


OSC Report - Finance & Resources Department - Chief Executive's Unit

Mar-2018

Indicator Name	Results Mar-2018	Last Quarters Results Dec-17	Last Years Results Mar-17	RAG	Comments	Actions
Dacorum Delivers - Performance excellence						
LG03 - Percentage of Right to Buy documents sent to tenants/their Solicitors within 15 working days of receipt of full instructions	100% 8 / 8 Info Only	100% 8 / 8 Info Only	100% 8 / 8 Info Only		No Comments	No Info
LG06 - Percentage of housing possession proceedings commenced within 20 working days of receipt of full instructions	100% 3 / 3 Info Only	100% 0 / 0 Info Only	100% 2 / 2 Info Only		No Comments	No Info
LG09 - Percentage of prosecution proceedings commenced within 20 working days of receipt of full instructions	100% 3 / 3 Info Only	100% 0 / 0 Info Only	100% 9 / 9 Info Only		No Comments	No Info
Dacorum Delivers - Reputation and profile delivery						
DPA01 - Percentage of DPA requests met in 40 days	100% 9 / 9 Target: 100	100% 16 / 16 Target: 100	100% 27 / 27 Target: 100	0   0   3	No Comments	No Info
CS02a - Percentage stage 1 complaints resolved in 15 days for the Council	96.43% 54 / 56 Target: 80	91.36% 74 / 81 Target: 80	89.6% 112 / 125 Target: 80	1   0   3	No Comments	No Info

Indicator Name	Results Mar-2018	Last Quarters Results Dec-17	Last Years Results Mar-17	RAG 	Comments	Actions
CS02b - Percentage stage 2 complaints resolved in 15 days for the Council	No Data 0 / 0 Target: 80	100% 1 / 1 Target: 80	78.57% 11 / 14 Target: 80	1   0   2	No Comments	No Info
FOI01 - Percentage FOI requests satisfied in 20 days	97.45% 191 / 196 Info Only	98.05% 151 / 154 Info Only	98.9% 180 / 182 Target: 100	0   1   0	Updater Comments: 2 missed due to complex FOI's in relation to Sportspace. 1 Property & Place 1 Property & Assets (extenuating personal circumstances) 1 Housing Strategy - system down	No Info
MS01 - Average number of training opportunities taken up per Member	No Data Info Only	100 Opportunities Info Only	No Data Info Only		No Comments	Trudi now on Maternity Leave and C O'Neil will ensure that Member Development continue to be serviced.