




# Quarter 1 2025/26 Performance Report – Level 2 Key Performance Indicators - Tenants

Description	Latest Position	Latest Status <i>(target / tolerance)</i>	Direction of Travel <i>(comparison performance)</i>	Benchmark	Supporting Commentary
DH CORP43 - Satisfaction that Derby Homes are easy to deal with	84.47%	<b>Green</b> <i>(84.00%)</i>	 <i>(77.75%)</i>	74.50%	Performance is above the 84% target and has exceeded our 2024-2025 performance for the previous reporting period. This is an additional perception measure, asked alongside the Tenant Satisfaction Measures. Improvement in satisfaction could be due to several factors, such as recent Equality Diversity and Inclusion training, improvements to repair appointment bookings, or the recent 'About You' survey asking customers about their needs. The ongoing planned Phase 2 AI implementation work should deliver improvements for customers who contact us by telephone.
DH CS01 - Number of complaints upheld by the Ombudsman	3	<b>Red</b> <i>(1)</i>	 <i>(1)</i>	N/A	<p>Despite being higher than target, Derby Homes is performing well. The figure relates to 3 out of 5 Housing Ombudsmen decisions that were made during this period. The decisions were two findings of Maladministration (from 2022, and 2023/24) and one finding of Service Failure (2023). There were no findings of Severe Maladministration. There were no determinations from the Local Government and Social Care Ombudsman. Maladministration refers to a single aspect of a complaint, rather than the complaint overall, which can be about several issues.</p> <p>These outcomes often relate to incidents from months or years prior to determination. In many cases, they can refer to process and practices that have since changed or issues upon which we have already improved. The average determination time this quarter from our evidence submission was 7.5 months. We continue to see a rise in cases passed to the Ombudsman, likely because of recent marketing campaigns and newer processes that increase awareness. New procedures will help strengthen our compiling of evidence and increase our record keeping accuracy for Ombudsman requests. We anticipate that as referred complaints become more recent, where our processes have improved, a lower proportion or determinations will find maladministration.</p>
DH CS04 - Average working days lost due to sickness absence	9.78	<b>Amber</b> <i>(9.00)</i>	 <i>(8.60)</i>	N/A	The average working days lost due to sickness absence over the last 12 months, for all absences, is 9.78 days, compared to 9.41 days in 2024/25 and 8.81 days in 2023/24. Analysis suggests that the key reasons for absence are: mental health (4 days anxiety & stress) 2 days each for - Surgery and Flu. A staff stress survey based on Health and Safety Executive (HSE) guidelines took place during Spring 2025. The results show that DH are performing well in this area compared to peers. Notwithstanding this, DH continues to look at opportunities to improve employee well-being and a new Employee Assistance Programme has just been launched. This has specific workshops to assist employees with stress and anxiety issues, alongside general well-being workshops.

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DH CS05 - Cases upheld by Local Government and Social Care Ombudsman	0	Green <i>(0)</i>	▶ <i>(0)</i>	N/A	There have been no determinations received from the Local Government and Social Care Ombudsman for the quarter. Referrals to the Local Government and Social Care Ombudsman tend to be very low, with the majority of our cases being overseen by the Housing Ombudsman Service. All complaints are managed to a high standard to resolve dissatisfaction for customers as effectively as possible, and according to the Complaint Handling Code.
DH CS06 - Percentage of complaints upheld by the Ombudsman	60.00%	Blue <i>(75.00%)</i>	▲ <i>(100.00%)</i>	N/A	The sector average is above 60% and therefore Derby Homes is performing well. This is currently lower than last year's performance too, which is positive. The figure relates to 3 out of 5 Ombudsmen decisions that were made during this period. Two findings of Maladministration (from 2022, and 2023/24) and one finding of Service Failure (2023). There were no findings of Severe Maladministration. Maladministration refers to a single aspect of a complaint, rather than the complaint overall, which can be about many issues. These outcomes often relate to incidents from months or even years prior due to determination. In many cases, then can refer to process and practices that have since changed or issues upon which we have already improved. The average determination time this quarter from our evidence submission was 7.5 months. We continue to see a rise in cases passed to the Ombudsman, likely because of recent marketing campaigns and newer processes that increase awareness. New procedures will help strengthen our compiling of evidence and increase our record keeping accuracy for Ombudsman requests. We anticipate that as referred complaints become more recent, where our processes have improved, a lower proportion or determinations will find maladministration.
DH D2DR05 - Damp, mould and condensation – Total cases reported	359	Blue <i>(400)</i>	▲ <i>(534)</i>	N/A	The numbers remain low which is expected during the summer months. More cases are expected during the winter months, but we are confident that we are well placed to address them. With the new change in law expected in October 2025, we continue with a proactive approach to communicate on these challenges with our customers. We expect more cases, but we remain confident that we are in a good position to support them.
DH D2DR17 - Percentage of damp, mould and condensation cases raised that were property related issues	18.00%	N/A	N/A (new)	N/A	This KPI provides an indication of how many cases have been caused by property related issues, out of all cases completed. In quarter 1, 72 cases completed were linked to property related issues, out of a total of 400 cases completed, giving a year to date performance of 18%. The quarter 1 position is in line with expectations as trends shows that there are c.20 cases per month that are property related issues.

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DH D2DR18 - Percentage total of emergency damp, mould and condensation jobs completed or initial access attended within the 24 hour target	62.79%	Red	N/A (new)	N/A	Although the percentage is lower than target, there are corresponding challenges that relate to this metric. Some of the jobs have been completed by sub-contractors and the rate and timeliness of reporting back to Derby Homes has been delayed. We will work with our contractors to understand the importance of reporting when jobs have been completed, which is particularly important for emergency jobs. We have also changed our process to use in-house staff whenever possible on emergency jobs.
DH D2DR19 - Percentage total of non-emergency damp, mould and condensation jobs completed or initial access attended within the 25 days target	89.36%	Amber	N/A (new)	N/A	Our response time with this area has been consistent but can be affected by the volume of jobs raised and access issues in the future, with the onset of Awaab's law coming into effect in October 2025. This metric is currently just under target, and we are confident that will be able to achieve this target in the coming months. Additional resources are being brought into the team to ensure works are completed as quickly as possible and in target.
DH IN01 L2 - Rent collected (excluding arrears brought forward) as a percentage of rent due	97.17%	Amber <i>(99.80%)</i>	▼ <i>(98.83%)</i>	96.51%	The quarter 1 figure is lower than expected and below the quarter 1 target. The main reason for performance is the end of month payment timings. Other factors include the automated payment stopped working on 25 <sup>th</sup> June, so some tenants may not have been able to pay. In addition, higher rents mean higher technical arrears, making the collection rate lower. The team continue to monitor arrears levels and the challenges with the automatic payment line were resolved on 25 <sup>th</sup> July.
DH IN02 L2 - Rent arrears of current tenants (value)	£2,662,997	Amber <i>(£2,438,294)</i>	▼ <i>(£2,504,731)</i>	N/A	The current arrears figure is higher than expected. Higher technical arrears were expected due to Alternative Payment Arrangements and Direct Debit collection, factoring in the rent-free weeks for the year, and the higher rents due to rent increase. In addition, the timing for the end of month payers could be more favourable and there have been technical issues with collecting APA's and DDs since 25 <sup>th</sup> June. New Universal Credit (UC) claimants and the delay in the 1st payment is also a contributing factor. The team continue to provide support and assistance to those in arrears. The challenges with the automatic payment line were resolved on 25 <sup>th</sup> July, while new UC claimants continue to add to arrears.

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DH IN03 L2 - Rent arrears of current tenants as a percentage of rent roll	3.85%	<b>Amber</b> <i>(3.52%)</i>	▼ <i>(3.62%)</i>	3.64%	Performance has been impacted by the automated payment line not working from 25 <sup>th</sup> June. This means that some tenants will not have been able to pay the months' rent and may not have chosen another option as they were waiting for line to be fixed. In addition, we continue to average around 110 new UC claims and many of these will wait 5 weeks to pay, as they will be paid then. 80% of the current arrears owed are owed by tenants claiming UC but many had arrears. The team worked with Derby City Council to get the challenges with the phone line rectified, which were resolved on 25 <sup>th</sup> July.
DH IN11 L2 - Satisfaction that rent provides Value for Money	90.30%	<b>Green</b> <i>(85.00%)</i>	▲ <i>(82.80%)</i>	85.90%	We are currently performing above our target (85%) and have exceeded our 2024-2025 quarter 1 performance. As we continue to develop services and communicate to customers on service changes, and work to understand their needs and adapt services where possible, we anticipate this figure to remain above target. We will continue to work towards our ethos of delivering value for money and remain 'low cost, high performance' according to benchmarking organisation, Housemark. Efforts remain focused on consulting customers, openly communicating and striving to deliver high-quality services.
DH RM03 - % of properties with completed Electrical Safety Testing	99.72%	<b>Amber</b> <i>(100.00%)</i>	▲ <i>(99.64%)</i>	N/A	Of the total 12,522 properties, currently there are 12,487 that have a satisfactory Electrical Installation Condition Report (EICR). The remaining 35 properties do not have a satisfactory EICR resulting in 99.72% compliance. Derby Homes are 100% compliant with our obligations and have made all reasonable attempts to access these 35 properties. The team continues to ensure services are carried out and we are legally compliant. We are exploring ways to help ensure our customers are at home when we visit for the prearranged safety visit. A range of initiatives are being put in place this year, which we are hopeful will improve the current levels of performance.

## Key / supporting information

### RAG ratings

Colour	Status	Measure
Blue	Completed	Performance above the target by 10% or more
Green	On track	Performance is on target or exceeds it by up to 10% over
Amber	Minor slippage	Performance is up to 10% below the target
Red	Major slippage	Performance more than 10% adverse of target

### Direction of Travel

▲	Results are moving in a 'preferred' direction of travel.
▼	Results are moving 'away from the preferred' direction of travel
▶	No change in the assessment classification of the metric (irrespective of type)

*NB – Performance metrics are compared to the comparable period in the previous year to reflect any seasonal trends in outturns.*