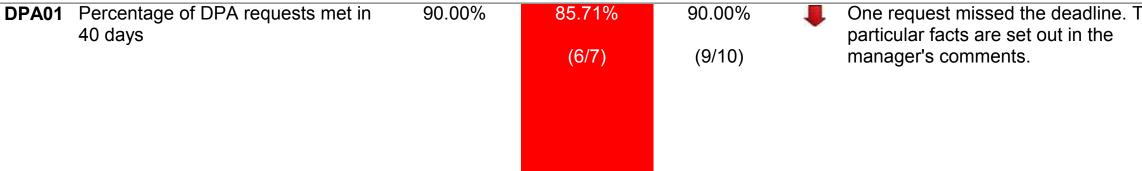
Quarterly Performance Report Finance and Resources OSC - Steve Baker/Cllr Neil Harden - Residents & Regulatory Servio

Ref	Indicator	Target	Qtr 3 Result	Qtr 2 Result	Trend	Updater Comments
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				Qtr 3,	2011			
Ref	Indicator	Target	Qtr 3 Result	Qtr 2 Result	Trend	Updater Comments	Sign Off	
inance	& Governance >> Legal Democratic & Regu	ulatory >> Dem	ocratic Services - J	lim Doyle				
CA02	Percentage of Complainants satisfied with the outcome of their complaint	70.00%	62.50% (15/24)	15.79% (3/19)				Approved. Satisfaction with the complaints process will generally be a subjective affair; especially if the complaint does not result in your desire outcome. However this indicator does give us some insight into movements in the levels of dissatisfaction with our responses. Group Managers, as the people signing-off on the responses to complaints, can monitor this movemen and develop strategies to deal with the dissatisfaction.
CA03	Percentage of Complainants satisfied with the handling of their complaint	70.00%	79.17% (19/24)	52.63% (10/19)	1		0	Approved. This indicator measures perception of how well a complaint was handled, i.e how effectively and efficiently the complaints process was applied. Any disaffection with the application of the complaints process would result in an escalation to the nex level for examination of the actions take
								and the response given. There is a general improvement in the perception of how the complaints process is being handled and it is hoped that further minor alterations to the process will improve this. Correct registering of contact details will form an important part of any new complaints process currently being developed/considered.
MS01	Average number of training opportunities taken up per Member	Info only	0.7 opportunity(ies)	1.9 opportunity(ies)	ŧ	3 courses were held in this quarter, which included a trial briefing prior to Full Council	0	Approved. The last quarter results hav been affected by December results an the run up to Xmas, which is a quiet month as far Member Development is
			(36/51)	(95/51)				concerned, we are still on course to acheive the 5 sessions per year target.
inance	& Governance >> Legal Democratic & Regu	ulatory >> Lega	I Governance - No	ele Pope				
DPA01	Percentage of DPA requests met in 40 days	90.00%	85.71% (6/7)	90.00% (9/10)	-	One request missed the deadline. The particular facts are set out in the manager's comments.	Ø	Approved. This request was the larges type of DPA request received, as it wa for all information on the requester in a
								records in all departments. A large part of the material was in any event produced for the requester ahead of th deadline. The remainder followed within a reasonable period taking into account Page 1 of 2



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				Qui o,	2011			
Ref	Indicator	Target	Qtr 3 Result	Qtr 2 Result	Trend	Updater Comments	Sign Off	Approval Comments
								the very significant volume of paperwork and the hours needed to review the documents and redact sensitive data in compliance with the legislation.
FOI01	Percentage FOI requests satisfied in 20 days	90.00%	91.96% (103/112)	96.19% (101/105)		There has been an increase in requests. The target has still been exceeded.		Approved. There have been a not insignificant number of complex requests in Q3 and a lot of time and effort has been put in to keep above target.
LG01	Percentage of draft new commercial leases sent to the prospective	Info only	88.89%	83.33%	1	One new lease missed the target date (as reported in October's return) because	\bigcirc	Approved. This is the only case in all the "LG" indicators where 100% has not
	tenants/their Solicitors within 10 working days of receipt of full instructions		(8/9)	(5/6)		it was particularly complex, but other than one all other new leases were drafted and sent within the target date.		been achieved. It concerns one lease, as explained here and in the October return, and is therefore proportionately very small.
LG02	Percentage of draft commercial lease renewals sent to tenants/their	Info only	100.00%	50.00%	1	No comments to add.		Approved. 100% achieved.
	Solicitors within 15 working days of receipt of full instructions		(4/4)	(1/2)				
LG03	Percentage of Right to Buy documents sent to tenants/their	Info only	100.00%	100.00%		There was only one new RTB instruction in this quarter and the target was		Approved. 100% achieved
	Solicitors within 15 working days of receipt of full instructions		(1/1)	(2/2)		achieved for this case.		
LG05	Percentage of Section 106 Planning Obligations completed within	Info only	100.00%	100.00%	-	There was only one S.106 instruction where the determination target date fell		Approved. 100% achieved.
	determination target date		(1/1)	(2/2)		within this quarter and the target date was achieved.		
LG07	Percentage of Licensing Act 2003 decision letters sent to	Info only	100.00%	100.00%	-			Approved. 100% achieved.
	applicants/licensees within 5 working days of the date of the Sub Committee hearing		(1/1)	(1/1)				
LG08	Percentage of decision letters sent to hackney carriage/private hire	Info only	100.00%	100.00%	-			Approved. 100% achieved.
	drivers within 14 working days of the date of the Sub Committee hearing		(2/2)	(3/3)				
LG09	Percentage of prosecution proceedings commenced within 20	Info only	100.00%	No workflow				Approved. 100% achieved.
	working days of receipt of full instructions		(3/3)	(0/0)				