

F&R OSC QUARTERLY PERFORMANCE REPORT

Chief Executive's Unit

September 2016



Measure	Owner & Updater	Sep 2016 Result	Jun 2016 Result	Sep 2015 Result	Sign Off	Comments
DPA01 - Percentage of DPA requests met in 40 days	Mark Brookes John Worts	100% (9/9) Target: 100	100% (2/2) Target: 100	100% (10/10) Target: 100	✓	Owner Pleasing to note that 100% is being maintained.
FOI01 - Percentage FOI requests satisfied in 20 days	Mark Brookes John Worts	97.37% (148/152) Target: 100	95.78% (159/166) Target: 100	98.89% (178/180) Target: 100	✓	Updater Manual reminders are sent to GM's at least twice before deadline. Legal Governance will look into a way of creating a scheduled appointment with automated reminders.
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% (2/2) No Target	100% (4/4) Target: 100	100% (5/5) No Target	✓	Updater Pleasing to see all targets being met
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% (5/5) No Target	100% (2/2) Target: 100	No Incidents (0/0) No Target	✓	Updater Increased work load. Target still met

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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% (25/25) No Target	100% (21/21) Target: 100	100% (22/22) No Target	✓	Updater Good to see another high performing quarter
LG06 - Percentage of housing possession proceedings commenced within 20 working days of receipt of full instructions	Mark Brookes Barbara Lisgarten	100% (3/3) No Target	100% (4/4) Target: 100	100% (1/1) No Target	✓	Updater The level of instructions have remained steady this quarter.
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 Barbara Lisgarten	No Incidents (0/0) No Target	100% (1/1) Target: 100	No Incidents (0/0) No Target	✓	Updater The sparcity of meetings means that there are very few Licensing Act 2003 meetings.
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) No Target	100% (4/4) Target: 100	No Incidents (0/0) No Target	✓	Owner The significant drop in meetings has led to the reduction in this number
LG09 - Percentage of prosecution proceedings commenced within 20 working days of receipt of full instructions	Mark Brookes Barbara Lisgarten	No Incidents (0/0) No Target	100% (1/1) Target: 100	100% (4/4) No Target	✓	Updater The reduction in instructions from enforcement departments have led to the reduction in prosecutions.
MS01 - Average number of training opportunities taken up per Member	Jim Doyle Trudi Coston	No Data No Target	No Data Target: 0	1.1 Opportunities (56/51) Target: 0	✓	