

# QUARTERLY PERFORMANCE

Regulatory Services

March 2015

All Measures



Measure	Owner & Updater	Mar 2015 Result	Trend	Dec 2014 Result	Mar 2014 Result	Actions	Comments	Sign Off
REG02 - Percentage of high risk (A-C) food inspections/interventions achieved within the quarter	Chris Troy Nicholas Egerton	100.00% (58/58) Target: 95.00	↗	88.00% (66/75) Target: 95.00	No Data Target: 0		Updater All properties inspected 4 food businesses have closed	✓
REG03 - Percentage of service requests for the whole of Regulatory Services responded to within 3 working days	Chris Troy Nicholas Egerton	97.82% (898/918) Target: 98.00	↘	98.35% (894/909) Target: 98.00	98.87% (786/795) Target: 98.00		Owner Nonted Target Just short of 98%	✓
REG05 - Percentage of Noise cases closed within 60 days	Chris Troy Nicholas Egerton	90.74% (49/54) Target: 90.00	↗	86.73% (85/98) Target: 90.00	84.93% (62/73) Target: 90.00		Owner Target Achieved	✓
REG06 - Disabled Facilities Grants - percentage of final payments made within 6 months following approval	Chris Troy Nicholas Egerton	80.00% (8/10) Info Only	↘	86.67% (13/15) Info Only	85.71% (12/14) Info Only		Owner Target Achieved	✓