

# RAG Rating Action Sheet (1)

## 1. To be completed by the SOI monitoring officer

SOI No.	PERFORMANCE INDICATOR TITLE:	RAG RATING AWARDED	
SOI 37	The percentage of dwellings with a valid gas safety certificate (RAMIS reporting via Property Services)	Red	
Team/Operational area		Data owner	Data supplier
Neighbourhood Services		Alan Cope	Alan Cope
Target, or SPC limit reached or breached		Actual target performance or outturn reached	
100%		99.95%	
Reporting quarter	Quarter1 17/18	RAG rating type 1, 2 or 3	3
Date Raised:	18/07/17	RAG sheet No	01

## 2. To be completed by respondent for the service area affected

REASON GIVEN FOR RAG RATING:				
<p>The reporting data is provided by RAMIS on the last working day of the reporting period which, for Q1, identified 3 properties without a valid LGSR: 16, Grampian Way, 27 Dawes Moor Close &amp; 82 Reddington Drive. As with the weekly reporting process these 3 properties were immediately investigated and concluded that valid certificates were issued for two of the properties and the third property was in fact sold. This highlighted an issue with the current process of updating RAMIS three times each week and the potential for delay in updating records. As the RAMIS system develops across all statutory compliance services minor administrative anomalies are being identified and corrected through regular meetings with Neighbourhoods (Client), Property Services (administration of the RAMIS system) and Interserve (service delivery).</p>				
(PLEASE SELECT BEST MATCH OF ROUTE CAUSE)				
PROCESS INADEQUACY	TRAINING	COMMUNICATION	RESOURCES	*OTHER
X				
*If stated other please suggest category header for route cause				
RESPONSIVE ACTION TO BE TAKEN:				
<p>Process in place to ensure a full update of data immediately prior to running the Quarterly Report to ensure that the reported performance does not contain any administrative anomalies.</p>				
Respondent	Date	Action target date		
Alan Cope	29/8/17	29/8/17		

## 3. To be completed by the SOI monitoring officer

RESULT & EFFECTIVE OF ACTION:			
<p>The target of 100% was achieved at the end of quarter two for this indicator and a Green RAG rating awarded. A copy of the end of quarter RAMIS report that shows properties without a current gas certificate was supplied by email, this verified that all properties that appeared on it were excluded from the gas certificate count under the definition used for this indicator. A further random check was carried out on tenanted disked properties (107 Greystoke Road cert dated 6/4/17, 51 Burgett Road cert dated 12/7/17 &amp; 49 Goodwin Road cert dated 29/6/17) Certificates held on RAMIS for all sampled properties.</p>			
ACTION SHEET	CLOSED (DELETE AS APPLICABLE)		
Review date:	21/11/17	Reviewing officer:	Kevin Smith