


Latest Performance Report
Reporting -> Derby Homes
31-Mar-2021

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%	93.9%	94.6%		No Target			No Target	N/A	-Out of the 439 customers who answered the question in QT4 (2020/2021) 95.90% (421) were satisfied, 3.42% (15) responded that they were neither satisfied nor dissatisfied, and 0.69% (3) said that they were dissatisfied. -We are happy with the satisfaction figure in Quarter 4 and are above target. -The satisfaction has increased since last quarter and we are happy with the outcome for the end of the year.	Derby Homes	Quarterly	Holly Johnson
DH SAT PM02 Tenant satisfaction with views taken into account	High		78.0%	81.8%	84.8%		No Target			No Target	N/A	-Out of the 104 customers who answered the question in QT4 (2020/2021) 89.42% (93) were satisfied, 8.65% (9) responded that they were neither satisfied nor dissatisfied and 1.92% (2) said that they were dissatisfied. -Only 104 customers of the 421 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%	99.0%	99.0%		No Target	99.0%		No Target		-Satisfaction this month is above expected levels. -During the month out of 3201 surveys sent out 30 were dissatisfied, 14 were dissatisfied with D2D, 8 where I have rang twice and left voicemail, 6 for gas repairs, 2 for gas servicing and 0 were for electric testing and specialist works.	Derby Homes	Monthly	Steve Bayliss
DH SAT PM04 Satisfaction with new home (new build and re-let)	High		90.5%	94.4%	95.8%		No Target			No Target	N/A	Out of the 135 respondents for all lettings, 129 were satisfied, 2 were neither satisfied or dissatisfied and 4 were dissatisfied. We are contacting all of the dissatisfied customers to understand their concern and resolve any outstanding issues. Of the 135 respondents, 4 were in relation to new builds and they were all satisfied.	Derby Homes	Quarterly	Lorraine Testro

Latest Performance Report

Reporting -> Derby Homes




31-Mar-2021



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%	94.7%	94.9%		No Target	94.9%		No Target		Of the 69 respondents, 27 were very satisfied, 39 were satisfied, 1 was neither/nor, and 2 dissatisfied. Whilst satisfaction has remained high throughout the lockdown this has been difficult to maintain 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%	84.5%	85.8%		No Target			No Target	N/A	-Out of the 441 customers who answered the question in QT4 (2020/2021) 88.21% (389) were satisfied, 9.07% (40) responded that they were neither satisfied nor dissatisfied and 2.72% (12) said they were dissatisfied. -We are pleased to see we are over target in this area and to see that satisfaction has increased again since quarter 3.	Derby Homes	Quarterly	Holly Johnson
DH SAT PM07 Client satisfaction with Derby Advice service	High		100.0%	100.0%	100.0%		No Target	100.0%		No Target		Derby Advice achieved 100% client satisfaction with the service offered. This is an achievement given that all of our advice and support has been delivered over the telephone or digitally. The quarter 4 measure is based on 62 completed surveys	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 between November 2020 and April 2021. -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%	94.8%	95.3%		No Target			No Target	N/A	-In Q4 out of 86 complaint closed 3 went to appeal meaning 96.6% were resolved at initial contact. Of the 297 complaints closed this financial year, 283 have been resolved at initial contact. Of the 297 107 were upheld, 72 were partially upheld and 118 were not upheld.	Derby Homes	Quarterly	Annabelle Barwick

Latest Performance Report
Reporting -> Derby Homes
31-Mar-2021

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>-1 complaint was resolved in Q4 this complaint was not upheld.</p> <p>-The 2 remaining stage 2 complaints will be carried to Q1 21/22 as they were escalated at the end of the period .</p> <p>-Year to date - Of the 14 complaints escalated to the second stage this financial year 12 have been investigated and resolved at the second stage with a full response being provided, and 2 will be carried forward to Q1 2021/2022</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 81 complaints received in Q4 all 81 have been responded to in timescale equalling 100%.</p> <p>A total of 269 complaints were received during 2020/21 - all of which were responded to on time.</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	-During Q4 we had 0 complaints escalated to the ombudsman	Derby Homes	Quarterly	Annabelle Barwick
DH CS PM06 Number of tenants registered for My Account on line	High		6,890.0	8,005.0	8,497.0		Annual Collection			No Target	N/A	<p>-Previously 8005 customers had registered for "My Account".</p> <p>-In Q4 492 customers signed up to "My Account".</p> <p>-8497 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	35.0	71.0		Annual Collection	100.0		No Target		<p>-New homes starts were represented by 36 acquisitions for Q4, with 17 of those being the purchases of newly completed homes from private developers and 19 from the open market for existing homes.</p> <p>ACTIONS: -No new starts to in-house newbuild were made in Q4 due to us having to compete sites at Perth Street and Gerard Street, plus helping to complete refurbishment works on some of the 20 properties in the Next Steps project which had to be completed by the end of this Q4.</p>	Derby Homes	Annual	Ian Yeomans

Latest Performance Report

Reporting -> Derby Homes

31-Mar-2021



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 NH PM02 Number of new homes delivered in year (HRA & DH)	High		54.0	40.0	76.0		Annual Collection	100.0		No Target		<p>-All completions comprise exclusively of acquisitions for this quarter, Q4, being 36 in total comprising of existing homes on the local market to 17 brand new homes purchased from private developers.</p> <p>ACTIONS: -Completion of 11 units at Perth Street and 4 at Gerard Street did not occur as Covid working and other works such as the Next Steps project has impacted on progress. -The Next Steps project did however add 20 new units to the affordable housing stock very rapidly in this quarter.</p>	Derby Homes	Annual	Ian Yeomans
DH NH PM03 Number of new affordable homes delivered since 2008	High		514.0	554.0	589.0		Annual Collection	558.0		No Target		<p>-We have a healthy pipeline of both acquisitions and new build for Quarter 1 and into the next financial year.</p> <p>ACTIONS: -The two existing new build sites at Gerard Street and Perth Street will be completed in May 2021 with the new build sites At Berwick Avenue, Chesapeake Road and Cummings Street will commence before the end of Quarter 1. -At the commencement of Quarter 1 the CWT have 14 live acquired properties subject to large scale refurbishment work.</p>	Derby Homes	Annual	Ian Yeomans
Rent and Rent Arrears															
DH R&RA PM01 Rent arrears of current tenants as a percentage of rent roll	Low		2.8%	3.5%	3.1%		No Target	3.1%		No Target		<p>-We were anticipating the end of year levels to come in around the 3.3% mark now with receiving APA payments on a weekly basis. -However the last week in the financial year which is a rent free week delivered a arrears reduction of £248,866 from the previous week leaving the arrears in a better than expected position. -Although week 1 in this new financial year is rent free as well, the majority of the payments made will be towards arrears outstanding last year. -These payments will not count in the end of year reporting but will provide a good start for the coming year.</p>	Derby Homes	Monthly	Michael Kirk

Latest Performance Report

Reporting -> Derby Homes

31-Mar-2021






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 PM01a Total arrears as a % of rent due	Low		0.0%	6.2%	5.9%		No Target	5.9%		No Target	N/A	-The encouraging outcome of 5.9% show the lower than expected current arrears figure of £1.76m and now the regular writing off of uncollectable former tenant arrears which totaled just under £690k for the year .	Derby Homes	Monthly	Michael Kirk
DH R&RA PM02 Rent arrears of current tenants	Low		1,591,028	2,009,718	1,758,851		No Target	1,758,851		No Target		<p>-At the end March 2020 the current arrears were just under £1.6m.</p> <p>-After a challenging year due to the impact of the Covid 19 pandemic The figure for end of March 2021 has come in at £1,758,851</p> <p>-Disappointing as the increase of 167,823 may seem, this increase fares well when compared to the Housemark national reported increase of 19%.</p> <p>-The Derby outcome of a 10.5% increase is even more impressive when taking into account a year of almost no enforcement action due to the ban on evictions and around a 62% increase in the number of new universal credit cases on the previous year where tenants are mainly paid with a delay resulting in some technical arrears due to the pattern of payment.</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%	98.7%	99.8%		No Target	99.8%		No Target		<p>-The previous end forecast of 99% anticipated a reduction in cash collection linked with the increasing current tenants arrears figure due to the impact of covid 19 pandemic.</p> <p>-So coming in at 99.82% due to a successful rent free week is better than expected.</p> <p>-The suspension of evictions other than the serious categories still continues and has played its role in increasing outstanding arrears in some cases.</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 and overall expect a tighter control on rent arrears over the coming year.</p>	Derby Homes	Monthly	Michael Kirk

Latest Performance Report

Reporting -> Derby Homes

31-Mar-2021

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	2.0		No Target	2.0		No Target		-There has only been two evictions under the exceptional circumstances category since April as the Government has mainly suspended most of the court and eviction proceedings. -The two evictions that were carried out were found to be abandoned by the tenants. Recently a further couple of exceptional requests have been accepted so these may take place if no engagement continues over the coming months otherwise eviction requests will continue to be limited.	Derby Homes	Monthly	Michael Kirk
Responsive Repairs															
DH RR&V PM13 % of properties with a valid Landlords gas safety certificate	High		100.0%	98.0%	100.0%		No Target	100.0%		No Target		-The Gas Team attended 1924 properties to carry out a Landlord Gas Safety Inspection from 4th Jan-31st March 2021, we accessed and completed 1921 giving us a valid gas safety certificate completion of 99.84%. -Of the 3 without a valid certificate, all the no access procedures were followed and not gained access due to the customer's shielding. End of year figure was 12,757 with 12,737 completed giving a completion of 99.84%. Of the 20 No -Access over the year, all the no access procedures were followed and not gained access due to the customer's shielding, these have new appointments booked. We are 100% compliant under section 36 of the Gas Safety (Installation and Use) Regulations for the last quarter and end of year.	Derby Homes	Quarterly	Steve Bayliss
DH RR&V PM15 Percentage of properties with completed Electrical Safety Testing	High		100.0%	100.0%	99.7%		No Target	99.7%		No Target		-At the end of Q4 there are 38 properties that do not hold an Electrical Safety Certificate dated within the last 5 years. 26 of these have been escalated to the housing office for access issues and the remaining 12 properties where tenants have refused access because of COVID-19. -Every effort that is reasonable practicable 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%	100.0%		No Target	100.0%		No Target	N/A	-All passenger lifts are compliant	Derby Homes	Quarterly	Ian Yeomans

Latest Performance Report

Reporting -> Derby Homes

31-Mar-2021



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 the 28 properties that require a monthly temperature check and weekly flushing, 28 have been completed in this month. -This makes Derby Homes 100% compliant in this area.	Derby Homes	Quarterly	Steve Bayliss
Empty Homes															
DH EH PM01 Average time taken to relet local authority housing (days)	Low		25.2	45.0	42.5		No Target	45.0		No Target		<p>-In the early stages of lockdown and in response to the emergency phase of Covid, we followed Government guidance issued of 'not to move'.</p> <p>-The suspension of Homefinder and withdrawal of all offers has had a significant impact on the ability to relet properties during the Coronavirus pandemic.</p> <p>-Due to this we are currently reporting in a higher than expected and out of target re-let figure of 42.54 Days.</p> <p>ACTIONS: -Derby Homes,in consultation with the Council,took the decision to suspend the Homefinder scheme until 31st August 2020.</p> <p>-In addition all previous agreed offers of accommodation and approved allocations were withdrawn under the 'not to move' guidance issued by Government.</p> <p>-We have used this latest lockdown to continue to work proactively on our void properties allocating resources accordingly.</p> <p>We are actively working with local office staff to prioritise viewings on ready to let properties and process sign ups following appropriate safety guidelines.</p>	Derby Homes	Monthly	Maria Murphy

Latest Performance Report

Reporting -> Derby Homes

31-Mar-2021



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 EH PM02 Percentage of rent lost through dwellings becoming vacant	Low		1.0%	1.7%	1.6%		No Target	2.0%		No Target		<p>-The revised year-end forecast of 2% reflects the anticipated reduction in rent charged because of the increased void times as explained below. In the early stages of lockdown and in response to the emergency phase of Covid, we followed Government guidance issued of 'not to move'.</p> <p>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. In addition 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 progressed which will</p>	Derby Homes	Monthly	Maria Murphy
Housing and Advice															
DH H&A PM01 Number of active homefinder applicants	High		4,330.0	3,949.0	4,025.0		No Target			No Target	N/A	<p>-As at 31/03/2021 there were 7798 applicants on the housing register in the Corporate Needs, Priority Needs and General Needs band. 4025 of these have placed a bid in the last 12 months (this includes 36 autobids for applicants). There are also 3816 'open to all' applications registered with 949 of these bidding (including 1 autobids). Please note, we are now managing autobidding on a caseload basis to ensure that bids are only placed on properties that applicants are interested in, which the system was not able to do. Those requiring 4 bed + properties will remain on autobidding on Open Housing.</p>	Derby Homes	Monthly	Jenny Watson

Latest Performance Report



Reporting -> Derby Homes

31-Mar-2021




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	1,642.0	2,248.0		No Target	2,248.0		No Target		-Total approaches year to date was 2,248 with 606 new cases this quarter, 3% fewer than for the same quarter last year. -The annual decrease is 11% compared to 2019/20, approaches are significantly lower, particularly for quarter 1 and 2 of this year. -This is due to the impact of Covid 19 and related actions such as the halt in court possession proceedings, increase in the length of notice particularly for the private rented sector (17% annual decrease in approaches from the PRS) and homelessness being delayed for households granted leave to remain in the UK (60% annual decrease in approaches for these households). -Households who approached due to domestic abuse was also down, despite a national increase of domestic abuse reports, may be due to lockdown measures or where households felt unable to make a homeless approach.	Derby Homes	Quarterly	Matt Palmer
DH H&A PM03 Total number of cases resolved under 'prevention duty'	High		456.0	639.0	872.0		No Target	872.0		No Target		-The number of resolved prevention cases since April is 872 with 233 new cases this quarter. -This is a 91% increase on the annual 2019/20 figure which reflects an emphasis on early intervention in the homelessness process. ACTIONS: -There have been new initiatives, particularly for single households, with grant assisted schemes for supported living projects and an increase in the number of single person units secured in the private rented sector by the specialist Private Sector Access Team. -There has been an emphasis on move on from supported accommodation to create vacancies for those becoming homeless. -There is a very effective partnership with supported housing providers and other agencies and a move on coordinator post has been established to facilitate this work. -A number of direct lets into Derby City Council properties has also created units for those threatened with homelessness.	Derby Homes	Quarterly	Matt Palmer

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 PM04 Total number of cases resolved under 'relief duty'	High		1,110.0	483.0	630.0		No Target	630.0		No Target		-There were 147 cases resolved under the relief duty this quarter with the total annual cases being 630. -Although this is a 43% decrease on the figure for 2019/20, it does reflect the increase in the number of cases resolved at the prevention stage. -There has been a contraction in the private rented sector provision, particularly in family type accommodation, both in the city and nationally and also a reduction year on year in the number of social housing vacancies. -This has had an impact on the number of families who have been assisted at this stage of the homelessness process.	Derby Homes	Quarterly	Matt Palmer
DH H&A PM05 Total number of full homeless duty acceptances	Low		461.0	138.0	176.0		No Target	176.0		No Target		-The number of full homeless duty acceptances since April is 176 with 38 new households moving into this duty this quarter. -This is a 62% decrease on the figure for last year. ACTIONS: -This has been achieved by placing an emphasis on prevention and relief where the teams have been particularly successful in assisting single households. -The figure has also been affected by the delays imposed through COVID measures in the private rented sector with the increase in the length of notices and the reduction in court repossession proceedings.	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	378.0	405.0		No Target			No Target	N/A	-The total number of single placements this year is 405 with 27 of those being placed in March. This is over 3 times higher than the total number for 2019/20 and is a direct result of the pandemic. There was a peak of 73 individuals placed in April 2020 as part of the government's 'Everyone In' policy which Derby City continued throughout the year. There has been an emphasis on move on within hostels and supported housing especially since June to create alternative options to B&B reducing the number of monthly placements. However, B&B was used as part of the Severe Weather Emergency Provision this winter because the shared room Night Shelter accommodation was deemed unsuitable. This kept the monthly average number of placements well above those prior to the pandemic.	Derby Homes	Monthly	Matt Palmer

Latest Performance Report
Reporting -> Derby Homes
31-Mar-2021

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	96.0	110.0		No Target			No Target	N/A	-The number of new family households placed in B&B for the year 2020/21 was 110 with 14 placements in March. This is a 42% decrease on the previous years total and reflects the limited movement of households particularly during the first lockdown. The extension of the notice period for privately rented properties and the greatly reduced court activity for repossessions has also prevented families from becoming homeless. The number of alternative temporary accommodation units was increased as a response to COVID and the Temporary Accommodation team have made direct placements to avoid B&B wherever possible.	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	140.0	150.0		No Target			No Target	N/A	-The number of new households placed in temporary accommodation other than B&B for 2020/21 was 150 with 10 new placements in March 2021. This is 17 fewer than in 2019/20 despite the number of alternative temporary accommodation units being increased as a response to COVID. There has been limited move on for families due to a contraction of the privately rented sector and also fewer social housing vacancies	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	169.0	237.0		Annual Collection	200.0		No Target		-Throughout 2020/21 PRS caseworkers achieved 237 positive PRS placements, despite restrictions imposed by the pandemic; 180 of these placements discharged a statutory prevention duty, 45 discharged a relief duty and 3 discharged a full/main housing duty. ACTIONS: -As from March the 2021, the two additional temporary PRS caseworkers are now in post, anticipating an increase in approaches/evictions due to the soon to be - lifted eviction ban. For the past 6 months PRS caseworkers have been assisting the wider Housing Options in delivering a homeless tonight service for single customers. -Marketing/communications are currently targeting landlords and tenants at threat of eviction, including leaflets sent out with the annual CTAX billing run in the hope of focusing on prevention of evictions as restrictions due to covid are lifted.	Derby Homes	Annual	Matt Palmer

Latest Performance Report

Reporting -> Derby Homes


31-Mar-2021



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 PM15 Number of people sleeping rough on a single night - official annual estimate (Council Delivery Plan)	Low		14.0		6.0		Annual Collection			No Target	N/A	<p>A spotlight Count took place on the morning of 19 November 2020.</p> <p>-Seven teams of 4 volunteers lead by a member from the Derby Homes REST team completed the count with locations visited based on Derby's Homelessness Agencies intelligence.</p> <p>-Of six rough sleepers found five were male over the age of 25 with one not known.</p> <p>Glynis Hawkes</p> <p>ACTIONS: -At an Estimate meeting attended by Derby's Homeless Liaison Forum, the total was verified and agreed. The reduction from 14 (2019) to 6 reflects excellent partnership working and the new rough sleeper funding from MHCLG that includes the Covid-19 measures 'everybody in'.</p> <p>-Derby Homes organised hotel accommodation with support to include anyone found rough sleeping.</p> <p>-On the Hotels closure all were found accommodation with support by Derby Homes REST team, Safe Spaces, Housing First accommodation and Derby's Hostels and support services.</p> <p>Glynis Hawkes</p>	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
DH AM PM02 Energy Efficiency - average SAP rating of dwellings	High		75.5	75.4	75.5		Annual Collection	75.5		No Target		-The Average SAP for the stock is 75.49	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%		100.0%		Annual Collection	100.0%		No Target		<p>-During quarter 4, one apprentice completed their apprenticeship and gained a permanent position at Derby Homes.</p> <p>-Year end; over the year 5 apprentices have completed their apprenticeship and moved onto a positive destination.</p>	Derby Homes	Annual	Taranjit Lalria
HR															

Latest Performance Report
Reporting -> Derby Homes
31-Mar-2021

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 PM01 Average working days lost due to sickness absence	Low		8.1	6.5	6.3		No Target	6.3		No Target		-During March the number of days lost per employee for medical absences was 0.88 compared to 1.08 for the same period last year. -During March a total of 4168.47 hours were lost compared to 5002.25 for the same period last year. -In total over the last 12 months, 29245.05 hours have been lost due to sickness. -Last 12-month Days lost figure for medical absences was 6.27 days, this increases to 8.43 days if you include non medical Covid related absences. -In the last 12 months 10280.56 hours have been lost due to non-medical absences relating to Covid 19 and related reasons; for example, self-isolation or care of a dependant.	Derby Homes	Monthly	Maria Murphy