

## Appendix 1

### Report Regulatory Services :1<sup>st</sup> Quarterly Report

Measure	Owner & Updater	Jun 2012 Result	Trend	Mar 2013 Result	Trend	Jun 2013 Result	Sign Off	Comments	Flag
REG01 - Percentage of abandoned vehicles removed within 24 hours	Chris Troy Nicholas Egerton	No Data (0/0) Target: 0		83.33% (5/6) Target: 0		100.00% (7/7) Target: 85.00		(Updater) Target achieved	
REG02 - Percentage of high risk (category A and B) food premises inspected that were due in the quarter	Chris Troy Nicholas Egerton	100.00% Target: 0		96.70% Target: 0		100.00% Target: 98.00		(Updater) All programmed inspections completed	
REG03 - Percentage of service requests for the whole of Regulatory Services responded to within 3 working days	Chris Troy Nicholas Egerton	99.86% (721/722) Target: 0		98.67% (740/750) Target: 0		99.47% (933/938) Target: 98.00		(Updater) Target met, only 5 out of 938 did not receive a response within the target timescales	
REG04 - Health and Safety work programme milestones met	Chris Troy Nicholas Egerton	No Data Target: 0		100% Target: 0		No Data Target: 100		<b>Comment option not selected</b>	
REG05 - Percentage of Noise cases closed within 60 days	Chris Troy Nicholas Egerton	87.78% (79/90) Target: 0		83.52% (76/91) Target: 0		88.68% (94/106) Target: 90.00		(Updater) Result is below target. A post has recently been advertised for an EHO in the Environmental Protection & Housing Team. Once this post is filled it is anticipated that this target will be met.	
REG06 - Disabled Facilities Grants: percentage of final payments made within 6 months following approval	Chris Troy Nicholas Egerton	72.22% (13/18) Target: 0		90.91% (10/11) Target: 0		86.67% (13/15) Target: 80.00		<b>Comment option not selected</b>	