













**Latest Performance Report**  
Reporting -> Derby Homes  
30-Sep-2018





Description	Good is	Council 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>Rent Arrears</b>															
DH Local 01 (old bop 66b) Rent arrears of current tenants as a percentage of rent roll	Low		2.2%	2.6%	2.7%	3.3%	Blue	3.1%	3.1%	Green		Continuing to learn about and improve how Open Housing is working for the team. There were more cases to look at than we did under Capita Academy system and we are continually working to try and reduce the number. We now have the stop codes working and this is helping to reduce the number of cases that need action each week. Arrangements are now working for us better so overall Open Housing is now working better. New Income Recovery Officer's training started 17 September and the team now have full complement of officers. Overtime is being utilised to make sure we can cover the patches until the new officer has been trained. Visited Northampton Partnership Homes to have a look at the Mobysoft Rentsense product which could help with the expected increasing workload due to universal credit. Further meetings planned to find out more about the product and then Mobysoft will present a business case in November for the suitability of the product to Derby Homes requirements.	Derby Homes	Monthly	Jackie Westwood

Description	Good is	Council 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 Local 02 Rent arrears of current tenants	Low		1,224,036 .0	1,479,616 .0	1,570,013 .0	1,844,824 .0	Blue	1,720,000 .0	1,720,000 .0	Green		<p>Universal Credit full service commenced in Derby on 11th July 2018.</p> <p>By the end of September there were over 500 universal credit cases up and running. These will contribute to the outstanding arrears figure. Based on what has happened elsewhere a gradual increase in arrears is expected and after learning from others, processes have been put in place to minimise the level of any increase.</p> <p>A triage system has been set up to deal with universal credit cases. The welfare reform team will help tenants start their universal credit claims and then pass cases to income officers to monitor. Income Officers have been trained and will take responsibility to monitor cases after the universal credit has been applied for.</p> <p>Officers now have access to the DWP's landlord portal to help them deal with universal credit claimants .</p>	Derby Homes	Monthly	Jackie Westwood
DH Local 07 (BVPI66a) Rent collected as a % of rent due (includes arrears brought forward)	High		97.1%	96.9%	96.5%	96.2%	Green	97.0%	97.0%	Green		<p>Indicator reflects the increase in current arrears since the end of March but the rise is well within the expected levels and under the target figure. Reasons for current arrears increasing are mainly due to a combination of usual trends for the first few quarters until the rent free weeks at xmas, and now the additional arrears from universal credit cases as we wait for the first payment on each cases.</p>	Derby Homes	Monthly	Jackie Westwood






Description	Good is	Council 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 Local 11 No. of tenants evicted as a result of rent arrears	Low		42.0	27.0	29.0	28.0	Amber	55.0	55.0	Green		There were 2 evictions carried out during September making a total of 29 so far this year  Recently (May to July) we have had a higher number of evictions authorised for eviction warrants as a backlog had built up. This has now been cleared. The levels for August and September have returned to expected levels.  However the number of evictions carried each month can go up and down for a number of reasons as it depends on the tenants reaction and then the courts/judges with combination of some tenants running out of chances with the Judges and some just giving up and leaving because they know they can't pay or don't have any intention to pay.	Derby Homes	Monthly	Jackie Westwood
DH Local 43 Rent collected (excluding arrears brought forward) as a percentage of rent due	High		99.0%	98.9%	98.5%	97.4%	Green	98.0%	98.0%	Green		Levels are being maintained at the moment . With the increase in universal credit cases we expect this to fluctuate further over the coming months. We then expect income streams to then level off/pickup toward the end of the financial year.  As numbers switching over to universal credit are guesstimates, the actual impact on levels is not entirely clear.	Derby Homes	Monthly	Jackie Westwood
<b>Repairs</b>															
DH Local 16 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		Performance during the month of September has been excellent. During the month we completed 5 jobs all of which were carried out in time. A total of 11 jobs were carried out in quarter two (all within timescale) and 16 have been carried out this financial year.	Derby Homes	Monthly	Steve Bayliss
DH Local 17 Percentage of very urgent repair (complete within 24 hours)	High		99.9%	100.0%	100.0%	99.0%	Green	100.0%	99.0%	Green		Performance during the month of September has been excellent. During the month we completed 420 jobs all of which were carried out in time. A total of 1390 very urgent repairs were completed in quarter two- all jobs have been carried out in time making a total of 2518 very urgent repairs this financial year.	Derby Homes	Monthly	Steve Bayliss

**Latest Performance Report**  
Reporting -> Derby Homes  
30-Sep-2018




Description	Good is	Council 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 Local 18 Percentage of urgent repairs completed within 5 working days	High		99.7%	100.0%	100.0%	99.0%	Green	100.0%	99.0%	Green		Performance during the month of September has been excellent. During the month we completed 399 jobs all of which were carried out in time. A total of 1161 urgent repairs were completed in quarter two - all jobs have been carried out in time making a total of 2251 urgent repairs this financial year.	Derby Homes	Monthly	Steve Bayliss
DH Local 19 Percentage of non urgent repairs completed within 25 working days (44)	High		99.7%	99.7%	99.7%	99.0%	Green	99.0%	99.0%	Green		Performance during the month of September has been good. During the month we completed 977 jobs with all but 3 jobs were carried out in time. A total of 3108 non-urgent repairs were completed in quarter two with only 10 out of time making a total of 6241 non urgent repairs completed in 25 working days this financial year with 19 out of time.	Derby Homes	Monthly	Steve Bayliss
DH Local 22 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 4148 Landlord gas safety certificates from 1st July – 30th September 2018, 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
DH Local 44b Percentage of appointments kept	High		99.9%			99.0%	No Data		99.0%	N/A	N/A	No data to report. However 0 appointments have been missed during September, totally 3 missed appointments for quarter two. 13 appointments have been missed in total this financial year.	Derby Homes	Monthly	Steve Bayliss
DH Local 56 % of properties with completed Electrical Safety Testing	High		100.0%	100.0%	100.0%	100.0%	Green	100.0%	100.0%	Green		The Electrical testing team and Voids carried out 698 EICR's on Derby Homes properties from 1st July to 30th Sept 2018, this means that Derby Homes are 100% compliant for the 2nd Quarter of the financial year	Derby Homes	Quarterly	Steve Bayliss
<b>Customer Services</b>															
DH Local 111 Number of complaints resolved at stage 3	High		0.0	0.0	0.0		No Target			No Target	N/A	There were no complaints escalated to Stage 3 during this Quarter  ACTIONS: A new complaint, comment and compliment policy and procedure has been devised. This will be presented to Operational Board in October 2018.	Derby Homes	Quarterly	Jackie Westwood

Description	Good is	Council 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 Local 118 Number of tenants registered for My Account on line - NEW for 2018-19	High			3,076.0	3,350.0	4,500.0	Red	4,100.0	8,000.0	Red	N/A	This is an increase of 274 from the previous quarter  ACTIONS: We are continually promoting accessing services on line. The Get on Line incentive scheme is in it's second year and we have launched a new campaign focussing on access on line services called 24/7 campaign.	Derby Homes	Quarterly	Jackie Westwood
DH Local 68 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 have progressed to the Ombudsman during this quarter.	Derby Homes	Quarterly	Jackie Westwood
DH Local 71 Percentage of all complaints resolved at stage 1	High		0.0%	99.1%	98.4%	95.0%	Blue	96.0%	95.0%	Green	N/A	140 Stage one complaints were closed during this quarter, 3 were escalated to stage two. A total of 256 complaints were closed this year too date with 4 escalated to stage 2.	Derby Homes	Quarterly	Jackie Westwood
DH Local 72 Percentage of complaints resolved at stage 2	High		0.0%	100.0%	100.0%	80.0%	Blue	90.0%	80.0%	Blue	N/A	2 complaints were investigated at stage 2 during this quarter. No complaints progressed to stage 3. A total of 6 complaints have been investigated at stage two this financial year - none have progressed to level 3.	Derby Homes	Quarterly	Jackie Westwood
DH Local 74a % complaints responded to within timescale (not homelessness)	High		99.0%	100.0%	99.3%	96.0%	Blue	97.0%	96.0%	Green		143 complaints were responded to during this quarter, 141 within timescale making a total of 272 complaints responded to this financial year with only 2 out of timescale.	Derby Homes	Quarterly	Jackie Westwood
DH Local 74b % homelessness complaints responded to within timescale	High		83.3%		100.0%	96.0%	Blue	96.0%	96.0%	Green		1 Homelessness complaint was received & responded to within timescale during this quarter	Derby Homes	Quarterly	Jackie Westwood
<b>Satisfaction</b>															
DH Local 101 Client satisfaction with Welfare Advice service	High		97.0%				Annual Collection	90.0%	90.0%	Green		This is an annual measure. It is reported on at the end of each financial year once the customer feedback has been collated and analysed	Derby Homes	Annual	Jackie Westwood
DH Local 27 Tenant satisfaction with Landlord	High		91.0%	93.2%	93.7%	90.0%	Blue	94.0%	90.0%	Blue		Out of the 401 customers who answered the question in QT2 (2018/2019 Financial Year) 94% (378) were satisfied, 4% (18) responded that they were neither satisfied nor dissatisfied and 1% said (5) that they were dissatisfied. The total number of responses for this indicator is from the 2018/2019 Customer Satisfaction Survey.	Derby Homes	Quarterly	Holly Johnson




**Latest Performance Report**  
Reporting -> Derby Homes  
30-Sep-2018

Description	Good is	Council 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 Local 28 Tenant satisfaction with repairs (last completed repair)	High		99.5%	99.7%	99.7%	99.0%	Green	99.0%	99.0%	Green		Satisfaction this month is above target. During the month out of 1518 surveys sent out 6 were dissatisfied. A total of 3891 surveys were sent out during quarter two with only 15 dissatisfied making a total of 8255 surveys sent out this financial year with only 27 stating a dissatisfaction with the service.	Derby Homes	Monthly	Steve Bayliss
DH Local 29 Tenant satisfaction with views taken into account	High		79.0%	85.1%	84.0%	76.0%	Blue	85.0%	76.0%	Blue		Out of the 133 customers who answered the question in QT2 (2018/2019 Financial Year) 83% (110) were satisfied, 14% (19) responded that they were neither satisfied nor dissatisfied and 3% said (4) that they were dissatisfied. The total number of responses for this indicator are from the 2018/2019 Customer Satisfaction Survey.	Derby Homes	Quarterly	Holly Johnson
DH Local 52 Satisfaction with new home (new build and re-let)	High		94.0%	89.2%	90.6%	94.0%	Amber	92.0%	94.0%	Amber		Of the 167 respondents, 153 were satisfied, 9 were dissatisfied and 5 were neither nor. All of the people who said they were dissatisfied are being followed up. A report on this will be available for SMT	Derby Homes	Quarterly	Clare Mehrbani
DH Local 67 % satisfied with the way ASB case was handled	High		92.2%	92.6%	91.8%	93.0%	Amber	93.0%	93.0%	Green		Of the 87 respondents who answered this question in Q2 90.80% (79) were satisfied 8.05% (7) responded that they were neither satisfied nor dissatisfied and 1.15% (1) was dissatisfied. This gives an overall satisfaction figure of 91.79% with only 3.1% (6) reporting that they were dissatisfied with the way their case was handled.	Derby Homes	Quarterly	Murray Chapman
DH Local 77 % of respondents satisfied with their neighbourhood as a place to live	High		84.0%	82.8%	82.8%	84.0%	Amber	84.0%	84.0%	Green		Out of the 399 customers who answered the question in QT2 (2018/2019 Financial Year) 83% (330) were satisfied, 10% (38) responded that they were neither satisfied nor dissatisfied and 8% said (31) that they were dissatisfied. The total number of responses for this indicator is from the 2018/2019 Customer Satisfaction Survey.  As the Local Customer Priorities were agree in this quarter and a soft launch is programmed in for quarter 3, we anticipate the result will increase and be on target by the end of the year. Although disappointed that the result is off target, it is positive we are close to hitting the target which is a 4% increase from last year.	Derby Homes	Quarterly	Holly Johnson
<b>New Homes</b>															

**Latest Performance Report**  
Reporting -> Derby Homes  
30-Sep-2018





Description	Good is	Council 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 Local 62a Number of new homes started in year (HRA & DH)	High		34.0	2.0	19.0		Annual Collection	42.0	60.0	Red		The 17 units we expected to start in Q2 have all started. Combined with those started in the previous FY, we now have 33 units on site under construction.  ACTIONS: We have 2 units awaiting SoS, one of which we expect to begin in Q3.  The other unit is having to go a design revision to adjust costs.	Derby Homes	Annual	David Enticott
DH Local 62b Number of new homes delivered in year (HRA & DH)	High		33.0	1.0	12.0		Annual Collection	44.0	28.0	Blue		The 8 delayed units from Q1 have now completed, bolstered by 3 acquisitions from the market in this period also. One acquisition in quarter one was not reported and the data has now been amended accordingly.  ACTIONS: Currently there are no more new build completions expected until 11 units scheduled in Q4.  In terms of acquisitions, there are up to 9 units at various stages of conveyance at the time of writing.	Derby Homes	Annual	David Enticott
DH Local 62d Number of new affordable homes delivered since 2013	High		354.0	355.0	366.0		Annual Collection			No Target	N/A	We are working pro-actively with colleagues in DCC Planning, Property Services and Estates to (1) ensure a steady flow of new site feasibilities is being considered by the Planning Department in order to deal with actual scheme proposals efficiently; (2) initiating the transfer of suitable land into the HRA for further housing development and (3) using framework architects in addition to DCC Architectural services to get around capacity bottlenecks.	Derby Homes	Annual	David Enticott
<b>Housing Advice</b>															



**Latest Performance Report**  
Reporting -> Derby Homes  
30-Sep-2018

Description	Good is	Council 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 Local 116 Number of households living in Temporary Accommodation other than bed & breakfast (snapshot at period end)	Low		37.0	40.0	37.0	40.0	Blue	40.0	40.0	Green		This figure includes 2 placements into hostels and 1 into a refuge. Within the DCC owned housing there have been fewer vacancies and a number of properties have been void for longer because of repairs and the need to refurbish.  ACTIONS: The Temporary Accommodation/ Move on Team resource is being increased for a period to assist with current pressures including the need to effectively case manage those within DCC temporary housing.	Derby Homes	Monthly	Clare Mehrbani
DH Local 141 Number of homeless approaches (those where an HRA application is activated on RARS) - NEW for 2018-19	Low			450.0	970.0		No Target			No Target	N/A	The number of approaches has increased this quarter on last quarter but it's difficult to draw comparisons with the last financial year prior to the new homelessness legislation. The introduction of the Rehousing, Engagement, Support Team (REST) and the successful recruitment to some vacant homelessness advisor posts has meant an increase in the number of staff able to take applications which may have affected this figure for this quarter. However, irrespective of the number of staff, we are under a statutory duty to accept applications from any household who we believe may be homeless or threatened with homelessness.	Derby Homes	Quarterly	Clare Mehrbani
DH Local 142 Total number of cases resolved under 'prevention duty' - NEW for 2018-19	High			50.0	119.0		No Target			No Target	N/A	There is an increase in the number of successful preventions for this quarter as the work of the team becomes more prevention focussed. The greater resources in terms of staffing including the introduction of the Rehousing, Engagement, Support Team has given more opportunity to prevent homelessness rather than the dealing with the crisis of actual homelessness.	Derby Homes	Quarterly	Clare Mehrbani
DH Local 143 Total number of cases resolved under 'relief duty' - NEW for 2018-19	High			87.0	204.0		No Target			No Target	N/A	The HRA 2017 has now been in place for 6 months. Although some applicants are homeless when they apply others have passed through the 56 days of prevention and moved into relief. This figure however reflects the number of households for whom a positive resolution was found for their homelessness.	Derby Homes	Quarterly	Clare Mehrbani


**Latest Performance Report**  
Reporting -> Derby Homes  
30-Sep-2018

Description	Good is	Council 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 Local 144 Total number of full homeless duty acceptances - NEW for 2018-19	Low			24.0	56.0		No Target			No Target	N/A	This figure has increased on the last quarter but this was to be expected. The nature of the new legislation is such that the period before a main duty decision can be made has potentially increased to in excess of 112 days from application. With the exception of legacy cases (households who applied prior to 3.4.18) households seen within the first quarter were unlikely to have moved through the process to a main homelessness decision. However, by the end of the second quarter more households will have reached this decision stage.	Derby Homes	Quarterly	Clare Mehrbani
DH Local 145 Number of new positive private sector placements from April 2018 (accommodation with a reasonable prospect of being available for 6 months or more) - NEW for 2018-19	High			25.0	56.0	80.0	Red	110.0	160.0	Red	N/A	Still not at target for positive PRS placements, 86 properties have actually been sourced in this financial year.  ACTIONS: To monitor and target the reasons for not placing in each property we source.	Derby Homes	Quarterly	Clare Mehrbani
DH Local 45 Number of active homefinder applicants	High		2,106.0	2,699.0	2,765.0		No Target			No Target	N/A	Number of Active Housing Register applicants who have put in a bid in the last year.	Derby Homes	Monthly	Sue Andrews
DH Local 48a Number of new households placed in bed and breakfast in a month	Low		9.0	18.0	15.0		No Target			No Target	N/A	There has been a reduction in the number of new placements compared to the previous months this year. However, there have been fewer households moving on to other temporary or permanent accommodation which has meant the current placements remains high.	Derby Homes	Monthly	Clare Mehrbani
DH Local 48b Number of new households placed in temporary accommodation other than bed & breakfast in a month	Low		2.0	11.0	7.0		No Target			No Target	N/A	2 of the 7 placements were into hostels not owned by DCC. There were fewer placements in DCC temporary accommodation this month due to fewer vacancies and a number of the vacancies have needed furniture which has delayed matters. We are currently working on more properties to bring them into use but these take longer to set up because of the need to fully furnish them.	Derby Homes	Monthly	Clare Mehrbani


Description	Good is	Council 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
YA&H PM04 (DH) Number of households placed into B&B accommodation (snapshot at period end)	Low		15.0	16.0	19.0	15.0	Red	15.0	15.0	Green		This figure is above the target. It is reflective of the number of households who are homeless and needing emergency accommodation. There is still a need for greater numbers of alternative temporary accommodation units and we are in the process of acquiring these. The new legislation also means that we have an increase in the amount of time we may need to offer for households whilst we try and relieve their homelessness  ACTIONS: We are still embedding a new structure, new legislation and new IT and have not yet seen the full positive impact of all these factors on the prevention of homelessness. In future we will see increased access to the private rented sector, better managed temporary accommodation and greater homelessness prevention. We are also acquiring further temporary units to facilitate move on and hopefully avoidance of the use of B&B in some cases. The rough sleeper task force initiative (REST) is now in place and will be dealing with complex needs homeless persons in	Derby Homes	Monthly	Clare Mehrbani
<b>Empty Homes</b>															
DH Local 06 Percentage of rent lost through dwellings becoming vacant	Low		0.9%	0.8%	0.8%	0.8%	Green	0.8%	0.8%	Green		This figure has increased slightly from last month but is in line with our target of 0.8	Derby Homes	Monthly	Jim Joyce
DH Local 32 (BVPI 212) Average time taken to relet local authority housing (days)	Low		24.5	25.3	24.9	24.0	Amber	24.5	24.0	Amber		Whilst this figure is still above our expected target the amount we are over by has reduced by 0.47 since last month and has continued to reduce month on month since April. We will continue to work closely with our other teams to ensure that voids are let in a timely manner and we reach our target of 24	Derby Homes	Monthly	Jim Joyce
DH Local 79 Amount of rent lost through dwelling becoming vacant	Low		£497,080.0	£189,335.0	£229,331.5	£225,000.0	Amber	£450,000.0	£450,000.0	Green		This is currently over our target figure. . We will continue to monitor our voids closely and work with other teams to reduce the amount of rent lost on the void properties.	Derby Homes	Monthly	Jim Joyce
<b>HR</b>															

Description	Good is	Council 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 Local 76 Average working days lost due to sickness absence	Low		8.2	8.0	7.5	7.0	Red	7.5	7.0	Red		In September 2018 the total days lost per employee was 0.47 Short term absences = 0.22 Long term absences = 0.25  This is an decrease on the same month in 2017 where the total days lost per employee was 0.66	Derby Homes	Monthly	Maria Murphy
DH Local 76a Average working days lost due to long term sickness absence - NEW for 2018-19	Low		0.0	4.6	4.1		No Target			No Target	N/A	During September the number of days lost per employee for long term absences was 0.28 compared to 0.55 for the same period last year. A total of 1,218.00hours were lost due to long term absence in September compared to 2,001.50 for the same period last year. Year to date 19021.50 hours have been lost to long term absence in total . 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
DH Local 76b Average working days lost due to short term sickness absence - NEW for 2018-19	Low			3.4	3.3		No Target			No Target	N/A	During September the number of days lost per employee for short term absences was 0.24 compared to 0.17 for the same period last year. A total of 1014.75 hours were lost due to short term absence in September compared to 741.75 for the same period last year. In total to date 14846.25 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
<b>Asset Management</b>															
DH Local 120 Energy Efficiency - average SAP rating of new build homes	High		83.0	83.0	83.0	85.0	Annual Collection	83.0	85.0	Amber		The homes completed last year were built to current building regulations with high levels of thermal insulation. The outturn 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.	Derby Homes	Annual	Shaun Bennett
DH Local 21 (NI 158) Percentage of non-decent council homes	Low		0.0%	0.0%	0.0%		Annual Collection	0.0%	0.0%	Green	N/A	All properties are currently meeting Decent Homes Standards	Derby Homes	Annual	Shaun Bennett

**Latest Performance Report**  
Reporting -> Derby Homes  
30-Sep-2018

Description	Good is	Council 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 Local 24 Energy Efficiency -average SAP rating of dwellings (BV63)	High		73.7	73.7	74.7		Annual Collection	74.7	73.7	Green		Average SAP rating has increased slightly this quarter due to additional data being recorded within Keystone. Currently on track to meet this years target of 73.7	Derby Homes	Annual	Shaun Bennett
<b>Governance</b>															
DH Local 136 Number of Data Protection Breaches	Low		6.0	7.0	14.0		No Target			No Target	N/A	<p>The number of data protection breaches has increased since quarter one with a total of 14 breaches compared to 3 at the same period last year. Full reports are completed for each breach along with any recommendations that are required.</p> <p>The instances of breach may appear higher as we record breaches that other organisations would class as near misses. For example we record an incident as a breach even if it is sent to the wrong recipient within Derby Homes.</p> <p>Furthermore the work we have undertaken on GDPR has created a greater awareness of the reporting requirements. We have fostered an environment where employees are confident that reporting all issues is better than not reporting anything or worse hiding a breach.</p> <p>The breaches have been low level.</p> <p>We continue to raise data protection awareness including secure email awareness which has taken place with a number of teams during quarter two and training is made available for other teams as necessary.</p>	Derby Homes	Quarterly	Taranjit Lalria
<b>Corporate Services</b>															
DH Local 119 Percentage of expired apprenticeship levy funds - NEW for 2018-19	Low					0.0%	No Data		0.0%	N/A	N/A	<p>Unable to report on this measure until May 2019. This is due to the fact that the apprenticeship levy funds expire after two years. The levy was introduced in May 2017 therefore first month of expiration will be May 2019.</p>	Derby Homes	Quarterly	Taranjit Lalria

**Latest Performance Report**  
Reporting -> Derby Homes  
30-Sep-2018

Description	Good is	Council 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 Local 146 Percentage of councillor & MP enquiries responded to within timescale - NEW for 2018-19	High			85.6%	88.7%	90.0%	Amber	90.0%	90.0%	Green	N/A	Total enquiries received during quarter two = 164. Councillor enquiries received = 104 (94 responded to within timescale). MP Enquiries received = 60 (59 responded to within timescale).  ACTIONS: We have analysed reasons why responses were not made within the target timescales. In most instances the 'late' responses were on enquiries made directly to officers email addresses, rather than copying in councillors@derbyhomes.org. Where the generic email address is used we monitor responses and achieve higher compliance with target timescales. We will reiterate with all regarding this process. We will also remind our Managers of the need to use holding replies and updates if they are awaiting details for a full response.	Derby Homes	Quarterly	Taranjit Lalria
DH Local 63 Percentage of apprentices who retain or move on to employment or further training	High		100.0%				Annual Collection	95.0%	95.0%	Green		July - September 2018 - 9 apprentices gained a role at Derby Homes.	Derby Homes	Annual	Taranjit Lalria