

Appendix B: Performance Indicator Table

Indicator	Reporting period	Q1	Q2	Q3	Q4/ Outrun
1. % of service requests where resolution is achieved to customers satisfaction	Quarterly NB: fig is cumulative	81.3%	80.4%		
2. % of service requests where resolution is achieved to business satisfaction	Quarterly NB: fig is cumulative	92.6%	96.8%		
3. % businesses broadly compliant at first assessment/ inspection	Annually	NA	NA	NA	
4. % of food businesses scoring 0, 1 or 2 at 1 st April each year	Annually	NA	NA	NA	
5. % of applicants for driver licenses rejected as not fit and proper Number of applicants refused, by district, and percentage those drivers represent of the total driver numbers in the County	6-monthly	NA	6 people (1617 drivers countywide) therefore 0.371%	NA	
6. % of vehicles found to be defective whilst in service Number of	6-monthly	NA	7 vehicles (1362 vehicles countywide) therefore 0.502%	NA	

vehicles found to be defective by district and the percentage this represents of the fleet county-wide					
7. % of service requests where customer indicates they feel better equipped to deal with issues themselves in future	Quarterly NB: fig is cumulative	81.4%	76.9%		
8. Review of register of complaints/compliments NB: See breakdown tables	Quarterly	3/18	7/28		
9. Annual staff sickness absence at public sector average or better	Quarterly	1.74 days per FTE	2.77 days per FTE		
10. % of staff who enjoy working for WRS	Annually	NA	NA	NA	
11. % of licensed businesses subject to allegations of not upholding the 4 licensing objectives	6-monthly	NA	Bromsgrove 4.3% Malvern Hills 2.7% Redditch 3.1% Worcester City 3.1% Wychavon 3.3% Wyre Forest 5.7% Worcestershire 3.7%	NA	
12. Rate of noise complaint per 1000 head of population	6-monthly	NA	District Rate Bromsgrove 1.94 Malvern Hills 1.75 Redditch 2.56 Worcester City 2.33 Wychavon 1.69 Wyre Forest 2.08 Worcestershire 2.06	NA	

13. Total income expressed as a % of district base revenue budget (16/17)	6-monthly	NA	4.5%	NA	Note: £135,986 as a % of £3,025,000
14. Cost of regulatory services per head of population (Calculation will offset income against revenue budget)	Annually	NA	NA	NA	