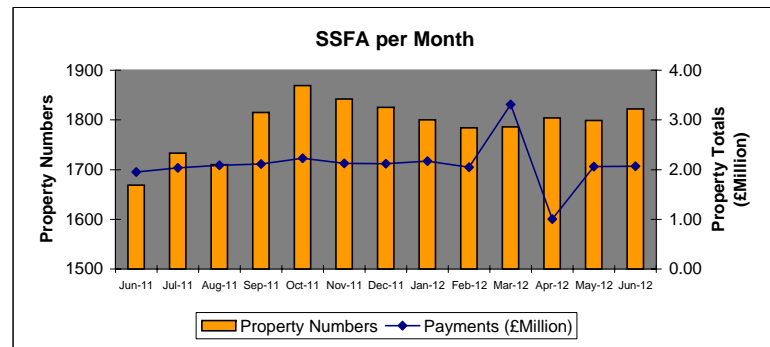
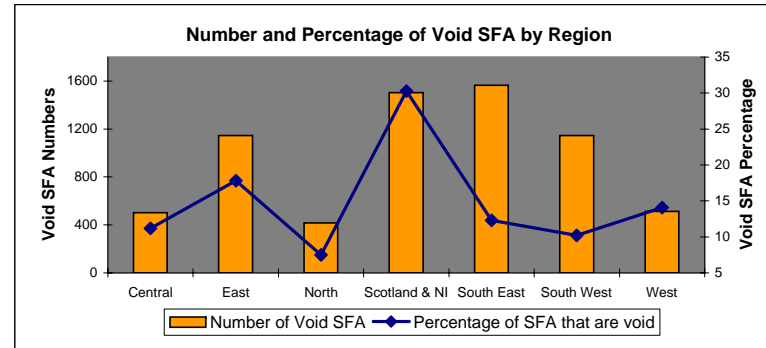
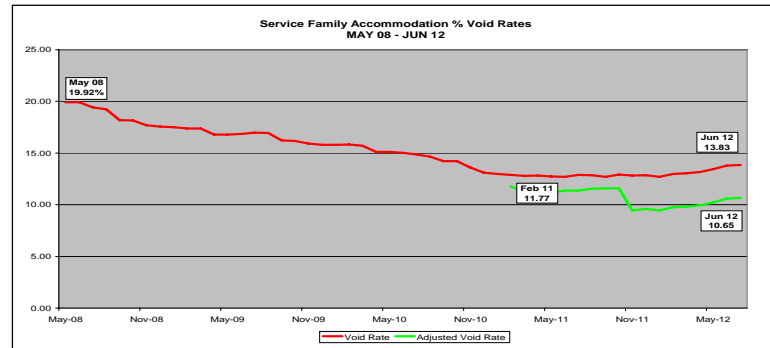
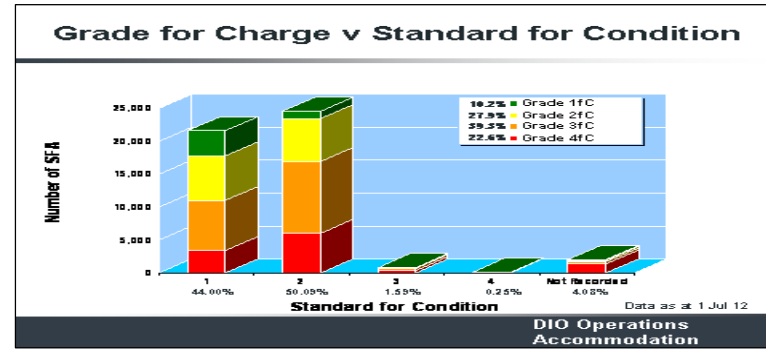
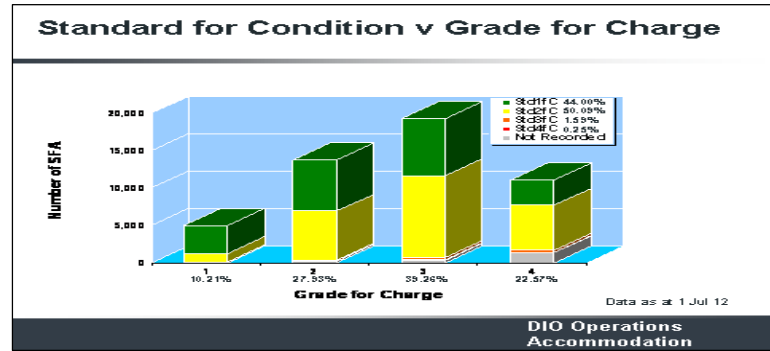


STRATEGIC FRAMEWORK



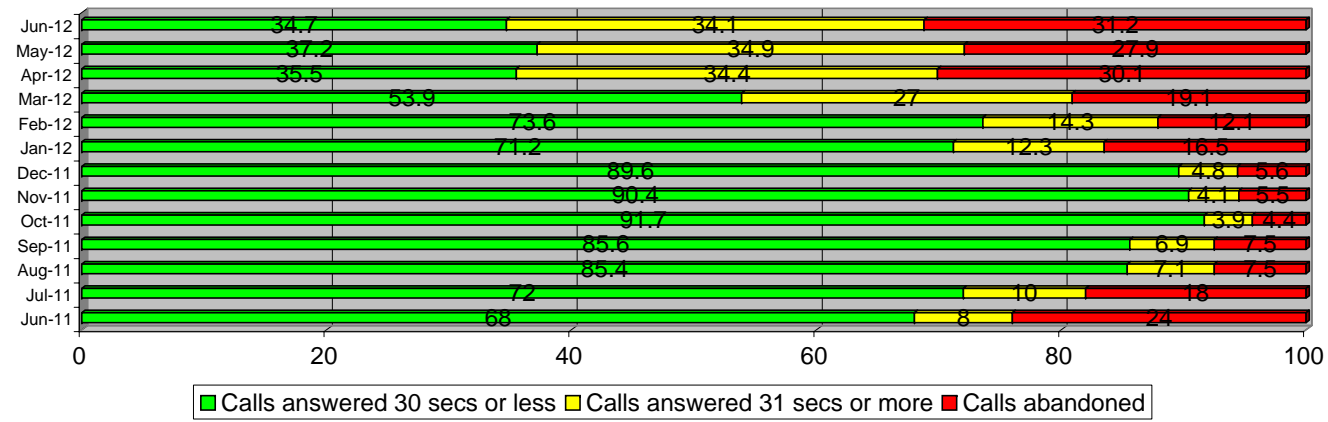
DIO Ops Accommodation provide monthly Substitute Services Family Accommodation (SSFA) figures for the whole of the UK. However, due to the requirement to reorganise Ops Accommodation working processes to meet the needs of the Housing Allocations Service Centre these statistics are now recorded by postcode and are no longer available on a regional basis.

DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs)

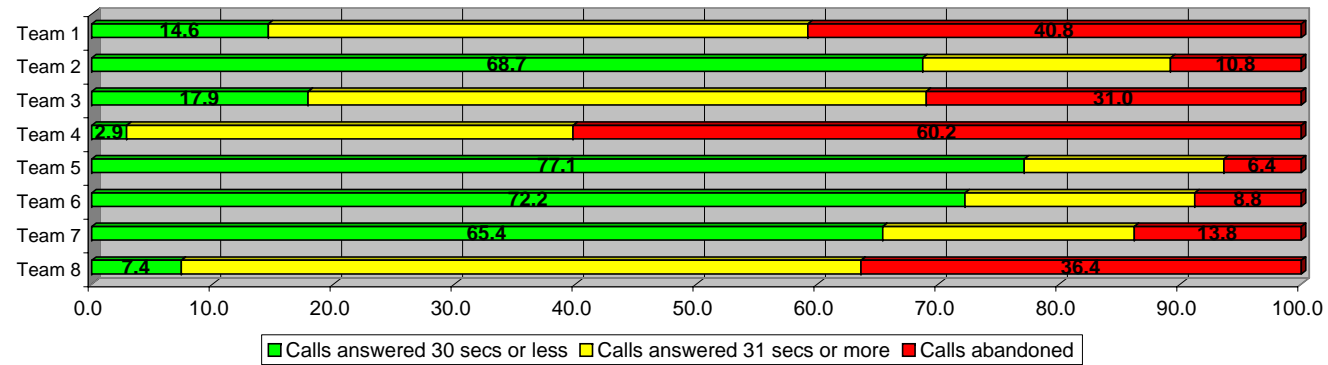
OPERATIONAL PERFORMANCE

TELEPHONES

HASC call answering percentages over time



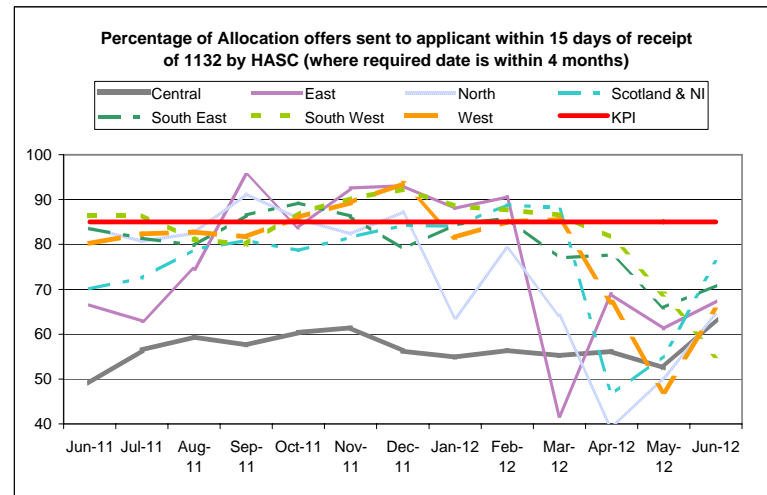
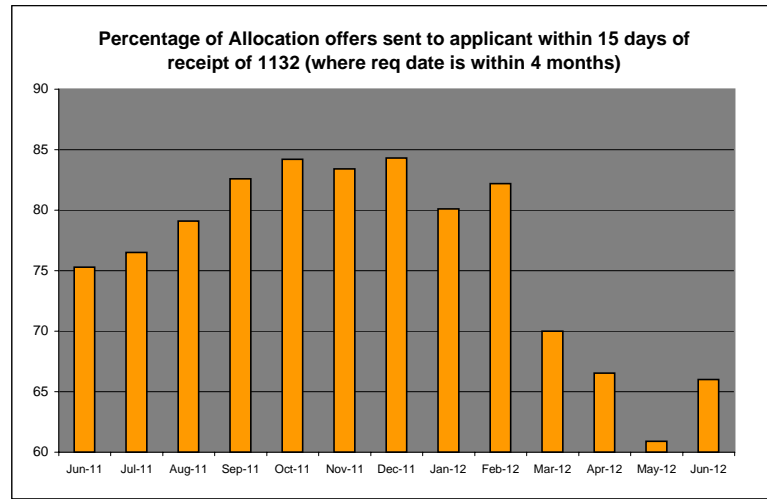
Call answering percentages by HASC



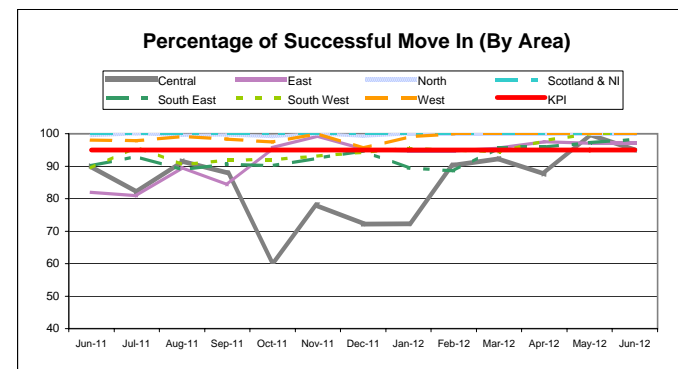
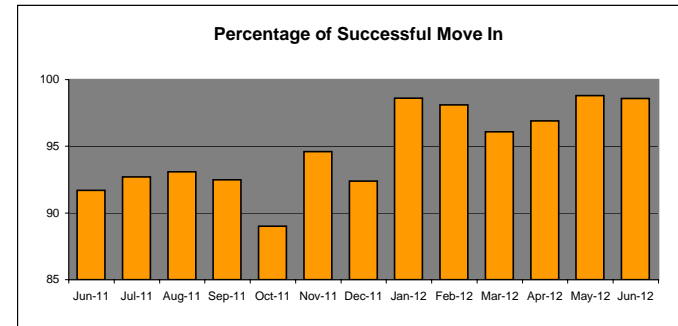
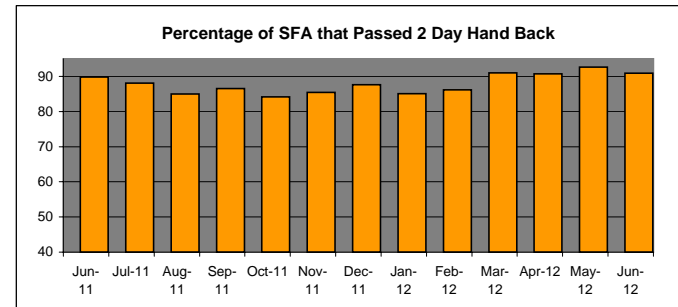
DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs)

OPERATIONAL PERFORMANCE

APPLICATION & ALLOCATION



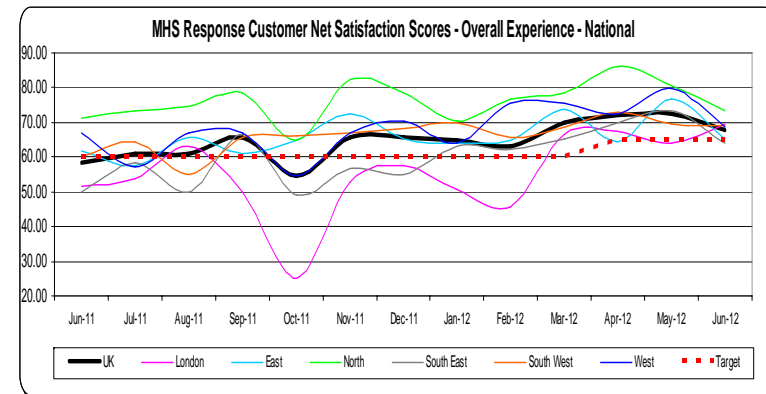
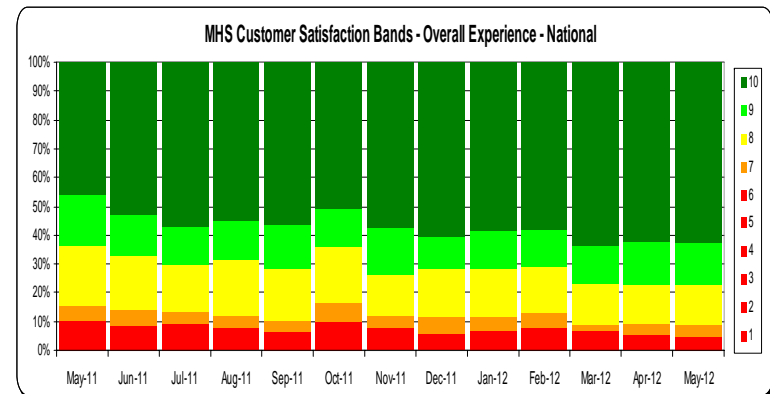
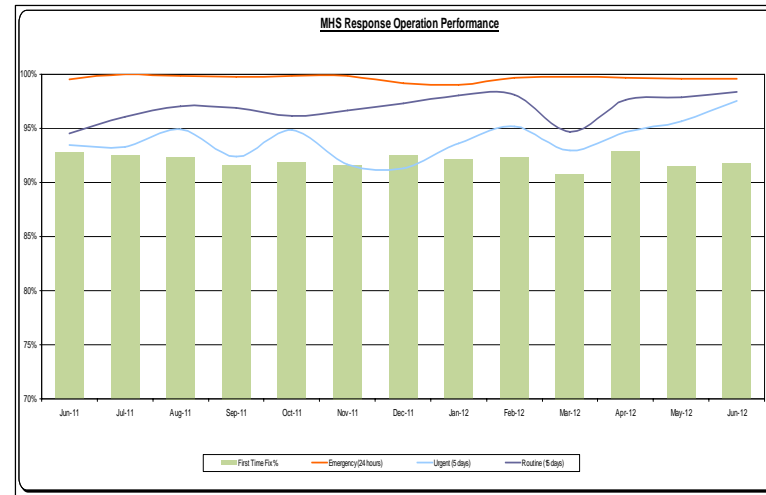
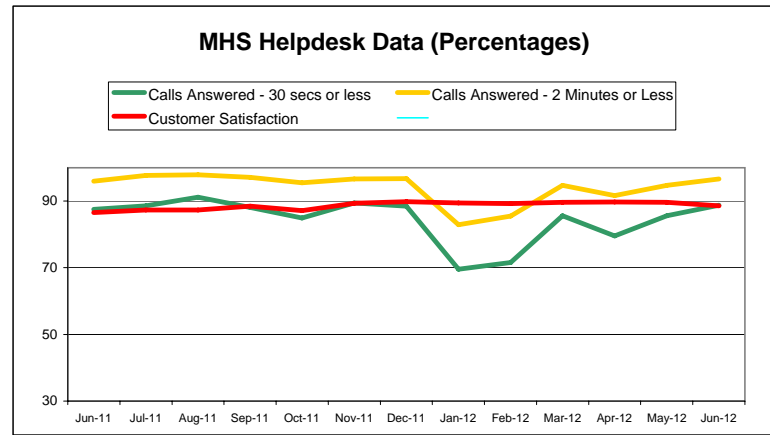
MOVE IN



DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs)

OPERATIONAL PERFORMANCE

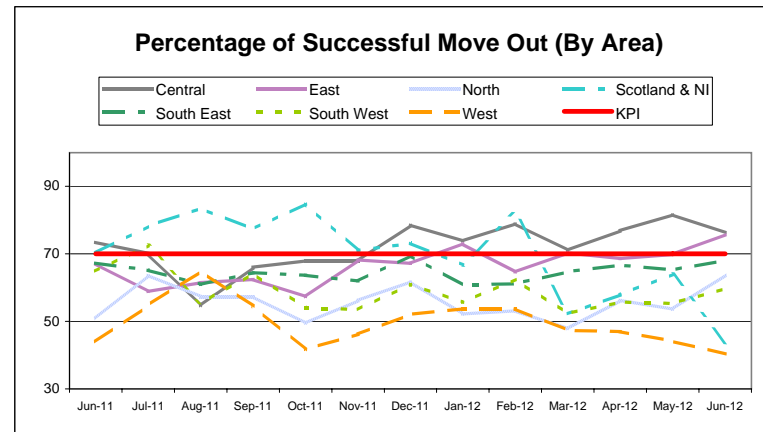
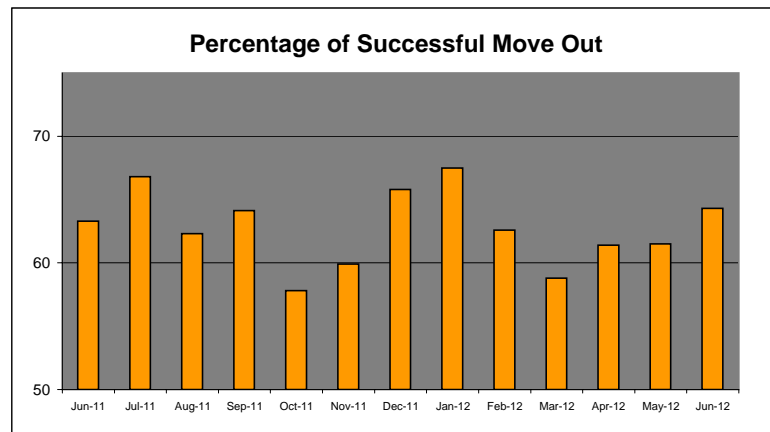
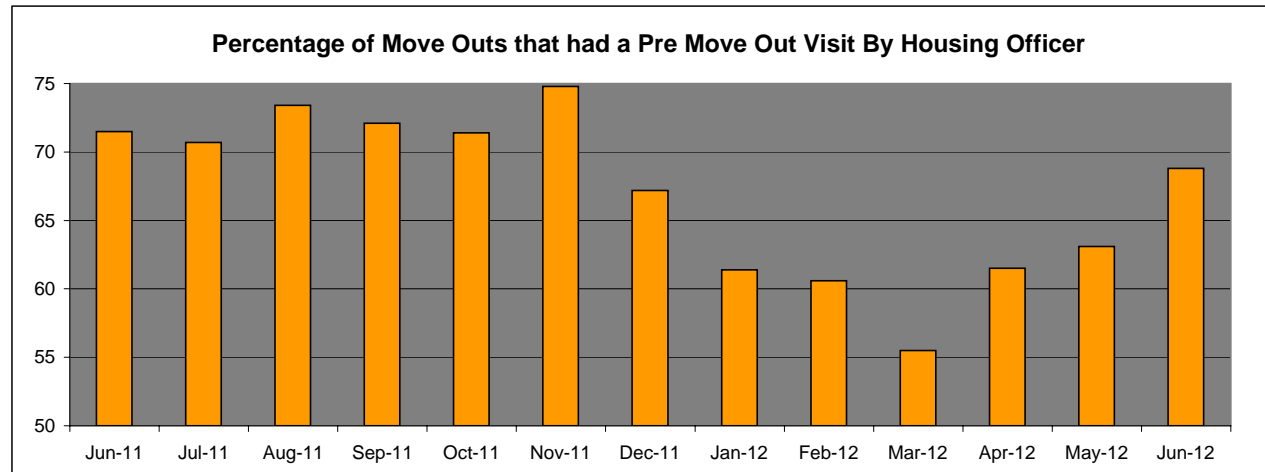
RESPONSE MAINTENANCE



DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs)

OPERATIONAL PERFORMANCE

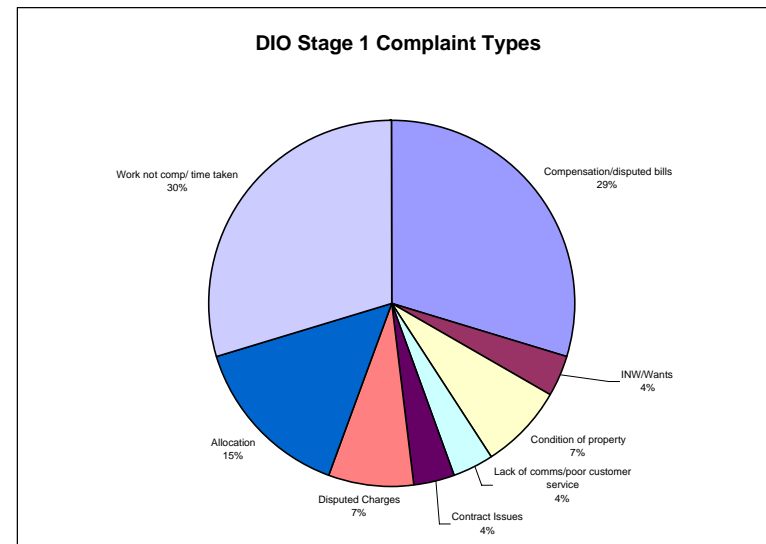
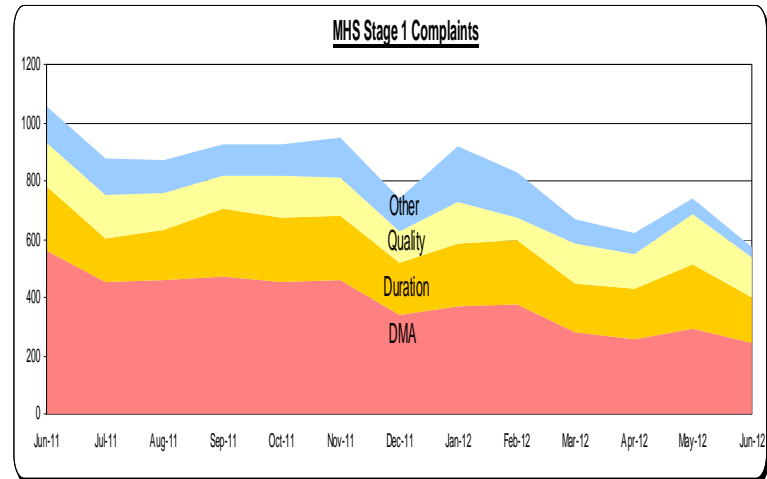
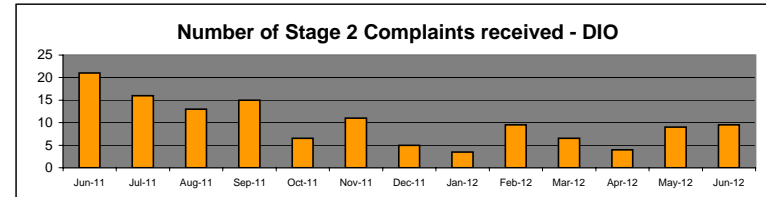
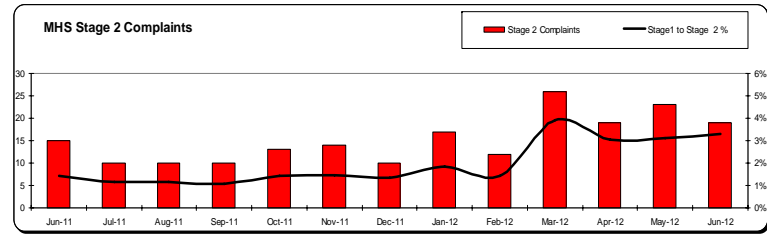
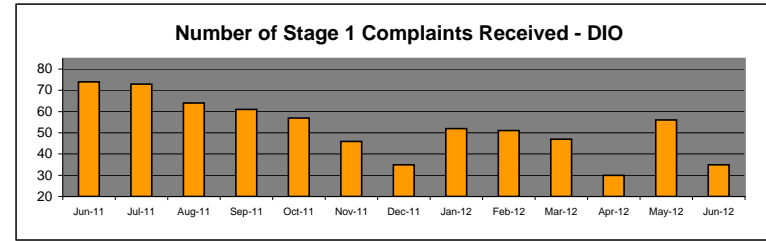
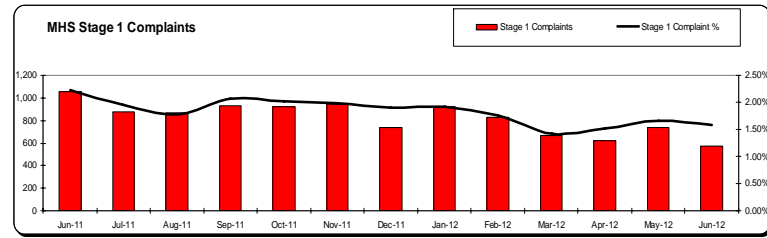
MOVE OUT



DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs)

OPERATIONAL PERFORMANCE

CUSTOMER SATISFACTION



DIO OPERATIONS ACCOMMODATION - KEY PERFORMANCE INDICATORS (KPIs)

TLB PERFORMANCE

