

# QUARTERLY PERFORMANCE

## Regulatory Services

June 2014

Measure	Owner & Updater	Jun 2013 Result	Trend	Mar 2014 Result	Trend	Jun 2014 Result	Sign Off	Comments	Flag
REG02 - Percentage of high risk (A-C) food inspections/interventions achieved within the quarter	Chris Troy Nicholas Egerton	No Data Target: 0		No Data Target: 0		85.71% (36/42) Target: 95.00		<b>Owner</b> The Food & H&S section carried a vacancy during this period and also one officers had increased workload due to a high profile court case. Also includes 4 closed premises	
REG03 - Percentage of service requests for the whole of Regulatory Services responded to within 3 working days	Chris Troy Nicholas Egerton	99.47% (933/938) Target: 98.00		98.87% (786/795) Target: 98.00		99.33% (744/749) Target: 98.00		<b>Owner</b> PI Met	
REG05 - Percentage of Noise cases closed within 60 days	Chris Troy Nicholas Egerton	88.68% (94/106) Target: 90.00		84.93% (62/73) Target: 90.00		85.51% (59/69) Target: 90.00		<b>Owner</b> A number of noise complaints are related to a long running investigation which is still ongoing	
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		85.71% (12/14) Target: 80.00		75.00% (9/12) Target: 80.00		<b>Owner</b> There have been extended negotiations on some of the DFG which has delayed completion	