

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

Indicator Name	Results Jun-2021	Last Months Results Mar-21	Last Years Results Jun-20	RAG	Comments	Actions
Dacorum Delivers - Efficiencies						
FIN13 - Car Parking Income ytd budget against ytd actual	£538928 Target: £693248	£1382992 Target: £2772710	£153204 Target: £693177	4 0 0	<p>Updater Comments: Income is 22% down for the quarter. Restrictions at the beginning of the period have had a negative impact on parking revenues and there may be a longer term impact from ongoing changes in residents' behaviour and shopping preferences</p> <p>Approver Comments: We will continue to monitor the income on a monthly basis. It is very likely that parking income will be lower during 2021/22, due to the lockdown measures as a result of Covid-19.</p>	N/A
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% 2 / 2 Info Only	100% 12 / 12 Info Only	100% 5 / 5 Info Only		Updater Comments: No new instructions received	No Info
LG06 - Percentage of housing possession proceedings commenced within 20 working days of receipt of full instructions	100% 0 / 0 Info Only	100% 4 / 4 Info Only	100% 1 / 1 Info Only		Updater Comments: No new instructions received. Stay on evictions lifted 31/05/21	No Info
LG09 - Percentage of prosecution proceedings commenced within 20 working days of receipt of full instructions	100% 3 / 3 Info Only	100% 8 / 8 Info Only	100% 2 / 2 Info Only		No Comments	No Info
Dacorum Delivers - Reputation and profile delivery						
DPA01 - Percentage of DPA requests met in 31 days	100% 18 / 18 Target: 100%	100% 11 / 11 Target: 100%	100% 14 / 14 Target: 100%	0 1 3	No Comments	No Info

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CS02a - Percentage stage 1 complaints resolved in 15 days for the Council	91% 91 / 100 Target: 80%	78.26% 36 / 46 Target: 80%	86.49% 32 / 37 Target: 80%	1 1 2	Updater Comments: We have seen a sustained improvement in performance against Stage 1 complaint responses.	No action required at this time, performance exceeding target.
CS02b - Percentage stage 2 complaints resolved in 15 days for the Council	66.67% 2 / 3 Target: 80%	75% 3 / 4 Target: 80%	80% 8 / 10 Target: 80%	3 1 0	Updater Comments: The complex nature of Stage 2 review's can require extensions to target timescales. In these instances, the system does not allow us to amend the target date. In the case of the one overdue complaint, the customer was contacted and advised that an extension was required.	No action at this time, as set out above it is on occasion unavoidable to need longer to gather information to fully respond to a Stage 2 review.
FOI01 - Percentage FOI requests satisfied in 20 days	94.29% 132 / 140 Target: 100%	88.55% 147 / 166 Target: 100%	90% 99 / 110 Target: 100%	4 0 0	Updater Comments: Depts missed targets. Technology & Digital Transformation 2 Regulatory Services 2 Strategic Housing 1 Revenues, Benefits & Fraud 1 Commercial Assets & Property Development 1 Legal Governance 1	No Info
MS01 - Average number of training opportunities taken up per Member	No Data Info Only	No Data Info Only	0.5 Opportunities Info Only		No Comments	No Info