

Item 2 - Housing Advisory Board

Housing Performance Report – Q3 - Oct-Dec 2024



This report highlights the performance of some main functions in our Housing Service using performance indicators and management information.

The colours and colourful arrows indicate whether we are on target and if the performance trend is better than last year. Grey arrows are used for non-targeted measures.

Some figures might be updated (or corrected) a period of time after events have occurred, therefore some of the figures from previous months might change, which can in turn affect the year to date figures. Figures are correct at the time of writing.

Targeted performance measures:	Performance improving	Performance static	Performance deteriorating
Non-targeted management info:	Measure increasing	Little/no change	Measure decreasing
			Data only (no target)














Stock profile	Q3 (23/24)	Q4 (23/24)	Q1 (24/25)	Q2 (24/25)	This quarter	Year to date	Last year end
Overall residential stock	8776	8774	8767	8762	8754	8754	-23 / 8774
Stock additions due to new builds/acquisitions	0	0	0	0	+2	+2	+7
Stock losses due to Right to Buy sales	-8	-2	-7	-5	-9	-21	-40
Other changes (e.g. leased out/back in)	0	0	0	0	-1	-1	+10










Repairs & Maintenance	Q3 (23/24)	Q4 (23/24)	Q1 (24/25)	Q2 (24/25)	This quarter	Year to date	'Good' target	'Realistic' target
RM1 Live disrepair legal cases - non-Derbyshire Law Centre	175	206	224	239	222	222 live cases		
RM2 Live disrepair legal cases - Derbyshire Law Centre	32	28	25	22	20	20 live cases		
RM3 New disrepair cases opened (DLC and non-DLC)	58	43	55	50	22	127		
RM4 Percentage of new disrepair cases involving damp or mould	-	-	92.7%	84.0%	86.4%	86.8%		
RM5 New repairs raised (EOH, RR1/3/7, R30)	9723	10535	8646	8333	9201	26,180		
RM6 Repairs in progress at Q end (EOH, RR1/3/7, R30)	2743	3204	2630	2024	2481	2,481		


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RM7	Total repairs completed (EOH, RR1/3/7, R30)	9389	10364	9150	8873	8986	27,009		
RM8	Right to Repair (1/3/7 day) repairs completed	5111	5278	3913	3320	3859	11,092 (1,232/m avg)		
RM9	Standard (30 day) repairs completed	3880	4629	4838	5210	4794	14,842 (1,649/m avg)		
RM10	Right to Repair repairs completed within target timescale	82.51%	85.20%	90.90%	92.74%	95.88%	93.18%	95%	85%
RM11	Standard repairs completed within target timescale	56.11%	58.78%	61.14%	69.14%	83.48%	71.16%	95%	70%
RM12	Average <u>calendar</u> days to complete standard repairs	46.22	48.8	50.47	43.09	29.77	41.19		
RM13	Average <u>calendar</u> days to complete all repairs (RR1/3/7, R30)	22.66	24.63	29.77	27.14	17.20	24.71		
RM14	Average working days to complete RR1s	0.71	0.64	2.18	0.82	0.53	1.18	1 day	1 day
RM15	Average working days to complete standard repairs (R30s)	32.65	33.59	34.42	29.93	21.04	28.52	22 days	26 days
RM16	Average working days to complete all repairs (RR1/3/7, R30)	16.02	16.95	20.31	18.86	12.17	17.12	12 days	15 days
RM17	Appointments made and kept (internal standard R30 repairs)	75.4%	78.3%	78.29%	75.26%	80.58%	78.02%	98%	85%
RM18	Repair jobs issued involving damp and/or mould (RR1/3/7, R30)	61	66	29	38	80	147 issued / 32 live		
RM19	Average EPC/SAP rating	C	C	C	C	C	C	C	C
RM20	Percentage of tenants satisfied or very satisfied with the quality of the work (survey sent with appointment letter for standard R30 repairs)	-	-	88.4%	89.5%	89.0%	88.9%		
RM21	Percentage of tenants satisfied or very satisfied with updates/communication during repairs (as above - survey sent with appointment letter)	-	-	80.0%	89.9%	84.9%	86.3%		
















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 Housing & Health		Q3 (23/24)	Q4 (23/24)	Q1 (24/25)	Q2 (24/25)	This quarter	Year to date	'Good' target	'Realistic' target
HH1	Number of households on the housing register	2992	3030	3005	2824	2955	2955		
HH2	Number of major adaptations completed	48	40	35	42	53	130		
HH3	Number of minor adaptations completed	72	72	73	45	66	184		
HH4	Spend on adaptations	£273,802	£195,637	£233,232	£229,877	£270,884	£733,993		
HH5	Personal Housing Plans completed (visit/phone)	216	280	246	229	151	626		
HH6	Cases where a potential tenancy support need has been identified via PHP visit/call	33 (15.35%)	38 (13.6%)	15 (6.1%)	31 (13.5%)	16 (10.6%)	62 (9.9%)		

 Lettings		Q3 (23/24)	Q4 (23/24)	Q1 (24/25)	Q2 (24/25)	This quarter	Year to date	'Good' target	'Realistic' target
LV1	New tenancies for households new to CBC social housing	58	34	43	62	54	159 (18/m)		
LV2	Households from CBC housing register successfully nominated to and housed with housing associations	15	7	13	12	10	35		
LV3	Lettings placed due to urgent or higher medical needs	18	13	24	32	32	56		
LV4	Number of evictions	3	1	4 (1 ASB, 3 arrears)	4 (2 ASB, 2 arrears)	1 (0 ASB, 1 arrears)	9 (3 ASB, 6 arrears)		












 Voids		Q3 (23/24)	Q4 (23/24)	Q1 (24/25)	Q2 (24/25)	This quarter	Year to date	'Good' target	'Realistic' target
VD1	Voids (all)	383 (4.36%)	412 (4.7%)	455 (5.2%)	453 (5.2%)	470 (5.37%)	470 (5.37%)	1.8%	3.5%

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 Rents & Arrears		Q3 (23/24)	Q4 (23/24)	Q1 (24/25)	Q2 (24/25)	This quarter	Year to date	'Good' target	'Realistic' target
RA1	Rent roll collected (excluding balance brought forward)	98.04%	100.57%	99.10%	102.28%	99.45%	100.32%	99.50%	98.63%
RA2	Current tenant arrears cases	+176	-265	+58	+82	+265	4270 running total		
RA3	Former tenant arrears cases	+51	+19	+67	73	+61	1668 running total		
RA4	Current tenant arrears increase / decrease	£150,388 increase	£79,100 decrease	£106,489 increase	£87,908 decrease	£3,958 increase	£2,398,131		
RA5	Former tenant arrears increase / decrease	£45,971 increase	£20,389 increase	£87,777 increase	£57,315 increase	£64,239 increase	£1,491,938		
RA6	Current tenant arrears cumulative total	£2,454,692	£2,375,592	£2,482,081	£2,394,173	£2,398,131	£2,398,131		
RA7	Former tenant arrears cumulative total	£1,262,218	£1,282,607	£1,370,384	£1,427,699	£1,491,938	£1,491,938		
RA8	Arrears written off	£12,033	£69,996	£4,019	£0	£531	£4,549		

 Housing Management		Q3 (23/24)	Q4 (23/24)	Q1 (24/25)	Q2 (24/25)	This quarter	Year to date	'Good' target	'Realistic' target
NH1	New ASB cases opened	85	93	97	83	69	249 (28/m)		
NH2	New ASB cases which involved hate discrimination	1	1	3	1	2	6		
NH3	Live ASB cases at quarter end	-	-	123	130	123	123		
NH4	Total Home Tenancy Visits & New Tenancy Visits (completed, attempted, refused)	-	-	363 (inc 289 complete)	314 (inc 256 complete)	511 (inc 393 complete)	1,188 (132/m) (inc 938 complete)	1750	1500
NH5	Households provided with tenancy support (new cases opened and cases live at quarter end)	66 new 165 live	59 new 161 live	112 new 226 live	87 new 232 live	82 new 247 live	82 new 247 live		

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	 Complaints	Q3 (23/24)	Q4 (23/24)	Q1 (24/25)	Q2 (24/25)	This quarter	Year to date	'Good' target	'Realistic' target
	Housing Ombudsman definition housing complaints (excludes waiting list, homelessness, PSH, other)								
CT5	Complaints received (stage 1)	113	113	85	100	107	292		
CT6	Complaints escalated to stage 2	5	17	17	16	23	56		
CT7	Complaints escalated to Housing Ombudsman	0	1	2	3	2	7		
CT8	S1 complaints responded to within timescales	-	-	38.40%	79.80%	65.15%	57.50%		
CT9	S2 complaints responded to within timescales	-	-	29.40%	37.50%	31.80%	31.48	