

Trading Standards & Licensing Performance Figures 2005/06

Performance Indicator	Target 05/06	Quarter 1	Quarter 1+2	Quarter 1-3	Full Year
Service Delivery(Trading Standards)					
Test consumer products in respect of quality, quantity, safety, description or price	2500	442	3149	4275	5171
% of high risk premises inspected	100%	8.3	22	44	100
% of medium risk premises inspected	50%	8.7	28	39	51
Total enforcement visits	2000	417	994	1523	2312
Consumer complaints/enquiries	8200	1840	3579	5144	6740
Service Delivery (Licensing)					
Number of enforcement visits to monitor compliance with licensing requirements	1200	175	417	875	1155
Applications processed within statutory timescales	100%	N/A	N/A	100%	100%
Organisational					
Sickness absence	Reduce to 4.25%	1.03%	0.97%	0.78	1.41%
Appraisal	100% of staff by June 2006	17.5%	35%	35%	44%
Training	75 hours per officer (average)	13.5 hours per officer	22.4 hours per officer	40.5 hours per officer	48.3 hours per officer