

Measure	Owner & Updater	Dec 2014 Result	Trend	Sep 2015 Result	Trend	Dec 2015 Result	Sign Off	Comments
<b>Performance Measures</b>								
HS01 - All reported accidents/incidents (Including those required to be reported to the HSE)	Chris Troy Paul O'Day	No Data Info Only		18 Info Only	↓	7 Info Only	✓	<b>Updater</b> 3 in Oct (1 Manual Handling, 1 Slip & Trip, 1 member of the public); 3 in Nov (2 slip & trip, 1 hitting of the head); 1 in Dec (1 trip)
REG02 - Percentage of high risk (A-C) food inspections/interventions achieved within the quarter	Chris Troy Nicholas Egerton	93.22% (165/177) Target: 95.00	↑	94.55% (52/55) Target: 95.00	↑	97.78% (44/45) Target: 95.00	✓	<b>Owner</b> Noted
REG03 - Percentage of service requests for the whole of Regulatory Services responded to within 3 working days	Chris Troy Nicholas Egerton	98.35% (894/909) Target: 98.00	↑	98.15% (1272/1296) Target: 98.00	↑	99.13% (915/923) No Target	✓	<b>Owner</b> Noted
REG05 - Percentage of Noise cases closed within 60 days	Chris Troy Nicholas Egerton	86.73% (85/98) Target: 90.00	↓	82.35% (98/119) Target: 90.00	↑	83.72% (72/86) No Target	✓	<b>Owner</b> Noted
REG06 - Disabled Facilities Grants - percentage of final payments made within 6 months following approval	Chris Troy Nicholas Egerton	86.67% (13/15) Info Only	↑	100.00% (10/10) Info Only	→	100.00% (11/11) Info Only	✓	<b>Owner</b> Noted

Key Actions

