## **DHI Strategic Measures**

NB: Changes are highlighted in blue. It should be noted that the impact of Covid-19 has meant that in some cases it has been difficult to forecast what a realistic target might be. Depending on the service area, some services have therefore changed to volumetric measures, some have changed targets to reflect expected performance, and in some cases because expected within our control targets have been retained as in previous years.

within our control targets hav	ve been retained as in previous years.					2	020-20	21							20	021-2022			
			Cumulative or			Low Target	On				Q4/19/20	Q1/20/21	Q2/20/21	Q3/20/21	Low Target	_	gh Target		
Service Area	Measure	Unit	Quarterly	Good	Volumetric	(Worst)	target	(Best)	Outturn	Outturn	Outturn	Outturn	Outturn	Outturn	(Worst)	target (Be	est)		Owner
	III.4. Develope of conneil approaching that are not at the																	Cllr Donald Nannestad -	Karia Barria Larratura
	HI 1 - Percentage of council properties that are not at the				<b>1</b>	1 200/			0.040/	0.550/	0.000	0.000/			4.000/			Portfolio Holder for Quality	Kevin Bowring - Investment
Housing Investment	'Decent Homes' standard (excluding refusals)	%	Quarterly	Low is good	No	1.00%	<->	0.00%	0.84%	0.55%	0.23%	0.88%	0.81%		1.00%	<->	0.00%		Manager
	III 2. November of proposition best described as a result of towards																	Cllr Donald Nannestad -	Karia Barreira Invastra ant
Haveing layer the out	HI 2 - Number of properties 'not decent' as a result of tenants		O combonile	Laia aaaad	V													Portfolio Holder for Quality	Kevin Bowring - Investment
Housing Investment	refusal to allow work (excluding referrals)	Number	Quarterly	Low is good	res		l	Г				n/a	Ι	I	I			Housing Cllr Donald Nannestad -	Manager
	HI 3 - Percentage of dwellings with a valid gas safety																	Portfolio Holder for Quality	Kevin Bowring - Investment
Housing Investment	certificate	0/	Quarterly	High is good	No	99.80%	<->	99.96%	99.89%	99.86%	99.89%	85.84%	93.58%		99.80%	<->		·	Manager
Housing investment	Certificate	70	Quarterly	riigir is good	INO	99.80%	\-/	99.90%	99.8970	33.8076	33.0370	85.8470	93.3870		99.80%	\-\/	33.3070	Cllr Donald Nannestad -	Iviariagei
	CC 2 - Percentage of Lincare Housing Assistance calls																	Portfolio Holder for Quality	Clive Thomasson - Supported
Control Centre	answered within 60 seconds	%	Quarterly	High is good	No	97.50%	<->	98.75%	98.71%	98.63%	98.54%	97.85%	97.67%		97.50%	<->		Housing	Housing Manager
Gomes Gomes			Qualterly			37.3673		30.7070	3017270	30.0070	30.0.75	3710075	5710775		37.13676		561767	Cllr Donald Nannestad -	The deling manage.
																		Portfolio Holder for Quality	Keeley Johnson - Tenancy
Rent Collection	RC 1 - Rent collected as a proportion of rent owed	%	Quarterly	High is good	No	96.50%	<->	98.00%	98.04%	100.30%	100.00%	103.14%	100.75%		96.00%	<->	97.00%	,	Services Manager
Rent Collection		1	,	5 5 5 5 5														Cllr Donald Nannestad -	1 0 1
<b>~</b>	RC 2 - Current tenant arrears as a percentage of the annual																	Portfolio Holder for Quality	Keeley Johnson - Tenancy
Rent Collection	rent debit	%	Quarterly	Low is good	No	4.00%	<->	3.00%	3.72%	2.82%	2.87%	3.26%	3.47%		4.50%	<->	3.50%	Housing	Services Manager
	HS 3 - Successful preventions and relief of homelessness																	Cllr Donald Nannestad -	
ME	against total number of homeslessness approaches (updated																	Portfolio Holder for Quality	Paula Burton - Housing
Housing Solutions	measure)	%	Quarterly	High is good	No	50.00%	<->	55.00%	290	338	377	114	259		50.00%	<->	55.00%	Housing	Solutions Manager
																		Cllr Donald Nannestad -	
Housing Solutions  Housing Voids																		Portfolio Holder for Quality	Keeley Johnson - Tenancy
Housing Voids	HV 1 - Percentage of rent lost through dwelling being vacant	%	Quarterly	Low is good	No	0.80%	<->	0.90%	1.06%	0.89%	0.85%	0.90%	0.99%		0.80%	<->	0.90%	•	Services Manager
2																		Cllr Donald Nannestad -	
S	HV 2- Average re-let time calendar days for all dwellings -																	Portfolio Holder for Quality	Keeley Johnson - Tenancy
Housing Voids	standard re-lets	Days	Quarterly	Low is good	No	30 days	<->	27 days	35.71	31.52	31.98	47.81	46.16		32 days	<->	29 days		Services Manager
<u>«</u>																		Cllr Donald Nannestad -	
	HV 3 - Average re-let time calendar days for all dwellings				l													Portfolio Holder for Quality	Keeley Johnson - Tenancy
Housing Voids Housing Voids	(including major works)	Days	Quarterly	Low is good	No	31 days	<->	28 days	44.06	36.95	39.91	49.40			38 days	<->	35 days	<u> </u>	Services Manager
2	UNA 4. Demonstrate of monetical management and within terror												Collection					Cllr Donald Nannestad -	A a table and thill are a second and the second
O Housing Maintenance	HM 1 - Percentage of reactive repairs completed within target		Ougatoul.	Lliab is assa	N.o.	070/		00.00%	08.26%	07.670/	06 710/	06.00%	not possible -		070/			Portfolio Holder for Quality	Matthew Hillman - Assistant
Housing Maintenance	time (priority and urgent repairs) - HRS only	%	Quarterly	High is good	NO	97%	<->	99.00%	98.26%	97.67%	96.71%	96.00%	COVID		97%	<->	99.00%	Housing Cllr Donald Nannestad -	Director Investment
	HM 2 - Percentage of repairs fixed first time (priority and																	Portfolio Holder for Quality	Matthew Hillman - Assistant
		0/_	Quarterly	High is good	No	90%	<->	93.00%	95.04%	94.67%	94.07%	89.57%	90.11%		90%	<->		Housing	Director Investment
Tiousing Maintenance	digent repairs) - riks only	70	Quarterly	riigir is good	NO	9078	<b>\-</b> >	93.00%	95.0478	34.0770	34.07/0	89.5770	Collection		90%	<b>\-</b> >	93.007	Cllr Donald Nannestad -	Director investment
	HM 3- Percentage of tenants satisfied with repairs and												not possible -		Remove indica	tor (review	ing current	Portfolio Holder for Quality	Matthew Hillman - Assistant
Housing Maintenance		%	Quarterly	High is good	No	94%		96.00%	98.72%	97.41%	97.15%	97.00%			customer fe			Housing	Director Investment
Trousing Warrecharies	mantenance	70	Quarterly	riigir is good	110	3470		30.0070	30.7270	37.4170	37.1370	37.0070	COVID		castorner	Caback II a	meworky	Cllr Donald Nannestad -	Director investment
	HM 4 - Appointments kept as a percentage of appointments																	Portfolio Holder for Quality	Matthew Hillman - Assistant
Housing Maintenance	made (priority and urgent repairs) - HRS only	%	Quarterly	High is good	No	94%	<->	97.00%	97.73%	97.82%	97.89%	99.57%	99.95%		94%	<->		Housing	Director Investment
2 2 2 2 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3	The state of the s	1	, , , , , , , , , , , , , , , , , , , ,	0 :- 8	-	2 .,0		2110070	2111 2/3	2110-70	51.5576	23.27,			2 170			0	
						Profiled:		Profiled:			Collection	Collection	Collection		Profiled:	Pro	ofiled:	Cllr Chris Burke - Portfolio	
Business Development	BD 1 - Number of users logged into the on-line self service					Q4 = 10,000		Q4 = 10,500					not possible -		Q4 = 10,000		= 10,500	Holder for Customer	Matt Smith - Business
& ICT	system this quarter	Number	Quarterly	High is good	No	Qs1-3 = 8,409	<->	Qs1-3 = 8,700	8,427		- COVID		COVID		Qs1-3 = 8,409	<-> Qs	1-3 = 8,700	Experience and Review	Development & IT Manager
			·											,				Cllr Chris Burke - Portfolio	
Business Development																		Holder for Customer	Matt Smith - Business
& ICT	ICT 1 - Number of calls logged to IT helpdesk	Number	Quarterly	Volumentric	Yes	N/A	<->	N/A										Experience and Review	Development & IT Manager
																		Cllr Chris Burke - Portfolio	
Business Development																		Holder for Customer	Matt Smith - Business
& ICT	ICT 2 - Percentage of first time fixes	%	Quarterly	Volumentric	Yes	N/A	<->	N/A										Experience and Review	Development & IT Manager
																<del></del>			