

Quarterly Performance Report
Finance and Resources OSC - Steve Baker/Cllr Neil Harden - Residents & Regulatory Services
Qtr 3, 2012

Ref	Indicator	Target	Qtr 3 Result	Qtr 2 Result	Trend	Updater Comments	Sign Off	Approval Comments
Finance & Governance >> Legal Democratic & Regulatory >> Democratic Services - Jim Doyle								
MS01	Average number of training opportunities taken up per Member	Info only	2.0 opportunity(ies) (101/51)	0.4 opportunity(ies) (18/51)	↑		⚠	Approval not complete
Finance & Governance >> Legal Democratic & Regulatory >> Legal Governance - Mark Brookes								
DPA01	Percentage of DPA requests met in 40 days	Info only	100.00% (11/11)	98.48% (65/66)	↑		✅	Approved.
FOI01	Percentage FOI requests satisfied in 20 days	Info only	97.44% (76/78)	98.73% (78/79)	↓		✅	Approved.
LG01	Percentage of draft new commercial leases sent to the prospective tenants/their Solicitors within 10 working days of receipt of full instructions	90.00%	100.00% (2/2)	100.00% (4/4)	→	No new commercial leases within the last quarter	✅	Approved.
LG02	Percentage of draft commercial lease renewals sent to tenants/their Solicitors within 15 working days of receipt of full instructions	90.00%	100.00% (2/2)	100.00% (4/4)	→	100% no comment	✅	Approved.
LG03	Percentage of Right to Buy documents sent to tenants/their Solicitors within 15 working days of receipt of full instructions	90.00%	100.00% (15/15)	100.00% (16/16)	→	100% no comment	✅	Approved. The number of RTB's continues to increase but the officer continues to meet the target dates for the drafting of documents.
LG05	Percentage of Section 106 Planning Obligations completed within determination target date	Info only	No workflow (0/0)	100.00% (1/1)		No new Section 106 determination target dates within the last quarter	✅	Approved.
LG07	Percentage of Licensing Act 2003 decision letters sent to applicants/licensees within 5 working days of the date of the Sub Committee hearing	90.00%	No workflow (0/0)	100.00% (2/2)			✅	Approved.
LG08	Percentage of decision letters sent to hackney carriage/private hire drivers within 14 working days of the date of the Sub Committee hearing	90.00%	No workflow (0/0)	100.00% (3/3)			✅	Approved.
LG09	Percentage of prosecution proceedings commenced within 20 working days of receipt of full instructions	90.00%	100.00% (1/1)	100.00% (1/1)	→		✅	Approved.