

### Annex 3

#### Development and Infrastructure – Service Performance Indicators for Twelve Months Ending 31 March 2017

| Performance Indicator   | Lead         | Previous Period March 2016 |       | Current Period March 2017 |        |              |       |   |
|---|--------------|----------------------------|-------|---------------------------|--------|--------------|-------|---|
|   |              | Actual                     | RAG   | Actual                    | Target | Intervention | RAG   | Comment   |
| <b>10</b> - SS - Food Hygiene - The % of food businesses “broadly compliant” with food law – food hygiene     | Roddy MacKay | 98%                        | Green | 98.2%                     | 85%    | 70%          | Green | Staff work with businesses and provide advice on how to meet legislative standards. They take stepped enforcement action where appropriate. Since the introduction of the Food Hygiene Information Scheme the public are able to check a business status which helps to drive up standards. |
| <b>11</b> - SS – Food Standards - The % of food businesses “broadly compliant” with food law – food standards | Roddy MacKay | 100%                       | Green | 99.55%                    | 85%    | 70%          | Green | This indicator is causing no concern in the reporting period.   |

| Performance Indicator   | Lead         | Previous Period March 2016 |       | Current Period March 2017 |        |              |       |  |
|---|--------------|----------------------------|-------|---------------------------|--------|--------------|-------|--|
|   |              | Actual                     | RAG   | Actual                    | Target | Intervention | RAG   | Comment  |
| <b>12</b> - SS - Consumer complaints - The percentage of (trading standards) consumer complaints completed within 14 days           | Roddy MacKay | 86.7%                      | Green | 82.2%                     | 75%    | 69%          | Green | The indicator is broadly similar to recent years and is causing no concern in the reporting period.                                      |
| <b>13</b> - SS - Business advice requests - The percentage of (trading standards) business advice requests completed within 14 days | Roddy MacKay | 92.8%                      | Green | 94.6%                     | 90%    | 84%          | Green | The indicator is a slight improvement on the previous 3 years.   |
| <b>14</b> - SS - Calibration requests - The percentage of calibration requests carried out in time                                  | Roddy MacKay | 93.75 %                    | Green | 94%                       | 90%    | 79%          | Green | This indicator is very similar to previous years and is causing no concern in the reporting period.                                      |
| <b>17</b> - SS – Local Development Plan – Age of the Local Development Plan/No of years since formal adoption                       | Roddy MacKay | 2                          | Green | 3                         | 3      | 6            | Green | The Local Development Plan was adopted in April 2014. A revised Local Development Plan is currently going through the Committee process. |

| Performance Indicator   | Lead              | Previous Period March 2016 |       | Current Period March 2017 |        |              |       |  |
|---|-------------------|----------------------------|-------|---------------------------|--------|--------------|-------|--|
|   |                   | Actual                     | RAG   | Actual                    | Target | Intervention | RAG   | Comment  |
| 18 - SS - Street Lighting - % of Street light faults repaired within 7 days | Darren Richardson | 96%                        | Green | 86.30%                    | 80%    | 69%          | Green | A high level of street light faults continue to be repaired within 7 days. |

### Personnel key

**Executive Director of Development and Infrastructure** – Gavin Barr

**Head of Planning, Development and Regulatory Services** – Roddy MacKay

**Head of Infrastructure and Strategic Projects** – Darren Richardson

### RAG key

**Red** - the performance indicator is experiencing significant underperformance, with a medium to high risk of failure to meet its target.

**Amber** - the performance indicator is experiencing minor underperformance, with a low risk of failure to meet its target.

**Green** - the performance indicator is likely to meet or exceed its target.