










## Appendix 2: Quality Standards 2020/21 - Year-end Progress

<b>Ob</b>	QS PIs Democratic & Registration
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Performance Indicator	2019/20		2020/21					2021/22	Assigned To	
	Value	Target	Value	Target	Status	Long Trend	Short Trend	Note		Target
% of Council and Committee minutes produced within 3 clear working days of the meeting	100%	98%	100%	98%				Target exceeded.	98%	Christine McCaffary
% of all committee actions uploaded onto Pentana within 3 clear working days of the draft minute being approved	100%	98%	100%	98%				Target exceeded.	98%	Christine McCaffary
% of committee agendas published within standing order timescales	100%	98.4%	100%	98.6%				Target exceeded.	99%	George Hawthorn; Christine McCaffary


















QS PIs Legal (including Trading Standards)

Performance Indicator	2019/20		2020/21					2021/22	Assigned To	
	Value	Target	Value	Target	Status	Long Trend	Short Trend	Note		Target
% of consumer complaints first responded to within two working days	99%	92%	97.7%	95%				This figure demonstrates good customer service in ensuring that residents are contacted early after registering a complaint for investigation.	95%	Tony Cairns
% of business advice requests first responded to within two working days	93%	95%	96.5%	95%				This return shows recognition of the importance of responding quickly to enquiries from businesses which seek advice concerning their trading practices	95%	Tony Cairns
% of trading standards business advice requests that were dealt with within 14 days	96%	100%	Not yet available	100%	N/A	N/A	N/A	Available May 2021.	100%	Tony Cairns

**Ob** QS PIs Planning & Building Standards (including Environmental Health)

Performance Indicator	2019/20		2020/21					2021/22	Assigned To	
	Value	Target	Value	Target	Status	Long Trend	Short Trend	Note		Target
% of highest priority pest control service requests responded to within 2 working days	95%	95%	98%	95%				Target exceeded. 1,377 service requests were received in the highest priority category with 1,350 responded to within target.	95%	John Stevenson
% of Environmental Health Service customer service requests first responded to within 2 working days	94%	90%	97%	90%				Target exceeded. 3267 service requests were received and 3167 were responded to within 2 working days.	90%	Martin Keeley
% of private landlord applications administered and processed within 21 days	98%	95%	99%	95%				Target exceeded. 617 applications were received during the year with 610 applications approved within 21 days.	95%	John Stevenson
Food Law: % of food businesses in the highest risk category (1 to 6 monthly inspections by Food & Business Group) that were inspected on time	New for 20/21.	N/A	100%	N/A	N/A	N/A	N/A	There was a national suspension of proactive interventions for food businesses during the pandemic therefore data will not be available for 2020/21.	100%	Martin Keeley

Performance Indicator	2019/20		2020/21					2021/22	Assigned To	
	Value	Target	Value	Target	Status	Long Trend	Short Trend	Note		Target
Food Law: % of food businesses in the high risk category (12 monthly inspections by Food & Business Group) that were inspected on time	New for 20/21.		N/A	100%	N/A	N/A	N/A		100%	Martin Keeley
Planning applications (householder) - average number of weeks to decision	12.7	7	9.5	7				While target was missed, performance has improved over the short and long term.	7	Erin Goldie
% of high priority planning enforcement breaches responded to within 5 working days	100%	100%	Not yet available	100%	N/A	N/A	N/A	Data available May 2021.	100%	Erin Goldie
% of building warrant applications responded to within 20 working days	71%	80%	82%	80%				Target exceeded and short and long trends are improving.	80%	Karen Bacchetti

PI Status		Long Term Trends		Short Term Trends	
	Target Significantly Missed		Improving		Improving
	Target Missed		No Change		No Change
	Target Met or Exceeded		Getting Worse		Getting Worse