






Measure Code	Measure Name	This Quarter Actual	This Quarter Target	Last Quarter Actual	Last Quarter Target	-4 Quarters Actual	-4 Quarters Target	DoT	Comments
CS02a	Percentage stage 1 complaints resolved in 15 days for the Council	67.54%	80.00%	81.03%	80.00%	81.82%	80.00%		31 Dec 2021 The majority of late responses were from Property & Place during this period (16 complaints) relating to housing repairs and maintenance.
CS02a (D)	Number stage 1 complaints due to be resolved in period for the council	114		116		44		n/a	
CS02a (N)	Number stage 1 complaints resolved in 15 days for the Council	77		94		36		n/a	
CS02b	Percentage stage 2 complaints resolved in 15 days for the Council	50.00%	80.00%	66.67%	80.00%	66.67%	80.00%		31 Dec 2021 A large number of Stage 2 complaints received during this Quarter.
CS02b (D)	Number stage 2 complaints due to be resolved in period for the council	12		3		9		n/a	
CS02b (N)	Number stage 2 complaints resolved in 15 days for the Council	6		2		5		n/a	
DPA01	Percentage of DPA requests met in 31 days	91.67%	100.00%	87.50%	100.00%	100.00%	100.00%		
DPA01 (D)	Number of DPA requests due in period	24		8		20		n/a	
DPA01 (N)	Number of DPA requests met in 31 days	22		7		20		n/a	
FOI01	Percentage of FOI requests satisfied in 20 days	93.96%	100.00%	92.86%	100.00%	86.90%	100.00%		
FOI01 (D)	Number of FOI requests due in period	149		140		168		n/a	
FOI01 (N)	Number of FOI requests satisfied in 20 days	140		130		146		n/a	
LG03	Percentage of Right to Buy documents sent to tenants/their Solicitors within 15 working days	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		

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LG03 (D)	Number of Right to Buy documents due to be sent to tenants/their Solicitors in period	17		11		11		n/a	
LG03 (N)	Number of Right to Buy documents sent to tenants/their Solicitors within 15 working days	17		11		11		n/a	
LG06	Percentage of housing possession proceedings commenced within 20 working days	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	→	
LG06 (D)	Number of housing possession proceedings set to commenced in period	1		0		2		n/a	
LG06 (N)	Number of housing possession proceedings commenced within 20 working days	1		0		2		n/a	
LG09	Percentage of prosecution proceedings commenced within 20 working days	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	→	
LG09 (D)	Number of prosecution proceedings set commenced in period	4		2		2		n/a	
LG09 (N)	Number of prosecution proceedings commenced within 20 working days	4		2		2		n/a	