

Ref	Function	Key Performance Indicators Title
A1	All PPP	% of service users satisfied with the Public Protection Partnership Service
A2	All PPP	Management of budget to within 1% of baseline
A3	All PPP	Management of income to within 5% of budget
A4	All PPP	Amount of money recovered/saved and loss prevention through intervention by PPP Trading Standards activities
A5	All PPP	% of FoI requests completed within statutory timescales
A6	All PPP	% of employees who have had an appraisal in last 18 months
C1	Community	% of reported envirocrime incidents appropriately responded to in 10 working days
C2	Community	% of reported door step crime incidents appropriately responded to in 1 working day
C3	Community	% of reported product safety concerns appropriately responded to in 10 working days
C4	Community	% of reported noise cases (non Commercial) appropriately responded to in 10 days
C5	Community	% of general Trading Standards requests responded to within 10 days
CE1	Compliance and Enforcement	% of Private Hire operators inspected
CE2	Compliance and Enforcement	% of premises that are broadly compliant for food safety
CE3	Compliance and Enforcement	% of high risk food standards and hygiene inspections carried out
CE4	Compliance and Enforcement	% of applications for new premises licences and licence variations responded to within the timescales specified by the Licensing Authority
CE5	Compliance and Enforcement	% of licensing applications processed within statutory timescales or 5 days
CE6	Compliance and Enforcement	% of licensing complaints/requests for advice dealt with appropriately within 10 working days
CE7	Compliance and Enforcement	% of TEN's and Late TEN's processed for consultation within 1 working day
CE8	Compliance and Enforcement	% of Premise licensing applications (New and Variations) processed within statutory timescales
CE9	Compliance and Enforcement	% of Taxi licensing applications and renewals (Hackney/Private Hire Drivers and Vehicles) processed within statutory timescales
CE10	Compliance and Enforcement	% of general licensing applications and renewals processed within statutory timescales
P1	Programme	% of local authority pollution prevention and control (LAPPC) inspections carried out
P2	Programme	Submit Bracknell's Annual Status Report to Defra in accordance with their timetable
P3	Programme	Submit West Berkshire's Annual Air Quality Status Report to Defra in accordance with their timetable
P4	Programme	Submit Wokingham's Annual Air Quality Status Report to Defra in accordance with their timetable
P5	Programme	Number of traders visited as part of test purchase exercises of age restricted products
P6	Programme	% of traders visited as part of test purchase exercises for age restricted products identified as non-compliant
P7	Programme	Number of second hand car dealers inspected
P8	Programme	% of car dealers visited were found to be compliant
P9	Programme	% of poorly performing premises (rated 0 or 1 on the FHRS) that meet satisfactory compliance by their next full inspection visit
P10	Programme	Number of premises visited in Tenants Fees project
P11	Programme	% of premises visited in the tenants found compliant
P12	Programme	% of licensed caravan sites inspected
P13	Programme	% of planning consultations responded to within the local planning authority's timescales
P14	Programme	% of reported food safety incidents appropriately responded to in 10 working days
P15	Programme	% of reported air quality concerns appropriately responded to in 10 working days
P16	Programme	% of reported commercial noise incidents appropriately responded to in 10 working days
R1	Response	% of reported private sector housing concerns appropriately responded to in 10 working days
R2	Response	% of reported health and safety at work concerns appropriately responded to in 10 working days
R3	Response	% of reported other incidents/concerns appropriately responded to in 10 working days