

F&R OSC QUARTERLY PERFORMANCE REPORT

Chief Executive's Unit

March 2016



Measure	Owner & Updater	Mar 2015 Result	Trend	Dec 2015 Result	Trend	Mar 2016 Result	Sign Off	Comments	Flag
DPA01 - Percentage of DPA requests met in 40 days	Mark Brookes John Worts	100% (7/7) Target: 100	➔	100% (2/2) Target: 100	➔	100% (15/15) Target: 100	✓	Updater	
FOI01 - Percentage FOI requests satisfied in 20 days	Mark Brookes John Worts	100% (144/144) Target: 100	➔	100% (142/142) Target: 100	➔	98.54% (135/137) Target: 100		Owner Only 2 FOIs missed the target date which is a good performance	
LG01 - Percentage of draft new commercial leases sent to the prospective tenants/their Solicitors within 10 working days of receipt of full instructions	Mark Brookes Christopher Gaunt	100% (3/3) Target: 100	➔	100% (7/7) Target: 100	➔	100% (12/12) Target: 100	✓	Updater target consistently being met by the team	
LG02 - Percentage of draft commercial lease renewals sent to tenants/their Solicitors within 15 working days of receipt of full instructions	Mark Brookes Christopher Gaunt	100% (1/1) Target: 100	➔	100% (1/1) Target: 100	➔	100% (2/2) Target: 100	✓	Updater performance target met	
LG03 - Percentage of Right to Buy documents sent to tenants/their Solicitors within 15 working days of receipt of full instructions	Mark Brookes Christopher Gaunt	100% (17/17) Target: 100	➔	100% (33/33) Target: 100	➔	100% (32/32) Target: 100	✓	Updater very pleasing to see despite consistently high number of new RTB cases, the target is being consistently met	
LG06 - Percentage of housing possession proceedings commenced within 20 working days of receipt of full instructions	Mark Brookes Barbara Lisgarten	100% (6/6) Target: 100	➔	100% (1/1) Target: 100	➔	100% (2/2) Target: 100	✓	Updater There are fewer possession proceedings this quarter as the focus has been on obtaining injunctions to stop the bad behaviour rather than removing the defendant from their home.	

Monitoring Information

Measure	Owner & Updater	Mar 2015 Result	Trend	Dec 2015 Result	Trend	Mar 2016 Result	Sign Off	Comments	Flag
LG07 - Percentage of Licensing Act 2003 decision letters sent to applicants/licensees within 5 working days of the date of the Sub Committee hearing	Mark Brookes Ross Hill	100% (2/2) Target: 100		100% (2/2) Target: 100		No Incidents (0/0) Target: 100	✓	Updater	
LG08 - Percentage of decision letters produced by Legal Services which are sent to hackney carriage/private hire drivers within 14 working days of the sub-committee hearing date	Mark Brookes Barbara Lisgarten	100% (1/1) Target: 100	→	No Incidents (0/0) Target: 100	→	100% (4/4) Target: 100	✓	Updater There have been only a few committee meetings this quarter, however, Legal and Licensing have worked together to achieve targets.	
LG09 - Percentage of prosecution proceedings commenced within 20 working days of receipt of full instructions	Mark Brookes Barbara Lisgarten	100% (4/4) Target: 100	→	100% (3/3) Target: 100	→	100% (5/5) Target: 100	✓	Updater Targets are being met fully even in the face of reduced capacity.	
MS01 - Average number of training opportunities taken up per Member	Jim Doyle Michelle Anderson	2 Opportunities (104/51) Target: 1.5	↓	0.9 Opportunities (45/51) Target: 0	↓	0.5 Opportunities (27/51) No Target	✓	Updater These figures are based on 3 courses held during this period.	