

# 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	✓		
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	✓	<b>Owner</b> Only 4 requests were not responded to within the target date which is a positive result bearing in mind this quarter covered the holiday season when staff were on leave.	
HR01 - Total number of staff in post	Matt Rawdon Anne Stunell	794 Staff Info Only	↘	804 Staff Info Only	↘	754 Staff Info Only	✓	<b>Updater</b> CSU transferred to Northgate in August 2013 <b>Owner</b> As expected with the transfer of the CSU	
HR02 - Total number of leavers	Matt Rawdon Anne Stunell	26 Leavers Info Only	↗	18 Leavers Info Only	↗	70 Leavers Info Only	✓	<b>Updater</b> CSU transferred to Northgate in August 2013 <b>Owner</b> As expected	
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	✓	<b>Updater</b> Under target; no data last quarter due to restructuring of organisation and differences in directorates	

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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	✓	<p><b>Updater</b> Over target and higher than last quarter. Autumn is when more absence is expected; HR are working on initiatives to reduce absence</p> <p><b>Owner</b> There are a number of long term sickness cases which management/HR are working hard to resolve.</p> <p>Stress/depression is a main cause of sickness absence and we are about to launch a mental health programme to assist the Council.</p> <p>The flu jab for front line and essential staff is being arranged for the end of October.</p> <p>HR will continue to support management in sickness cases and pay close attention to frequent short term absence and work with occupational health to get staff back to work where practically possible</p>	
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	✓	<p><b>Updater</b> Less than last quarter; under target</p>	
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	✓	<p><b>Owner</b> The target was missed for this quarter but only one lease missed the target date because it was particularly complicated.</p>	

Measure	Owner & Updater	Sep 2012 Result	Trend	Jun 2013 Result	Trend	Sep 2013 Result	Sign Off	Comments	Flag
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	✓	<b>Updater</b> 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	✓	<b>Updater</b> 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	✓	<b>Updater</b> 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	✓		
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	✓		
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	✓		