

Quarterly Performance Report
 Finance and Resources OSC - Steve Baker/Cllr Neil Harden - Residents & Regulatory Services
 Qtr 3, 2011

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								
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 desired 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 movement 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)	↑		✔	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 next level for examination of the actions taken 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) (36/51)	1.9 opportunity(ies) (95/51)	↓	3 courses were held in this quarter, which included a trial briefing prior to Full Council	✔	Approved. The last quarter results have been affected by December results and the run up to Xmas, which is a quiet month as far Member Development is concerned, we are still on course to acheive the 5 sessions per year target.
Finance & Governance >> Legal Democratic & Regulatory >> Legal Governance - Noele 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.	✔	Approved. This request was the largest type of DPA request received, as it was for all information on the requester in all records in all departments. A large part of the material was in any event produced for the requester ahead of the deadline. The remainder followed within a reasonable period taking into account

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								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 tenants/their Solicitors within 10 working days of receipt of full instructions	Info only	88.89% (8/9)	83.33% (5/6)	↑	One new lease missed the target date (as reported in October's return) because it was particularly complex, but other than one all other new leases were drafted and sent within the target date.	✔	Approved. This is the only case in all the "LG" indicators where 100% has not 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 Solicitors within 15 working days of receipt of full instructions	Info only	100.00% (4/4)	50.00% (1/2)	↑	No comments to add.	✔	Approved. 100% achieved.
LG03	Percentage of Right to Buy documents sent to tenants/their Solicitors within 15 working days of receipt of full instructions	Info only	100.00% (1/1)	100.00% (2/2)	→	There was only one new RTB instruction in this quarter and the target was achieved for this case.	✔	Approved. 100% achieved
LG05	Percentage of Section 106 Planning Obligations completed within determination target date	Info only	100.00% (1/1)	100.00% (2/2)	→	There was only one S.106 instruction where the determination target date fell within this quarter and the target date was achieved.	✔	Approved. 100% achieved.
LG07	Percentage of Licensing Act 2003 decision letters sent to applicants/licensees within 5 working days of the date of the Sub Committee hearing	Info only	100.00% (1/1)	100.00% (1/1)	→		✔	Approved. 100% achieved.
LG08	Percentage of decision letters sent to hackney carriage/private hire drivers within 14 working days of the date of the Sub Committee hearing	Info only	100.00% (2/2)	100.00% (3/3)	→		✔	Approved. 100% achieved.
LG09	Percentage of prosecution proceedings commenced within 20 working days of receipt of full instructions	Info only	100.00% (3/3)	No workflow (0/0)			✔	Approved. 100% achieved.