

PUBLIC
DERBY HOMES BOARD
PERFORMANCE AND COMPLIANCE – 2024/25 QUARTER 1
THURSDAY 24 JULY 2025

<p>ITEM NO. Enc. 12</p> <p>PRESENTER: Michael Kirk</p> <p>Please delete as appropriate: Performance & Compliance</p> <p>Please delete as appropriate: Note</p>
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REPORT OF (OWNER) AND EMAIL
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1.	SUMMARY
1.1	<p>This report is to outline the Quarter 1 2025/26 results for Tenant Satisfaction Measures (TSMs).</p> <p>It also contains electrical safety testing (99.7%), which is included in our internal reporting but is not categorised a TSM at this time. See more information in 4.4.</p>
1.2	<p>Quarter 1 2025/26 performance remains strong in most areas and there are no areas of concern to note. Headlines are:</p> <ul style="list-style-type: none"> • The 5 Building compliance areas – 100% or close to 100%. • The 12 satisfaction measures – consistent with 2024/25, generally way above sector medians. • Transaction measures – increasing numbers of ASB cases and complaints.

2.	RECOMMENDATIONS
2.1	To note performance for the Tenant Satisfaction Measures for Quarter 1 2025/26 performance.
2.2	To note performance on electrical safety testing for Quarter 1 (not currently included in TSMs).

2.3	To note that the Quarter 1 results are indicative only and TSMs are an annual measure, subject to final validation and sign-off from Derby City Council.
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3.	REASON FOR RECOMMENDATIONS
3.1	To ensure members has oversight of the Tenant Satisfaction Measures and compliance across the organisation.

4.	MATTERS FOR CONSIDERATION
4.1	Tenant Satisfaction Measures (TSM's)
4.2	<p>Perception Survey Measures</p> <p>The Quarter 1 2025/26 results from the 474 completed Customer Survey satisfaction survey are generally very good. Results are either above or within around 1% of our 24/25 end of year results.</p> <p>The only measures that differ are TP09 (<i>Satisfaction with landlord's approach to complaints handling</i>) and TP12 (<i>Satisfaction with landlord's approach to handling anti-social behaviour</i>).</p> <p>TP09 is low across the sector, however in particular this quarter includes only a very limited number of respondents. This makes the data harder to generalise and reduces confidence in validity. In addition, with a lower denominator the influence of one or two responses is more significant on the overall outturn.</p> <p>The main factor affecting this measure is customer's perception of what is meant by both '<i>the landlord's approach to complaint handling</i>' and whether or not an official complaint has been made. For more information, see the Complaints, feedback and improvement report, Appendix 2.</p> <p>TP12 is just below last year's figure and the sector median from the regulator for 23/24, however performance is just above the new Housemark 'First Look' benchmark median for last year.</p> <p>This figure is also likely to be affected by similar perception issues to that of TP09.</p>
4.3	<p>Landlord Measures</p> <p>Landlord measures remain largely strong compared to last year, with performance either equal to or within a few percent of the previous year. Main points to note are:</p>

	<p>Figures for ASB related NM01 (1&2) and Stage 1 Complaints CH01 (1&2) are challenging to compare to year end, but if current quarter levels remain, end of year figures for these measures indicate projected values at higher levels than 24/25.</p> <p>RP01 (non-decent homes) - Out of a stock of circa 12,450, there are 98 properties we are classifying as non-decent. Of these, 84 relate to properties Bretton Avenue, Constable Lane and the currently being refurbished Wilkins Drive. The other homes are vacant undergoing works prior to letting. This is the transitional nature of non-compliance due to acquisition, building change of use or proactive checks through our stock condition surveying.</p> <p>A handful of purchased properties were vandalised after purchase, making them non-decent. Once these are repaired and the non-decent figure will remain as our 24/25 end of year position of 0.70%.</p> <p>RP02-1 (non-emergency repairs within target) - There is a slight dip in performance due to a higher number of emergency jobs taking precedent and some early operational challenges following the mobilisation of our new materials contract, as is typical of any new contract.</p> <p>BS05 (Lift safety) - two properties appearing on this report as non-compliant due to awaiting third party reports, however these inspections were carried out as programmed in June.</p>
<p>4.4</p>	<p>Electrical testing</p> <p>Electrical testing is currently outside the scope of the TSMs but is one of the 'big six' health and safety compliance areas. We are provisionally reporting 99.72% of properties with completed Electrical Safety Testing for the first quarter.</p> <p>Derby Homes remain 100% compliant with our obligations for electrical safety and have made all reasonable attempts to access these properties.</p> <p>The Regulator has announced it is committed to introducing a TSM in relation to electrical safety in due course which will contribute to landlord monitoring and transparency.</p>
<p>4.5</p>	<p>Benchmarking and Results</p> <p>Figures for this quarter are compared to the end of 2024/25 and the previous year 2023/24.</p> <p>They are also compared to the Regulator of Social Housing's official results for 2023/24 (First year of TSMs) and Housemark Official benchmarking for 23/24.</p>

	<p>We have also included a first-look column, which shows Housemark TSM research, from analysed data collected from individual landlords for 2024/25 results.</p> <p>The above information can be found in Appendix 1. Quarter 1 2025/26 performance in all 12 satisfaction measures is consistent with 2024/25-year end satisfaction level (which are expected to be well above 2024/25 sector medians, when these are publicised, as was the case in 2023/24).</p>
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4.6	<p>Assurance and approval</p> <p>Derby City Council's Performance Team work closely with Derby Homes to ensure the accuracy and reliability of our results.</p>
4.10	<p>Figures for TSMs are reported annually are subject to validation and approval from Derby City Council before submission to the Regulator.</p>

5.	OTHER OPTIONS CONSIDERED
5.1	None, this is an update on performance as part of the Regulator of Social Housing compliance.
6.	IMPLICATIONS
6.1	Legal/Confidentiality
6.2	Consultation
6.3	Equalities impact assessment
6.4	Financial and business plan
6.5	<p>Council</p> <p>The Council as Landlord are the reporting body. Figures are collated within Derby Homes and shared and approved by the Council prior to submission to the RSH.</p>
6.6	Environmental
6.7	<p>Risk</p> <p>The figures are indicative only and subject to Council sign-off. The risk of not sharing this information is that the Board have not received any oversight of the TSMs.</p>

7.	Background information
7.1	<p>The Regulator of Social Housing (RSH) regulates registered providers of social housing in England. They have created a framework for assessing social housing landlords in terms of providing good quality homes and services. Revised consumer standards were introduced alongside a suite of TSMs which social housing landlords must report to the RSH annually. This is the second year of collection.</p> <p>These measures:</p> <ul style="list-style-type: none"> • Let tenants see how well their landlord is doing. • Provide oversight to the regulator on how landlords are performing. <p>There are 22 tenant satisfaction measures, covering five themes:</p> <ul style="list-style-type: none"> • Keeping properties in good repair • Maintaining building safety • Respectful and helpful engagement • Effective handling of complaints • Responsible neighbourhood management <p>Of the measures, 10 are measured directly, and 12 are collected through a Customer Perception Survey.</p> <p>For more information on Derby Homes TSM's please visit: Performance - Derby Homes</p>

8.	Appendices
8.1	Appendix 1 – Overview of TSMs Q1 April- June 2025 26

This report has been approved by: (Add or delete as necessary).

Finance Director & Company Secretary	Michael Kirk	10.07.2025
Governance Services (checked)	Chloe Gaskell	14.07.2025

Reports have only been approved where dates have been applied.