

Customer Measures – those important to the people/organisations who use our services												
Note : these measures should be used on a daily, weekly or monthly basis to identify the impact of interventions in the system and to plan future interventions. Interventions may be very small adjustments to resources, or may involve transformational change												
	04	05	06	07	08	09	10	11	12	01	02	03
Average time taken to resolve noise nuisance service requests	60.9	48.2	60.6	56.0	59.1	51.9	53.6					
Average time taken to resolve pest control, dog warden and nuisance (excl. noise) service requests	17.8	20.5	12.5	22.2	23.9	19.7	23.5					
% Food businesses with '5' score in Food Hygiene Rating Scheme	67.0	67.4	68	68.1	69.6	67.1	70.4					
% Food businesses which are 'broadly compliant'	90.9	91.6	92.9	92.7	92.3	91.4	94.4					
Reduce the risk of 80% of all ASB victims assessed as high (annual figure)												
To reduce the No. of violent crimes across the District (recording measure has changed)	125	114	148	133	164	178	146					
Number of households assisted with flood risk mitigation (measured quarterly).	-	-	0	-		0						
Percentage of monitoring sites exceeding national air quality standards (measured quarterly).	-	-	47.1	-		34.0			47.1			
Number of households receiving energy saving advice (measured quarterly).	-	-	7	-								
% taxis compliant with their license conditions on compliance check (formal system being introduced. Currently informal arrangement YTYC etc.)						60						
% premises compliant with their license at compliance visit (formal system being introduced. Currently informal arrangement YTYC, 12 week premises meetings with certain premises etc.)	100		60	80	86	100						

Operational Measures – other (non-customer) measures essential to ensure that “purpose” can be achieved. Note: <u>this section will not be used by most service areas</u> as their Customer Measures are expected to be sufficient. However, there may be cases where an operational measure is required to ensure the smooth running of a service area.												
	04	05	06	07	08	09	10	11	12	01	02	03
% Requests for Service received responded to within target time	83.9	82.1	83.1	84.4	82.6	85.3	86.8					
% Requests for service received completed within target time	59.9	63.2	65.9	62.0	60.8	66.7	67.9					
Number of Healthy Eating Awards issued	6	1	0	0	0	2	0					
Average time taken to resolve Regulatory Section service requests	46.1	13.1	24.2	14.8	13.8	41	10.2					
Number of Workplace Wellbeing Charter awards issued or being worked towards. (quarterly)	7			7								
Number of cremations	135	147	128	159	117	145	134					
Number of burials	21	25	28	25	23	27	23					
Number of risk inspections carried out on memorials	30	6	28	9	34	17	22					
Number of Woodland Burials	0	0	1	3	2	1	1					
Total Number of arrests from CCTV incident information	21	42	44	21	48	24						
Total Number of crime incidents observed by CCTV Control Room	1109	1065	1220	1064	971	980						