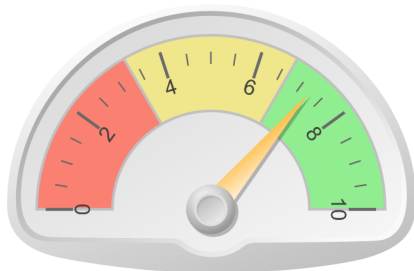


CABINET QUARTERLY PERFORMANCE REPORT

December 2013

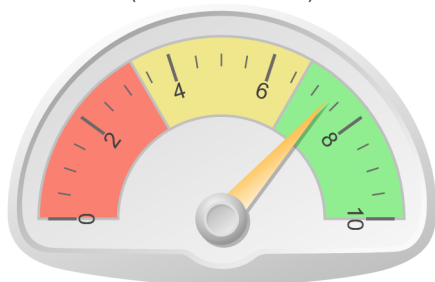


Total Measures:	103
Red Measures:	10
Amber Measures:	12
Green Measures:	53

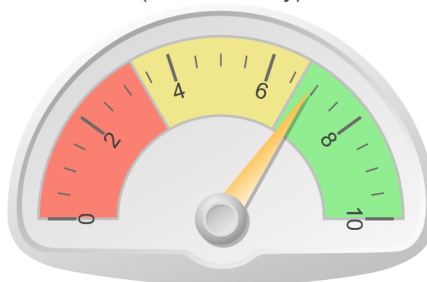
No Data:	1
No Incidents:	0
Info Only:	27
No Target:	1

Score this quarter:	7.23
Trend:	↑
Score last quarter:	7.06
Status:	Improving

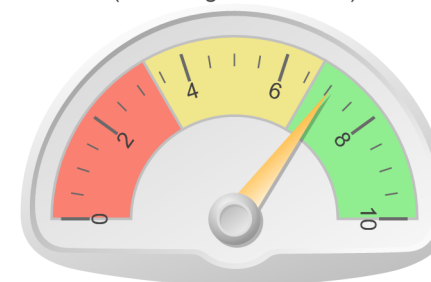
Service & Performance Improvement
(Cllr Neil Harden)



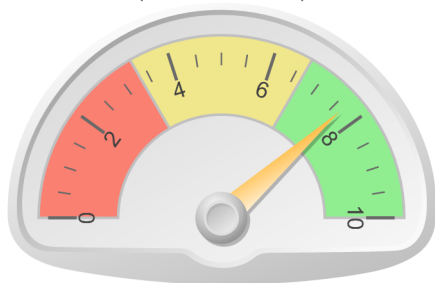
Finance & Resources
(Cllr Nick Tiley)



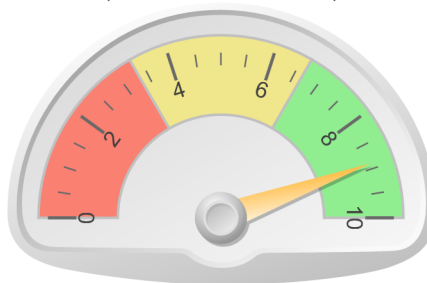
Housing
(Cllr Margaret Griffiths)



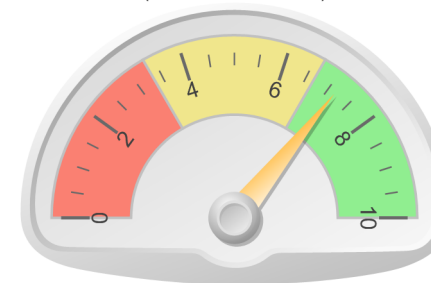
Environment & Sustainability
(Cllr Julie Laws)



Planning & Regeneration
(Cllr Andrew Williams)



Residents & Regulatory Services
(Cllr Neil Harden)



Portfolio Holder Summary	Score	Trend	Total Measures	Red	Amber	Green	No Data	No Incidents	Info Only	No Target
Service & Performance Improvement (Cllr Neil Harden)	7.31	↗	28	3	0	11	0	0	14	0
Finance & Resources (Cllr Nick Tiley)	6.92	↗	17	3	4	10	0	0	0	0
Housing (Cllr Margaret Griffiths)	7.03	↘	33	2	4	15	0	0	11	1
Environment & Sustainability (Cllr Julie Laws)	7.67	↘	9	1	2	6	0	0	0	0
Planning & Regeneration (Cllr Andrew Williams)	8.89	↗	4	0	0	3	0	0	1	0
Residents & Regulatory Services (Cllr Neil Harden)	7.16	↗	12	1	2	8	1	0	1	0

Director Summary	Score	Trend	Total Measures	Red	Amber	Green	No Data	No Incidents	Info Only	No Target
Chief Executive (Vacant)	8.06	↘	18	1	1	10	0	0	6	0
Housing and Regeneration (Mark Gaynor)	7.09	↘	43	3	4	19	0	0	16	1
Finance and Operations (Martin Hone)	7.05	↗	42	6	7	24	1	0	5	0

Assistant Director Summary	Score	Trend	Total Measures	Red	Amber	Green	No Data	No Incidents	Info Only	No Target
Performance and Projects (Shane Flynn)	8.98	↗	9	0	0	7	0	0	2	0
Neighbourhood Delivery (David Austin)	6.96	↗	23	3	4	13	1	0	3	0
Planning, Development and Regeneration (James Doe)	9.17	↗	7	0	0	4	0	0	3	0
Housing Landlord (Elliott Brooks)	6.71	↘	36	3	4	15	0	0	13	1
Chief Executive's Unit (Steve Baker)	6.77	↘	9	1	1	3	0	0	4	0
Finance and Resources (James Deane)	7.16	↗	19	3	3	11	0	0	2	0






Group Manager Summary	Score	Trend	Total Measures	Red	Amber	Green	No Data	No Incidents	Info Only	No Target
Environmental Services (Craig Thorpe)	7.67	↘	9	1	2	6	0	0	0	0
Resident Services (Julie Still)	9.47	↗	6	0	0	5	1	0	1	0
Development Management and Planning (Alex Chrusciak)	8.89	↗	3	0	0	3	0	0	0	0
Strategic Planning and Regeneration (Chris Taylor)			1	0	0	0	0	0	1	0
Property and Place (Calvin Fisher)	5.94	↘	12	2	3	7	0	0	0	0
Tenants and Leaseholders (Andy Vincent)	8.27	↘	9	0	1	5	0	0	3	0
Strategic Housing (Julia Hedger)	8.89	↗	10	0	0	3	0	0	7	0
Legal Governance (Mark Brookes)	7.17	↘	2	0	1	1	0	0	0	0
Regulatory Services (Chris Troy)	4.59	↘	5	1	2	2	0	0	0	0
Financial Services (Paul Sutton)	7.88	↗	10	1	2	7	0	0	0	0
Commercial Assets and Property Development (Mike Evans)	8.92	↗	2	0	0	2	0	0	0	0
Revenues, Benefits and Fraud (Chris Baker)	3.77	↘	4	2	1	1	0	0	0	0
People (Matt Rawdon)	4.77	↘	4	1	0	1	0	0	2	0









Exception Report - see unfiltered report for all measures

Measure	Owner & Updater	Dec 2012 Result	Trend	Sep 2013 Result	Trend	Dec 2013 Result	Sign Off	Comments	Flag
Service & Performance Improvement (Cllr Neil Harden)									
CSU01 - Percentage of customers in the Customer Service Centre seen within 5 minutes	Shane Flynn Tracy Lancashire	69.70% (11023/15815) Target: 70.00	↑	64.43% (11027/17115) Target: 70.00	↑	74.37% (11654/15670) Target: 70.00	✓	Owner The target for this stage of the contract is 63%. Therefore the contractor is performing well above the expected level at this stage.	
CSU04 - Percentage of calls answered in the Contact Centre within 20 seconds	Shane Flynn Tracy Lancashire	83.42% (142760/17114 2) Target: 70.00	↓	71.07% (75872/106763) Target: 70.00	↓	71.00% (42816/60307) Target: 70.00	✓	Owner The target for this stage of the contract is 50%. Therefore the contractor is performing well above target at this stage.	
CSU05 - Percentage of enquiries that are resolved at first point of contact within the Contact Centre	Shane Flynn Tracy Lancashire	85.64% (42534/49666) Target: 90.00	↑	91.41% (58515/64015) Target: 90.00	↓	91.09% (53237/58442) Target: 90.00	✓	Owner A slight drop on the previous quarter which needs to be kept under review as Inform 360 (the automatic call answering system) is introduced.	
HR05b - Average number of days lost due to sickness absence per FTE in Neighbourhood Delivery	David Austin Anne Stunell	2.26 Days (737/326) Target: 2.00	↓	3.53 Days (984/279) Target: 2.00	→	3.99 Days (1079/270) Target: 2.00	✓	Updater Above the target	
HR05d - Average number of days lost due to sickness absence per FTE in Housing Landlord	Elliott Brooks Anne Stunell	3.14 Days (380/121) Target: 2.00	→	3.22 Days (504/156) Target: 2.00	→	4.42 Days (680/154) Target: 2.00	✓	Updater Above the target	
HR05f - Average number of days lost due to sickness absence per FTE in Finance and Resources	James Deane Anne Stunell	1.41 Days (155/110) Target: 2.00	→	0.82 Days (92/113) Target: 2.00	→	1.49 Days (162/109) Target: 2.00	✓	Updater Below Target	
HR05h - Average number of days lost due to sickness absence per FTE in Chief Executive's Unit	Steve Baker Anne Stunell	No Data No Target		1.56 Days (82/53) Target: 2.00	→	0.82 Days (46/56) Target: 2.00	✓	Updater Below Target	
HR06 - Average number of days lost due to sickness absence per FTE (end of year profile)	Matt Rawdon Anne Stunell	7.65 Days Target: 8.00	↓	8.76 Days Target: 8.00	↓	10.00 Days Target: 8.00	✓	Updater Above the target Owner It is disappointing to see the projected year end figure is over target, but	

						<p>sometimes these spikes in sickness absence is uncontrollable. However the following is being put in place to help reduce absence:</p> <p>HR will continue to monitor sick cases and support managers accordingly. I have asked the HR Team Leader carry out case reviews with her team.</p> <p>The 2nd round of flu jabs are commencing in January, which will see it open to all staff.</p> <p>Mental Health training for managers and staff will commence in February. This is particularly pertinent due to stress/anxiety/depression being a main cause of sickness absence.</p> <p>A wellness event has been arranged, namely an exercise class for staff.</p> <p>The health surveillance programme will continue with blood pressure checks, BMI, diabetes etc.</p> <p>HR will investigate the option of an external provider managing the sickness notification process.</p> <p>There has also been a positive trend with some long term sickness cases coming to an end, so figures should improve in the New Year.</p>
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HR10 - Percentage of employees who have been absent on more than 2 occasions in the quarter	Matt Rawdon Anne Stunell	9.40% (72/766) Target: 7.90	↗	5.07% (36/710) Target: 7.90	↘	7.22% (54/748) Target: 7.90	✓	Updater Below Target Owner Still below target, which is pleasing. It is noted that with short term sickness targets being met, that the problem lies in long term sickness. Actions to overcome this are stated in HR06.
Finance & Resources (Cllr Nick Tiley)								
CP02 - Percentage arrears on commercial property rents	Mike Evans Adriana Livingstone	9.52% (410902/43178 24) Target: 9.50	↗	11.56% (376157/325352 2) Target: 9.50	↗	7.66% (349361/456175 8) Target: 9.50	✓	Owner Performance has improved due to proactive work undertaken by Estates and Finance teams.
FIN01 - Investment income - outturn forecast against budget	Paul Sutton Tracy Claridge	No Data No Target		£502680 Target: 514000	↗	£540840 Target: 514000	✓	
FIN05 - Recycling Income YTD budget against YTD actual	Paul Sutton Marie Stokes	£673342 Target: 766350	→	£339916 Target: 382471	→	£504142 Target: 573707	✓	Updater Income is 12% down at period Qtr 3 due to a reduction in the amount of paper being collected and price per tonne for Plastics. An underachievement in the region of £100k is projected at year end.
FIN10 - Car Parking Income - ytd budget against ytd actual	Paul Sutton Marie Stokes	No Data No Target		£929396 Target: 881605	→	£1482860 Target: 1322408	✓	Updater Income is 11.8% up at Qtr 3. The main reason is increased off-street pay and display income. A surplus in the region of £180k is expected at year end.
FIN11 - Investment Property Income - ytd budget against ytd actual	Paul Sutton Marie Stokes	No Data No Target		£2679277 Target: 2655246	↘	£3745233 Target: 3762645	✓	Updater Income is broadly on target at this point of the year (minor variation of less than 0.5%).
FIN12 - Garages Income - ytd budget against ytd actual	Paul Sutton Marie Stokes	No Data No Target		£1288984 Target: 1290581	↘	£1907236 Target: 1911052	✓	Updater On target for this point of the year.

FOI01 - Percentage FOI requests satisfied in 20 days	Mark Brookes John Worts	97.44% (76/78) Target: 0		97.28% (143/147) Target: 95.00		93.92% (139/148) Target: 95.00		Owner Responses have slipped just below the 95% target in the last quarter which is primarily due to one department failing to respond within time. Action has been taken to meet the department and devise an action plan to improve response rates.	
RBF01a - Average time taken to decide a new claim for Housing Benefit	Chris Baker Stuart Potton	No Data No Target		29.5 Days (19834/672) Target: 23.0		28.9 Days (21565/745) Target: 23.0		Updater The quarter figure has only slightly compared quarter 2. Performance has improved dramatically in November and December but was affected by a poor October which has affected the quarterly figure. 51.5% of new claims were assessed in target 2.7% (20) took over 3 months to process Owner The small improvement in performance from Q2 partially reflects the work that has been done to review internal processes, but the overall effects will not show until Q4	

RBF02a - Average time taken to decide a change event for Housing Benefit	Chris Baker Stuart Potton	No Data No Target		12.4 Days (71373/5763) Target: 13.0		14.9 Days (74533/5012) Target: 13.0		<p>Updater The effort to bring new claim indicators down In October has slightly affected the change events time taken. December performance was under target so next quarter should be back in target.</p> <p>0.8% (38 claims) took 3 months or more.</p> <p>Owner Performance has slipped slightly, as expected, while work is undertaken to improve new claims.</p>
RBF04 - NNDR (Business Rates) collection rate	Chris Baker Jake Seabourne	86.2% Target: 88.1		59.9% Target: 59.5		87.3% Target: 88.1		<p>Updater wn 0.8% on target but this is up 1.1% on last year. This was a bad period in 12-13. This 0.8% down of target relates around 500K of cash. A reason this being this short of the target is due to items not beign allocated from Finance suspense. Around 450K was posted into Finance suspense account between 24th and 31st Dec.. But due to staff shortages in Finance this money was not allocated to the correct nndr accounts until Jan. So was not included in this months collection figures</p> <p>Owner Had the money been allocated from the suspense account, the actual would be approximately 87.9%</p>
Housing (Cllr Margaret Griffiths)								
PP01 - Percentage of dwellings with a valid Gas Safety Certificate	Calvin Fisher Adrian Hoole	99.37% Target: 100.00		99.97% Target: 100.00		99.87% Target: 100.00		<p>Updater We are continuing to head back to 100% with new contractor</p>

PP08 - Percentage of tenants satisfied with Gas Servicing	Calvin Fisher Adrian Hoole	96.00% Target: 97.00	↓	96.66% Target: 97.00	↓	93.20% Target: 97.00	✓	<p>Updater slight rise as new contractor working as required, DBC urging for better results</p> <p>Owner Although quarterly result is disappointing we are working closely with the new contractor and December results did show a rise in performance, hopefully this trend will continue.</p>
PP09a - Average Time taken to relet a Council Property (General Needs)	Calvin Fisher Simon Smith	29.67 Days Target: 25.00	→	34.53 Days Target: 25.00	→	36.50 Days Target: 25.00	✓	<p>Updater Performance this quarter is worse than the previous quarter. A large number of the properties let in this period were ready to let for 10 days or more, this has had an adverse affect on the performance indicator.</p>
PP11 - Average Time taken to complete non urgent repairs	Calvin Fisher Mark Kibble	12.60 Days Target: 15.00	↓	15.20 Days Target: 15.00	↑	13.60 Days Target: 15.00	✓	<p>Updater The Responsive team and Mitie have worked together reduce the average time to carry out repairs.All aspects of delays are reviewed to seek to improvement.</p>
PP15 - Percentage of Tenants satisfied with the level of repair	Calvin Fisher Mark Kibble	98.22% Target: 97.00	↓	98.77% Target: 97.00	↓	92.21% Target: 97.00	✓	<p>Updater For the year to date, 1647 surveys have been carried of which a total number of 27 residents were unhappy with the service. So far this year a total of 20,850 repairs have been completed.</p> <p>Owner Figure shown is wrong and should read 98.21% showing slight reduction on previous quarter but still better than target</p>

PP16a - Average time to relet a Council Property (Sheltered)	Calvin Fisher Simon Smith	47.09 Days (2213/47) Target: 35.00	→	50.61 Days (2885/57) Target: 50.00	↓	60.41 Days (2477/41) Target: 50.00	✓	Updater Performance this quarter is worse than the previous quarter. A large number of the properties let in this period were ready to let for 10 days or more, this has had an adverse affect on the performance indicator.
SH09b - Average time taken to investigate a homeless application	Julia Hedger Natasha Brathwaite	No Data No Target		32.6 Days Target: 33.0	↑	16.2 Days Target: 33.0	✓	
TL01 - Current rent arrears as a percentage of the annual debit	Andy Vincent Katie Kiely	3.10% Target: 3.05	↑	3.73% Target: 3.80	↑	3.30% Target: 3.80	✓	Owner Arrears at this stage of the year are higher than at the same stage last. This is not surprising due to the economic conditions and changes to welfare benefit rules
TL04 - Voids loss as a percentage of the rent roll	Andy Vincent Katie Kiely	0.90% Target: 1.00	↓	0.70% Target: 1.00	↓	0.93% Target: 1.00	✓	Owner The overall number of empty homes remains low, meaning that relatively little potential income is low through them being empty.
TL13a - Percentage of Community Alarm calls answered within 1 min	Andy Vincent Dharini Chandarana	98.53% Target: 97.50	↓	97.26% Target: 97.50	↓	95.19% Target: 97.50	✓	Updater Quarterly performance is below target. Performance in December has affected the quarterly figure bringing it down the average considerably. The service provider has informed us that performance is affected by the poor weather conditions hitting the south and south west of the country.
TL15 - Satisfaction with the handling of medium level ASB cases	Andy Vincent Lindsey Walsh	100% (7/7) No Target	↓	96% (25/26) Target: 80	↓	85% (22/26) Target: 80	✓	Owner There have been significant fluctuations in the levels of satisfaction with the handling of medium level ASB. The good news is we are getting data back from service users and we are able to use it to improve the service

Environment & Sustainability (Cllr Julie Laws)							
TW01 - Percentage of Trees and Woodlands planning consultations requests responded to within 21 days	Craig Thorpe Shirley Hermitage	98.60% (141/143) Target: 0	↗	98.35% (119/121) Target: 90.00	↘	88.57% (155/175) Target: 90.00	✓ Updater Just below target. 20 comments 'out of time'.
TW04 - Trees and Woodlands - Contractor Quality Performance	Craig Thorpe Shirley Hermitage	No Data Target: 0		92.00% Target: 90.00	↘	87.00% Target: 90.00	✓ Updater Oct 78.5% / Nov 94% Drop in October figure was due to a combination of equipment failure and poor ground conditions.
WR01a - Total number of justified missed bins	Craig Thorpe Shirley Hermitage	182 Bins Target: 900	→	219 Bins Target: 300	→	209 Bins Target: 300	✓ Updater Within target.
WR02a - Total number of justified missed recycling boxes	Craig Thorpe Shirley Hermitage	117 Boxes Target: 450	→	137 Boxes Target: 150	↗	96 Boxes Target: 150	✓ Updater Within target.
WR03 - Number of justified missed assisted collections	Craig Thorpe Shirley Hermitage	79 Collections Target: 150	↘	53 Collections Target: 30	→	51 Collections Target: 30	✓ Updater An improvement has been made in the December figure.
Planning & Regeneration (Cllr Andrew Williams)							
DMP01 - Percentage of planning appeals allowed	Alex Chrusciak Paul Newton	33.33% (3/9) Target: 35.00	↗	28.57% (2/7) Target: 35.00	→	30.00% (3/10) Target: 35.00	✓ Updater On target. No trends in terms of allowed appeals. It will be interesting to see whether the NPPF and governments push towards delivery of development will result in more appeals being allowed in coming months/year.
DMP04 - Percentage of major applications determined within 13 weeks (YTD)	Alex Chrusciak Paul Newton	No Data Target: 0		52.94% (9/17) Target: 60.00	↗	60.00% (3/5) Target: 60.00	✓ Updater On target. All of the Major applications determined this quarter were approved demonstrating the emphasis on negotiating amendments to support delivery of such schemes. Finalising legal agreements is still impacting on speed of decisions in this area particularly when the County involved.

Residents & Regulatory Services (Cllr Neil Harden)

ASB01 - Number of reports of incidents of anti social behaviour across the borough	Julie Still Nicola Bryant	1059 Reports Target: 1354	➡	964 Reports Target: 1304	➡	510 Reports Target: 1038	✓	
CYP01a - Number of children attending Adventure Playgrounds	Julie Still Pat Fox	12406 Attendances Target: 0	➡	30095 Attendances Target: 30000	➡	14564 Attendances Target: 12654	✓	Owner Increased in attendance despite the introduction of Christmas and Sunday closing.
CYP01b - Number of children attending Youth Clubs at Adventure Playgrounds	Julie Still Pat Fox	1340 Attendances Target: 0	➡	984 Attendances Target: 1086	➡	1727 Attendances Target: 1366	✓	Updater Owner The attendance at the youth clubs continues to increase
OTH01 - Average attendance at the Old Town Hall theatre	Julie Still Sara Railson	58.00% Target: 0	➡	58.00% Target: 62.00	➡	76.00% Target: 62.00	✓	Owner An exceptional result.
REG02 - Percentage of high risk (category A and B) food premises inspected that were due in the quarter	Chris Troy Nicholas Egerton	63.60% Target: 0	➡	100.00% Target: 98.00	⬇	71.40% Target: 98.00	✓	Owner Slight slippage on inspections of cat A&B food businesses as there were issues with access to premises over the Christmas period. These have now been inspected but missed the monthly target.
REG05 - Percentage of Noise cases closed within 60 days	Chris Troy Nicholas Egerton	91.59% (98/107) Target: 0	➡	91.57% (163/178) Target: 90.00	⬇	85.83% (103/120) Target: 90.00	✓	Owner Slight slippage on the no of noise cases closed. One of the two EHO's working in this area went on maternity leave in Nov which has had an impact on performance targets. An EHO was appointed in January which should address this issue.
REG06 - Disabled Facilities Grants: percentage of final payments made within 6 months following approval	Chris Troy Nicholas Egerton	78.57% (11/14) Target: 0	➡	85.71% (12/14) Target: 80.00	⬇	72.73% (8/11) Target: 80.00	✓	Updater

Complaints Report

Measure	Owner & Updater	Dec 2012 Result	Trend	Sep 2013 Result	Trend	Dec 2013 Result	Sign Off	Comments
Stage 1 Complaints								
Legal Governance								
Number received	Steve Baker Mark Brookes	1 Complaints Info Only	➡	0 Complaints Info Only	➡	1 Complaints Info Only	✓	Updater
Development Management and Planning								
Responded on time	James Doe Alex Chrusciak	100.00% (8/8) Target: 80.00	➡	100.00% (13/13) Target: 80.00	➡	100.00% (11/11) Target: 80.00	✓	Updater Target met.
Number received	James Doe Alex Chrusciak	5 Complaints Info Only	➡	12 Complaints Info Only	➡	10 Complaints Info Only	✓	Updater There was a higher rate of complaints received in October and November 2013 when compared to the same months in 2012. The quarterly figure is therefore higher than for the same period last year. The overall level remains fairly low and there isn't considered to be a wider upward trend or underlying issue
Strategic Planning and Regeneration								
Responded on time	James Doe Chris Taylor	100.00% (2/2) Target: 80.00	➡	No Incidents (0/0) Target: 80.00		100.00% (2/2) Target: 80.00	✓	Updater Complaints all dealt with within 20 days
Number received	James Doe Chris Taylor	1 Complaints Info Only	➡	1 Complaints Info Only	➡	3 Complaints Info Only	✓	Updater All dealt with within time limits
Property and Place								
Responded on time	Elliott Brooks Calvin Fisher	96.81% (91/94) Target: 80.00	➡	96.97% (32/33) Target: 80.00	➡	97.67% (42/43) Target: 80.00	✓	Updater
Number received	Elliott Brooks Calvin Fisher	79 Complaints Info Only	➡	29 Complaints Info Only	➡	38 Complaints Info Only	✓	Updater

Complaints Report

Measure	Owner & Updater	Dec 2012 Result	Trend	Sep 2013 Result	Trend	Dec 2013 Result	Sign Off	Comments
Tenants and Leaseholders								
Responded on time	Elliott Brooks Andy Vincent	100.00% (8/8) Target: 80.00	→	90.91% (10/11) Target: 80.00	→	100.00% (13/13) Target: 80.00	✓	Updater All complaints have been responded to within target
Number received	Elliott Brooks Andy Vincent	10 Complaints Info Only	↗	11 Complaints Info Only	↗	13 Complaints Info Only	✓	
Strategic Housing								
Responded on time	Elliott Brooks Julia Hedger	16.67% (1/6) Target: 80.00	↗	100.00% (7/7) Target: 80.00	→	100.00% (10/10) Target: 80.00	✓	Updater
Number received	Elliott Brooks Julia Hedger	3 Complaints Info Only	↗	7 Complaints Info Only	↗	11 Complaints Info Only	✓	Updater
Environmental Services								
Responded on time	David Austin Craig Thorpe	77.78% (14/18) Target: 80.00	↗	100.00% (23/23) Target: 80.00	→	100.00% (16/16) Target: 80.00	✓	Updater
Number received	David Austin Craig Thorpe	14 Complaints Info Only	↗	25 Complaints Info Only	↘	14 Complaints Info Only	✓	Updater
Resident Services								
Number received	David Austin Julie Still	1 Complaints Info Only	↗	1 Complaints Info Only	↗	1 Complaints Info Only	✓	Updater No outstanding matters
Regulatory Services								
Responded on time	David Austin Chris Troy	No Incidents (0/0) Target: 80.00		60.00% (3/5) Target: 80.00	↗	100.00% (4/4) Target: 80.00	✓	Updater
Number received	David Austin Chris Troy	0 Complaints Info Only	↗	4 Complaints Info Only	↗	6 Complaints Info Only	✓	Updater

Complaints Report

Measure	Owner & Updater	Dec 2012 Result	Trend	Sep 2013 Result	Trend	Dec 2013 Result	Sign Off	Comments
Commercial Assets and Property Development								
Responded on time	James Deane Mike Evans	100.00% (1/1) Target: 80.00	↓	100.00% (4/4) Target: 80.00	↓	75.00% (3/4) Target: 80.00	✓	Updater All responses handled within time required.
Number received	James Deane Mike Evans	1 Complaints Info Only	↑	5 Complaints Info Only	↓	4 Complaints Info Only	✓	Updater All responses handled within time required.
Revenues, Benefits and Fraud								
Responded on time	James Deane Chris Baker	57.14% (8/14) Target: 80.00	↑	100.00% (15/15) Target: 80.00	→	100.00% (20/20) Target: 80.00	✓	Updater All answered in time
Number received	James Deane Chris Baker	10 Complaints Info Only	↑	13 Complaints Info Only	↑	20 Complaints Info Only	✓	Updater
Stage 2 Complaints								
Planning, Development and Regeneration								
Responded on time	Mark Gaynor James Doe	25.00% (1/4) Target: 80.00	↑	80.00% (4/5) Target: 80.00	↑	100.00% (6/6) Target: 80.00	✓	
Number received	Mark Gaynor James Doe	4 Complaints Info Only	↑	3 Complaints Info Only	↑	8 Complaints Info Only	✓	
Housing Landlord								
Responded on time	Mark Gaynor Elliott Brooks	100.00% (10/10) Target: 80.00	↓	83.33% (5/6) Target: 80.00	↑	87.50% (7/8) Target: 80.00	✓	
Number received	Mark Gaynor Elliott Brooks	9 Complaints Info Only	↓	6 Complaints Info Only	↑	7 Complaints Info Only	✓	
Neighbourhood Delivery								
Responded on time	Martin Hone David Austin	66.67% (2/3) Target: 80.00	↑	100.00% (1/1) Target: 80.00	→	100.00% (1/1) Target: 80.00	✓	Updater Approved

Complaints Report

Measure	Owner & Updater	Dec 2012 Result	Trend	Sep 2013 Result	Trend	Dec 2013 Result	Sign Off	Comments
Finance and Resources								
Responded on time	Martin Hone James Deane	66.67% (2/3) Target: 80.00	↗	0.00% (0/1) Target: 80.00	↗	75.00% (3/4) Target: 80.00	✓	Updater Owner The 'shortfall' is caused by a single complaint now being dealt with in the target time.
Number received	Martin Hone James Deane	3 Complaints Info Only	↗	0 Complaints Info Only	↗	4 Complaints Info Only	✓	Updater
Stage 3 Complaints								
Housing and Regeneration								
Number received	Sally Marshall Mark Gaynor	3 Complaints Info Only	↘	7 Complaints Info Only	↘	2 Complaints Info Only	✗	
Responded on time	Sally Marshall Mark Gaynor	100.00% (3/3) Target: 80.00	↘	83.33% (5/6) Target: 80.00	↘	75.00% (3/4) Target: 80.00	✗	
Finance and Operations								
Responded on time	Sally Marshall Martin Hone	No Data No Target		No Incidents (0/0) Target: 80.00		66.67% (2/3) Target: 80.00	✗	
Number received	Sally Marshall Martin Hone	No Data Info Only		2 Complaints Info Only	↘	1 Complaints Info Only	✗	