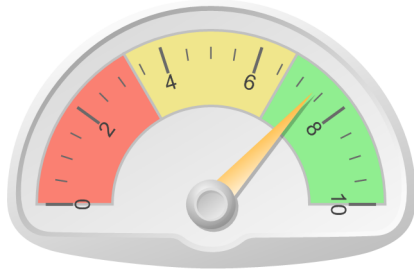


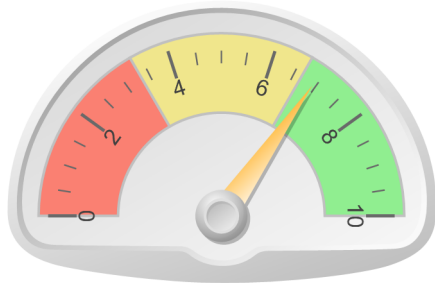
CABINET YEARLY PERFORMANCE REPORT

March 2014

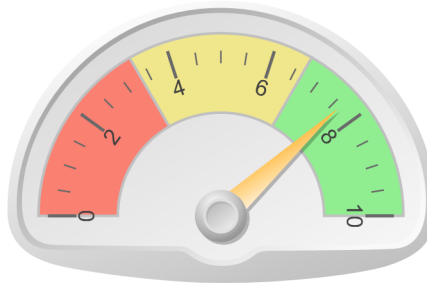


| | | | | | |
|-----------------|-----|---------------|----|------------------|-----------|
| Total Measures: | 104 | No Data: | 2 | Score this year: | 7.35 |
| Red Measures: | 11 | No Incidents: | 1 | Trend: | ↓ |
| Amber Measures: | 10 | Info Only: | 24 | Score last year: | 7.48 |
| Green Measures: | 56 | No Target: | 1 | Status: | Worsening |

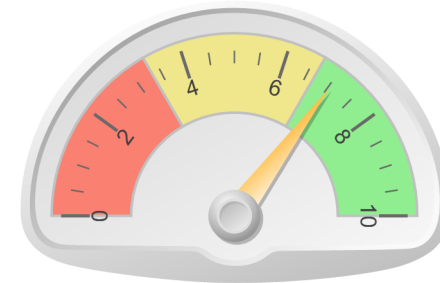
Service & Performance Improvement
(Cllr Neil Harden)



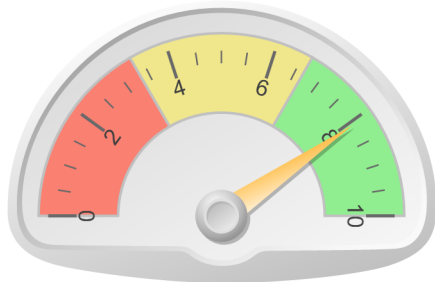
Finance & Resources
(Cllr Nick Tiley)



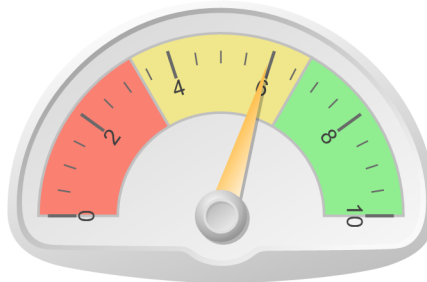
Housing
(Cllr Margaret Griffiths)



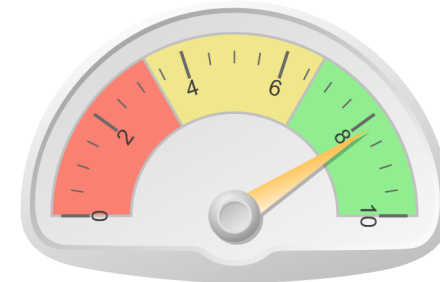
Environment & Sustainability
(Cllr Julie Laws)



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) | 6.94 | ↘ | 28 | 3 | 2 | 9 | 0 | 0 | 14 | 0 |
| Finance & Resources (Cllr Nick Tiley) | 7.64 | ↘ | 17 | 1 | 3 | 11 | 2 | 0 | 0 | 0 |
| Housing (Cllr Margaret Griffiths) | 7.03 | ↗ | 33 | 4 | 3 | 16 | 0 | 0 | 9 | 1 |
| Environment & Sustainability (Cllr Julie Laws) | 8.07 | ↘ | 9 | 1 | 0 | 8 | 0 | 0 | 0 | 0 |
| Planning & Regeneration (Cllr Andrew Williams) | 5.95 | ↘ | 5 | 2 | 0 | 3 | 0 | 0 | 0 | 0 |
| Residents & Regulatory Services (Cllr Neil Harden) | 8.17 | ↗ | 12 | 0 | 2 | 9 | 0 | 1 | 1 | 0 |



| Director Summary | Score | Trend | Total Measures | Red | Amber | Green | No Data | No Incidents | Info Only | No Target |
|--|-------|-------|----------------|-----|-------|-------|---------|--------------|-----------|-----------|
| Chief Executive (Sally Marshall) | 7.60 | ↘ | 18 | 1 | 2 | 9 | 0 | 0 | 6 | 0 |
| Housing and Regeneration (Mark Gaynor) | 6.72 | ↗ | 44 | 7 | 3 | 20 | 0 | 0 | 13 | 1 |
| Finance and Operations (Martin Hone) | 7.80 | ↘ | 42 | 3 | 5 | 27 | 2 | 1 | 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) | 10.00 | | 3 | 0 | 0 | 1 | 0 | 0 | 2 | 0 |
| Neighbourhood Delivery (David Austin) | 7.77 | ↗ | 23 | 2 | 2 | 16 | 0 | 1 | 3 | 0 |
| Planning, Development and Regeneration (James Doe) | 6.62 | ↘ | 8 | 2 | 0 | 4 | 0 | 0 | 2 | 0 |
| Housing Landlord (Elliott Brooks) | 6.74 | ↗ | 36 | 5 | 3 | 16 | 0 | 0 | 11 | 1 |
| Chief Executive's Unit (Steve Baker) | 7.38 | ↘ | 15 | 1 | 2 | 8 | 0 | 0 | 4 | 0 |
| Finance and Resources (James Deane) | 7.83 | ↘ | 19 | 1 | 3 | 11 | 2 | 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) | 8.07 | ↘ | 9 | 1 | 0 | 8 | 0 | 0 | 0 | 0 |
| Resident Services (Julie Still) | 9.54 | ↘ | 6 | 0 | 0 | 5 | 0 | 1 | 1 | 0 |
| Development Management and Planning (Alex Chrusciak) | 9.91 | ↘ | 3 | 0 | 0 | 3 | 0 | 0 | 0 | 0 |
| Strategic Planning and Regeneration (Chris Taylor) | 0.00 | ↘ | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| Property and Place (Fiona Williamson) | 6.22 | ↗ | 12 | 3 | 1 | 8 | 0 | 0 | 0 | 0 |
| Tenants and Leaseholders (Andy Vincent) | 8.78 | ↗ | 9 | 0 | 1 | 6 | 0 | 0 | 2 | 0 |
| Strategic Housing (Julia Hedger) | 6.42 | | 10 | 1 | 1 | 2 | 0 | 0 | 6 | 0 |
| Legal Governance (Mark Brookes) | 7.06 | ↘ | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| Regulatory Services (Chris Troy) | 7.03 | ↗ | 5 | 0 | 2 | 3 | 0 | 0 | 0 | 0 |
| Financial Services (Paul Sutton) | 8.40 | ↗ | 10 | 0 | 2 | 8 | 0 | 0 | 0 | 0 |
| Commercial Assets and Property Development (Mike Evans) | | | 2 | 0 | 0 | 0 | 2 | 0 | 0 | 0 |
| Commissioning, Procurement and Compliance (Ben Hosier) | 8.80 | ↗ | 6 | 0 | 1 | 5 | 0 | 0 | 0 | 0 |
| Revenues, Benefits and Fraud (Chris Baker) | 5.87 | ↘ | 4 | 1 | 1 | 2 | 0 | 0 | 0 | 0 |
| People (Matt Rawdon) | 5.00 | ↘ | 4 | 1 | 0 | 1 | 0 | 0 | 2 | 0 |

Exception Report - see unfiltered report for all measures


| Measure | Owner & Updater | Quarter 4 Result | 2013 Result | Trend | 2014 Result | Sign Off | Comments | Flag |
|---|-----------------------------------|--|--|-------|--|----------|--|------|
| Service & Performance Improvement (Cllr Neil Harden) | | | | | | | | |
| CSU01 - Percentage of customers in the Customer Service Centre seen within 5 minutes | Ben Hosier Tracy Lancashire | 66.51% (13272/19954) Target: 70.00 | 66.49% (43349/65200) Target: 70.00 | ↗ | 66.96% (46939/70096) Target: 70.00 | ✓ | Owner There have been a number of issues surrounding the delivery of the CSU contract with Northgate. The first 6 months have been difficult and a plan to address these issues is currently being formulated. | |
| HR05b - Average number of days lost due to sickness absence per FTE in Neighbourhood Delivery | David Austin Anne Stunell | 2.88 Days (787/273) Target: 2.00 | 7.93 Days (2586/326) Target: 8.00 | ↘ | 12.17 Days (3323/273) Target: 8.00 | ✓ | Updater Absence is higher than last year and over target | |
| HR05d - Average number of days lost due to sickness absence per FTE in Housing Landlord | Elliott Brooks Anne Stunell | 2.57 Days (414/161) Target: 2.00 | 9.31 Days (1127/121) Target: 8.00 | ↘ | 11.41 Days (1843/161) Target: 8.00 | ✓ | Updater Absence is higher than last year and over target | |
| HR05h - Average number of days lost due to sickness absence per FTE in Chief Executive's Unit | Steve Baker Anne Stunell | 0.60 Days (34/57) Target: 2.00 | No Data No Target | | 2.84 Days (162/57) Target: 8.00 | ✓ | Updater Absence is under target | |









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|---|-------------------------------------|-----------------------------------|-----------------------------------|--|-----------------------------------|---|
| <p>HR06 - Average number of days lost due to sickness absence per FTE (end of year profile)</p> | <p>Matt Rawdon Anne Stunell</p> | <p>9.63 Days Target: 8.00</p> | <p>8.20 Days Target: 8.00</p> | <p></p> | <p>9.63 Days Target: 8.00</p> | <p> Updater Absence is higher than last year and over target</p> <p>Owner Clearly the target has been exceeded and these results are the worse they have been for four years. Evidence shows that there were a higher amount of long term cases than normal and this would have accounted for the target not being met. Long term sickness cases are sometimes very difficult to manage as the Council needs to ensure it complies with Equalities Legislation (Disability discrimination).</p> <p>Stress related cases have increased significantly this year and seem to be rising at a steady pace. The Council is introducing a mental health first aid programme which will see extra support for people suffering with these conditions and will also increase manager's awareness.</p> <p>Promoting wellness appears to be the most effective way of reducing sickness, so we will be introducing human MOTs, health awareness campaigns, exercises classes etc.</p> <p>HR will continue to closely monitor sickness cases and advise managers to take a 'fair but firm' stance. If staff sickness continues to be high after the 2nd quarter, it could be that a fundamental review of the policy is required.</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 | 7.05% (51/723) Target: 7.90 | 4.61% (35/760) Target: 7.90 |  | 7.05% (51/723) Target: 7.90 |  | Owner Short term sickness absence is below target. This highlights the fact that the problem area is long term sickness. The actions from the above comment should help reduce long term sick cases, along with us continuing to utilise the professional medical advice we receive from our Occupational Health Service. |
| Finance & Resources (Cllr Nick Tiley) | | | | | | | |
| FIN03 - General Fund expenditure outturn forecast against budget | Paul Sutton Marie Stokes | £18041000 Target: 17800000 | No Data No Target | | £18041000 Target: 17800000 |  | Updater Broadly on target - 1.3% variation at this stage of the outturn process. See Financial Outturn Report for detail. |
| FIN12 - Garages Income - ytd budget against ytd actual | Paul Sutton Marie Stokes | £2468942 Target: 2481886 | No Data No Target | | £2468942 Target: 2481886 |  | Updater On target (variation of less than 0.5%). |
| FOI01 - Percentage FOI requests satisfied in 20 days | Mark Brookes John Worts | 94.44% (187/198) Target: 95.00 | 97.89% (372/380) Target: 90.00 |  | 95.62% (590/617) Target: 95.00 |  | |
| RBF01 - Average time taken to decide a new claim for Housing Benefit | Chris Baker Stuart Potton | 20.2 Days (16214/803) Target: 23.0 | No Data No Target | | 27.4 Days (80601/2947) Target: 23.0 |  | Updater New claim performance has improved since October and resulted in Quarter 4 being in target. Owner The annual outturn figure obviously reflects the poorer performance during the start of the year. However current performance is within target, and this is expected to continue into the new year. While the measures are not directly comparable, the combined outturn for housing benefit and council tax benefit claims last year was over 32 days, so this is already a significant improvement. |

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|--|----------------------------------|-----------------------------|-----------------------------|---|-----------------------------|---|--|
| RBF04 - NNDR (Business Rates) collection rate | Chris Baker Jake Seabourne | 98.1% Target: 99.0 | 98.5% Target: 99.0 |  | 98.1% Target: 99.0 |  | Owner The economic climate remains challenging for business, and this has reflected in a reduced collection rate. During the coming year, work will be done to ensure a focus on the collection of arrears, as well as the current year's rates. |
| Housing (Cllr Margaret Griffiths) | | | | | | | |
| PP01 - Percentage of dwellings with a valid Gas Safety Certificate | Fiona Williamson Adrian Hoole | 99.99% Target: 100.00 | 99.57% Target: 100.00 |  | 99.99% Target: 100.00 |  | Updater we have reached 100% a couple of times this year and the trend with sunrealm is heading for 100% again Owner The commencement of the contract in October provided some challenges for Sun Realm to maintain the 100% due to some issues with data transfer and validation. Once these had been resolved the performance improved and all properties are contained within the access or legal process. |
| PP09a - Average Time taken to relet a Council Property (General Needs) | Fiona Williamson Simon Smith | 35.01 Days Target: 25.00 | 31.17 Days Target: 25.00 |  | 34.40 Days Target: 25.00 |  | Updater A new empty homes team has been created to start in April 2014. It is expected the performance will improve following the creation of this team. Owner The team will bring together the lettings, allocations and works elements into one team so that collective responsibility can be taken for the reduction in key to key times. |

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|---|------------------------------------|--|---|---|--|---|--|
| PP11 - Average Time taken to complete non urgent repairs | Fiona Williamson Mark Kibble | 19.00 Days Target: 15.00 | 13.60 Days Target: 15.00 |  | 16.70 Days Target: 15.00 |  | Updater The target set for an average repair to be completed is 15 days and the overall year target has averaged out at 16.7. The recent bad weather has affected the figures in January/February/March 2014 when carrying out large amounts of roofing and fencing repairs. |
| PP16a - Average time to relet a Council Property (Sheltered) | Fiona Williamson Simon Smith | 46.09 Days (2028/44) Target: 50.00 | 49.31 Days (8235/167) Target: 35.00 |  | 55.28 Days (10834/196) Target: 50.00 |  | Updater A new empty homes team has been created to start in April 2014. It is expected the performance will improve following the creation of this team. |
| SH05 - Number of new Affordable Homes completed | Julia Hedger Camelia Smith | 93 Dwellings Target: 0 | 150 Dwellings No Target |  | 109 Dwellings Target: 150 |  | Owner New build figures have not been received from new Homebuy agency which changed in March 2014. However, based on initial indications Homebuy sales once included in the final figure will confirm over 150 new affordable homes will have been completed this year. |
| SH14 - Number of households in B&B for longer than 6 weeks | Julia Hedger Natasha Brathwaite | 3 Households Target: 0 | No Data No Target | | 3 Households Target: 0 |  | Owner 2 of these are single homeless so technically should not be recorded here - the other applicant had a disability which was specifically met by the B&B they were placed in. |
| TL01 - Current rent arrears as a percentage of the annual debit | Andy Vincent Katie Kiely | 2.85% Target: 3.80 | 3.13% Target: 3.05 |  | 2.85% Target: 3.80 |  | Owner This is excellent performance and places DBC amongst the best performing social landlords in the country |
| TL04 - Voids loss as a percentage of the rent roll | Andy Vincent Katie Kiely | 0.96% Target: 1.00 | 0.84% Target: 1.00 |  | 0.96% Target: 1.00 |  | Updater This is a good result and within target. A great deal of work has been done to ensure that the voids process is as efficient as possible. |

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|---|------------------------------------|------------------------------------|--------------------------------------|---|-------------------------------------|---|---|
| TL13a - Percentage of Community Alarm calls answered within 1 min | Andy Vincent Dharini Chandarana | 97.71% Target: 97.50 | 98.28% Target: 97.50 |  | 97.03% Target: 97.50 |  | Updater Annual target slightly below performance. This is because during the period of bad weather in the South & South West, the Monitoring Centre at Eldercare had unprecedented number of calls. The weather caused systems across the country to fail and generated calls into the centre. The volume of calls caused performance to dip below target for a month and therefore affected the annual out turn. |
| Environment & Sustainability (Cllr Julie Laws) | | | | | | | |
| CSG05 - Graffiti Removal - Percentage removed from Dacorum Structures within 7 days | Craig Thorpe Shirley Hermitage | 94.74% (18/19) Target: 90.00 | 89.54% (137/153) Target: 90.00 |  | 97.06% (99/102) Target: 90.00 |  | Updater Above target - monitoring reports via the Flare system ensure that CSG are aware of outstanding service requests for collection. Owner A pleasing reduction in reports from this time last year |
| WR03 - Number of justified missed assisted collections | Craig Thorpe Shirley Hermitage | 24 Collections Target: 30 | 504 Collections Target: 600 |  | 162 Collections Target: 120 |  | Updater Over set target - Plans are in progress to carry out periodic checks on the properties with an assisted collection to ensure that the crew data is up to date. Owner Although over target the target was reduced from 600 last year to 120 this year. Therefore based on last years figure there has been a reduction of 342 Missed Assisted Collections |
| Planning & Regeneration (Cllr Andrew Williams) | | | | | | | |
| DMP01 - Percentage of planning appeals allowed | Alex Chrusciak Paul Newton | 12.50% (2/16) Target: 35.00 | 31.03% (9/29) Target: 35.00 |  | 23.26% (10/43) Target: 35.00 |  | Updater good performance in this area particularly bearing in mind the changes introduced in relation to a newly adopted Core Strategy and National Guidance.. |

| | | | | | | | |
|--|------------------------------------|------------------------------------|------------------------------------|---|--------------------------------------|---|--|
| SPR03 - Net business registrations for VAT | Chris Taylor Rebecca Oblein | No Data Target: 0 | 125 Businesses Target: 100 |  | 5 Businesses Target: 100 |  | Updater The figure for 2013/14 (based on 2012's data, which is the latest available) is a net growth of 5 businesses. Owner This figure relates to 2012 while still in recession |
| SPR05 - Number of new homes completed | Chris Taylor Sarah Churchard | 51 Homes Target: 0 | 274 Homes Target: 430 |  | 314 Homes Target: 430 |  | Owner It is likely that this is a legacy of the recession and absence of the large sites not yet coming forward - this lull was predicted within the housing trajectory (430 figure is an average) |
| Residents & Regulatory Services (Cllr Neil Harden) | | | | | | | |
| REG01 - Percentage of abandoned vehicles removed within 24 hours | Chris Troy Nicholas Egerton | 66.67% (2/3) Target: 85.00 | 77.78% (14/18) Target: 95.00 |  | 84.62% (22/26) Target: 85.00 |  | |
| REG05 - Percentage of Noise cases closed within 60 days | Chris Troy Nicholas Egerton | 84.93% (62/73) Target: 90.00 | 89.00% (364/409) No Target |  | 88.47% (422/477) Target: 90.00 |  | |

Complaints Report

| Measure | Owner & Updater | Quarter 4 Result | 2013 Result | Trend | 2014 Result | Sign Off | Comments |
|--|-----------------------------|------------------------------------|--|-------|-------------------------------------|----------|---|
| Stage 1 Complaints | | | | | | | |
| ICT | | | | | | | |
| Number received | Shane Flynn Ben Trueman | 1 Complaints Info Only | No Data Info Only | | 1 Complaints Info Only | ✓ | |
| Responded on time | Shane Flynn Ben Trueman | 100.00% (1/1) Target: 80.00 | No Data No Target | | 100.00% (1/1) Target: 80.00 | ✓ | |
| Legal Governance | | | | | | | |
| Number received | Steve Baker Mark Brookes | 3 Complaints Info Only | 1 Complaints Info Only | ↗ | 4 Complaints Info Only | ✓ | |
| Responded on time | Steve Baker Mark Brookes | 100.00% (3/3) Target: 80.00 | 0.00% (0/1) Target: 80.00 | ↗ | 100.00% (3/3) Target: 80.00 | ✓ | Updater All complaints were dealt with within the required timeframe. |
| Commissioning, Procurement and Compliance | | | | | | | |
| Responded on time | Steve Baker Ben Hosier | 95.24% (20/21) Target: 80.00 | No Incidents (0/0) Target: 80.00 | | 95.24% (20/21) Target: 80.00 | ✓ | Updater Overall the complaints have been responded to, to ensure we remain above target. |
| Number received | Steve Baker Ben Hosier | 63 Complaints Info Only | 0 Complaints Info Only | ↗ | 63 Complaints Info Only | ✓ | Updater Information Only |
| Development Management and Planning | | | | | | | |
| Responded on time | James Doe Alex Chrusciak | 100.00% (6/6) Target: 80.00 | 88.00% (22/25) Target: 80.00 | ↗ | 100.00% (41/41) Target: 80.00 | ✓ | Updater Target met |
| Number received | James Doe Alex Chrusciak | 4 Complaints Info Only | 25 Complaints Info Only | ↗ | 38 Complaints Info Only | ✓ | Updater More complaints received than in the previous year. It is not considered that this is indicative of a wider problem as the overall number is still fairly low |
| Strategic Planning and Regeneration | | | | | | | |
| Number received | James Doe Chris Taylor | 0 Complaints Info Only | 4 Complaints Info Only | → | 4 Complaints Info Only | ✓ | Updater no comment |

Complaints Report

| Measure | Owner & Updater | Quarter 4 Result | 2013 Result | Trend | 2014 Result | Sign Off | Comments |
|---------------------------------|---------------------------------------|-------------------------------------|--------------------------------------|-------|--------------------------------------|----------|---|
| Responded on time | James Doe Chris Taylor | 100.00% (2/2) Target: 80.00 | 100.00% (4/4) Target: 80.00 | → | 100.00% (4/4) Target: 80.00 | ✓ | Updater no comment 100% achieved |
| Property and Place | | | | | | | |
| Number received | Elliott Brooks Fiona Williamson | 78 Complaints Info Only | 250 Complaints Info Only | ↓ | 187 Complaints Info Only | ✓ | Updater Less complaints received than previous year. Further work on implementing lessons learned still needs to be undertaken to enable their to be continuous improvement in this area. |
| Responded on time | Elliott Brooks Fiona Williamson | 92.59% (50/54) Target: 80.00 | 98.20% (218/222) Target: 80.00 | ↓ | 93.58% (175/187) Target: 80.00 | ✓ | Updater Overall the performance throughout the year has been excellent. There have been some IT issues with the system that have caused unnecessary delays but these have been resolved. |
| Tenants and Leaseholders | | | | | | | |
| Number received | Elliott Brooks Andy Vincent | 9 Complaints Info Only | 46 Complaints Info Only | ↓ | 40 Complaints Info Only | ✓ | |
| Responded on time | Elliott Brooks Andy Vincent | 100.00% (8/8) Target: 80.00 | 100.00% (40/40) Target: 80.00 | ↓ | 95.35% (41/43) Target: 80.00 | ✓ | |
| Strategic Housing | | | | | | | |
| Number received | Elliott Brooks Julia Hedger | 11 Complaints Info Only | 25 Complaints Info Only | ↑ | 39 Complaints Info Only | ✓ | |
| Responded on time | Elliott Brooks Julia Hedger | 100.00% (12/12) Target: 80.00 | 70.83% (17/24) Target: 80.00 | ↑ | 97.44% (38/39) Target: 80.00 | ✓ | |
| Environmental Services | | | | | | | |
| Responded on time | David Austin Craig Thorpe | 91.30% (21/23) Target: 80.00 | 86.81% (79/91) Target: 80.00 | ↑ | 94.87% (74/78) Target: 80.00 | ✓ | |

Complaints Report

| Measure | Owner & Updater | Quarter 4 Result | 2013 Result | Trend | 2014 Result | Sign Off | Comments |
|---|------------------------------|-------------------------------------|------------------------------------|-------|-------------------------------------|----------|---|
| Number received | David Austin Craig Thorpe | 34 Complaints Info Only | 94 Complaints Info Only | ↓ | 92 Complaints Info Only | ✓ | |
| Resident Services | | | | | | | |
| Number received | David Austin Julie Still | 1 Complaints Info Only | 6 Complaints Info Only | ↓ | 4 Complaints Info Only | ✓ | Updater No specific areas of concern |
| Responded on time | David Austin Julie Still | 100.00% (2/2) Target: 80.00 | 100.00% (6/6) Target: 80.00 | → | 100.00% (4/4) Target: 80.00 | ✓ | Updater No specific areas of concern identified |
| Regulatory Services | | | | | | | |
| Number received | David Austin Chris Troy | 7 Complaints Info Only | 4 Complaints Info Only | ↑ | 20 Complaints Info Only | ✓ | |
| Responded on time | David Austin Chris Troy | 100.00% (9/9) Target: 80.00 | 66.67% (2/3) Target: 80.00 | ↗ | 86.36% (19/22) Target: 80.00 | ✓ | |
| Commercial Assets and Property Development | | | | | | | |
| Responded on time | James Deane Mike Evans | 33.33% (2/6) Target: 80.00 | 85.71% (6/7) Target: 80.00 | ↓ | 68.18% (15/22) Target: 80.00 | ✓ | Updater All complaints responded within time. |
| Number received | James Deane Mike Evans | 6 Complaints Info Only | 8 Complaints Info Only | ↑ | 23 Complaints Info Only | ✓ | Updater Parking complaints increased, complaints are service queries rather than complaints. Other services have very low complaint levels. |
| Revenues, Benefits and Fraud | | | | | | | |
| Number received | James Deane Chris Baker | 29 Complaints Info Only | 51 Complaints Info Only | ↑ | 77 Complaints Info Only | ✓ | |
| Responded on time | James Deane Chris Baker | 100.00% (21/21) Target: 80.00 | 80.49% (33/41) Target: 80.00 | ↗ | 100.00% (75/75) Target: 80.00 | ✓ | Updater All responses made on time. |
| Stage 2 Complaints | | | | | | | |

Complaints Report

| Measure | Owner & Updater | Quarter 4 Result | 2013 Result | Trend | 2014 Result | Sign Off | Comments |
|---|-------------------------------|----------------------------------|-------------------------------------|-------|------------------------------------|----------|---|
| Planning, Development and Regeneration | | | | | | | |
| Responded on time | Mark Gaynor James Doe | 50.00% (1/2) Target: 80.00 | 40.00% (6/15) Target: 80.00 | ↗ | 87.50% (14/16) Target: 80.00 | ✓ | |
| Number received | Mark Gaynor James Doe | 3 Complaints Info Only | 13 Complaints Info Only | ↗ | 19 Complaints Info Only | ✓ | Updater Slight rise in the number of stage 2 complaints this year, but at 19 this is only just over three every two months. |
| Housing Landlord | | | | | | | |
| Number received | Mark Gaynor Elliott Brooks | 12 Complaints Info Only | 20 Complaints Info Only | ↗ | 31 Complaints Info Only | ✓ | |
| Responded on time | Mark Gaynor Elliott Brooks | 88.89% (8/9) Target: 80.00 | 100.00% (16/16) Target: 80.00 | ↘ | 87.10% (27/31) Target: 80.00 | ✓ | |
| Neighbourhood Delivery | | | | | | | |
| Responded on time | Martin Hone David Austin | 0.00% (0/1) Target: 80.00 | 57.14% (4/7) Target: 80.00 | ↗ | 66.67% (2/3) Target: 80.00 | ✓ | Updater The complaint out of target was incorrectly elevated to Stage 2 and was dealt with at Stage 1. |
| Number received | Martin Hone David Austin | 1 Complaints Info Only | 7 Complaints Info Only | ↘ | 3 Complaints Info Only | ✓ | Updater Agreed though should read 2 as per previous comment. |
| Finance and Resources | | | | | | | |
| Number received | Martin Hone James Deane | 4 Complaints Info Only | 8 Complaints Info Only | ↗ | 12 Complaints Info Only | ✓ | |
| Responded on time | Martin Hone James Deane | 0.00% (0/2) Target: 80.00 | 42.86% (3/7) Target: 80.00 | ↗ | 54.55% (6/11) Target: 80.00 | ✓ | Owner Processes have been improved to ensure the target is not missed in future years - however the performance in 2013-14 should be viewed in the context of the very low number of complaints received. |

Complaints Report

| Measure | Owner & Updater | Quarter 4 Result | 2013 Result | Trend | 2014 Result | Sign Off | Comments |
|---------------------------------|-------------------------------|--|----------------------------------|-------|------------------------------------|----------|----------|
| Stage 3 Complaints | | | | | | | |
| Housing and Regeneration | | | | | | | |
| Responded on time | Sally Marshall Mark Gaynor | 40.00% (2/5) Target: 80.00 | 87.50% (7/8) Target: 80.00 | ↓ | 71.43% (15/21) Target: 80.00 | ✗ | |
| Number received | Sally Marshall Mark Gaynor | 8 Complaints Info Only | 10 Complaints Info Only | ↑ | 23 Complaints Info Only | ✗ | |
| Finance and Operations | | | | | | | |
| Responded on time | Sally Marshall Martin Hone | No Incidents (0/0) Target: 80.00 | No Data No Target | | 66.67% (2/3) Target: 80.00 | ✗ | |
| Number received | Sally Marshall Martin Hone | 0 Complaints Info Only | No Data Info Only | | 3 Complaints Info Only | ✗ | |