






# Latest Performance Report

Reporting -> Derby Homes

31-Mar-2019

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%	2.8%	2.3%	3.1%	Blue	2.3%	3.1%	Blue		<p>Year end target has been exceeded.</p> <p>The challenges facing income collection have been mitigated well and rent arrears managed.</p> <p>Regular auditing of serious cases and regular monitoring of cases in arrears have meant good control over current rent arrears.</p>	Derby Homes	Monthly	David Enticott
DH Local 02 Rent arrears of current tenants	Low		1,224,036 .0	1,579,401 .0	1,274,885 .0	1,720,000 .0	Blue	1,274,885 .0	1,720,000 .0	Blue		<p>Yearend target has been exceeded</p> <p>Performance was excellent on current arrears levels with levels being well under the target figure. We were partly assisted by the delayed migration of existing legacy benefit cases to universal credit. This mitigation was expected and now has been delayed starting with a pilot elsewhere in July and if successful then Derby's mass migration will probably commence during 2020.</p> <p>Even so there were around 25 new cases of universal credit each week and at the end of March the total figure of universal credit cases was over 1200 and these additional cases will have put pressure on the arrears with levels being around 50k than the same time last year.</p>	Derby Homes	Monthly	David Enticott
DH Local 07 (BVPI66a) Rent collected as a % of rent due (includes arrears brought forward)	High		97.1%	97.1%	97.5%	97.0%	Green	97.5%	97.0%	Green		<p>Yearend target has been exceeded</p>	Derby Homes	Monthly	David Enticott
DH Local 11 No. of tenants evicted as a result of rent arrears	Low		42.0	52.0	52.0	55.0	Blue	52.0	55.0	Blue		<p>Yearend target has been exceeded</p> <p>There were no evictions during March meaning the total number of evictions carried out up to the end of March totalled 52</p> <p>Further efforts are being made to try and keep eviction numbers to a minimum by looking at how the Income Team can work better with internal teams and external organisations.</p> <p>Over the course of 2019 looking at options to look at aiding eviction prevention, are if a suitable alternative can be found.</p>	Derby Homes	Monthly	David Enticott

# Latest Performance Report

Reporting -> Derby Homes

31-Mar-2019



Derby City Council

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 43 Rent collected (excluding arrears brought forward) as a percentage of rent due	High		99.0%	99.2%	99.7%	98.0%	Green	99.7%	98.0%	Green		Yearend target has been exceeded  Income levels have come in better than expected considering the additional universal credit cases and economic austerity impacting on tenants. There are now 1219 universal credit claimants. The work of the Welfare Reform Team continues to help mitigate the impact of universal credit and help to keep income levels high.	Derby Homes	Monthly	David Enticott
<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		A total of 2 emergency repairs were completed in quarter four making a total of 20 this financial year – all jobs have been carried out in time.	Derby Homes	Monthly	Steve Bayliss
DH Local 17 Percentage of very urgent repair (complete within 24 hours)	High		99.9%	99.9%	99.9%	99.0%	Green	99.9%	99.0%	Green		A total of 1401 very urgent repairs were completed in quarter four making a total of 5248 this financial year - only 5 jobs have been completed out of time during the year.	Derby Homes	Monthly	Steve Bayliss
DH Local 18 Percentage of urgent repairs completed within 5 working days	High		99.7%	99.9%	99.9%	99.0%	Green	99.9%	99.0%	Green		A total of 1169 urgent repairs were completed in quarter four making a total of 4,550 this financial year - only 3 jobs were completed out of time during the 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	99.7%	99.0%	Green		A total of 4,037 non-urgent repairs were completed in quarter four with only 7 out of time. 13,487 non-urgent repairs have been completed this financial year with only 37 out of time in total.	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 13336 Landlord gas safety certificates from 1st April to 31st March 2019 this makes Derby Homes 100% compliant under section 36 of the Gas Safety (installation and use) Regulations for the final 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 has been provided for this measure as the report is currently unavailable, however we can report that only 22 appointments have been missed 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 724 EICR's on Derby Homes properties from 1st April 2018 to 31st March 2019, this means that Derby Homes are 100% compliant for the final Quarter of the financial year	Derby Homes	Quarterly	Steve Bayliss
<b>Customer Services</b>															

# Latest Performance Report

Reporting -> Derby Homes





31-Mar-2019



Derby City Council

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 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 2018/19	Derby Homes	Quarterly	Maria Murphy
DH Local 118 Number of tenants registered for My Account on line - NEW for 2018-19	High			3,738.0	4,714.0	5,000.0	Red	4,714.0	5,000.0	Red	N/A	At the end of the quarter the total number of tenants registered on My Account is 4714. This is just short of the target of 5000	Derby Homes	Quarterly	Maria Murphy
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 2018/19	Derby Homes	Quarterly	Annabelle Barwick
DH Local 71 Percentage of all complaints resolved at stage 1	High		0.0%	98.3%	98.5%	95.0%	Blue	98.5%	95.0%	Blue	N/A	123 Stage one complaints were closed during this quarter, 1 complaint was escalated to stage two. A total of 475 complaints were closed during 2018/19 of which 7 were escalated to the next stage.	Derby Homes	Quarterly	Annabelle Barwick
DH Local 72 Percentage of complaints resolved at stage 2	High		0.0%	100.0%	100.0%	80.0%	Blue	100.0%	80.0%	Blue	N/A	1 complaint was investigated at stage 2 during this quarter. No complaints progressed to stage 3. A total of 10 complaints have been investigate at stage 2 during the year.	Derby Homes	Quarterly	Annabelle Barwick
DH Local 74a % complaints responded to within timescale (not homelessness)	High		99.0%	99.2%	99.4%	96.0%	Blue	99.4%	96.0%	Blue		116 complaints were responded to during this quarter, all were responded to within timescale. A total of 490 complaints were responded to during 2018/19 with only 3 out of timescale.	Derby Homes	Quarterly	Annabelle Barwick
DH Local 74b % homelessness complaints responded to within timescale	High		83.3%	100.0%	100.0%	96.0%	Blue	100.0%	96.0%	Blue		No homelessness complaint were received during this quarter. 1 homelessness complaint was received during 2018/19 which was responded to on time.	Derby Homes	Quarterly	Maria Murphy
<b>Satisfaction</b>															
DH Local 101 Client satisfaction with Welfare Advice service	High		97.0%		100.0%	90.0%	Annual Collection	100.0%	90.0%	Blue		All of the completed questionnaires from service users expressed satisfaction with the service they received from Derby Advice. This is pleasing given the high demands on the service that can sometimes impact on response times.	Derby Homes	Annual	David Enticott
DH Local 27 Tenant satisfaction with Landlord	High		91.0%	93.8%	94.4%	90.0%	Blue	94.4%	90.0%	Blue		Out of the 576 customers who answered the question in QT4 (2018/2019 Financial Year) 96% (552) were satisfied, 3% (19) responded that they were neither satisfied nor dissatisfied and 1% (5) said that they were dissatisfied. 1,888 of the 2,000 respondents said they were satisfied with the services provided with only 34 stating a dissatisfaction. 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  
31-Mar-2019

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%	99.6%	99.0%	Green	99.6%	99.0%	Green		A total of 10,359 surveys were sent out during quarter four with only 34 respondents stating that they were not satisfied. A total of 23,685 surveys have been sent out in total this financial with only 85 stating that they were dissatisfied. All respondents who returned a dissatisfied response are contacted.	Derby Homes	Monthly	Steve Bayliss
DH Local 29 Tenant satisfaction with views taken into account	High		79.0%	82.0%	83.3%	76.0%	Blue	83.3%	76.0%	Blue		Out of the 137 customers who answered the question in QT4 (2018/2019 Financial Year) 88% (120) were satisfied, 10% (14) responded that they were neither satisfied nor dissatisfied and 2% (3) said that they were dissatisfied. 470 of the 564 respondents during 2018/19 said that they were satisfied that their views are taken into account with only 22 dissatisfied with the service. The total numbers 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%	91.4%	91.8%	94.0%	Amber	91.8%	94.0%	Amber		At year end we are just under target. There were no new build sign up surveys during the last quarter. Of the 144 respondents, 9 were neither satisfied or dissatisfied and 1 was very dissatisfied. 526 of the 573 respondents said they were satisfied with their new home with only 21 expressing dissatisfaction.	Derby Homes	Quarterly	Shaun Bennett
DH Local 67 % satisfied with the way ASB case was handled	High		92.2%	91.2%	91.2%	93.0%	Amber	91.2%	93.0%	Amber		At year end we are slightly under what was an extremely challenging target. We will try to improve on this performance during the next year. We plan to review the ASB procedure to introduce a new risk assessment which we hope will make the procedure more victim centred. This in turn should improve satisfaction levels. During this quarter, of the 78 respondents, 5 were neither satisfied or dissatisfied, 1 was fairly dissatisfied and 1 was very dissatisfied. During the year 300 of the 329 respondents said they were satisfied with the way their case was handles with only 11 expressing dissatisfaction.	Derby Homes	Quarterly	Murray Chapman

# Latest Performance Report



Reporting -> Derby Homes

31-Mar-2019



Derby City Council

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 77 % of respondents satisfied with their neighbourhood as a place to live	High		84.0%	82.9%	84.8%	84.0%	Green	84.8%	84.0%	Green		<p>Out of the 578 customers who answered the question in QT4 (2018/2019 Financial Year) 89% (518) were satisfied, 7% (41) responded that they were neither satisfied nor dissatisfied and 3% (19) said that they were dissatisfied. The total number of responses for this indicator is from the 2018/2019 Customer Satisfaction Survey.</p> <p>The Local Customer Priorities were agreed in QT2 and a soft launch was carried out in QT3. We anticipated that the satisfaction figure would increase and hit our target of 84%, which we are delighted to have reached. This was a particularly difficult target this year as we increased the target by 4% from last year.</p>	Derby Homes	Quarterly	Holly Johnson
<b>New Homes</b>															
DH Local 62a Number of new homes started in year (HRA & DH)	High		34.0	29.0	49.0	60.0	Annual Collection	49.0	60.0	Red		<p>In terms of SoS the numbers were boosted by 21 acquisitions from the market. Current SoS for newbuild projects are held back by bat surveys that can only be conducted from May 2019, where will expect them to proceed through to full planning applications in the 2nd/3rd quarter of 2019. A further two SoS newbuild properties have been held up by Planning conditions relating to nesting birds and awaiting Building Control sign off the working drawings.</p> <p>ACTIONS: For 2019/20 we will see at least 7 new build schemes schemes of some 44 properties entering the formal Planning System.</p>	Derby Homes	Annual	David Enticott
DH Local 62b Number of new homes delivered in year (HRA & DH)	High		33.0	18.0	52.0	28.0	Annual Collection	52.0	28.0	Blue		<p>There are currently 19 new build properties on site progressing well with no imminent completion until August 2019 (2 units). The acquisition have boosted completions considerably in the final quarter of 18/19.</p> <p>We expect the 19 new build schemes currently on site to complete in the 2019/20 year.</p>	Derby Homes	Annual	David Enticott

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 62d Number of new affordable homes delivered since 2013	High		354.0	372.0	406.0		Annual Collection	406.0		No Target		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>															
DH Local 116 Number of households living in Temporary Accommodation other than bed & breakfast (snapshot at period end)	Low		37.0	51.0	55.0	40.0	Red	55.0	40.0	Red		The greater number of households in temporary accommodation is a reflection of the increase in the number of homelessness applications being taken and case managed. This is in line with a national increase in the use of temporary accommodation. We have increased the number of DCC owned temporary units to enable us to move households out of unsuitable B&B. it is unlikely in the foreseeable future that we will be able to significantly reduce the numbers in this type of temporary accommodation due to the lack of permanent alternatives  ACTIONS: The Temporary Accommodation and Move on team has been increased in the last 3 months to meet the pressures on this service. This will enable us to provide swifter move on into alternative temporary accommodation and hopefully permanent solutions. We have increased the number of DCC owned temporary accommodation units and will be looking at closer management of these units to provide swifter relet times. We are reviewing the restructure of H	Derby Homes	Monthly	Clare Mehrbani


# Latest Performance Report

Reporting -> Derby Homes


31-Mar-2019



Derby City Council

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 141 Number of homeless approaches (those where an HRA application is activated on RARS) - NEW for 2018-19	Low			1,653.0	2,326.0		No Target	2,326.0		No Target	N/A	With the introduction of the Homelessness Reduction Act (HRA) in April 2018 we were anticipating a 50% increase in the number of homelessness approaches but there has been more than double last year's figures. This is partly due to an increase in the actual number of homeless households but also the more accurate recording of applications. The new legislation places a duty on the housing authority to record applications from those who are threatened with homelessness within 56 days, an extension of 28 days, leading to earlier interventions. We also have a number of new initiatives including REST, a team actively targeting rough sleepers which has increased the number of single households approaching and being recorded under the HRA. Although there has been over a 20% increase in the number of households with dependent children, the greatest increase has been in the number of singles and childless couples.	Derby Homes	Quarterly	Clare Mehrbani
DH Local 142 Total number of cases resolved under 'prevention duty' - NEW for 2018-19	High			270.0	389.0		No Target	389.0		No Target	N/A	The main aim of the Homelessness Reduction Act (HRA) is to prevent homelessness and therefore it imposes a duty on the housing authority to accept applications for households who are threatened with homelessness within 56 days. The number of homelessness preventions is lower than the last financial year. The increase in the number of approaches has meant greater numbers of cases for housing advisors and resultant case work. The Act also imposes more administration at each level of the process. There has been an increase in preventions in the last 2 quarters after a 'slow' start up to September. The new relief duty will also include some types of cases such as singles moving into supported accommodation that, prior to April 2018, would have been dealt with as prevention rather than a full homelessness duty.  ACTIONS: We restructured in November 2018 to prepare for the introduction of the Homelessness Reduction Act and introduced a new Private Rented Sector team to assist in procurin	Derby Homes	Quarterly	Clare Mehrbani

**Latest Performance Report**  
Reporting -> Derby Homes  
31-Mar-2019

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 143 Total number of cases resolved under 'relief duty' - NEW for 2018-19	High			551.0	817.0		No Target	817.0		No Target	N/A	<p>Relief is a new duty for housing authorities and is a 'mandatory' part of the process. For all households that are actually homeless there is up to a 56 day relief period unless homelessness is resolved within this period. As new duty there is no annual comparison but the number of relief cases resolved has increased in the last 2 quarters. For some households, particularly singles, there is no opportunity to prevent homelessness perhaps because of contact with the authority too late in the process. This is particularly the case for singles and childless couples. The new relief duty will also include some types of cases such as singles moving into supported accommodation that, prior to April 2018, would have been dealt with as prevention rather than a full homelessness duty.</p> <p>ACTIONS: We restructured in November 2018 to prepare for the introduction of the Homelessness Reduction Act and introduced a new Private Rented Sector team to assist in procuring and maintaining tenancies in</p>	Derby Homes	Quarterly	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
DH Local 144 Total number of full homeless duty acceptances - NEW for 2018-19	Low			139.0	266.0		No Target	266.0		No Target	N/A	<p>The emphasis on prevention and relief introduced by the Homelessness Reduction Act has meant a reduction in the number of homelessness acceptances. With the introduction of the relief period, the first 2 quarters figures were considerably lower. The numbers have increased in the last 2 quarters which has been a reflection of the numbers of cases being managed by the Housing Options team and the need to develop to concentrate on resolving homelessness at an earlier stage.</p> <p>ACTIONS: We restructured in November 2018 to prepare for the introduction of the Homelessness Reduction Act and introduced a new Private Rented Sector team to assist in procuring and maintaining tenancies in the private sector to assist with prevention and relief. We are continuing to develop the structure to meet the new needs of the Act and to concentrate resources on prevention and relief including looking at procedures and electronic assistance with the increased 'paperwork' and reporting requirements. We are w</p>	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			98.0	138.0	160.0	Red	138.0	160.0	Red	N/A	<p>have achieved 138 positive PRS placements against a target of 160 within 2018/19. This is the first year the PRS access team has been in existence, this small team continues to forge relationships with landlords and agents in the PRS. It has become evident that mediation and sustainment are the key to keeping these landlords and tenancies</p> <p>ACTIONS: The PRS are currently revisiting each tenancy/tenant in order to report how many of the 138 tenancies have been sustained and ofr what period of time</p>	Derby Homes	Quarterly	Clare Mehrbani
DH Local 45 Number of active homefinder applicants	High		2,106.0				No Data			No Target	N/A	The report for this measure is unavailable. Data will be uploaded once it is available.	Derby Homes	Monthly	Sue Andrews



**Latest Performance Report**  
Reporting -> Derby Homes  
31-Mar-2019

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 48a Number of new households placed in bed and breakfast in a month	Low		9.0	21.0	21.0		No Target			No Target	N/A	<p>The figure for new placements has remained fairly consistent this year but has been quite high. The greater number of approaches has led to the need to accommodate more homeless households. We have a new Temporary Accommodation and Move on team. We have also increased the number of DCC owned temporary accommodation units to provide alternatives to B&amp;B. However, there has been a reduction in the number of social housing vacancies which is a national trend which has reduced the number of permanent solutions for all including homeless households.</p> <p>ACTIONS: The Temporary Accommodation and Move on team has been increased in the last 3 months to meet the pressures on this service. This will enable us to provide swifter move on into alternative temporary accommodation and hopefully permanent solutions. We have increased the number of DCC owned temporary accommodation units and will be looking at closer management of these units to provide swifter relet times. We are reviewing the restr</p>	Derby Homes	Monthly	Clare Mehrbani

# Latest Performance Report

Reporting -> Derby Homes

31-Mar-2019

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 48b Number of new households placed in temporary accommodation other than bed & breakfast in a month	Low		2.0	8.0	11.0		No Target			No Target	N/A	<p>The figure for new placements is higher this quarter with the temporary accommodation team actively managing voids and some new properties coming into use. The greater number of approaches has led to the need to accommodate more homeless households. However, there has been a reduction in the number of social housing vacancies which is a national trend which has reduced the number of permanent solutions for all including homeless households</p> <p>ACTIONS: The Temporary Accommodation and Move on team has been increased in the last 3 months to meet the pressures on this service. This will enable us to provide swifter move on into alternative temporary accommodation and hopefully permanent solutions. We have increased the number of DCC owned temporary accommodation units and will be looking at closer management of these units to provide swifter relet times. We are reviewing the restructure of Housing Options that was brought about because of the introduction of the HRA 2017 and also loo</p>	Derby Homes	Monthly	Clare Mehrbani
YA&H PM04 (DH) Number of households placed into B&B accommodation (snapshot at period end)	Low		15.0	28.0	16.0	15.0	Red	16.0	15.0	Red		<p>There continues to be a large number of households becoming homeless and needing temporary accommodation. This month there were considerably fewer households in B&amp;B compared to the previous month which was mainly due to the move on temporary accommodation becoming available.</p> <p>ACTIONS: There has been an increase in the number of DCC owned temporary accommodation units which has enabled move on. There have also been a number of vacancies in this type of accommodation due to move on into permanent accommodation. DCC and Derby Homes are looking at all alternatives to B&amp;B placements for homeless households.</p>	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%	0.7%	0.8%	Blue	0.7%	0.8%	Blue		Based on all our voids we have been successful in our % rent loss coming in under target for the year end	Derby Homes	Monthly	Jim Joyce

# Latest Performance Report

Reporting -> Derby Homes

31-Mar-2019



Derby City Council

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 32 (BVPI 212) Average time taken to relet local authority housing (days)	Low		24.5	23.9	23.7	24.0	Green	23.7	24.0	Green		Our average relet time has come in under target at 23.72 days. We started in April with a figure of 31.06 and have worked throughout the year to reach our target of 24 days. There were a total of 611 active re-lets during 2018/19.	Derby Homes	Monthly	Jim Joyce
DH Local 79 Amount of rent lost through dwelling becoming vacant	Low		£497,080.0	£381,984.0	£417,878.7	£450,000.0	Blue	£417,878.7	£450,000.0	Blue		the percentage of rent lost through properties becoming vacant has come in lower than our expected target.	Derby Homes	Monthly	Jim Joyce
<b>HR</b>															
DH Local 76 Average working days lost due to sickness absence	Low		8.2	8.3	8.4	7.0	Red	8.4	7.0	Red		During March the number of days lost per employee for all absences was 0.69 compared to 0.67 for the same period last year. A total of 3183.50 hours were lost in March compared to 3227.25 for the same period last year.  Year to date 38533.50 hours have been lost due to sickness 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 76a Average working days lost due to long term sickness absence - NEW for 2018-19	Low		0.0	5.0	5.0		No Target			No Target	N/A	During March the number of days lost per employee for long term absences was 0.35 compared to 0.38 for the same period last year. A total of 1624.75 hours were lost due to long term absence in March compared to 1809.25 for the same period last year.  Year to date 22868.75 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

# Latest Performance Report

Reporting -> Derby Homes


31-Mar-2019



Derby City Council

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 76b Average working days lost due to short term sickness absence - NEW for 2018-19	Low			3.3	3.4		No Target			No Target	N/A	<p>During March the number of days lost per employee for short term absences was 0.34 compared to 0.29 for the same period last year. A total of 1558.75 hours were lost due to short term absence in March compared to 1418.00 for the same period last year.</p> <p>In total year to date 15664.75 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.</p>	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		<p>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..</p> <p>ACTIONS: Derby Homes will continue to fit solar panels where technically feasible on new homes</p>	Derby Homes	Annual	Shaun Bennett
DH Local 21 (NI 158) Percentage of non-decent council homes	Low		0.0%	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
DH Local 24 Energy Efficiency -average SAP rating of dwellings (BV63)	High		73.7	74.8	75.2	73.7	Annual Collection	75.2	73.7	Blue		We are currently moving to a new system of generating our average sap and the level of data being requested has increased to facilitate the move to Open Housing (Open Assets) which has raised the SAP rating to the new improved figure	Derby Homes	Annual	Shaun Bennett
<b>Governance</b>															
DH Local 136 Number of Data Protection Breaches	Low		6.0	25.0	34.0		No Target			No Target	N/A	Full investigations are carried out, reports are completed where necessary and recommendations are made. No breaches needed to be reported to the ICO.	Derby Homes	Quarterly	Taranjit Lalria
<b>Corporate Services</b>															

**Latest Performance Report**  
Reporting -> Derby Homes  
31-Mar-2019

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			90.7%	91.5%	90.0%	Green	91.5%	90.0%	Green	N/A	Total enquiries received during quarter 4 = 179. Councillor enquiries received = 113 (102 responded to within timescale). MP Enquiries received = 66 (66 responded to within timescale).  Year End figures - Total enquiries received was 762. Total Councillor enquiries received was 511 (456 responded to within timescale). Total MP enquiries received was 251 (241 responded to within timescale).	Derby Homes	Quarterly	Taranjit Lalria
DH Local 63 Percentage of apprentices who retain or move on to employment or further training	High		100.0%		100.0%	95.0%	Annual Collection	100.0%	95.0%	Blue		Jan-Mar 2019 – there were no apprenticeship completions during quarter 4.  Year end comment – 11 apprentices completed their apprenticeship this year. All of which gained further employment with Derby Homes. Derby Homes currently have 24 apprentices and 5 are due to complete their apprenticeship during 2019/20. There is a plan to recruit up to 15 new apprentices during 2019.	Derby Homes	Annual	Taranjit Lalria