

## Licensing and Regulation

SP Holder		Andy Hudson	Workplans	Bereavement Services, Housing Enforcement, Licensing and Pest Control							EMAP	Environment and Sustainability						
Customer based improvement																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/07			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	Actual		A	M	J	J	A	S	07/08	08/09
C1: Percentage of applicants satisfied with the licensing service		No	New PI	New PI	New PI	95%	98%			Annual							98%	98%
Comments (please date and initial comments)																	Current	
C3: Percentage of holders of taxi licences satisfied with the service		No	New PI	New PI	New PI	93%	95%			Annual							95%	95%
Comments (please date and initial comments)																	Current	
C5: Percentage of customers satisfied with the pest control service		No	New PI	New PI	New PI	94.70%	97%			Annual							98%	98%
Comments (please date and initial comments)																	Current	
Telephone calls are answered within customer first standards	-	No	New PI	New PI	New PI	New PI	95%			Quarterly	88.98% (3157/3548)			86.4% (2644/3060)			95%	95%
Comments (please date and initial comments)																	Current	✘
Correspondance replied to within 10 days	Element of corp PI	No	New PI	New PI	New PI	New PI	95%			Monthly	94% (33/35)	100% (7/7)	100% (15/15)	100% (5/5)	90% (9/10)	100% (7/7)	95%	95%
Comments (please date and initial comments)																	Current	✓
Process based improvement																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/07			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	Actual		A	M	J	J	A	S	07/08	08/09
P3: Percentage of street and house to house collections permits determined and issued with 14 days of receipt.		No	New PI	New PI	New PI	76.10%	95.00%			Annual							95%	95%
Comments (please date and initial comments)																	Current	
Finance based improvement																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/07			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	Actual		A	M	J	J	A	S	07/08	08/09
F1: Average cost of processing and maintaining a taxi licence (excluding income received)	-	No	-	-	-	£106.80	£104.00			Annual							£103	£102
Comments (please date and initial comments)																	Current	
F2: Average cost of a pest control treatment after receipt of income	-	No	-	-	-	£7.47	£6.00			Annual							£6	£6
Comments (please date and initial comments)																	Current	
Staff based improvement																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/07			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	Actual		A	M	J	J	A	S	07/08	08/09
S1: Percentage of staff appraised	8.8	Element of corp. PI	-	-	-	36.36%	100%			Annual							100%	100%
Comments (please date and initial comments)																	Current	

S2: Number of staff days lost to sickness (and stress)	8.8	Element of corp. PI	-	-	-	7.69 days	5 days			Quarterly	1.9 days	0.21 days	4.75 days	4.5 days				
Comments (please date and initial comments)													Current	✓				
S3: Percentage of staff expressing satisfaction with their job	8.8	Element of corp. PI	-	-	-	71%	75%			every 18 months			75%	75%				
Comments (please date and initial comments)	The staff survey will not be conducted until 2007/08												Current					
S4: Number of days lost for stress related illness divided by all full time staff	8.8	Element of corp. PI	-	-	-	1.53 days	Not target based			Quarterly	1.5 days	0 days	Not target based	Not target based				
Comments (please date and initial comments)													Current					
<b>Indicators not on the Service Plan</b>																		
PI code and description	CO Links	Council Plan	Previous Outturns				2006/07			Frequency	Q1			Q2			Future Targets	
			02/03	03/04	04/05	05/06	Target	Forecast	Actual		A	M	J	J	A	S	07/08	08/09
P6: BV166a: Scoring against a checklist of enforcement best practice for environmental health. (also on EHTS service plan)	3.3, 1.4, 4.8, CPA2	Yes	100.00%	100.00%	100.00%	100.00%	100.00%			Annual							100%	100%
Comments (please date and initial comments)													Current					