due to a very buoyant jobs market driven by the cost of living crises and reduced post Covid workforce. There are now new problems with local building control services, with considerable delays on</p> | Derby Homes | Annual | Ian Yeomans |
| Rent and Rent Arrears | | | | | | | | | | | | | | | |

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| DH R&RA PM01 Rent arrears of current tenants as a percentage of rent roll | Low | | 3.3% | 4.1% | 4.4% | 4.0% | Amber | 3.7% | 3.7% | Green | | Rent arrears continue to increase, this is a national trend. With the cost of living crisis, we think it will be challenging to meet our original 22/23 targets. Financial support to tenants is available through our Income Teams, Welfare Reform Team and Money Advice Team (maximise tenants income with support for benefit claims and other grants). Arrears are increasing at higher levels than nationally, but due to timing differences around rent free weeks and direct debit collections and strict comparison is difficult to compare. | Derby Homes | Monthly | Michael Kirk |
| DH R&RA PM01a Total arrears as a % of rent due | Low | | 5.2% | 6.0% | 6.2% | 5.8% | Amber | 5.4% | 5.5% | Green | | Both current tenant and Former Tenant Arrears have risen as we would expect. We have now switched to a new debt collection agency for former tenant arrears collection meaning income should start to flow from their efforts to collect former arrears. We are ensuring that write off's are being done monthly to keep on top of these. We expect this year this figure is heavily going to be influenced by current arrears levels at the end of the year. | Derby Homes | Monthly | Michael Kirk |
| DH R&RA PM02 Rent arrears of current tenants | Low | | 1,891,881 | 2,453,707 | 2,609,353 | 2,378,941 | Amber | 2,200,000 | 2,200,000 | Green | | Current arrears risen have by £155,646 over the month and £474,481 over the quarter. There are a number of factors contributing to the increase. These include the cost of living factors, rising numbers of universal credit claimants(12 a week approx.) and delays in receiving the first rent payments of universal claimants. Also, monthly direct debit levels are set at levels to include rent free weeks, which are towards the end of the year, meaning there are some technical arrears in these figures. Household Support Fund provides some support to tenants. Key will be tenants paying during rent free weeks at previous levels. If they do, then the year end target is likely to be met. | Derby Homes | Monthly | Michael Kirk |
| DH R&RA PM04 Rent collected (excluding arrears brought forward) as a percentage of rent due | High | | 99.2% | 98.5% | 98.6% | 97.5% | Green | 99.0% | 99.0% | Green | | The collection rate continues to be better than expected as we try and encourage as many tenants as possible who can pay in advance to pay in advance. | Derby Homes | Monthly | Michael Kirk |

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| DH R&RA PM05 No. of tenants evicted as a result of rent arrears | Low | | 4.0 | 3.0 | 3.0 | 18.0 | Blue | 15.0 | 35.0 | Blue | | There were no evictions carried out during September. So far there have been 3 evictions since then start of April 2022. Although the introduction of APA's has helped reduce the number of warrants being requested, it is expected that the number of evictions should start to increase as the year progresses. However, so far the increase in numbers cannot be seen yet. | Derby Homes | Monthly | Michael Kirk |
| Building Safety | | | | | | | | | | | | | | | |
| DH RR&V PM13 Percentage of properties with a valid Landlords gas safety certificate | High | | 100.0% | 99.8% | 99.8% | 100.0% | Green | 99.8% | 100.0% | Green | | The Gas Team carried a Landlord's Gas Safety Inspection on 3542 properties from 1st July – 30th September 2022. We currently have 12,488 properties with a valid gas safety certificate giving us a valid completion currently of 99.79%. We currently have 25 properties out of target without a valid certificate, however all of the no access procedures were followed and not gained access due to the customer's shielding or refusing due to Covid related illnesses or not engaging with housing management. All these properties have new appointments booked back into the system. We are 100% compliant under section 36 of the Gas Safety (Installation and Use) Regulations for the last quarter ACTIONS: We currently have 25 properties out of target without a valid certificate, however all of the no access procedures were followed and not gained access due to the customer's shielding or refusing due to sickness or Covid or not engaging with housing management. -All these properties have new appoin | Derby Homes | Quarterly | Steve Bayliss |
| DH RR&V PM15 Percentage of properties with completed Electrical Safety Testing | High | | 99.94% | 99.91% | 99.92% | 100.00% | Green | 99.92% | 100.00% | Green | | -on target for Q2 and forecast on target for year-end. | 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 | | 100.0% | 100.0% | 100.0% | 100.0% | Green | 100.0% | 100.0% | Green | | All servicing complete | Derby Homes | Quarterly | Ian Yeomans |

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| DH RR&V PM22 - % of common areas inspected once every 12 months in accordance with the Control of Asbestos Regulations | High | | 100.0% | 100.0% | 100.0% | 100.0% | Green | 100.0% | 100.0% | Green | | 100% compliance is a legal requirement | Derby Homes | Quarterly | Ian Yeomans |
| 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 | | 100.0% | 100.0% | 100.0% | 100.0% | Green | 100.0% | 100.0% | Green | | 100% compliance is a legal requirement | Derby Homes | Quarterly | Taranjit Lalria |
| DH RR&V PM24 % of Schemes with Communal Water Systems having a valid Water Risk Assessment in place | High | | 100.0% | 100.0% | 100.0% | 100.0% | Green | 100.0% | 100.0% | Green | | all good this month, ACTIONS: all orders required placed | Derby Homes | Quarterly | Steve Bayliss |
| Empty Homes | | | | | | | | | | | | | | | |
| DH EH PM01 Average time taken to relet local authority housing (days) | Low | | 20.5 | 18.7 | 18.6 | 21.0 | Blue | 18.6 | 21.0 | Blue | | The void re let figure for September has reduced again and is 18.59. This is the lowest recorded figure so far YTD. The reduction reflects both the low void turn over as well as the results of targeted work to increase efficiencies when processing empty homes. | Derby Homes | Monthly | Jenny Watson |
| DH EH PM02 Percentage of rent lost through dwellings becoming vacant | Low | | 0.86% | 0.80% | 0.79% | 0.90% | Blue | 0.79% | 0.90% | Blue | | The void loss figure has reduced for last month and is the lowest recorded figure YTD. This is a reflection of the low number of empty homes becoming available, as well as the targeted work to increase efficiencies' | Derby Homes | Monthly | Jenny Watson |
| Housing and Advice | | | | | | | | | | | | | | | |
| DH H&A PM01 Number of active homefinder applicants | High | | 4,722.0 | 4,854.0 | 5,077.0 | | No Target | 5,077.0 | | No Target | | There are currently a total of 6947 active applications across the Corporate Needs, Priority Needs and General Needs bands: 1539 in CNB, 5134 in PNB and 274 in GNB. -Of those, 5077 have placed a bid in the last 12 months (this is the figure that is reported for this measure) including 78 autobids for applicants. -Additionally, there are 2099 applicants in the OTA category, 304 of which have placed a bid in the last 12 months This equates to 73% of active applicants who have placed a bid in the last 12 months. | Derby Homes | Monthly | Jenny Watson |

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| DH H&A PM02 Number of homeless approaches - those where an HRA application is activated on RARS (DCC Delivery Plan 2022-23) | Low | | 2,634.0 | 683.0 | 1,300.0 | | No Target | | | No Target | N/A | The total number of homeless approaches since April 2022 is 1,300. There was a decrease of almost 10% on last quarter's high figure of 683 with 617 approaches during this quarter. There is a refocus of the rough sleeping services to prevent homelessness often as a reoccurring event so supporting individuals to successfully maintain accommodation offered. | Derby Homes | Quarterly | Jim Joyce |
| DH H&A PM03 Total number of cases resolved under 'prevention duty' (DCC Delivery Plan 2022/23) | High | | 1,183.0 | 225.0 | 504.0 | | No Target | | | No Target | N/A | There have been 504 cases resolved under prevention duty since the beginning of April 2022 with 279 being resolved during this second quarter of the year. This is a 24% increase on the number of cases resolved in the first quarter of this year and is indicative of the prevention work that is being carried successfully almost despite the increasingly difficult housing markets. There is a continuing focus on prevention with families and a refocus of rough sleeper services to concentrate on prevention for individuals who often find it difficult to maintain a tenancy or alternative accommodation. | Derby Homes | Quarterly | Jim Joyce |
| DH H&A PM04 - Total number of cases resolved under 'relief duty' (DCC Delivery Plan 2022-23) | High | | 575.0 | 172.0 | 349.0 | | No Target | | | No Target | N/A | Since the beginning of April there have been 349 cases resolved under relief duty. 177 of these cases have been resolved in this second quarter, a marginal increase of 5 cases. The increase in this figure and that of preventions for this quarter has been a result of targeted work to resolve homelessness before a full homelessness duty has needed to be accepted. The Move on placements coordinator has been successful in working with housing providers to move single households into suitable accommodation and there has also been a refocus on prevention and relief within family homelessness services. | Derby Homes | Quarterly | Jim Joyce |

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| DH H&A PM05 Total number of full homeless duty acceptances | Low | | 146.0 | 43.0 | 87.0 | | No Target | | | No Target | N/A | There have been 87 full duty homelessness acceptances since the beginning of April 2022. These decisions can only be made after a minimum of 56 days in relief duty and often after a period in prevention before that. It is therefore not usually reflective of the current quarter's approaches but those of previous quarters. There were 44 acceptances this quarter which is only an increase of 1 on quarter 1. Both Q4 of 2021/22 and Q1 of 2022/23 had high numbers of approaches and therefore this small increase in the number of main duty acceptances shows the successful work in preventing and relieving homelessness. | Derby Homes | Quarterly | Jim Joyce |
| DH H&A PM06a Number of new households placed in bed and breakfast - singles | Low | | 287.0 | 138.0 | 161.0 | | No Target | | | No Target | N/A | There have been 161 new single placements in bed and breakfast since the beginning of April with 23 of these being placed in September. This is a reduction of 5 new households when compared to the figure for August. There has been a reduction in the number of homeless approaches from single households this month. In addition there have been more vacancies created by move on from supported housing so that single households have been placed directly into this alternative housing rather than bed and breakfast if actually homeless. | Derby Homes | Monthly | Jim Joyce |

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| DH H&A PM06b Number of new households placed in bed and breakfast - families | Low | | 171.0 | 103.0 | 129.0 | | No Target | | | No Target | N/A | <p>There have been 129 new families placed in bed and breakfast since the beginning of April 2022. There were 26 new placements in September, an increase of 7 when compared to August. There is a national shortage of suitable, affordable, longer term housing, especially for homeless households and this is also the case in Derby.</p> <p>ACTIONS: We are focussing on reducing the number of families in bed and breakfast as well as the length of time they are in this type of accommodation however, it has been difficult with the increase in the number of households becoming homeless. We have used direct lettings to move households on from temporary housing to create vacancies for homeless households. We are also looking at different options to increase the amount of housing stock including the private and social sectors.</p> | Derby Homes | Monthly | Jim Joyce |
| DH H&A PM09 Number of new households placed in temporary accommodation other than bed & breakfast | Low | | 134.0 | 78.0 | 97.0 | | No Target | | | No Target | N/A | <p>Since the beginning of April 2022, 97 new households have been placed in temporary accommodation other than bed and breakfast. There were 19 new placements in September which is 2 more than in August. There have been fewer vacancies within Derby City Council temporary accommodation but 6 more households have been placed into nightly paid self contained accommodation.</p> | Derby Homes | Monthly | Jim Joyce |

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| 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 | | 276.0 | 53.0 | 118.0 | | Annual Collection | 215.0 | | No Target | | The wider HO Team continues to see increasing demand for our service. The PRS market continues to be extremely competitive with landlords having their pick of tenants. We have seen an increase in CB4YS cases, these have resulted in positive early preventions of homelessness. ACTIONS: Two PRS caseworkers continue to work alongside the 'on duty' homeless team, targeting early intervention/prevention work. One PRS caseworker is dedicated to move on from emergency accommodation provision. We have created a 'tenancy ready' course and are encouraging attendance. We will have to continue with an increased offer to landlords as the market rents in Derby are much higher than LHA rates, this coupled with fuel costs rising and the cost-of-living crisis make PRS tenancies unaffordable for many of our customers without financial assistance from the local authority. Derby Homes have identified funding to deliver a Vulnerable Renters Scheme for the next 6 months, this will be delivered by the PRS | Derby Homes | Annual | Jim Joyce |
| DH H&A PM15 Number of people sleeping rough on a single night - official annual estimate (DCC Delivery Plan 2022/23) | Low | | 11.0 | | | | Annual Collection | | 6.0 | N/A | N/A | -Annual information calculated once per year. Will be reported in Q4. | Derby Homes | Annual | Jim Joyce |
| DH H&A PM22 (new) - Number of Families living in bed and breakfast at the end of the month where the stay exceeds 42 days | Low | | | 1.0 | 3.0 | | No Target | | | No Target | N/A | There were 3 families living in bed and breakfast at the end of the month where the stay exceeded 42 days. We are exploring all options to move households out of alternative temporary accommodation so that our use of bed and breakfast is limited. This includes trying to increase the amount of longer term housing in both the private and social rented sectors. However, there is a national shortage of affordable housing especially for households who are reliant on benefits with landlords leaving the private rented markets or being able to demand much higher rents. | Derby Homes | Monthly | Jim Joyce |
| Asset Management | | | | | | | | | | | | | | | |

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| 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 PM01 Percentage of non-decent council homes | Low | | 0.6% | 0.6% | 0.6% | | Annual Collection | 0.6% | 0.0% | Red | | -We have 70 properties at Bretton Avenue identified with structural defect on the roof structure. ACTIONS: -We are currently assessing a range of options to tackle this issue, discussions are currently underway with the local community to agree a way forward. | Derby Homes | Annual | Shaun Bennett |
| DH AM PM02 Energy Efficiency - average SAP rating of dwellings | High | | 75.6 | 75.6 | 78.8 | | Annual Collection | 75.8 | 75.8 | Green | | Average SAP rating for the housing stock currently stands at 75.83 | Derby Homes | Annual | Shaun Bennett |
| Corporate Services | | | | | | | | | | | | | | | |
| DH COR PM01 Percentage of apprentices who retain or move on to employment or further training | High | | 89.0% | | 100.0% | | Annual Collection | 100.0% | 95.0% | Green | | During quarter 2, six apprentices completed their apprenticeship - 3 moved onto employment with Derby Homes and 3 onto employment with other companies. | Derby Homes | Annual | Taranjit Lalria |
| HR | | | | | | | | | | | | | | | |
| DH HR PM01 Average working days lost due to sickness absence | Low | | 10.7 | 10.6 | 11.2 | 8.8 | Red | | 8.8 | N/A | N/A | -Overall, at the September 2022 point, days and hours lost per employee rates have improved, compared to the same period last year for both long-term and short-term medical absences. -This also applies to total hours lost in the rolling 12-month figure, which is reducing -However, there are still a small number of very high long-term absences which drive the overall rate to 11.2 days lost, bear in mind this is a cumulative figure for the whole year so far. ACTIONS: -The other key factor behind the high levels of medical absences is the increase in stress and anxiety in mental health category but our employees get the appropriate advice, care and support required to promote and maintain their well-being. -We will continue to monitor these trends closely in over the year to draw historical trends and comparisons. | Derby Homes | Monthly | Maria Murphy |