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 p within our control targets have been retained as in previous years.

within our control targets have been retained as in previous years.								2020-20	21	1						2021-2022				
				Cumulative or	High / Low is		Low Target	On	High Target		Q3/19/20	Q4/19/20	Q1/20/21	Q2/20/21	Q3/20/21	Low Target	On	High Target		
S	ervice Area	Measure	Unit	Quarterly	Good	Volumetric	(Worst)	target	(Best)	Outturn	Outturn	Outturn	Outturn	Outturn	Outturn	(Worst)	target	(Best)	Portfolio Holder	Owner
																			Cllr Donald Nannestad -	
		HI 1 - Percentage of council properties that are not at the																	Portfolio Holder for Quality	Kevin Bowring - Investment
<u> </u>	ousing Investment	'Decent Homes' standard (excluding refusals)	%	Quarterly	Low is good	No	1.00%	<->	0.00%	0.84%	0.55%	0.23%	0.889	0.81%		1.00%	<->	0.00%	Housing	Manager
		HI 2 - Number of properties 'not decent' as a result of tenants																	Cllr Donald Nannestad -	
																			Portfolio Holder for Quality	Kevin Bowring - Investment
쁘	ousing Investment	refusal to allow work (excluding referrals)	Number	Quarterly	Low is good	Yes							n/a				т —	1	Housing	Manager
																			Cllr Donald Nannestad -	
					l	l													Portfolio Holder for Quality	Kevin Bowring - Investment
ᄖ	ousing 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%	85.849	93.58%		99.80%	<->	99.96%	Housing	Manager
		CC 2 Parameters of Lineary Herritan Assistance will be accounted																	Cllr Donald Nannestad -	Clina The second of
		CC 2 - Percentage of Lincare Housing Assistance calls answered	0/	0	District	,	07.500/	l	00.75%	00.740/	00.63%	00.540	07.050	07.670/		07.500/	l	00.750/	Portfolio Holder for Quality	Clive Thomasson - Supported
<u> </u>	ontrol Centre	within 60 seconds	70	Quarterly	High is good	INO	97.50%	<->	98.75%	98.71%	98.63%	98.54%	97.85%	97.67%	-	97.50%	<->	98.75%	Housing Cllr Donald Nannestad -	Housing Manager
																			Portfolio Holder for Quality	Keeley Johnson - Tenancy
	ant Callaction	DC 1. Bont collected as a proportion of ront award	0/	Quartarly	Ligh is good	No	06 50%		98.00%	09 049/	100 20%	100.00%	102 149	100 75%		06.00%		07.00%	' '	
MEASURES	ent Collection	RC 1 - Rent collected as a proportion of rent owed	70	Quarterly	High is good	INU	96.50%	<->	98.00%	98.04%	100.30%	100.00%	103.149	100.75%		96.00%	<->	97.00%	Housing Cllr Donald Nannestad -	Services Manager
문		RC 2 - Current tenant arrears as a percentage of the annual																	Portfolio Holder for Quality	Keeley Johnson - Tenancy
\supset	ent Collection	rent debit	0/	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
AS 🖺	ent conection	HS 3 - Successful preventions and relief of homelessness	70	Quarterly	LOW 13 good	110	4.00%	1	3.0070	3.72/0	2.02/0	2.07/0	3.20/	3.47/0		4.50%	\-\-\-\-\-\-\-\-\-\-\-\-\-\-\-\-\-\-\-	3.30/0	Cllr Donald Nannestad -	Jei vices ivialiagei
빌		against total number of homeslessness approaches (updated																	Portfolio Holder for Quality	Paula Burton - Housing
2	ousing Solutions	measure)	%	Quarterly	High is good	No	50.00%	<->	55.00%	290	338	377	, 114	259		50.00%	<->	55.00%	Housing	Solutions Manager
2	ousing solutions	incasure)	70	Quarterly	Tilgit is good		30.00%	1	33.0070	230	330	3//	111	233	-	30.0076	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	33.00%	Cllr Donald Nannestad -	Jointions Manager
8																			Portfolio Holder for Quality	Keeley Johnson - Tenancy
 	ousing 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%	Housing	Services Manager
STRATEGIC	ousning voices	The first the desired of the first through twenting being vacant	1,0	Quarterry	15 8000	110	0.00%	1	0.5070	1.00%	0.0370	0.037	0.507	0.5570		0.0070	1,	0.50%	Cllr Donald Nannestad -	Services ividinger
<u> </u>		HV 2- Average re-let time calendar days for all dwellings -																	Portfolio Holder for Quality	Keeley Johnson - Tenancy
	ousing Voids	standard re-lets	Days	Quarterly	Low is good	No	30 days	<->	27 days	35.71	31.52	31.98	47.8	46.16		32 days	<->	29 days	Housing	Services Manager
QUARTERLY			1 7 7	- Carriery	1				1 22,0		-		1	1					Cllr Donald Nannestad -	
巴		HV 3 - Average re-let time calendar days for all dwellings																	Portfolio Holder for Quality	Keeley Johnson - Tenancy
~ H	ousing Voids	(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	Housing	Services Manager
_ ₹ ⊢			<u> </u>	, , , , , , , , , , , , , , , , , , ,			ĺ		<u> </u>					Collection					Cllr Donald Nannestad -	
ಕ		HM 1 - Percentage of reactive repairs completed within target												not possible -					Portfolio Holder for Quality	Matthew Hillman - Assistant
■ H	ousing 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	Director Investment
품	_																		Cllr Donald Nannestad -	
		HM 2 - Percentage of repairs fixed first time (priority and																	Portfolio Holder for Quality	Matthew Hillman - Assistant
Н	ousing Maintenance	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%	Housing	Director Investment
														Collection					Cllr Donald Nannestad -	
		HM 3- Percentage of tenants satisfied with repairs and												not possible -		Remove indica	ator (rev	viewing current	Portfolio Holder for Quality	Matthew Hillman - Assistant
Н	ousing Maintenance	maintenance	%	Quarterly	High is good	No	94%		96.00%	98.72%	97.41%	97.15%	97.00%	COVID		customer fe	edback	(framework)	Housing	Director Investment
																			Cllr Donald Nannestad -	
		HM 4 - Appointments kept as a percentage of appointments																	Portfolio Holder for Quality	Matthew Hillman - Assistant
Н	ousing 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%	<->	97.00%	Housing	Director Investment
							Profiled:		Profiled:			Collection	Collection	Collection		Profiled:		Profiled:	Cllr Chris Burke - Portfolio	
	•	BD 1 - Number of users logged into the on-line self service					Q4 = 10,000		Q4 = 10,500			-	1 1	not possible -	l	Q4 = 10,000			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	8,409	- COVID	COVID	COVID		Qs1-3 = 8,409	<->	Qs1-3 = 8,700	Experience and Review	Development & IT Manager
						1													Cllr Chris Burke - Portfolio	
	usiness Development					1													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	
	usiness 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