

2023/24 DORIS reference	Measure Description	Reporting category	Target - April	Target - May	Target Quarter 1 (June)	Target - July	Target - August	Target Quarter 2 (Sept)	Target - October	Target - November	Target Quarter 3 (December)	Target - January	Target - February	Target Quarter 4 (March)	2023/24 Target
TP01 DCC	Overall satisfaction measure by tenant perception survey	TSM	88%	88%	88%	88%	88%	88%	88%	88%	88%	88%	88%	88%	88%
TP01 DH	Overall satisfaction measure by tenant perception survey	TSM	88%	88%	88%	88%	88%	88%	88%	88%	88%	88%	88%	88%	88%
TP02 DCC	Satisfaction with Repairs	TSM	82%	82%	82%	82%	82%	82%	82%	82%	82%	82%	82%	82%	82%
TP02 DH	Satisfaction with Repairs	TSM	82%	82%	82%	82%	82%	82%	82%	82%	82%	82%	82%	82%	82%
TP03 DCC	Satisfaction with time taken to complete most recent repair	TSM	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
TP03 DH	Satisfaction with time taken to complete most recent repair	TSM	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
TP04 DCC	Satisfaction that the home is well-maintained	TSM	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
TP04 DH	Satisfaction that the home is well-maintained	TSM	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%	85%
TP05 DCC	Satisfaction that the home is safe	TSM	87%	87%	87%	87%	87%	87%	87%	87%	87%	87%	87%	87%	87%
TP05 DH	Satisfaction that the home is safe	TSM	87%	87%	87%	87%	87%	87%	87%	87%	87%	87%	87%	87%	87%
TP06 DCC	Satisfaction that the landlord listens to tenant views and acts upon them	TSM	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
TP06 DH	Satisfaction that the landlord listens to tenant views and acts upon them	TSM	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%	75%
TP07 DCC	Satisfaction that the landlord keeps tenants informed about things that matter to them	TSM	81%	81%	81%	81%	81%	81%	81%	81%	81%	81%	81%	81%	81%
TP07 DH	Satisfaction that the landlord keeps tenants informed about things that matter to them	TSM	81%	81%	81%	81%	81%	81%	81%	81%	81%	81%	81%	81%	81%
TP08 DCC	Agreement that the landlord treats tenants fairly and with respect	TSM	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
TP08 DH	Agreement that the landlord treats tenants fairly and with respect	TSM	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%
TP09 DCC	Satisfaction with the landlord's approach to the handling of complaints	TSM	51%	51%	51%	51%	51%	51%	51%	51%	51%	51%	51%	51%	51%
TP09 DH	Satisfaction with the landlord's approach to the handling of complaints	TSM	51%	51%	51%	51%	51%	51%	51%	51%	51%	51%	51%	51%	51%
TP10 DCC	DCC Satisfaction that the landlord keeps communal areas clean and well-maintained	TSM	76%	76%	76%	76%	76%	76%	76%	76%	76%	76%	76%	76%	76%
TP10 DH	DCC Satisfaction that the landlord keeps communal areas clean and well-maintained	TSM	76%	76%	76%	76%	76%	76%	76%	76%	76%	76%	76%	76%	76%
TP11 DCC	Satisfaction that the landlord makes a positive contribution to neighbourhoods	TSM	78%	78%	78%	78%	78%	78%	78%	78%	78%	78%	78%	78%	78%
TP11 DH	Satisfaction that the landlord makes a positive contribution to neighbourhoods	TSM	78%	78%	78%	78%	78%	78%	78%	78%	78%	78%	78%	78%	78%
TP12 DCC	Satisfaction with the landlord's approach to handling anti-social behaviour	TSM	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%

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TP12 DH	Satisfaction with the landlord's approach to handling anti-social behaviour	TSM	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%	72%
CH01 DCC	Complaints relative to the size of the landlord.	TSM	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
CH01 DH	Complaints relative to the size of the landlord.	TSM	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
CH02 DCC	Complaints responded to within Complaint Handling Code timescales	TSM	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
CH02 DH	Complaints responded to within Complaint Handling Code timescales	TSM	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%	95%
NM01 DCC	Anti-social behaviour cases relative to the size of the landlord	TSM	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
NM01 DH	Anti-social behaviour cases relative to the size of the landlord	TSM	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
RP01 DCC	Homes that do not meet the Decent Homes Standard	TSM	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
RP01 DH	Homes that do not meet the Decent Homes Standard	TSM	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
RP02 DCC E	Repairs completed within target timescale (emergency)	TSM	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
RP02 DH E	Repairs completed within target timescale (emergency)	TSM	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%	99%
RP02 DH NE	Repairs completed within target timescales (non emergency)	TSM	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
RP02 DCC NE	Repairs completed within target timescales (non emergency)	TSM	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%	80%
BS01 DCC	Gas Safety Checks	TSM	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BS01 DH	Gas Safety Checks	TSM	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BS02 DCC	Proportion of HRA (Derby City Council) homes for which all required fire risk assessments have been	TSM	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BS02 DH	Proportion of Derby Homes owned homes for which all required fire risk assessments have been carried out.	TSM	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BS03 DCC	Asbestos safety checks	TSM	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BS03 DH	Asbestos safety checks	TSM	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BS04 DCC	% of Schemes with Communal Water Systems having a valid Water Risk Assessment in place	TSM	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BS04 DH	% of Schemes with Communal Water Systems having a valid Water Risk Assessment in place	TSM	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BS 05 DCC	Lift safety checks	TSM	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
BS 05 DH	Lift safety checks	TSM	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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DH NH01	Number of new homes started in year (HRA & DH)	New Homes												28	28
DH NH02	Number of new homes delivered in year (HRA & DH)	New Homes												86	86
DH NH03	Number of new affordable homes delivered since 2008	New Homes												756	756
DH NH04	Satisfaction with new home (new build and re-let)	New Homes	81%	81%	81%	81%	81%	81%	81%	81%	81%	81%	81%	81%	81%
DH NH05	Energy Efficiency - average SAP rating of dwellings	New Homes												75.9	75.9
DH IN01 - L2	Rent collected (excluding arrears brought forward) as a percentage of rent due	Income Level 2	100.09%	99.25%	99.10%	98.52%	98.28%	98.26%	97.86%	97.95%	98.65%	98.37%	98.17%	98.70%	98.70%
DH IN02 - L2	Rent arrears of current tenants (value)	Income Level 2	£1,852,231	£1,993,730	£2,226,809	£2,430,706	£2,606,937	£2,793,228	£2,991,520	£3,127,234	£2,522,710	£2,730,806	£2,902,844	£2,550,000	£2,550,000
DH IN03 - L2	Rent arrears of current tenants as a % of rent roll	Income Level 2	2.94%	3.17%	3.54%	3.86%	4.14%	4.44%	4.76%	4.97%	4.01%	4.34%	4.62%	4.05%	4.05%
DH - RM02	Total number of outstanding responsive repairs	Repairs amd maintenance	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set
DH - RM03	% of properties with completed Electrical Safety Testing	Repairs amd maintenance	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DH - HD01a	Average time taken to relet local authority housing (days)	Housing demand	20.5	20.5	20.5	20.5	20.5	20.5	20.5	20.5	20.5	20.5	20.5	20.5	20.5
DH - HD01b	% of rent lost through dwellings becoming vacant	Housing demand	0.89	0.89	0.89	0.89	0.89	0.89	0.89	0.89	0.89	0.89	0.89%	0.89%	0.89%
DH - HD02	Number of active homefinder applicants	Housing demand	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set
DH - HD03	Number of homeless approaches (those where an HRA application is activated on RARS)	Housing demand (L2) AND Housing options and homelessness (L3)	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set
DH - HD04	Total number of cases resolved under 'prevention duty' (Derby Recovery Plan 2021-22)	Housing demand	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DH - HD05	Total number of cases resolved under 'relief duty'	Housing demand	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DH - HD06	Total number of full homeless duty acceptances	Housing demand	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DH - HD07	Number of new households placed in bed and breakfast (singles)	Housing demand (L2) AND Housing options and homelessness (L3)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DH - HD08	Number of new households placed in bed and breakfast (families)	Housing demand (L2) AND Housing options and homelessness (L3)	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DH - HD09	Average length of stay (days) in bed & breakfast from the beginning of the year	Housing demand	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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DH - HD10	Number of new households placed in temporary accommodation other than bed & breakfast	Housing demand	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DH - HD11	Number of Families living in bed and breakfast at the end of the month where the stay exceeds 42 days	Housing demand	0	0	0	0	0	0	0	0	0	0	0	0	0
DH - HD12	Number of new positive private sector placements (accommodation with a reasonable prospect of being available for 6 months or more)	Housing demand	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	240
DH - HD13	Number of people sleeping rough on a single night (official annual estimate)	Housing demand	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	11
DH CS01	Number of complaints upheld by the Ombudsman	Customer service	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DH CS02	% closed stage 1 complaints responded to within timescale	Customer service	95.0%			95.0%			95.0%			95.0%			95.0%
DH CS03	Number of tenants registered for My Account online	Customer service													
DH CS04	Average working days lost due to sickness absence	Customer service	10	10	10	10	10	10	10	10	10	10	10	10	10
DH CS05	Cases upheld by Local Government & Social Care Ombudsman	Customer service	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DH - D2DR01	Total day to day repair jobs out of priority	Day to day repairs	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set
DH - D2DR02	Day to day repair jobs over 3 months	Day to day repairs	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set
DH - D2DR03	Day to day repair jobs over 6 months	Day to day repairs	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set
DH - D2DR04	Number of day to day repair jobs raised (April to March)	Day to day repairs	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set
DH - D2DR05	Damp, mould and condensation – Total cases reported	Day to day repairs	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set
DH - D2DR06	Day to day repairs - percentage of visits where there was access	Day to day repairs	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set
DH - D2DR07	Disrepair Cases – New	Day to day repairs	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set
DH - D2DR08	Disrepair Cases - Open	Day to day repairs	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set
DH - D2DR09	Disrepair Cases – Total	Day to day repairs	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set
DH - D2DR10	Percentage of emergency/very urgent repairs carried out (attend and make safe within 2 hours and complete in 24hrs)	Day to day repairs	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

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DH - D2DR11	% of urgent repairs completed within 5 working days	Day to day repairs	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%	99.0%
DH - D2DR12	% of non urgent repairs completed within 25 working days	Day to day repairs	98.50%	98.50%	98.50%	98.50%	98.50%	98.50%	98.50%	98.50%	98.50%	98.50%	98.50%	98.50%	98.50%
DH - D2DR13	% specialist non urgent repairs completed within 60 working days	Day to day repairs	78.00%	78.00%	78.00%	78.00%	78.00%	78.00%	78.00%	78.00%	78.00%	78.00%	78.00%	78.00%	78.00%
DH - D2DR14	% of appointments kept	Day to day repairs	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%
DH - D2DR15	% of repairs completed at the first visit	Day to day repairs	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%	70%
DH - D2DR16	% of first time access for gas servicing	Day to day repairs			75.0%			75.0%			75.0%			75.0%	75.0%
DH - CW01	% minor adaptations completed within 25 working days from referral	Capital works			90.0%			90.0%			90.0%			90.0%	90.0%
DH - CW02	% large minor adaptations completed within 60 working days from referral	Capital works			80.0%			80.0%			80.0%			80.0%	80.0%
DH - CW03	Average time from referral to completion of major adaptation	Capital works			90			90			90			90	90
DH - CW04	New Homes % delivered within programme target dates	Capital works	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DH - CW05	Kitchen replacements completed	Capital works	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DH - CW06	Bathroom replacements completed	Capital works	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DH - CW07	Heating replacements completed	Capital works	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DH IN01 - L3	Total arrears as a % of rent due	Income level 3	4.6%	4.8%	5.2%	5.5%	5.8%	6.1%	6.4%	6.6%	5.7%	6.0%	6.3%	5.7%	5.7%
DH IN02 - L3	Rent collected as a % of rent due (includes arrears brought forward)	Income level 3			97.00%			96.36%			96.47%			96.03%	96.00%
DH IN03 - L3	Number of tenants evicted as a result of rent arrears	Income level 3	2	4	6	8	10	12	14	16	18	20	22	25	25
DH IN04 - L3	Number of tenants in arrears who have had NSP served	Income level 3			150			300			800			1100	1100
DH IN05- L3	Former Tenant Arrears collected	Income level 3			£30,000			£60,000			£90,000			£120,000	£120,000
DH IN06- L3	Former Tenant arrears written off	Income level 3			£100,000			£200,000			£300,000			£400,000	£400,000
DH IN07 - L3	Total number of Universal Credit Cases	Income level 3			5200			5400			5800			6200	6200
DH IN08 - L3	Estimated annual financial value of additional benefits	Income level 3			£1,250,000			£2,500,000			£3,750,000			£5,000,000	£5,000,000
DH IN09 - L3	Average waiting time (working days) for welfare rights appointment	Income level 3			15			15			15			15	15
DH IN10- L3	Number of customers receiving specialist welfare rights advice	Income level 3			625			1250			1875			2500	2500

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DH - HM01	New ASB cases reported	Housing Management	No Target set	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DH - HM02	Cumulative open ASB cases	Housing Management	No Target set	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DH - HM03	Percentage of Estate Inspections Completed	Housing Management	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DH - HM04	New CSM Cases opened (customer service module)	Housing Management	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set
DH - HM05	Cumulative open CSM cases (customer service module)	Housing Management	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set
DH - HM06	Number of reported actions resulting from inspections	Housing Management													No target set
DH - HM07	% tenancies sustained receiving Tenancy Sustainment service	Housing Management	96.0%												96.0%
DH - HM08	Number of tenants actively engaging with Derby Homes	Housing Management													No target set
DH - HM09	% of tenancies sustained by Intensive Housing Management Service	Housing Management	96.0%												96.0%
DH - HM10	% of tenancies sustained by Complex Needs Service	Housing Management	96.0%												96.0%
DH - HM11	Percentage of mutual exchange decisions made within the statutory 42 day period	Housing Management	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
DH - HM12	Number of Mutual Exchanges completed	Housing Management													No target set
DH - HM13	Number of non-legal actions taken	Housing Management	1250												5000
DH - HM14	Number of contacts to complainants made	Housing Management	2250												9000
DH - HM15	% of closed resolved cases	Housing Management	98.5%												98.5%
DH VR01	Total number of active voids (snapshot)	Voids / relet	35	35	35	35	35	35	35	35	35	35	35	35	35
DH VR02	Passive Voids - Total	Voids / relet	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DH VR03	Properties let in month	Voids / relet	40	40	40	40	40	40	40	40	40	40	40	40	40
DH VR04	Average active void days – Keys with maintenance team	Voids / relet	15	15	15	15	15	15	15	15	15	15	15	15	15
DH HO01	Estimated number of people sleeping rough on a single night (monthly count)	Housing options / Homelessness													11
DH HO02	Average wait time in Corporate needs band (days)	Housing options / Homelessness													No target set
DH HO03	Average wait time in priority needs band (days)	Housing options / Homelessness													No target set
DH HO04	Average wait time in general needs band (days)	Housing options / Homelessness													No target set

2023/24 DORIS reference	Measure Description	Reporting category	Target - April	Target - May	Target Quarter 1 (June)	Target - July	Target - August	Target Quarter 2 (Sept)	Target - October	Target - November	Target Quarter 3 (December)	Target - January	Target - February	Target Quarter 4 (March)	2023/24 Target
DH HO05	Number of households living in temporary accommodation (snapshot at period end)	Housing options / Homelessness													No target set
DH HO06	Average length of stay (days) in temporary accommodation accommodation from the beginning of the year	Housing options / Homelessness													No target set
DH HO07	Number of individual refusal reasons recorded on Open Housing	Housing options / Homelessness	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set	No Target set
DH CORP01	Average working days lost due to long term sickness absence	Corporate	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
DH CORP02	Average working days lost due to short term sickness absence	Corporate	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0	5.0
DH CORP03	Staff Turnover rate	Corporate													No target set
DH CORP04	Total Vacant Posts	Corporate	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DH CORP05	Total number of agency workers	Corporate	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DH CORP06	Average Call Wait (in seconds)	Corporate													
DH CORP07	% inbound calls answered	Corporate	76.0%	76.0%	76.0%	76.0%	76.0%	76.0%	76.0%	76.0%	76.0%	76.0%	76.0%	76.0%	76.0%
DH CORP08	Number of transactions received digitally	Corporate													
DH CORP09	% of apprentices who retain or move on to employment or further training	Corporate	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	95%	95%
DH CORP10	% of expired apprenticeship levy funds	Corporate			0.0%			0.0%			0.0%			0.0%	0.0%
DH CORP11	% councillor & MP enquiries responded to within timescale	Corporate			75.0%			75.0%			75.0%			75.0%	75.0%
DH CORP12	All reported accidents	Corporate	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DH CORP13	Number of accidents recorded resulting in 1 - 7 days lost time	Corporate													No target set
DH CORP14	Number of accidents recorded resulting in over 7 days lost time	Corporate													No target set
DH CORP15	Number of working days lost to sickness absence due to workplace accidents (to date)	Corporate													No target set
DH CORP16	Number of health & safety training days delivered	Corporate													No target set
DH CORP17	Number of near misses reported	Corporate													No target set
DH CORP18	Violence and aggression incidents reported	Corporate													No target set

2023/24 DORIS reference	Measure Description	Reporting category	Target - April	Target - May	Target Quarter 1 (June)	Target - July	Target - August	Target Quarter 2 (Sept)	Target - October	Target - November	Target Quarter 3 (December)	Target - January	Target - February	Target Quarter 4 (March)	2023/24 Target
DH CORP19	Complaints Received – Maintenance	Corporate													No target set
DH CORP20	Complaints Received – Housing Management	Corporate													No target set
DH CORP21	Complaints Received – Housing Options	Corporate													No target set
DH CORP22	Complaints Received - Staff	Corporate													No target set
DH CORP23	Complaints Received - Other	Corporate													No target set
DH CORP24	Cases referred to Housing Ombudsman	Corporate													No target set
DH CORP25	Cases referred to Local Government & Social Care Ombudsman	Corporate													No target set
DH CORP26	Number of information rights requests received (DPA/EIR/FOIA)	Corporate													No target set
DH CORP27	Subject Access Requests Received	Corporate													No target set
DH CORP28	Number of Data Protection Breaches	Corporate													No target set
DH CORP29	Number of non-compliant contracts	Corporate	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
DH CORP30	Number of contract waivers	Corporate	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a