



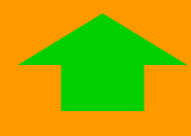
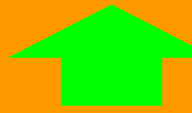



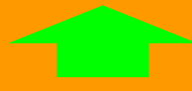

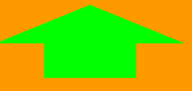
	Target achieved or exceeded		Well below target but expected to improve
	Target not achieved but on target for end of year		Well below target - Urgent improvement required
	Target not achieved - Corrective action required		

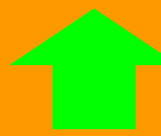
Team	Authority	Ref	Title	Q1 Actual	RAG Status	Q1 Comment	Annual target
Food - Combined total	Bridgend	SRS/FH/001 (PPN/001ii)	The number of high-risk inspections of Category A and B businesses that were carried out during the year.	19			
Food - Combined total	Bridgend	SRS/FH/001 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category A and B) during the year.	77			
Food - Combined total	Bridgend	SRS/FH/001 (PPN/001ii)	The percentage of high risk businesses (Category A and B) that were liable to a programmed inspection that were inspected, for food hygiene.	24.68%	Green	This results falls fractionally short of the Qtr 1 target of 25%, however all businesses currently due an inspection in this quarter have been completed.	100%
Food - Combined total	Cardiff	SRS/FH/001 (PPN/001ii)	The number of high-risk inspections of Category A and B businesses that were carried out during the year.	86			
Food - Combined total	Cardiff	SRS/FH/001 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category A and B) during the year.	245			
Food - Combined total	Cardiff	SRS/FH/001 (PPN/001ii)	The percentage of high risk businesses (Category A and B) that were liable to a programmed inspection that were inspected, for food hygiene.	35.10%	Green	The Qtr 1 target of 25% has been exceeded.	100%
Food - Combined total	Vale of Glam	SRS/FH/001 (PPN/001ii)	The number of high-risk inspections of Category A and B businesses that were carried out during the year.	11			
Food - Combined total	Vale of Glam	SRS/FH/001 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category A and B) during the year.	80			
Food - Combined total	Vale of Glam	SRS/FH/001 (PPN/001ii)	The percentage of high risk businesses (Category A and B) that were liable to a programmed inspection that were inspected, for food hygiene.	13.75%	Amber 	All businesses due an inspection in this quarter with the exception of 2 businesses were completed. Outstanding visits relate to a party ship for which arrangements are required to be made for access on a party night and one B rated premises that was inspected just outside of Qtr 1.	100%
Food - Combined total	SRS	SRS/FH/001 (PPN/001ii)	The number of high-risk inspections of Category A and B businesses that were carried out during the year.	116			
Food - Combined total	SRS	SRS/FH/001 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category A and B) during the year.	402			
Food - Combined total	SRS	SRS/FH/001 (PPN/001ii)	The percentage of high risk businesses (Category A and B) that were liable to a programmed inspection that were inspected, for food hygiene.	28.86%	Green	The Qtr 1 target of 25% has been exceeded.	100%

Team	Authority	Ref	Title	Q1 Actual	RAG Status	Q1 Comment	Annual target
Food - Combined total	Bridgend	SRS/FH/002 (PPN/001ii)	The number of high-risk inspections of Category C businesses that were carried out during the year.	74			
Food - Combined total	Bridgend	SRS/FH/002 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category C) during the year.	371			
Food - Combined total	Bridgend	SRS/FH/002 (PPN/001ii)	The percentage of high risk businesses (Category C) that were liable to a programmed inspection that were inspected, for food hygiene.	19.95%	Amber 	The food service currently has two officers on maternity leave, as such the service has prioritised inspections at A and B rated premises. Arrangements have been put in place to utilise contractors to assist in the shortfall.	90%
Food - Combined total	Cardiff	SRS/FH/002 (PPN/001ii)	The number of high-risk inspections of Category C businesses that were carried out during the year.	124			
Food - Combined total	Cardiff	SRS/FH/002 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category C) during the year.	878			
Food - Combined total	Cardiff	SRS/FH/002 (PPN/001ii)	The percentage of high risk businesses (Category C) that were liable to a programmed inspection that were inspected, for food hygiene.	14.12%	Amber 	The food service currently has two officers on maternity leave, as such the service has prioritised inspections at A and B rated premises. Arrangements have been put in place to utilise contractors to assist in the shortfall.	90%
Food - Combined total	Vale of Glam	SRS/FH/002 (PPN/001ii)	The number of high-risk inspections of Category C businesses that were carried out during the year.	59			
Food - Combined total	Vale of Glam	SRS/FH/002 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category C) during the year.	289			
Food - Combined total	Vale of Glam	SRS/FH/002 (PPN/001ii)	The percentage of high risk businesses (Category C) that were liable to a programmed inspection that were inspected, for food hygiene.	20.42%	Amber 	The food service currently has two officers on maternity leave, as such the service has prioritised inspections at A and B rated premises. Arrangements have been put in place to utilise contractors to assist in the shortfall.	90%
Food - Combined total	SRS	SRS/FH/002 (PPN/001ii)	The number of high-risk inspections of Category C businesses that were carried out during the year.	257			
Food - Combined total	SRS	SRS/FH/002 (PPN/001ii)	The number of inspections due on high-risk food businesses (Category C) during the year.	1538			
Food - Combined total	SRS	SRS/FH/002 (PPN/001ii)	The percentage of high risk businesses (Category C) that were liable to a programmed inspection that were inspected, for food hygiene.	16.71%	Amber 	The food service currently has two officers on maternity leave, as such the service has prioritised inspections at A and B rated premises. Arrangements have been put in place to utilise contractors to assist in the shortfall.	90%

Team	Authority	Ref	Title	Q1 Actual	RAG Status	Q1 Comment	Annual target
Food - Combined total	Bridgend	SRS/FH/003 (PN/008ii)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to Food Hygiene during the year.	40			
Food - Combined total	Bridgend	SRS/FH/003 (PN/008ii)	The total number of new businesses identified by food hygiene.	48			
Food - Combined total	Bridgend	SRS/FH/003 (PN/008ii)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for food hygiene.	83.33%	Amber 	This result reflects the number of new businesses inspected within 28 days. While a significant number have been inspected a small number remain outstanding. It is necessary to inspect the premises when operating and postponed opening dates do cause delays in inspecting new businesses within the required time frame.	90%
Food - Combined total	Cardiff	SRS/FH/003 (PN/008ii)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to Food Hygiene during the year.	110			
Food - Combined total	Cardiff	SRS/FH/003 (PN/008ii)	The total number of new businesses identified by food hygiene.	140			
Food - Combined total	Cardiff	SRS/FH/003 (PN/008ii)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for food hygiene.	78.57%	Red 	This result reflects the number of new businesses inspected within 28 days. While a significant number have been inspected a number remain outstanding. It is necessary to inspect the premises when operating and postponed opening dates do cause delays in inspecting new businesses within the required time frame. Cardiff in particular has high volumes of new businesses which also places an additional burden on the service.	90%
Food - Combined total	Vale of Glam	SRS/FH/003 (PN/008ii)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to Food Hygiene during the year.	45			
Food - Combined total	Vale of Glam	SRS/FH/003 (PN/008ii)	The total number of new businesses identified by food hygiene.	52			
Food - Combined total	Vale of Glam	SRS/FH/003 (PN/008ii)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for food hygiene.	86.54%	Amber 	This result reflects the number of new businesses inspected within 28 days. While a significant number have been inspected a small number remain outstanding. It is necessary to inspect the premises when operating and postponed opening dates do cause delays in inspecting new businesses within the required time frame.	90%
Food - Combined total	SRS	SRS/FH/003 (PN/008ii)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to Food Hygiene during the year.	195			
Food - Combined total	SRS	SRS/FH/003 (PN/008ii)	The total number of new businesses identified by food hygiene.	240			
Food - Combined total	SRS	SRS/FH/003 (PN/008ii)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for food hygiene.	81.25%	Amber	This result reflects the number of new businesses inspected within 28 days. While a significant number have been inspected a number remain outstanding. It is necessary to inspect the premises when operating and postponed opening dates do cause delays in inspecting new businesses within the required time frame. Cardiff in particular has high volumes of new businesses which also places an additional burden on the service.	90%


Team	Authority	Ref	Title	Q1 Actual	RAG Status	Q1 Comment	Annual target
Food	Bridgend	PAM/023 (formerly PPN/009)	The number of food establishments within the local authority deemed to be 'Broadly Compliant' during the year as at 31 March.	1197			
Food	Bridgend	PAM/023 (formerly PPN/009)	The total number of food establishments as at 31 March.	1259			
Food	Bridgend	PAM/023 (formerly PPN/009)	The percentage of food establishments which are 'broadly compliant' with food hygiene standards	95.08%	Green	Target exceeded.	93%
Food	Cardiff	PAM/023 (formerly PPN/009)	The number of food establishments within the local authority deemed to be 'Broadly Compliant' during the year as at 31 March.	3050			
Food	Cardiff	PAM/023 (formerly PPN/009)	The total number of food establishments as at 31 March.	3290			
Food	Cardiff	PAM/023 (formerly PPN/009)	The percentage of food establishments which are 'broadly compliant' with food hygiene standards	92.71%	Amber	This PI provides an indication of how well a food business complies with food hygiene legislation, the score is ultimately a reflection of business performance rather than that of SRS. We assess businesses through a programme of inspections and advice and premises are deemed to be broadly compliant if specified risk scores are achieved for cleanliness, structural issues and confidence in the management of the business.	93%
Food	Vale of Glam	PAM/023 (formerly PPN/009)	The number of food establishments within the local authority deemed to be 'Broadly Compliant' during the year as at 31 March.	1126			
Food	Vale of Glam	PAM/023 (formerly PPN/009)	The total number of food establishments as at 31 March.	1212			
Food	Vale of Glam	PAM/023 (formerly PPN/009)	The percentage of food establishments which are 'broadly compliant' with food hygiene standards	92.90%	Amber	This PI provides an indication of how well a food business complies with food hygiene legislation, the score is ultimately a reflection of business performance rather than that of SRS. We assess businesses through a programme of inspections and advice and premises are deemed to be broadly compliant if specified risk scores are achieved for cleanliness, structural issues and confidence in the management of the business.	93%
Food	SRS	PAM/023 (formerly PPN/009)	The number of food establishments within the local authority deemed to be 'Broadly Compliant' during the year as at 31 March.	5373			
Food	SRS	PAM/023 (formerly PPN/009)	The total number of food establishments as at 31 March.	5761			
Food	SRS	PAM/023 (formerly PPN/009)	The percentage of food establishments which are 'broadly compliant' with food hygiene standards	93.27%	Green	Target exceeded.	93%


Team	Authority	Ref	Title	Q1 Actual	RAG Status	Q1 Comment	Annual target
Trading Standards Combined total	Bridgend	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were inspected during the year by trading standards.	0			
Trading Standards Combined total	Bridgend	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were selected for inspection at the beginning of the year by trading standards.	18			
Trading Standards Combined total	Bridgend	SRS/TS/001 (PPN/001i)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	0.00%	Red	The area of the service responsible for the overdue visits has had only one specialist Weights and Measures Officer in post during the quarter. This post has recently been advertised as a full time vacancy and will be filled as soon as possible. In addition, existing workload has been reallocated for completion in Quarter 2	100%
Trading Standards Combined total	Cardiff	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were inspected during the year by trading standards.	14			
Trading Standards Combined total	Cardiff	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were selected for inspection at the beginning of the year by trading standards.	88			
Trading Standards Combined total	Cardiff	SRS/TS/001 (PPN/001i)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	15.91%	Amber	The area of the service responsible for the overdue visits has had only one specialist Weights and Measures Officer in post during the quarter. This post has recently been advertised as a full time vacancy and will be filled as soon as possible. Existing workload has been reallocated for completion in Quarter 2.	100%
Trading Standards Combined total	Vale of Glam	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were inspected during the year by trading standards.	0			
Trading Standards Combined total	Vale of Glam	SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were selected for inspection at the beginning of the year by trading standards.	5			
Trading Standards Combined total	Vale of Glam	SRS/TS/001 (PPN/001i)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	0.00%	Red	The four of the five outstanding visits are for Animal Feed and result from an initial delay in agreement of the Feed programme for 2017-18. Existing workload has been reallocated for completion in Quarter 2.	100%
Trading Standards - SRS Combined total		SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were inspected during the year by trading standards.	14			
Trading Standards - SRS Combined total		SRS/TS/001 (PPN/001i)	The number of high-risk businesses that were selected for inspection at the beginning of the year by trading standards.	111			
Trading Standards - SRS Combined total		SRS/TS/001 (PPN/001i)	The percentage of high risk businesses that were liable to a programmed inspection that were inspected, for trading standards.	12.61%	Red	The are two causes for this target being missed for Quarter 1:- 1. The area of the service responsible for the overdue metrology visits has had only one specialist Weights and Measures Officer in post during the quarter. This post has recently been advertised as a full time vacancy and will be filled as soon as possible. 2. Four of the outstanding visits are for Animal Feed and result from an initial delay in agreement of the Feed programme for 2017-18. In both cases, existing workload has been reallocated for completion in Quarter 2.	100%

Team	Authority	Ref	Title	Q1 Actual	RAG Status	Q1 Comment	Annual target
Trading Standards Combined total	Bridgend	SRS/TS/002 (PPN/007 (i))	The number of significant breaches that were rectified by intervention of Trading Standards during the year	2			
Trading Standards Combined total	Bridgend	SRS/TS/002 (PPN/007 (i))	The total number of significant breaches of Trading Standards legislation that required rectification during the year	2			
Trading Standards Combined total	Bridgend	SRS/TS/002 (PPN/007 (i))	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	100.00%	Green	Target exceeded.	90%
		SRS/TS/002 (PPN/007 (i))					
Trading Standards Combined total	Cardiff	SRS/TS/002 (PPN/007 (i))	The number of significant breaches that were rectified by intervention of Trading Standards during the year	23			
Trading Standards Combined total	Cardiff	SRS/TS/002 (PPN/007 (i))	The total number of significant breaches of Trading Standards legislation that required rectification during the year	23			
Trading Standards Combined total	Cardiff	SRS/TS/002 (PPN/007 (i))	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	100.00%	Green	Target exceeded.	90%
Trading Standards Combined total	Vale of Glam	SRS/TS/002 (PPN/007 (i))	The number of significant breaches that were rectified by intervention of Trading Standards during the year	3			
Trading Standards Combined total	Vale of Glam	SRS/TS/002 (PPN/007 (i))	The total number of significant breaches of Trading Standards legislation that required rectification during the year	4			
Trading Standards Combined total	Vale of Glam	SRS/TS/002 (PPN/007 (i))	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	75.00%	Amber 	One investigation (significant breach) remains outstanding for Trading Standards. This is due to an ongoing investigation that has yet to be concluded. This investigation is however within the timescales of the associated legislation.	90%
Trading Standards - SRS Combined total		SRS/TS/002 (PPN/007 (i))	The number of significant breaches that were rectified by intervention of Trading Standards during the year	28			
Trading Standards - SRS Combined total		SRS/TS/002 (PPN/007 (i))	The total number of significant breaches of Trading Standards legislation that required rectification during the year	29			
Trading Standards - SRS Combined total		SRS/TS/002 (PPN/007 (i))	The percentage of significant breaches that were rectified by intervention during the year for: Trading Standards	96.55%	Green	Target exceeded.	90%

Team	Authority	Ref	Title	Q1 Actual	RAG Status	Q1 Comment	Annual target
Trading Standards Combined total	Bridgend	SRS/TS/003 (PPN/008i)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to trading standards during the year.	45			
Trading Standards Combined total	Bridgend	SRS/TS/003 (PPN/008i)	The total number of new businesses identified by trading standards.	52			
Trading Standards Combined total	Bridgend	SRS/TS/003 (PPN/008i)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for trading standards.	86.54%	Green	Target exceeded.	80%
Trading Standards Combined total	Cardiff	SRS/TS/003 (PPN/008i)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to trading standards during the year.	87			
Trading Standards Combined total	Cardiff	SRS/TS/003 (PPN/008i)	The total number of new businesses identified by trading standards.	143			
Trading Standards Combined total	Cardiff	SRS/TS/003 (PPN/008i)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for trading standards.	60.84%	Red	Cardiff experiences a high volume of new businesses and due to the team being 2 x part time Trading Standards Officers down during Qtr 1 this has caused delays in visiting such businesses. These will however be picked up in Qtr 2.	80%
Trading Standards Combined total	Vale of Glam	SRS/TS/003 (PPN/008i)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to trading standards during the year.	49			
Trading Standards Combined total	Vale of Glam	SRS/TS/003 (PPN/008i)	The total number of new businesses identified by trading standards.	53			
Trading Standards Combined total	Vale of Glam	SRS/TS/003 (PPN/008i)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for trading standards.	92.45%	Green	Target exceeded.	80%
Trading Standards - SRS Combined total		SRS/TS/003 (PPN/008i)	The number of new businesses identified which were subject to a risk assessment visit by or returned a self-assessment questionnaire to trading standards during the year.	181			
Trading Standards - SRS Combined total		SRS/TS/003 (PPN/008i)	The total number of new businesses identified by trading standards.	248			
Trading Standards - SRS Combined total		SRS/TS/003 (PPN/008i)	The percentage of new businesses identified which were subject to a risk assessment visit or returned a self-assessment questionnaire during the year, for trading standards.	72.98%	Amber	Both Bridgend and the Vale exceeded the target, however Cardiff experiences a high volume of new businesses and due to the team being 2 x part time Trading Standards Officers down during Qtr 1 this has caused delays in visiting such businesses. These will however be picked up in Qtr 2.	80%

Team	Authority	Ref	Title	Qtr 1 Actual	RAG Status	Qtr 1 Comment	Annual Target
Pollution	Bridgend	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	159			
Pollution	Bridgend	SRS/LC/008	No. of domestic noise and air complaints received.	161			
Pollution	Bridgend	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	98.76%	Green	Target exceeded	90%
Pollution	Cardiff	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	476			
Pollution	Cardiff	SRS/LC/008	No. of domestic noise and air complaints received.	533			
Pollution	Cardiff	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	89.31%	Amber 	The result is fractionally below target and reflects high volumes of complaints received within the team in the first quarter	90%
Pollution	Vale of Glam	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	113			
Pollution	Vale of Glam	SRS/LC/008	No. of domestic noise and air complaints received.	115			
Pollution	Vale of Glam	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	98.26%	Green	Target exceeded	90%
Pollution	SRS	SRS/LC/008	No. of domestic noise and air complaints responded to within 3 working days	748			
Pollution	SRS	SRS/LC/008	No. of domestic noise and air complaints received.	809			
Pollution	SRS	SRS/LC/008	Percentage of domestic noise and air complaints responded to within 3 working days.	92.46%	Green	Target exceeded	90%

Team	Authority	Ref	Title	Qtr 1 Actual	RAG Status	Qtr 1 Comment	Annual Target
Pollution	Bridgend	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	191			
Pollution	Bridgend	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	194			
Pollution	Bridgend	SRS/LC/009	Percentage of commercial and industrial noise and air complaints responded to within one working day.	98.45%	Green	Target exceeded	75%
Pollution	Cardiff	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	251			
Pollution	Cardiff	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	341			
Pollution	Cardiff	SRS/LC/009	Percentage of commercial and industrial noise and air complaints responded to within one working day.	73.61%	Amber 	This result is due to a number of complaints being miscoded. A solution is currently being implemented which should result in improvements in Q3. Despite this the service was only slightly below target level.	75%
Pollution	Vale of Glam	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	93			
Pollution	Vale of Glam	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	116			
Pollution	Vale of Glam	SRS/LC/009	Percentage of commercial and industrial noise and air complaints responded to within one working day.	80.17%	Green	Target exceeded	75%
Pollution	SRS	SRS/LC/009	No. of commercial and industrial noise and air complaints responded to within one working day.	535			
Pollution	SRS	SRS/LC/009	No. of commercial and industrial noise and air complaints received.	651			
Pollution	SRS	SRS/LC/009	Percentage of commercial and industrial noise and air complaints responded to within one working day.	82.18%	Green	Target exceeded	75%

Team	Authority	Ref	Title	Qtr 1 Actual	RAG Status	Qtr 1 Comment	Annual Target
Pollution	Bridgend	SRS/LC/010	No of alarm complaints responded to within one day.	3			
Pollution	Bridgend	SRS/LC/010	No. of alarm complaints received.	3			
Pollution	Bridgend	SRS/LC/010	Percentage of alarm complaints responded to within one day.	100.00%	Green	Target exceeded	90%
Pollution	Cardiff	SRS/LC/010	No of alarm complaints responded to within one day.	12			
Pollution	Cardiff	SRS/LC/010	No. of alarm complaints received.	15			
Pollution	Cardiff	SRS/LC/010	Percentage of alarm complaints responded to within one day.	80.00%	Amber 	The 3 requests outside of target were due to a call handling error and/or complainants emailing rather than ringing the service out of hours resulting in the complaints not being received on the same day. Amendments to website instructions are being made to make it clearer that for an immediate response complainants must telephone. All complaints received by the team were handled within target.	90%
Pollution	Vale of Glam	SRS/LC/010	No of alarm complaints responded to within one day.	6			
Pollution	Vale of Glam	SRS/LC/010	No. of alarm complaints received.	6			
Pollution	Vale of Glam	SRS/LC/010	Percentage of alarm complaints responded to within one day.	100.00%	Green	Target exceeded	90%
Pollution	SRS	SRS/LC/010	No of alarm complaints responded to within one day.	21			
Pollution	SRS	SRS/LC/010	No. of alarm complaints received.	24			
Pollution	SRS	SRS/LC/010	Percentage of alarm complaints responded to within one day.	87.50%	Amber 	The target for Bridgend and the Vale were exceeded however problems in Cardiff with call handling errors and complainants emailing rather than ringing the service out of hours resulted in the complaints not being received on the same day. Amendments to website instructions are being made to make it clearer that for an immediate response complainants must telephone.	90%

Team	Authority	Ref	Title	Qtr 1 Actual	RAG Status	Qtr 1 Comment	Annual Target
Licensing	Bridgend	SRS/LC/004	Number of applications determined within 2 months	16			
Licensing	Bridgend	SRS/LC/004	Number of applications received	16			
Licensing	Bridgend	SRS/LC/004	% of licensed premises applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%
Licensing	Cardiff	SRS/LC/004	Number of applications determined within 2 months	158			
Licensing	Cardiff	SRS/LC/004	Number of applications received	158			
Licensing	Cardiff	SRS/LC/004	% of licensed premises applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%
Licensing	Vale of Glam	SRS/LC/004	Number of applications determined within 2 months	29			
Licensing	Vale of Glam	SRS/LC/004	Number of applications received	29			
Licensing	Vale of Glam	SRS/LC/004	% of licensed premises applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%
Licensing	SRS	SRS/LC/004	Number of applications determined within 2 months	203			
Licensing	SRS	SRS/LC/004	Number of applications received	203			
Licensing	SRS	SRS/LC/004	% of licensed premises applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%

Team	Authority	Ref	Title	Qtr 1 Actual	RAG Status	Qtr 1 Comment	Annual Target
Licensing	Bridgend	SRS/LC/005	Number of applications determined within 2 months	15			
Licensing	Bridgend	SRS/LC/005	Number of applications received	15			
Licensing	Bridgend	SRS/LC/005	% of licensed personal applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%
Licensing	Cardiff	SRS/LC/005	Number of applications determined within 2 months	114			
Licensing	Cardiff	SRS/LC/005	Number of applications received	114			
Licensing	Cardiff	SRS/LC/005	% of licensed personal applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%
Licensing	Vale of Glam	SRS/LC/005	Number of applications determined within 2 months	16			
Licensing	Vale of Glam	SRS/LC/005	Number of applications received	16			
Licensing	Vale of Glam	SRS/LC/005	% of licensed personal applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%
Licensing	SRS	SRS/LC/005	Number of applications determined within 2 months	145			
Licensing	SRS	SRS/LC/005	Number of applications received	145			
Licensing	SRS	SRS/LC/005	% of licensed personal applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%

Team	Authority	Ref	Title	Qtr 1 Actual	RAG Status	Qtr 1 Comment	Annual Target
Licensing	Bridgend	SRS/LC/006	Number of applications determined within 2 months	3			
Licensing	Bridgend	SRS/LC/006	Number of applications received	3			
Licensing	Bridgend	SRS/LC/006	% of Gambling Premises applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%
Licensing	Cardiff	SRS/LC/006	Number of applications determined within 2 months	1			
Licensing	Cardiff	SRS/LC/006	Number of applications received	1			
Licensing	Cardiff	SRS/LC/006	% of Gambling Premises applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%
Licensing	Vale of Glam	SRS/LC/006	Number of applications determined within 2 months	0			
Licensing	Vale of Glam	SRS/LC/006	Number of applications received	0			
Licensing	Vale of Glam	SRS/LC/006	% of Gambling Premises applications received and determined within 2 months.	0.00%	Green	No applications received.	100%
Licensing	SRS	SRS/LC/006	Number of applications determined within 2 months	4			
Licensing	SRS	SRS/LC/006	Number of applications received	4			
Licensing	SRS	SRS/LC/006	% of Gambling Premises applications received and determined within 2 months.	100.00%	Green	Target achieved.	100%