APPENDIX C - DHI Strategic Measures

DHI Quarterly Measures

Service Area	Measure	Unit	Cumulative or Quarterly	High / Low is	Volumetric		On target	High Target (Best)	Portfolio Holder	Service Manager	Assistant Director/Director
Service Area	Measure	Onic	Quarterly	Good	Volumetric	(WOISE)	target	(Dest)	Politiono Holder	Service ividilager	Andrew McNeil - Assistant
	HI 4 - Percentage of council properties that are not at the 'Decent Homes'								Cllr Donald Nannestad - Portfolio	Kevin Bowring - Investment	Director for Housing Investment &
Housing Investment	standard (excluding refusals)	%	Quarterly	Low is good	No	0.20%	<->	0.00%	Holder for Quality Housing	Manager	Strategy
	HI 6 - Number of properties 'not decent' as a result of tenants refusal to								Cllr Donald Nannestad - Portfolio	Kevin Bowring - Investment	Andrew McNeil - Assistant Director for Housing Investment &
Housing Investment	allow work (excluding referrals)	Number	Quarterly	N/A	Yes	N/A	<->	N/A	Holder for Quality Housing	Manager	Strategy
			Дамина	.,,	133	,		,	The same of the sa		Andrew McNeil - Assistant
									Cllr Donald Nannestad - Portfolio	Kevin Bowring - Investment	Director for Housing Investment &
Housing Investment	HI 7 - Percentage of dwellings with a valid gas safety certificate	%	Quarterly	High is good	No	99.80%	<->	99.96%	Holder for Quality Housing	Manager	Strategy
	CC - Percentage satisfied with new connections to the control centre (New								Cllr Donald Nannestad - Portfolio	Clive Thomasson -	Yvonne Fox - Assistant Director for
Control Centre	measure)	%	Quarterly	High is good	No	94.00%		96.00%	Holder for Quality Housing	Supported Housing Manager	
	· ·		,						, ,	11 0 0	3 3
	CC 5 - Percentage of Lincare Housing Assistance calls answered within 60								Cllr Donald Nannestad - Portfolio	Clive Thomasson -	Yvonne Fox - Assistant Director for
Control Centre	seconds	%	Quarterly	High is good	No	97.50%	<->	98.75%	Holder for Quality Housing	Supported Housing Manager	Housing Management
Pont Callaction	DC 2. Post collected as a proportion of rest award	0/	Quartarly	High is good	No	06 500/		08.00%	Cllr Donald Nannestad - Portfolio	Central Area Housing	Yvonne Fox - Assistant Director for
Rent Collection	RC 3 - Rent collected as a proportion of rent owed	1%	Quarterly	High is good	No	96.50%	<->	98.00%	Holder for Quality Housing Cllr Donald Nannestad - Portfolio	Manager Central Area Housing	Housing Management Yvonne Fox - Assistant Director for
Rent Collection	RC 4 - Current tenant arrears as a percentage of the annual rent debit	%	Quarterly	Low is good	No	4.00%	<->	3.00%	Holder for Quality Housing	Manager	Housing Management
nent concern.			Quarterry	2011 10 8000		110070		3.0070	Cllr Donald Nannestad - Portfolio	Paula Burton - Housing	Yvonne Fox - Assistant Director for
Housing Solutions	HS 3 - The number of people currently on the housing waiting list	Number	Cumulative	N/A	Yes	N/A	<->	N/A	Holder for Quality Housing	Solutions Manager	Housing Management
									Cllr Donald Nannestad - Portfolio	Paula Burton - Housing	Yvonne Fox - Assistant Director for
Housing Solutions	HS 4 - The number of people approaching the council as homeless	Number	Cumulative	N/A	Yes	N/A	<->	N/A	Holder for Quality Housing	Solutions Manager	Housing Management
	HS - Successful preventions against total number of homelessness								Cllr Donald Nannestad - Portfolio	Paula Burton - Housing	Yvonne Fox - Assistant Director for
Housing Solutions	approaches (New measure)	%	Quarterly	High is good	No	45.00%	<->	50.00%	Holder for Quality Housing	Solutions Manager	Housing Management
Housing Voids	HV 7 - Percentage of rent lost through dwelling being vacant	0/	Quarterly	Low is good	No	0.90%	<->	0.80%	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Central Area Housing Manager	Yvonne Fox - Assistant Director for Housing Management
Tiousing voius	HV - Average re-let time calendar days for all dwellings - standard re-lets	/0	Quarterly	LOW is good	INO	0.90%	\-\-	0.80%	Cllr Donald Nannestad - Portfolio	Central Area Housing	Yvonne Fox - Assistant Director for
Housing Voids	(New measure)	Days	Quarterly	Low is good	No	26 days	<->	23 days	Holder for Quality Housing	Manager	Housing Management
	HV 9 - Average re-let time calendar days for all dwellings (including major	<u> </u>		J		,		<u> </u>	Cllr Donald Nannestad - Portfolio	Central Area Housing	Yvonne Fox - Assistant Director for
Housing Voids	works)	Days	Quarterly	Low is good	No	31 days	<->	28 days	Holder for Quality Housing	Manager	Housing Management
									Cllr Donald Nannestad - Portfolio	Matthew Hillman -	Yvonne Fox - Assistant Director for
Housing Maintenance	HM 3 - Percentage of reactive repairs completed within target time	%	Quarterly	High is good	No	96.00%	<->	98.00%	Holder for Quality Housing	Maintenance Manager	Housing Management
I I a varia a Maria taua	UNA A Development of section fixed from time	0,	Out of the right	I I i ala i a a a a a	NI-	00.000/		02.000/	Cllr Donald Nannestad - Portfolio	Matthew Hillman -	Yvonne Fox - Assistant Director for
Housing Maintenance	HM 4 - Percentage of repairs fixed first time HM - Percentage of tenants satisfied with repairs and maintenance (New	%	Quarterly	High is good	No	90.00%	<->	93.00%	Holder for Quality Housing Cllr Donald Nannestad - Portfolio	Maintenance Manager Matthew Hillman -	Housing Management Yvonne Fox - Assistant Director for
Housing Maintenance	measure)	 %	Quarterly	High is good	No	94.00%		96.00%	Holder for Quality Housing	Maintenance Manager	Housing Management
Troubing Maintenance	incourcy	170	Quarterly	11161113 8000	1.10	34.00%		30.0070	Cllr Donald Nannestad - Portfolio	Matthew Hillman -	Yvonne Fox - Assistant Director for
Housing Maintenance	HM 5 - Appointments kept as a percentage of appointments made	%	Quarterly	High is good	No	94.00%	<->	96.00%	Holder for Quality Housing	Maintenance Manager	Housing Management
	,	•	,	,	•	•	•		, ,	·	