

Regulatory Delivery Plan 2018/19: Year End Progress - PIs



Priority	Supported individuals, families and carers living independently and with dignity						
Performance Indicator	2017/18	2018/19					2019/20
	Value	Value	Target	Status	Long Trend	Short Trend	Target
% of air quality monitoring stations complying with the national objective for nitrogen dioxide at the nearest building façades of residential properties , schools, hospitals and care homes (40ug/m3 NO2)	100%	100%	100%				100%
Percentage of highest priority pest control service requests responded to within 2 working days	95%	95%	95%				95%
Percentage of businesses satisfied or very satisfied with the service they received from environmental health	New for 2018/19	96.4%	97.5%		N/A	N/A	95%
Percentage of customers satisfied or very satisfied with the service they received from environmental health	New for 2018/19	90.1%	88%		N/A	N/A	85%
Percentage of businesses and activities regulated by environmental health who are substantially compliant with legislative requirements	New for 2018/19	89%	75%		N/A	N/A	75%
Total annual redress won for consumers by Trading Standards Group (£)	£57,929.00	£16,376.00	N/A	Data only			N/A
Food Safety: Percentage of premises in the highest risk category (6 monthly inspections by Food & Business Group) that were inspected on time	100%	100%	100%				100%
Food Safety: Percentage of premises in the high risk category (12 monthly inspections by Food & Business Group) that were inspected on time	100%	100%	100%				100%
Percentage of service users satisfied or very satisfied with the service they received from trading standards	New for 2018/19	85%	80%		N/A	N/A	80%
Percentage of businesses satisfied or very satisfied with the service they received from trading standards	New for 2018/19	100%	80%		N/A	N/A	80%
Cost of trading standards per 1,000 population £	£3,147.00	Available February 2020	£3,227.00	-	-	-	£3,227.00
Cost of environmental health per 1,000 population £	£13,190.00	Available February 2020	£14,968.00	-	-	-	£14,968.00

Performance Indicator	2017/18	2018/19					2019/20
	Value	Value	Target	Status	Long Trend	Short Trend	Target
Number of reports of bogus/cold callers	56	38	N/A	Data only			N/A










Performance Indicator	2017/18	2018/19					2019/20
	Value	Value	Target	Status	Long Trend	Short Trend	Target
Percentage of private landlord applications administered and processed within 21 days	99.4%	99%	95%				95%

Priority **Open, accountable and accessible local government**

Performance Indicator	2017/18	2018/19					2019/20
	Value	Value	Target	Status	Long Trend	Short Trend	Target
% of committee agendas published within standing order timescales	98%	99.1%	98.2%				98.4%

Priority **Efficient and effective frontline services that improve the everyday lives of residents**

Performance Indicator	2017/18	2018/19					2019/20
	Value	Value	Target	Status	Long Trend	Short Trend	Target
Planning applications (major developments) - average number of weeks to decision	18.2	21.8	20				20
Planning applications (householder) - average number of weeks to decision	7.1	8.6	7				7
Planning applications (local development, excluding householder) - average number of weeks to decision	11.7	14.4	12				12
Percentage of Environmental Health Service customer service requests first responded to within 2 working days	New for 2018/19	94%	90%		N/A	N/A	90%
Percentage of building warrant applications responded to within 20 working days	72%	70%	80%				80%
Overall time taken to issue building warrant (weeks)	16	15	16				16
Cost per planning application	£4,718.00	Available Feb 2020	£4,800.00	-	-	-	£4,800.00
Average time taken to deliver a commercial planning application decision	9.08	Available Feb 2020	8.5	-	-	-	8.5

PI Status		Long Term Trends		Short Term Trends	
	Alert		Improving		Improving
	Warning		No Change		No Change
	OK		Getting Worse		Getting Worse