

# QUARTERLY PERFORMANCE

## Regulatory Services

March 2014



Measure	Owner & Updater	Mar 2013 Result	Trend	Dec 2013 Result	Trend	Mar 2014 Result	Sign Off	Comments	Flag
REG01 - Percentage of abandoned vehicles removed within 24 hours	Chris Troy Nicholas Egerton	83.33% (5/6) Target: 0	↓	85.71% (12/14) Target: 85.00	↓	66.67% (2/3) Target: 85.00	✓	<b>Updater</b> Only one vehicle was not collected within 24hrs, this was however collected within 48hrs	
REG02 - Percentage of high risk (category A and B) food premises inspected that were due in the quarter	Chris Troy Nicholas Egerton	96.70% Target: 0	↑	71.40% Target: 98.00	↑	100.00% Target: 98.00	✓	<b>Updater</b> 28 inspections carried out 24(B, 4 (A)	
REG03 - Percentage of service requests for the whole of Regulatory Services responded to within 3 working days	Chris Troy Nicholas Egerton	98.67% (740/750) Target: 0	↑	99.73% (746/748) Target: 98.00	↓	98.87% (786/795) Target: 98.00	✓		
REG05 - Percentage of Noise cases closed within 60 days	Chris Troy Nicholas Egerton	83.52% (76/91) Target: 0	↑	85.83% (103/120) Target: 90.00	↓	84.93% (62/73) Target: 90.00	✓	<b>Updater</b> This quarter there have been some significant cases involving a number of residents that are still under active investigation, therefore the target has not been met.	
REG06 - Disabled Facilities Grants: percentage of final payments made within 6 months following approval	Chris Troy Nicholas Egerton	90.91% (10/11) Target: 0	↑	72.73% (8/11) Target: 80.00	↑	85.71% (12/14) Target: 80.00	✓		