



Yearly Performance Report
Finance and Resources OSC - Steve Baker
2012

Ref	Indicator	Q4 Result	Qtrly Trend	2012 Target	2012 Result	Yrly Trend	Updater Comments	Sign Off	Approval Comments
Finance & Governance >> Legal Democratic & Regulatory >> Democratic Services - Jim Doyle									
CA02	Percentage of Complainants satisfied with the outcome of their complaint	82.14% (23/28)	↑	70.00%	54.44% (49/90)			✔	Approved. This is a target which will always be difficult to achieve given that it is based on the satisfaction of the outcome of a complaint, as opposed to whether it was properly dealt with. However, that said, the trend is upwards and the Q4 result of 82.14% shows a significant improvement.
CA03	Percentage of Complainants satisfied with the handling of their complaint	82.14% (23/28)	↑	70.00%	72.22% (65/90)			✔	Approved. Target met.
MS01	Average number of training opportunities taken up per Member	1.0 opportunity(ies) (51/51)	↑	5.0 opportunity(ies)	5.1 opportunity(ies) (262/51)			✔	Approved. Target met.
Finance & Governance >> Legal Democratic & Regulatory >> Legal Governance - Mark Brookes									
DPA01	Percentage of DPA requests met in 40 days	100.00% (8/8)	↑	90.00%	92.59% (25/27)			✔	Approved. The service met 25 of 27 DPA requests within the 40 day time limit. This exceeded the target of 90% (92.59% achieved).
FOI01	Percentage FOI requests satisfied in 20 days	97.06% (99/102)	↑	90.00%	94.61% (386/408)			✔	Approved. The service responded to 94.61% of all requests within the 20 day statutory deadline. This surpassed the target of 90%.
LG01	Percentage of draft new commercial leases sent to the prospective tenants/their Solicitors within 10 working days of receipt of full instructions	100.00% (2/2)	↑	Info only	89.47% (17/19)			✔	Approved. The service issued 17 of 19 new commercial leases within the 10 day target date. There were case specific reasons for missing the target date on two cases.
LG02	Percentage of draft commercial lease renewals sent to tenants/their Solicitors within 15 working days of receipt of full instructions	100.00% (8/8)	→	Info only	90.48% (19/21)			✔	Approved. The service issued 19 of 21 lease renewals within the 15 day target date. There were case specific reasons for missing the two cases which missed the target.
LG03	Percentage of Right to Buy documents sent to tenants/their Solicitors within 15 working days of receipt of full instructions	100.00% (2/2)	→	Info only	100.00% (6/6)			✔	Approved. 100% of RTB documents were issued within the 15 day target date and this is pleasing to note.
LG05	Percentage of Section 106 Planning Obligations completed within determination target date	No workflow (0/0)		Info only	100.00% (4/4)			✔	Approved. 100% of the S.106 planning obligations were completed within the planning determination target date.
LG07	Percentage of Licensing Act 2003 decision letters sent to applicants/licensees within 5 working days of the date of the Sub Committee hearing	0.00% (0/1)	↓	Info only	66.67% (2/3)			✔	Approved. There were only three decision letters issued. One was missed because it was a complicated case which required detailed consideration and thus missed the target date.
LG08	Percentage of decision letters sent to hackney carriage/private hire drivers within 14 working days of the date of the Sub Committee hearing	100.00% (1/1)	→	Info only	88.89% (8/9)			✔	Approved. One decision letter missed the target date and this was due to a breakdown in communication with the Licensing section. The issued has been discussed and resolved.

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LG09	Percentage of prosecution proceedings commenced within 20 working days of receipt of full instructions	100.00% (3/3)		Info only	100.00% (8/8)				Approved. 100% of proceedings were issued within the target date and this is pleasing to note.