







Appendix 2: Quality Standards – Year End Progress



Democratic & Registration







Quality Standard	Value	Target	Status	Note
We will produce minutes of council and committee meetings within 3 clear working days of the meeting.	100%	98%		Target met.
We will upload all committee actions onto Pentana within 3 clear working days of the draft minute being approved.	100%	98%		Target met.
We will publish council and committee agendas 10 clear working days before the date of the meeting.	100%	98.4%		All committee agendas published within standing order timescales.

Legal (including Trading Standards)

Quality Standard	Value	Target	Status	Note
We will acknowledge consumer complaints to Trading Standards within 2 working days.	99%	92%		Target exceeded and performance up from previous year.
We will acknowledge trading standards business advice requests within two working days.	93%	95%		While target was just missed and performance is slightly down on the previous year, it remains high.
We will deal with trading standards business advice requests within 14 days of receipt.	96%	100%		Very high target of 100% was just missed. We continue to provide an efficient, helpful service to local businesses.

Planning & Building Standards (including Environmental Health)

Quality Standard	Value	Target	Status	Note
We will respond to pest control requests that are categorised as the highest priority within 2 working days.	95%	95%		1537 service requests received and 1459 responded to within target.
We will issue a decision on valid householder planning applications within 8 weeks.	12.7	7		In the reporting period there were staffing issues within administrative support leading to delays in applications being validated. Furthermore there were staff shortages including a Lead Planning Officer vacancy and a Lead Planning Officer on maternity leave. These circumstances, together with a high volume of case work, contributed to delays in the determination of applications. Administrative support issues and staffing at Lead Officer level was addressed by January 2020 so we are expecting to see an improvement in performance going forward however we have had a planning officer vacancy since February 2020 and this is likely to have some impact on performance over householder and local applications.

Quality Standard	Value	Target	Status	Note
We will inspect food businesses in the <i>highest</i> risk category within 28 calendar days of their intervention date (determined by risk assessment).	100%	100%		100% percent of the highest risk category Food Businesses were inspected on time.
We will inspect food businesses in the <i>high</i> risk category within 28 calendar days of their intervention date (determined by risk assessment).	98%	100%		The inspection programme was suspended before year end due to COVID-19 restrictions. Despite this, 98% of the highest risk category food businesses were inspected on time.
We will acknowledge Environmental Health service requests within 2 working days.	94%	90%		Target was exceeded for the period. EH Customer Service response was well managed and effective during the period.
We will respond to high priority planning enforcement breaches within 5 working days.	100%	100%		Despite a significant increase in high priority enforcement cases when compared with last year (35 compared to 18), all were responded to within 5 working days, an excellent response rate.
We will respond to building warrant applications within 20 working days.	71%	80%		A high volume of applications and two vacant posts within the team impacted on meeting the target.
We will administer and process private landlord applications within 21 calendar days.	98%	95%		Target exceeded. 874 applications were received and 856 applications were approved within 21 days.