Derby City Council

derby homes

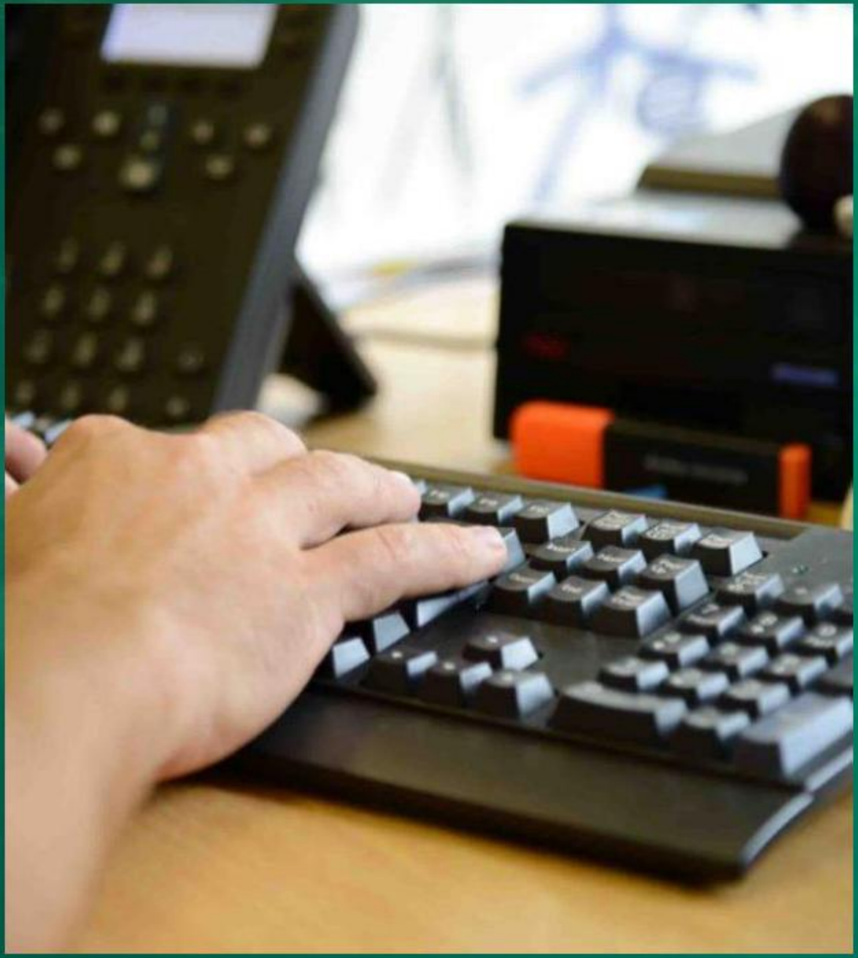
Outturn Report

Quarter 1 2023/24

Summary

- 2023/24 target proposals
- Quarter 1 = outturn compared to quarter 1 2022/23
- Quarter 2 = performance reporting against approved targets

Customer service



Sickness absence

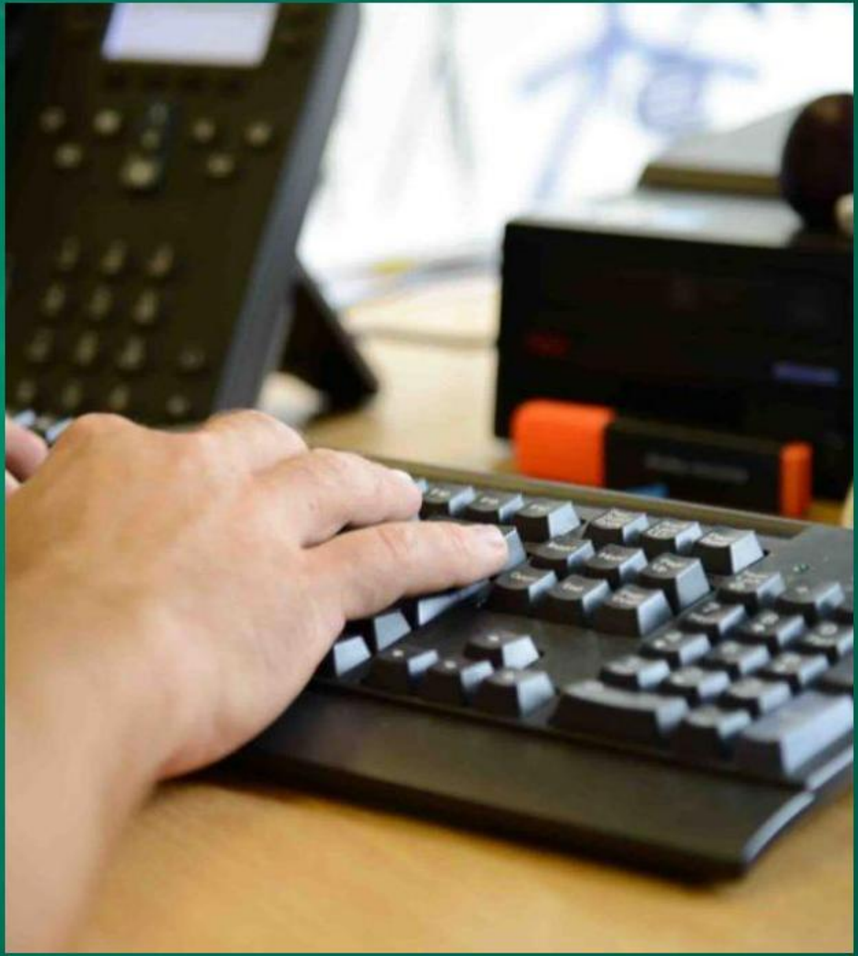
- 2-day improvement when compared to quarter1 2022/23
- Long-term sickness has increased when compared to quarter 1 2022/23
- Short-term sickness has decreased compared to quarter 1 2022/23

Customer service

Complaints

- Zero complaints upheld by the Ombudsman in quarter 1
- Zero cases upheld by the Local Government and Social Care Ombudsman in quarter 1
- 96.27% of closed stage 1 complaints responded to within timescales. Comparable to quarter 1 2022/23.

- 150 new customers signed up to My Account (total 8381)



New homes

- 3 acquisitions
- 0 new builds
- 8 new homes delivered compared to 5 in quarter 1 2022/23
- Challenges and delays relating to procurement and on-site issues.

New homes

Tenant satisfaction with new home

- Improved by 2.38% year on year
- 85.71%
- Highest since quarter 4 2021/22
- Impact of empty homes coordinator

Income

- Rent arrears of current tenants as a percentage of rent roll = 3.81%
- +0.22% compared to quarter 1 2022/23
- Following historical trends but higher due to Cost-of-Living crisis

Repairs and maintenance

derby homes

Outstanding responsive repairs

- New measure
- Increase seen each month of quarter 1
- Large increase of 843 between April and May 2023

Repairs and maintenance

Electrical Safety Testing

- 99.89% at quarter 1
- -0.02% compared to quarter 1 2022/23

Housing demand

Rent lost through dwellings becoming vacant

- 0.79% at quarter 1
- Decrease since April 2023 (0.89%) and quarter 1 2022/23 (0.83%)

Housing demand

Homefinder applicants

- 8,440 live applications across the Corporate Needs, Priority Needs and General Needs bands
- +14% compared to Q1 2022/23

Homeless approaches

- 556 (202 in June)
- -19% compared to Q1 2022/23

Resolved cases

- Prevention duty – 188 in Q1 2023/242 compared to 225 in Q1 2022/23
- Relief duty – 116 in Q1 2023/24 compared to 172 in Q1 2022/23

Full homeless duty acceptances

- 73 in Q1 2023/24 compared to 43 in Q1 2022/23

Housing demand
(compared to quarter 1 2022/23)

Bed and Breakfasts:

- Singles: 100 (+35%)
- Families: 74 (+12%)

Average length of stay:

- 38 days
- +35.7% in last 12 months (compared to +10% nationally)
- Families +42 days = 17 (compared to 1 in Q1 2022/23)