

**REVIEW OF DERBY HOMES' SCORECARD FOR 2021/22**

**Rationale**

- (1) Measure linked to an area of significant budget pressure / income source.
- (2) A reflection of demand for services.
- (3) Key reputational / compliance risk area.
- (4) Measure linked to priority objective in the Delivery Plan.

Doris Ref	Measure Description	Good is	2019/20	2019/20 Top Quartile	2020/21 Year End Target	Q2 Result	Proposed for inclusion in 2021/22 Scorecard?	Rationale	Comments
<b>Satisfaction</b>									
DH SAT PM01	Tenant satisfaction with Landlord	High	95.3%	upper-88.8 median-81 lower-76.66	93.0%	94.6%	Yes	3 - 4	
DH SAT PM02	Tenant satisfaction with views taken into account	High	78.0%	upper-75.07 median-65.06 lower-61	75.0%	63.8%	Yes	3 - 4	
DH SAT PM03	Tenant satisfaction with repairs (last completed repair)	High	99.0%	n/a	99.0%	99.6%	Yes	3 - 4	
DH SAT PM04	Satisfaction with new home (new build and re-let)	high	90.5%	n/a	92.0%	96.5%	Yes	3 - 4	
DH SAT PM05	% satisfied with the way ASB case was handled	High	94.2%	upper-95.25 median- 86.1 lower-76.15	92.0%	96.2%	Yes	3 - 4	
DH SAT PM06	% of respondents satisfied with their neighbourhood as a place to live	High	87.6%	upper-86.08 median-82.64 lower-76	84.0%	83.6%	Yes	3 - 4	
DH SAT PM07	Client satisfaction with Derby Advice service	High	100.0%	n/a	90.0%	100.0%	Yes	3 - 4	
DH SAT PM08	Tenant satisfaction with major improvements (kitchen & bathrooms)	High	96.6%	n/a	95.0%	not available	Yes	3 - 4	
<b>Customer Services</b>									
DH CS PM01	% of all complaints resolved at initial contact	High	97.6%	n/a	97%	94.3%	Yes	3 - 4	
DH CS PM02	% of complaints resolved at appeal	High	90.0%	n/a	100%	100.0%	Yes	3 - 4	
DH CS PM03	% complaints responded to within timescale	High	96.8%	upper-93.48 median-79.35 lower-64	96.0%	100.0%	Yes	3 - 4	

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DH CS PM05	Number of complaints upheld by the Ombudsman	Low	0	n/a	0	0	Yes	3 - 4	
DH CS PM06	Number of tenants registered for My Account on line	High	6,890	n/a	7,000	7,599	Yes	4	

#### New Homes

DH NH PM01	Number of new homes started in year (HRA & DH)	High	55	n/a	100	17	Yes	2 - 4	
DH NH PM02	Number of new homes delivered in year (HRA & DH)	High	54	n/a	100	17	Yes	2 - 4	
DH NH PM03	Number of new affordable homes delivered since 2008	High	514	n/a	No Target set	531	Yes	2 - 4	

#### Rent & Rent Arrears

DH R&RA PM01	Rent arrears of current tenants as a % of rent roll	Low	2.8%	upper-2.62 median-3.12 lower-4.57	4.00%	3.9%	Yes	1 - 2 - 4	
DH R&RA PM01a	Total arrears as a % of rent due	Low	New for 2020/21	upper-3.72 median-4.62 lower-6.36	7.00%	6.8%	Yes	1 - 2 - 4	
DH R&RA PM02	Rent arrears of current tenants (value)	Low	£1.6m	n/a	£2.3m	£2.2m	Yes	1 - 2 - 4	
DH R&RA PM04	Rent collected (excluding arrears brought forward) as a percentage of rent due	High	99.3%	upper-100.81 median-99.93 lower-99.18	99.00%	97.4%	Yes	1 - 2 - 4	
DH R&RA PM05	Number of tenants evicted as a result of rent arrears	Low	23	n/a	15	0	Yes	1 - 2 - 4	

#### Maintenance

DH RR&V PM13	% of properties with a valid Landlords gas safety certificate	High	100.0%	upper-100.0 median99.99 lower-99.92	100.0%	100.0%	Yes	2 - 3 - 4	
DH RR&V PM15	% of properties with completed Electrical Safety Testing	High	100.0%	n/a	100.0%	99.3%	Yes	2 - 3 - 4	
DH RR&V PM21	% of passenger lifts subject to a completed service and an independent LOLER inspection within the past 6 months	High	New for 2020/21	n/a	100.0%	92.9%	Yes	2 - 3 - 4	
DH RR&V PM22	% of common arrears inspected once every 12 months in accordance with the Control of Asbestos Regulations	High	New for 2020/21	n/a	100.0%	100.0%	Yes	2 - 3 - 4	

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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	New for 2020/21	n/a	100.0%	100.0%	Yes	2 - 3 - 4	
DH RR&V PM24	% of schemes with communal water systems having a valid water risk assessment in place	High	New for 2020/21	n/a	100.0%	100.0%	Yes	2 - 3 - 4	

#### Empty Homes

DH EH PM01 (BV12)	Average time taken to relet local authority housing (days)	Low	25.2	upper-18.78 median-26.34 lower-38.68	24	56.7	Yes	2 - 3 - 4	
DH EH PM02 (BV69)	% of rent lost through dwellings becoming vacant	Low	1.0%	upper-0.53 median-0.77 lower-1.26	2.00%	1.9%	Yes	1 - 2 - 3 - 4	

#### Housing and Advice

DH H&A PM01	Number of active homefinder applicants	Low	4,330	n/a	No Target set	4,312	No	2 - 4	
DH H&A PM02	Number of homeless approaches (those where an HRA application is activated on RARS)	Low	2,531	n/a	No Target set	1,098	Yes	2 - 3 - 4	
DH H&A PM03	Total number of cases resolved under 'prevention duty'	High	456	n/a	No Target set	425	Yes	2 - 3 - 4	
DH H&A PM04	Total number of cases resolved under 'relief duty'	High	1,110	n/a	No Target set	319	Yes	2 - 3 - 4	
DH H&A PM05	Total number of full homeless duty acceptances	Low	461	n/a	No Target set	86	Yes	2 - 3 - 4	
DH H&A PM06a	Number of new households placed in bed and breakfast in a month (singles)	Low	127	n/a	No Target Set	245	Yes	2 - 3 - 4	
DH H&A PM06b	Number of new households placed in bed and breakfast in a month (families)	Low	192	n/a	No Target Set	45	Yes	2 - 3 - 4	
DH H&A PM09	Number of new households placed in temporary accommodation other than bed & breakfast in a month	Low	167	n/a	No Target set	77	Yes	2 - 3 - 4	
DH H&A PM12	Number of new positive private sector placements from April 2018 (accommodation with a reasonable prospect of being available for 6 months or more)	High	160	n/a	250	104	Yes	2 - 3 - 4	
DH H&A PM15	Number of people sleeping rough on a single night (official annual estimate)	Low	14	n/a	No Target set	annual measure	Yes	2 - 3 - 4	

#### Asset Management

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DH AM PM01 (NI58)	% of non-decent council homes	Low	0.0%	upper-0.00 median-0.04 lower-11.23	0.00%	0.0%	Yes	3 - 4	
DH AM PM02 (BV63)	Energy Efficiency - average SAP rating of dwellings	High	75.5	upper-73.08 median-71.5 lower-68.47	75.4	75.5	Yes	3 - 4	
<b>Corporate Services</b>									
DH Cor PM01	% of apprentices who retain or move on to employment or further training	High	100.0%	n/a	95.00%	annual measure	Yes	4	
<b>HR</b>									
DH HR PM01	Average working days lost due to sickness absence	Low	8.1	upper-8.07 median-10.35 lower-11.02	7.0	7.1	Yes	1 - 2 - 4	