

# OSC Report - Finance & Resources - Corporate and Contracted Services Sep-2020

Indicator Name	Results Sep-2020	Last Months Results Jun-20	Last Years Results Sep-19	RAG	Comments	Actions
Dacorun Delivers - Efficiencies						
FIN13 - Car Parking Income ytd budget against ytd actual	£637730 Target: £1386355	£153204 Target: £693177	£1178737 Target: £1085220	2   1   1	<p>Updater Comments: This income stream was severely hit during the lockdown period, but has recovered to some extent and is now 50% below target.</p> <p>Approver Comments: We wil continue to monitor the income on a quarterly basis. But due to the period where the car parks were unused, it is very unlikely that this will recover during 2020/21 to reach the targets.</p>	Keep monitoring throughout the period and ensure that the Council reclaims as much as they can from the government.
Dacorun 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% 7 / 7 Info Only	100% 5 / 5 Info Only	100% 20 / 20 Info Only		No Comments	No Info
LG06 - Percentage of housing possession proceedings commenced within 20 working days of receipt of full instructions	100% 1 / 1 Info Only	100% 1 / 1 Info Only	100% 0 / 0 Info Only		No Comments	No Info
LG09 - Percentage of prosecution proceedings commenced within 20 working days of receipt of full instructions	100% 2 / 2 Info Only	100% 2 / 2 Info Only	100% 0 / 0 Info Only		No Comments	No Info
Dacorun Delivers - Reputation and profile delivery						
DPA01 - Percentage of DPA requests met in 31 days	94.44% 17 / 18 Target: 100%	100% 14 / 14 Target: 100%	96.77% 30 / 31 Target: 100%	0   2   2	Updater Comments: Property and Place missed response deadline for the 1 DPA not on target	No Info

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CS02a - Percentage stage 1 complaints resolved in 15 days for the Council	62.16% 23 / 37 Target: 80%	86.49% 32 / 37 Target: 80%	71.88% 46 / 64 Target: 80%	2   0   2	<p>Updater Comments: There were 37 Stage 1 complaints due for response within Qtr 2, of these 14 were responded to out of target as follows;</p> <p>July 2020 1 in Revenues &amp; Benefits 2 in Environmental Services 4 in Property &amp; Place</p> <p>August 2020 1 in Revenues &amp; Benefits 3 in Environmental Services</p> <p>September 2020; 1 complaint in Environmental Services 2 complaints in Property &amp; Place;</p>	<p>Trend data being produced and sent to Linda Roberts for cascade to ADs where appropriate.</p> <p>Current complaints process being</p>																					
CS02b - Percentage stage 2 complaints resolved in 15 days for the Council	50% 1 / 2 Target: 80%	80% 8 / 10 Target: 80%	100% 5 / 5 Target: 80%	1   0   3	<p>Updater Comments: There were 2 complaints accepted for Stage 2 escalation/review during Qtr 2, one response was sent out of target.</p> <p>This related to a planning &amp; environmental health issue. The response was sent late due to the complexity of establishing information across both services.</p>	<p>Trend data being produced and sent to Linda Roberts for cascade to ADs where appropriate.</p> <p>Current complaints process being</p>																					
FOI01 - Percentage FOI requests satisfied in 20 days	91.91% 125 / 136 Target: 100%	90% 99 / 110 Target: 100%	91.75% 189 / 206 Target: 100%	4   0   0	<p>Updater Comments: Missed Deadlines</p> <table border="1"> <thead> <tr> <th>Department</th> <th>Manager</th> <th>Number of Requests Missed</th> </tr> </thead> <tbody> <tr> <td>Environmental Services</td> <td>Craig Thorpe</td> <td>4</td> </tr> <tr> <td>Regulatory Services</td> <td>Emma Walker</td> <td>1</td> </tr> <tr> <td>Strategic Housing</td> <td>Natasha Beresford</td> <td>3</td> </tr> <tr> <td>Procurement &amp; Compliance</td> <td>Ben Hoiser</td> <td>1</td> </tr> <tr> <td>Dev Management &amp; Planning</td> <td>Sara Whelan</td> <td>1</td> </tr> <tr> <td>Fincial Services</td> <td>Fiona Jump</td> <td>1</td> </tr> </tbody> </table>	Department	Manager	Number of Requests Missed	Environmental Services	Craig Thorpe	4	Regulatory Services	Emma Walker	1	Strategic Housing	Natasha Beresford	3	Procurement & Compliance	Ben Hoiser	1	Dev Management & Planning	Sara Whelan	1	Fincial Services	Fiona Jump	1	No Info
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MS01 - Average number of training opportunities taken up per Member	0.2 Opportunities 34 / 150 Info Only	0.5 Opportunities 46 / 102 Info Only	0.3 Opportunities 99 / 306 Info Only		No Comments	Reported for information purposes, no action required at this time.																					