

F&R OSC QUARTERLY PERFORMANCE REPORT

Chief Executive's Unit

September 2013



| Measure | Owner & Updater | Sep 2012 Result | Trend | Jun 2013 Result | Trend | Sep 2013 Result | Sign Off | Comments | Flag |
|--|-------------------------------|-----------------------------------|-------|--------------------------------------|-------|--------------------------------------|----------|--|------|
| DPA01 - Percentage of DPA requests met in 40 days | Mark Brookes John Worts | 98.48% (65/66) Target: 0 | ↗ | 90.91% (10/11) Target: 95.00 | ↗ | 100.00% (5/5) Target: 95.00 | ✓ | Updater | |
| FOI01 - Percentage FOI requests satisfied in 20 days | Mark Brookes John Worts | 98.73% (78/79) Target: 0 | ↗ | 97.58% (121/124) Target: 95.00 | ↘ | 97.28% (143/147) Target: 95.00 | ✓ | Updater | |
| HR01 - Total number of staff in post | Matt Rawdon Anne Stunell | 794 Staff Info Only | ↘ | 804 Staff Info Only | ↘ | 754 Staff Info Only | ✓ | | |
| HR02 - Total number of leavers | Matt Rawdon Anne Stunell | 26 Leavers Info Only | ↗ | 18 Leavers Info Only | ↗ | 70 Leavers Info Only | ✓ | | |
| HR05h - Average number of days lost due to sickness absence per FTE in Chief Executive's Unit | Steve Baker Anne Stunell | No Data No Target | | No Data Target: 2.00 | | 1.56 Days (82/53) Target: 2.00 | ✓ | Updater Under target; no data last quarter due to restructuring of organisation and differences in directorates | |
| HR06 - Average number of days lost due to sickness absence per FTE (end of year profile) | Matt Rawdon Anne Stunell | 6.63 Days Target: 8.00 | ↘ | 5.11 Days Target: 8.00 | ↘ | 8.76 Days Target: 8.00 | ✓ | | |
| HR10 - Percentage of employees who have been absent on more than 2 occasions in the quarter | Matt Rawdon Anne Stunell | 4.90% (37/755) Target: 7.90 | ↔ | 6.55% (45/687) Target: 7.90 | ↔ | 5.07% (36/710) Target: 7.90 | ✓ | | |
| LG01 - Percentage of draft new commercial leases sent to the prospective tenants/their Solicitors within 10 working days of receipt of full instructions | Mark Brookes Paulette Tedd | 100.00% (4/4) Target: 90.00 | ↘ | 100.00% (4/4) Target: 95.00 | ↘ | 83.33% (5/6) Target: 95.00 | ✓ | Updater | |

Monitoring
 Information

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|--|--------------------------------------|-------------------------------------|-------|-------------------------------------|-------|--|----------|--|------|
| LG02 - Percentage of draft commercial lease renewals sent to tenants/their Solicitors within 15 working days of receipt of full instructions | Mark Brookes Paulette Tedd | 100.00% (4/4) Target: 90.00 | ➔ | 100.00% (4/4) Target: 95.00 | ➔ | 100.00% (5/5) Target: 95.00 | ✓ | Updater The team continues to meet their performance target indicators | |
| LG03 - Percentage of Right to Buy documents sent to tenants/their Solicitors within 15 working days of receipt of full instructions | Mark Brookes Paulette Tedd | 100.00% (16/16) Target: 90.00 | ➔ | 100.00% (16/16) Target: 95.00 | ➔ | 100.00% (3/3) Target: 95.00 | ✓ | Updater The team continues to meet their performance target indicators | |
| LG05 - Percentage of Section 106 Planning Obligations completed within determination target date | Mark Brookes Paulette Tedd | 100.00% (1/1) Info Only | | 100.00% (4/4) Info Only | | No Incidents (0/0) Info Only | ✓ | Updater No new section 106 determination target dates fell within this quarter | |
| LG07 - Percentage of Licensing Act 2003 decision letters sent to applicants/licensees within 5 working days of the date of the Sub Committee hearing | Mark Brookes Barbara Lisgarten | 100.00% (2/2) Target: 90.00 | ➔ | 100.00% (1/1) Target: 95.00 | ➔ | 100.00% (4/4) Target: 95.00 | ✓ | Updater | |
| LG08 - Percentage of decision letters sent to hackney carriage/private hire drivers within 14 working days of the date of the Sub Committee hearing | Mark Brookes Barbara Lisgarten | 100.00% (3/3) Target: 90.00 | ➔ | 100.00% (6/6) Target: 95.00 | ➔ | 100.00% (2/2) Target: 95.00 | ✓ | Updater | |
| LG09 - Percentage of prosecution proceedings commenced within 20 working days of receipt of full instructions | Mark Brookes Barbara Lisgarten | 100.00% (1/1) Target: 90.00 | | 100.00% (1/1) Target: 95.00 | | No Incidents (0/0) Target: 95.00 | ✓ | Updater | |