

Annex 3

Development and Infrastructure – Annual Service Performance Indicators for 12 Months Ending 31 March 2016

Measure	Lead	Previous Period March 2015		Current Period March 2016				
		Actual	RAG	Actual	Target	Intervention	RAG	Comment
15 - SS - Food Hygiene - The % of food businesses “broadly compliant” with food law – food hygiene.	Roddy MacKay	97%	Green	98%	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.
16 - SS – Food Standards - The % of food businesses “broadly compliant” with food law – food standards.	Roddy MacKay	100%	Green	100%	85%	70%	Green	Staff work with businesses and provide advice on how to meet legislative standards. They take stepped enforcement action where appropriate. Particular emphasis is given to allergen advice.

Measure	Lead	Previous Period March 2015		Current Period March 2016				
		Actual	RAG	Actual	Target	Intervention	RAG	Comment
17 - SS - Consumer complaints - The number of (trading standards) consumer complaints received.	Roddy MacKay	823	Green	859	250	199	Green	This indicator is causing no concern in the reporting period.
18 - SS - Consumer complaints - Of the (trading standards) consumer complaints received, the percentage completed within 14 days.	Roddy MacKay	84%	Green	86.7%	75%	69%	Green	This indicator is causing no concern in the reporting period.
19 - SS - Business advice requests - The number of (trading standards) business advice requests received.	Roddy MacKay	370	Green	460	100	74	Green	This indicator is causing no concern in the reporting period.
20 - SS - Business advice requests - Of the (trading standards) business advice requests received, the percentage completed within 14 days.	Roddy MacKay	93.8%	Green	92.8%	90%	84%	Green	This indicator is causing no concern in the reporting period.

Measure	Lead	Previous Period March 2015		Current Period March 2016				
		Actual	RAG	Actual	Target	Intervention	RAG	Comment
21 - SS - Calibration requests - The percentage of calibration requests carried out in time.	Roddy MacKay	94.4%	Green	93.75%	90%	79%	Green	This indicator is causing no concern in the reporting period.
24 - SS – Local Development Plan – Age of the Local Development Plan/No of years since formal adoption.	Roddy MacKay	1	Green	2	2	6	Green	Plan Adopted April 2014.
25 - SS - Street Lighting - % of Street light faults repaired within 7 days.	Darren Richardson	91%	Green	96%	80%	69%	Green	A high level of street lights continue to be repaired within 7 days.

Personnel key

Head of Planning and Regulatory Services – Roddy MacKay

Head of Roads and Environmental Services – 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.