

QUARTERLY PERFORMANCE

Regulatory Services

December 2014

All Measures



Measure	Owner & Updater	Dec 2014 Result	Trend	Sep 2014 Result	Dec 2013 Result	Actions	Comments	Sign Off
REG02 - Percentage of high risk (A-C) food inspections/interventions achieved within the quarter	Chris Troy Nicholas Egerton	88.00% (66/75) Target: 95.00	↗	48.72% (38/78) Target: 95.00	No Data Target: 0		Owner Inspections will have caught up by the next Quarter	✓
REG03 - Percentage of service requests for the whole of Regulatory Services responded to within 3 working days	Chris Troy Nicholas Egerton	98.35% (894/909) Target: 98.00	↘	99.09% (979/988) Target: 98.00	99.73% (746/748) Target: 98.00			✓
REG05 - Percentage of Noise cases closed within 60 days	Chris Troy Nicholas Egerton	86.73% (85/98) Target: 90.00	↘	89.25% (83/93) Target: 90.00	85.83% (103/120) Target: 90.00			✓
REG06 - Disabled Facilities Grants - percentage of final payments made within 6 months following approval	Chris Troy Nicholas Egerton	86.67% (13/15) Target: 80.00	↗	83.33% (15/18) Target: 80.00	72.73% (8/11) Target: 80.00			✓