


OSC Report - Finance & Resources - Corporate and Contracted Services Mar-2021

Indicator Name	Results Mar-2021	Last Months Results Dec-20	Last Years Results Mar-20	RAG	Comments	Actions
Dacorun Delivers - Efficiencies						
FIN13 - Car Parking Income ytd budget against ytd actual	£1382992 Target: £2772710	£1096362 Target: £2079532	£2267451 Target: £2356440	4 0 0	Updater Comments: The final year end position is 50% down on budget as expected, due to lockdowns and reduced footfall in town centres Approver Comments: We will continue to monitor the income on a monthly 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.	N/A
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% 12 / 12 Info Only	100% 11 / 11 Info Only	100% 12 / 12 Info Only		No Comments	No Info
LG06 - Percentage of housing possession proceedings commenced within 20 working days of receipt of full instructions	100% 4 / 4 Info Only	100% 2 / 2 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% 8 / 8 Info Only	100% 2 / 2 Info Only	100% 2 / 2 Info Only		No Comments	No Info
Dacorun Delivers - Reputation and profile delivery						
DPA01 - Percentage of DPA requests met in 31 days	100% 11 / 11 Target: 100%	100% 20 / 20 Target: 100%	100% 28 / 28 Target: 100%	0 1 3	No Comments	No Info
CS02a - Percentage stage 1 complaints resolved in 15 days for the Council	78.26% 36 / 46 Target: 80%	81.82% 36 / 44 Target: 80%	62.16% 46 / 74 Target: 80%	1 1 2	No Comments	No Info

Indicator Name	Results Mar-2021	Last Months Results Dec-20	Last Years Results Mar-20	RAG 	Comments	Actions
CS02b - Percentage stage 2 complaints resolved in 15 days for the Council	75% 3 / 4 Target: 80%	55.56% 5 / 9 Target: 80%	80% 4 / 5 Target: 80%	2 1 1	No Comments	No Info
FOI01 - Percentage FOI requests satisfied in 20 days	88.55% 147 / 166 Target: 100%	86.9% 146 / 168 Target: 100%	94.29% 198 / 210 Target: 100%	4 0 0	Updater Comments: Missed Requests; DM & Planning:5 Environmental Services:5 Regulatory Services:5	No Info
MS01 - Average number of training opportunities taken up per Member	No Data Info Only	No Data Info Only	0.1 Opportunities Info Only		No Comments	No Info