Quarterly Performance Report
Housing and Community OSC - Steve Baker/Cllr Neil Harden - Residents & Regulatory Services
Qtr 3, 2012

Ref	Indicator	Target	Qtr 3 Result	Qtr 2 Result	Trend	Updater Comments	Sign Off	Approval Comments
Finance & Governance >> Legal Democratic & Regulatory >> Legal Governance - Mark Brookes								
LG04	Percentage of homelessness appeal decision letters sent to appellants/their Solicitors within 14 working days of the date of the appeal hearing	90.00%	No workflow (0/0)	100.00% (1/1)			✅	Approved.
LG06	Percentage of housing possession proceedings commenced within 20 working days of receipt of full instructions	90.00%	100.00% (1/1)	100.00% (6/6)	➡️		✅	Approved.
Finance & Governance >> Legal Democratic & Regulatory >> Regulatory Services - Rita McGinlay								
REG01	Percentage of abandoned vehicles removed within 24 hours	Info only	100.00% (5/5)	57.14% (4/7)	⬆️		✅	Approved.
REG02	Percentage of high risk (category A and B) food premises inspected that were due in the quarter	Info only	63.60%	90.90%	⬇️	There have been staffing issues this quarter, with one full time vacant post and one officer failing to qualify as an inspector of high risk premises. The vacant post has now been filled(start date of 7/1/13).	✅	Approved.
REG03	Percentage of service requests for the whole of Regulatory Services responded to within 3 working days	Info only	99.33% (744/749)	98.33% (884/899)	⬆️		✅	Approved.
REG04	Health and Safety work programme milestones met	Info only	100%	100%	➡️	The programmed milestones have been met, except One project has been brought forward and one deferred, due to changing HSE priorities. Overall, the annual programme is on target to be met.	✅	Approved.
REG05	Percentage of Noise cases closed within 60 days	Info only	91.59% (98/107)	91.74% (111/121)	⬇️		✅	Approved.
REG06	Disabled Facilities Grants: percentage of final payments made within 6 months following approval	Info only	78.57% (11/14)	81.82% (9/11)	⬇️		✅	Approved.