

Derby Homes Scorecard – 2021/22 Half Yearly review DRAFT

Targets are set for priority performance measures to support improvement and facilitate challenge, however to be meaningful it is essential that they are not unattainable or too easy to reach. Many factors can impact performance during the year, so that targets set at the start of the year may no longer be realistic or conversely not challenging enough.

The purpose of this exercise is to make sure that the level two performance report reflects the right measures and that the targets set for improvement are Specific, Measurable, Attainable, Relevant and Timely (SMART)

The criteria used for any proposed changes are set out below:

1. The target is not sufficiently stretching enough based on latest performance results.
2. The target is too stretching based on changing performance due to external factors (i.e. increasing demand, loss of capacity / resources etc.).
3. There were no targets set in March 2019 as there was insufficient information available at the time to propose a SMART target.

NB: Benchmarking data for 2020/21 not yet available, figures provided are provisional

Measure Description	Good is	2020/21 Top Quartile provisional	Q1 Result	Q2 Result	Year End Forecast as at Q2	Original Year End Target 2021/22	Proposed amendment to target?	Proposed revised target	Reason for amendment (1, 2 or 3)
Satisfaction									
DH SAT PM01 Tenant satisfaction with Landlord	High	83.75%	96.0%	96.2%	95%	94%	N		
DH SAT PM02 Tenant satisfaction with views taken into account	High	75.76%	83.5%	84.8%	80%	75%	N		
DH SAT PM03 Tenant satisfaction with repairs (last completed repair)	High	n/a	98.9%	98.9%	99%	99%	N		

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DH SAT PM04 Satisfaction with new home (new build and re-let)	High	<i>n/a</i>	92.9%	94.9%	93%	93%	N		
DH SAT PM05 Percentage satisfied with the way ASB case was handled	High	91.9%	91.1%	92.3%	93%	94%	Y	92%	2, align to top quartile.
DH SAT PM06 Percentage of respondents satisfied with their neighbourhood as a place to live	High	86.69%	88.5%	87.6%	87%	85%	N		
DH SAT PM07 Client satisfaction with Derby Advice service	High	<i>n/a</i>	100%	99%	95%	90%	N		
DH SAT PM08 Tenant satisfaction with major improvements (kitchen & bathrooms)	High	<i>n/a</i>	100%	100%	95%	95%	N		
DH CS PM01 Percentage of all complaints resolved at initial contact	High	<i>n/a</i>	96.6%	95.4%	95.5%	96%	The suite of complaints performance measure has been reviewed with a view to improve consistency with other reports. Following the review, it is proposed that this measure is deleted.		

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DH CS PM02 Percentage of complaints resolved at Stage 2 in the complaints process	High	<i>n/a</i>	100%	100%	100%	100%	The suite of complaints performance measure has been reviewed with a view to improve consistency with other reports. Following the review, it is proposed that this measure is deleted.		
DH CS PM03 Percentage of <i>closed stage 1</i> complaints responded to within timescale	High	<i>n/a</i>	98.9%	99.4%	98%	95%	Following the review, it is proposed to amend the description to 'Percentage of closed stage 1 complaints responded to within timescale' To be able to differentiate between stage 1 and stage 2 complaints by timescale		
(new for Q2 2021/22) Percentage of closed stage 2 complaints responded to within timescale							New measure following complaints review	95%	As above
(new for Q2 2021/22) Percentage of closed stage 1 complaints escalated to stage 2 during the quarter							New measure following complaints review	5%	To evidence how many complaints are resolved at stage 1.
DH CS PM05 Number of complaints upheld by the Ombudsman	Low	<i>n/a</i>	0	0	0	0	N		
DH CS PM06 Number of tenants registered for My Account on-line	High	<i>n/a</i>	8,953	9,396.0	11,000.0	9,000	N		

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DH NH PM01 Number of new homes started in year (HRA & DH)	High	<i>n/a</i>	15	35	80	75	N		
DH NH PM02 Number of new homes delivered in year (HRA & DH)	High	<i>n/a</i>	15	41	80	75	N		
DH NH PM03 Number of new affordable homes delivered since 2008	High	<i>n/a</i>	605	631	670	665	N		
DH R&RA PM01 Rent arrears of current tenants as a percentage of rent roll	Low	2.53%	3.3%	3.9%	3.2%	3.15%	N		
DH R&RA PM01a Total arrears as a % of rent due	Low	3.47%	6.0%	6.6%	6%	6%	N		
DH R&RA PM02 Rent arrears of current tenants	Low	<i>n/a</i>	£1,839,565	£2,224,885	£1.8m	£1.8m	N		

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DH R&RA PM04 Rent collected (excluding arrears brought forward) as a percentage of rent due	High	100.65%	99.2%	97.7%	99.9%	99.9%	N		
DH R&RA PM05 No. of tenants evicted as a result of rent arrears	Low	n/a	1	2	15	35	N		
DH RR&V PM13 Percentage of properties with CP12 Gas Safety certificate	High	100%	99.8%	99.8%	100%	100%	N		
DH RR&V PM15 Percentage of properties with completed Electrical Safety Testing	High	n/a	99.8%	99.9%	99.9%	100%	N		
DH RR&V PM21 - % of Passenger Lifts subject to a completed service and an independent LOLER Inspection within the past 6 months	High	n/a	100%	100%	100%	100%	N		
DH RR&V PM22 - % of common areas inspected once every 12 months in accordance with the Control of Asbestos Regulations	High	n/a	100%	100%	100%	100%	N		

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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	<i>n/a</i>	100%	100%	100%	100%	N		
DH RR&V PM24 % of Schemes with Communal Water Systems having a valid Water Risk Assessment in place	High	<i>n/a</i>	100%	100%	100%	100%	N		
DH EH PM01 Average time taken to relet local authority housing (days)	Low	22.66	24.7	23	24	24	N		
DH EH PM02 Percentage of rent lost through dwellings becoming vacant	Low	0.88%	1.1%	1.03%	1.2%	1.0%	N		
DH H&A PM01 Number of active homefinder applicants	<i>n/a</i>	<i>n/a</i>	4,299	4605		No target set	N		

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DH H&A PM02 Number of homeless approaches - those where an HRA application is activated on RARS	Low	<i>n/a</i>	648	1315		No target set	N		
DH H&A PM03 Total number of cases resolved under 'prevention duty'	High	<i>n/a</i>	281	546		No target set	N		
DH H&A PM04 Total number of cases resolved under 'relief duty'	High	<i>n/a</i>	140	251		No target set	N		
DH H&A PM05 Total number of full homeless duty acceptances	Low	<i>n/a</i>	30	72		No target set	N		
DH H&A PM06a Number of new households placed in bed and - singles	Low	<i>n/a</i>	73	122		No target set	N		
DH H&A PM06b Number of new households placed in bed and breakfast - families	Low	<i>n/a</i>	33	80		No target set	N		

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DH HR PM01 Average working days lost due to sickness absence	Low	6.17%	8.0	9.3	9.0	7.0	N	Target to remain the same but YEF changed to 9.0	To reflect Q2 position and current trend