

Measure	Owner & Updater	Quarter 4 Result	2014 Result	Trend	2015 Result	Sign Off	Comments
Performance Measures							
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	No Data Target: 0		100.00% (253/253) Target: 95.00	✓	Owner 100% inspection target achieved for the year 2014/15.
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	99.34% (3485/3508) Target: 98.00	↓	98.63% (3515/3564) Target: 98.00	✓	Owner Target Achieved
REG05 - Percentage of Noise cases closed within 60 days	Chris Troy Nicholas Egerton	90.74% (49/54) Target: 90.00	88.47% (422/477) Target: 90.00	↓	87.90% (276/314) Target: 90.00	✓	Owner There have been a small number of high profile noise cases which have involved appeals against noise abatement notices & a couple of complex investigations triggered by multiple complainants. This has resulted in figures being slightly below the 90% target but still within amber status.
REG06 - Disabled Facilities Grants - percentage of final payments made within 6 months following approval	Chris Troy Nicholas Egerton	80.00% (8/10) Info Only	83.33% (45/54) Info Only	↘	81.82% (45/55) Info Only	✓	Owner Target Acheived

Key Actions

