

PART B QUESTIONS

Report Ref	B1 – Service Update
Question	Derby Advice over target on 3 KPIs which I take is good but can't see what these KPIs are.
Answer	<p>There are three Derby Advice KPI's that are used for management information purposes in the Derby Advice team. The 2023/24 Q2 position on each of these is:</p> <ul style="list-style-type: none">• DHIN08 – Estimated financial value of additional benefits. In 2022/23 the team assisted customers in claiming £5.3m in benefits. The Q2 position of £1.5m is the same as Q2 in 22/23, with the bulk of cases likely to be settled in the second half of the year. So anticipated to meet / exceed the notional £5m target by year end.• DHIN09 – Average working days for a Welfare Rights appointment – the Q2 position of 12.3 days, is longer than the 10.6 days a year previous. Mainly due to more and more customers requesting support from the service. Wherever possible customers are triaged to self-service options available through national websites. But the vast majority require / want personal assistance with their claim. We still believe that the notional target of an average of 15 working days will be bettered this year.• DHIN10 – Number of customers receiving specialist welfare rights advice. In 22/23, 2,749 received support. At Q2 stage in 23/24, 835 (compared to 715 in 22/23) have been supported, a 17% increase in requests for support. The year end notional target is 2,500 and that is likely to be well exceeded. <p>So, on all three internal measures, we are expecting the year end KPI's to outperform the notional targets set.</p>

Report Ref	B3 - Customer Survey Tenant Satisfaction
Question	Complaint handling while better than Housemark Standard looks like it needs attention at 51%.

Answer	<p>We acknowledge that there is more work to do for Complaints handling and its perception. When we reviewed the data in detail, we found that only a small number who had responded to this survey question had formally gone through our complaints process. Although we could do better, we have found that many landlords are also struggling with this measure, and we are benchmarking high in comparison.</p> <p>We also are happy to see that our 'Fairness and respect' measure is performing at 90.3% satisfaction, so there is more work to understand why complaints perception is low.</p>