

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.

Service Area	Measure	Unit	Cumulative or Quarterly	High / Low is Good	Volumetric	2020-2021			2021-2022							Portfolio Holder	Owner		
						Low Target (Worst)	On target	High Target (Best)	Q2/19/20 Outturn	Q3/19/20 Outturn	Q4/19/20 Outturn	Q1/20/21 Outturn	Q2/20/21 Outturn	Q3/20/21 Outturn	Low Target (Worst)			On target	High Target (Best)
Housing Investment	HI 1 - Percentage of council properties that are not at the '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%	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Kevin Bowring - Investment Manager
Housing Investment	HI 2 - Number of properties 'not decent' as a result of tenants refusal to allow work (excluding referrals)	Number	Quarterly	Low is good	Yes	n/a												Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Kevin Bowring - Investment Manager
Housing Investment	HI 3 - Percentage of dwellings with a valid gas safety certificate	%	Quarterly	High is good	No	99.80%	<->	99.96%	99.89%	99.86%	99.89%	85.84%	93.58%		99.80%	<->	99.96%	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Kevin Bowring - Investment Manager
Control Centre	CC 2 - Percentage of Lincare Housing Assistance calls 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%	<->	98.75%	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Clive Thomasson - Supported Housing Manager
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%	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Keeley Johnson - Tenancy Services Manager
Rent Collection	RC 2 - Current tenant arrears as a percentage of the annual 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%	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Keeley Johnson - Tenancy Services Manager
Housing Solutions	HS 3 - Successful preventions and relief of homelessness against total number of homelessness approaches (updated measure)	%	Quarterly	High is good	No	50.00%	<->	55.00%	290	338	377	114	259		50.00%	<->	55.00%	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Paula Burton - Housing Solutions Manager
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%	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Keeley Johnson - Tenancy Services Manager
Housing Voids	HV 2 - Average re-let time calendar days for all dwellings - 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	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Keeley Johnson - Tenancy Services Manager
Housing Voids	HV 3 - Average re-let time calendar days for all dwellings (including major works)	Days	Quarterly	Low is good	No	31 days	<->	28 days	44.06	36.95	39.91	49.40	46.16		38 days	<->	35 days	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Keeley Johnson - Tenancy Services Manager
Housing Maintenance	HM 1 - Percentage of reactive repairs completed within target time (priority and urgent repairs) - HRS only	%	Quarterly	High is good	No	97%	<->	99.00%	98.26%	97.67%	96.71%	96.00%	Collection not possible - COVID		97%	<->	99.00%	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Matthew Hillman - Assistant Director Investment
Housing Maintenance	HM 2 - Percentage of repairs fixed first time (priority and urgent repairs) - HRS only	%	Quarterly	High is good	No	90%	<->	93.00%	95.04%	94.67%	94.07%	89.57%	90.11%		90%	<->	93.00%	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Matthew Hillman - Assistant Director Investment
Housing Maintenance	HM 3 - Percentage of tenants satisfied with repairs and maintenance	%	Quarterly	High is good	No	94%	<->	96.00%	98.72%	97.41%	97.15%	97.00%	Collection not possible - COVID		Remove indicator (reviewing current customer feedback framework)		Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Matthew Hillman - Assistant Director Investment	
Housing Maintenance	HM 4 - Appointments kept as a percentage of appointments 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%	<->	97.00%	Cllr Donald Nannestad - Portfolio Holder for Quality Housing	Matthew Hillman - Assistant Director Investment
Business Development & ICT	BD 1 - Number of users logged into the on-line self service system this quarter	Number	Quarterly	High is good	No	Profiled: Q4 = 10,000 Qs1-3 = 8,409	<->	Profiled: Q4 = 10,500 Qs1-3 = 8,700	8,427	8,409	Collection not possible - COVID	Collection not possible - COVID	Collection not possible - COVID		Profiled: Q4 = 10,000 Qs1-3 = 8,409	<->	Profiled: Q4 = 10,500 Qs1-3 = 8,700	Cllr Chris Burke - Portfolio Holder for Customer Experience and Review	Matt Smith - Business Development & IT Manager
Business Development & ICT	ICT 1 - Number of calls logged to IT helpdesk	Number	Quarterly	Volumetric	Yes	N/A	<->	N/A										Cllr Chris Burke - Portfolio Holder for Customer Experience and Review	Matt Smith - Business Development & IT Manager
Business Development & ICT	ICT 2 - Percentage of first time fixes	%	Quarterly	Volumetric	Yes	N/A	<->	N/A										Cllr Chris Burke - Portfolio Holder for Customer Experience and Review	Matt Smith - Business Development & IT Manager

DHI QUARTERLY STRATEGIC MEASURES