

Annex 3

Development and Infrastructure – Service Performance Indicators for Twelve Months Ending 31 March 2018

Measure	Owner	Previous Period March 2017		Current Period March 2018				
		Actual	RAG	Actual	Target	Intervention	RAG	Comment
10 - SS - Food Hygiene - The % of food businesses “broadly compliant” with food law – food hygiene	Roddy MacKay	98.20%	Green	Not available	85%	70%	N/A	The Food Standards Service has changed its reporting method which means statistics for this reporting period are not available. At 31 March 2017 performance was high at 98.2%. Staff work with businesses and provide advice on how to meet legislative standards. They take stepped enforcement action where appropriate. Since introduction for the Food Hygiene Information Scheme the public are able to check a business status which helps to drive up standards.
11 - SS – Food Standards - The % of food businesses “broadly compliant” with food law – food standards	Roddy MacKay	99.55%	Green	Not available	85%	70%	N/A	The Food Standards Service has changed its reporting method which means statistics for this reporting period are not available. At 31 March 2017 performance was high at 99.55%. Staff work with businesses and provide advice on how to meet legislative standards. They take stepped enforcement action where appropriate. Since introduction for the Food Hygiene Information Scheme the public are able to check a business status which helps to drive up standards.

Measure	Owner	Previous Period March 2017		Current Period March 2018				
		Actual	RAG	Actual	Target	Intervention	RAG	Comment
12 - SS - Consumer complaints - The percentage of (trading standards) consumer complaints completed within 14 days	Roddy MacKay	82.20%	Green	88%	75%	69%	Green	The indicator is broadly similar to recent years and is causing no concern in the reporting period.
13 - SS - Business advice requests - The percentage of (trading standards) business advice requests completed within 14 days	Roddy MacKay	94.60%	Green	96%	90%	84%	Green	The indicator is broadly similar to recent years and is causing no concern in the reporting period.
14 - SS - Calibration requests - The percentage of calibration requests carried out in time	Roddy MacKay	94%	Green	79%	90%	79%	Red	The number of calibration requests recorded for 2017/18 was significantly lower than in previous years and one particular request took considerable time to complete which resulted in the percentage drop.
17 - SS – Local Development Plan – Age of the Local Development Plan/No of years since formal adoption	Roddy MacKay	3	Green	1	4	6	Green	The Local Development Plan was adopted in April 2017.

Measure	Owner	Previous Period March 2017		Current Period March 2018				
		Actual	RAG	Actual	Target	Intervention	RAG	Comment
18 - SS - Street Lighting - % of Street light faults repaired within 7 days	Darren Richardson	86%	Green	53%	80%	69%	Red	A good level of street light faults continue to be repaired within 7 days. 224 were reported in 2017/18 and 120 were completed within 7 days. There were 286 reported faults in 2016/17 and the service fixed 86%. The fact that the number of faults is less this year is down to the new LED lanterns. However, the lack of repair within the 7 day period is down to available resources to carry out the repairs.

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

Head of Marine Services, Engineering and Transportation – Brian Archibald

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.