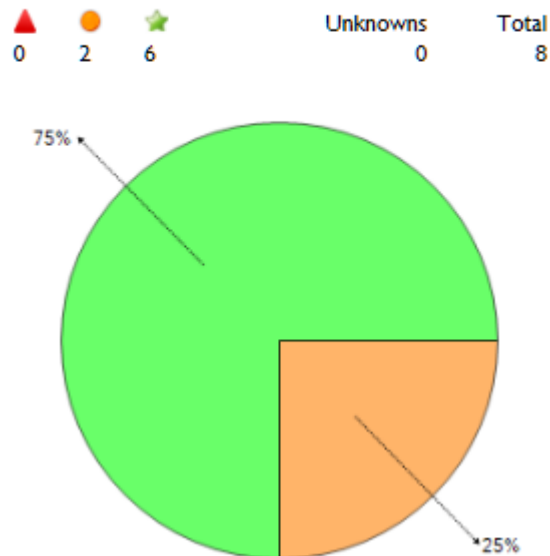


Law & Regulation

Performance Pie Chart



Head of Service Comments



Gareth Price

There has been a sustained level of good performance throughout the service area during Q2 and Q3 of 2017/18, in terms of meeting service objectives and delivering outcomes. These indicators just provide a snap-shot of performance in 8 specific areas of work and, therefore, need to be read in the context of the overall service delivery, where we continue to provide quality services, despite reduced resources and increased demand.

There are no red indicators - the new discretionary local PI which relates to numbers of fixed penalty notices has been reviewed and is now showing green as against the reduced target. 75% of the measures are green and only 2 measures are amber, but are no cause for concern.

The one national PAM in relation to food premises broadly compliant with hygiene standards has remained at a consistent level of just above 94%, which is above the All-Wales average and just below the upper quartile. It represents a significant improvement compared with 2 years ago and an excellent rating when you consider the numbers and types of food premises that we have to regulate.

The only other amber measure is in relation to the numbers of local land charges searches completed within 5 working days. This indicator dipped to 70% in May because of problems with the IT system. Since then, there has been a continuous improvement to get back to the usual turn-around times and we are currently completing 100% within the relevant period, which is well above target. However, because the percentage figures are calculated on a cumulative basis, then the updated measure for the year is still showing amber because of the significant dip earlier in the year.

Key for measure RAG status

- ★ Green star - on target
- Amber circle - slightly short of target (15% tolerance)
- ▲ Red triangle - off target (over 15% away)
- ? Data missing/ not available

Direction of Travel - DoT

- ✔ Green tick - performance has improved
- ✘ Red cross - performance has declined
- performance remains the same
- ↑ up arrows indicate that high values are better
- ↓ down arrows indicate low values are better

| Measure | Actual (YTD) | Target (YTD) | Target | DoT | Comments |
|--|--------------|--------------|--------|-----|--|
| LS/L/008 Legal Searches in 5 days % (M) | 94.19% | 96.00% | | | The months where we have not met 100% are times where we have experienced software problems which required Idox fixes, and periods where the office was closed, e.g. Christmas and February half-term. |
| PAM/023 (PPN/009) % Food establishments broadly compliant with food hygiene standards (PAM) (Q) | 95.00% | 96.00% | | | PAM/023 – This performance is consistent with the previous year. It represents a significant improvement compared with 2 years ago and is an excellent result when you consider the numbers and types of food premises that we have to regulate. |
| LS/L/021 Customers seen within 10 minutes % (M) | 98.65% | 98.00% | | | |
| LR/L/001 Legal prosecutions issued within 20 working days % (M) | 80.70% | 80.00% | | | |
| RS/SI/1 % Regulatory Services significant issues resolved (Q) | 91.20% | 90.00% | | | |
| LS/L/027 % ASB incidents resolved by wardens (Q) | 93.96% | 90.00% | | | LS/L/027 – This is excellent performance above the target. |
| HRP/041 Total number of social media followers (Q) | 26,933 | 21,750 | | | |
| LR/L/002 Number of littering, dog fouling & smoking offences dealt with through enforcement action | 410 | 333 | | | |

Key for measure RAG status

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- Data missing/ not available
- No target set

Direction of Travel - DoT

- Green tick - performance has improved
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