

# QUARTERLY PERFORMANCE

## Regulatory Services

September 2014

All Measures

Measure	Owner & Updater	Sep 2013 Result	Trend	Jun 2014 Result	Trend	Sep 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		85.71% (36/42) Target: 95.00		48.72% (38/78) Target: 95.00		<b>Owner</b> Vacancies in the Food & Health and Safety Section continue to have an impact on performance. Cover has now been provided for the team leader on maternity leave and the EHO vacancy has been filled	
REG03 - Percentage of service requests for the whole of Regulatory Services responded to within 3 working days	Chris Troy Nicholas Egerton	99.32% (1020/1027) Target: 98.00		99.33% (744/749) Target: 98.00		99.09% (979/988) Target: 98.00		<b>Updater</b>	
REG05 - Percentage of Noise cases closed within 60 days	Chris Troy Nicholas Egerton	91.57% (163/178) Target: 90.00		85.51% (59/69) Target: 90.00		89.25% (83/93) Target: 90.00		<b>Updater</b>	
REG06 - Disabled Facilities Grants - percentage of final payments made within 6 months following approval	Chris Troy Nicholas Egerton	85.71% (12/14) Target: 80.00		75.00% (9/12) Target: 80.00		83.33% (15/18) Target: 80.00		<b>Updater</b>	