




OSC Report - Finance & Resources - Corporate and Contracted Services Sep-2019

Indicator Name	Results Sep-2019	Last Quarters Results Jun-19	Last Years Results Sep-18	RAG <div><div></div><div></div><div></div></div>	Comments	Actions
Dacorum Delivers - Efficiencies						
FIN13 - Car Parking Income ytd budget against ytd actual	£1178737 Target: 1085220	£587253 Target: 542610	£1162548 Target: 1143555	0 0 4	No Comments	No Info
Dacorum Delivers - Performance excellence						
LG06 - Percentage of housing possession proceedings commenced within 20 working days of receipt of full instructions	100% 0 / 0 Info Only	100% 0 / 0 Info Only	100% 1 / 1 Info Only		No Comments	No Info
LG09 - Percentage of prosecution proceedings commenced within 20 working days of receipt of full instructions	100% 0 / 0 Info Only	100% 2 / 2 Info Only	100% 1 / 1 Info Only		No Comments	No Info
LG03 - Percentage of Right to Buy documents sent to tenants/their Solicitors within 15 working days of receipt of full instructions	100% 20 / 20 Info Only	100% 6 / 6 Info Only	100% 4 / 4 Info Only		Updater Comments: KPI achieved	No Info
Dacorum Delivers - Reputation and profile delivery						

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MS01 - Average number of training opportunities taken up per Member	0.3 Opportunities 99 / 306 Info Only	0.3 Opportunities 63 / 204 Info Only	0 Opportunities 0.7 / 204 Info Only		No Comments	<p>A report will be provided to the Group Leaders notifying them of any party members who are yet to complete the mandatory training.</p> <p>The Member Development programme will continue to deliver as the agreed and advertised schedule.</p> <p>The need to deliver</p>
DPA01 - Percentage of DPA requests met in 40 days	96.77% 30 / 31 Target: 100	100% 15 / 15 Target: 100	100% 14 / 14 Target: 100	1 1 2	Approver Comments: This was a complicated case which required extra time but has now been completed.	No Info

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FOI01 - Percentage FOI requests satisfied in 20 days	91.75% 189 / 206 Target: 100	95.98% 167 / 174 Target: 100	95.77% 181 / 189 Target: 100	2 2 0	<p>Updater Comments: Departments who missed targets:</p> <p>Property & Place 5</p> <p>Planning DM 3</p> <p>Regulatory Services 3</p> <p>Financial Services 2</p> <p>Environmental Services 1</p> <p>Revenues and Benefits 1</p> <p>Procurement 1</p> <p>CMT 1</p>	No Info
CS02a - Percentage stage 1 complaints resolved in 15 days for the Council	71.88% 46 / 64 Target: 80	87.5% 35 / 40 Target: 80	98.08% 51 / 52 Target: 80	2 0 2	<p>Updater Comments: Performance below target for this quarter, broken down as follows;</p> <p>July - performance was 75.86%; 7 late complaints broken down as; Environmental Service - 4 late complaints and Property & Place - 3 late complaints</p> <p>August - performance 93.75%</p> <p>September - performance poor at 73.68%; 5 late complaints in Property & Place</p>	<p>All complaints are logged on a monitoring spreadsheet by the Corporate & Democratic Support. This is checked weekly and reminder emails are sent to GMs when the complaint is nearing target, or overdue.</p> <p>There have been some concerns with the CIMS syst</p>

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CS02b - Percentage stage 2 complaints resolved in 15 days for the Council	100% 5 / 5 Target: 80	100% 1 / 1 Target: 80	200% 2 / 1 Target: 80	1 0 2	Updater Comments: Stage 2 performance maintained at 100%, no further comments to add	No action required, Stage 2 performance is maintaining at 100%