

Copy of Q3 scorecard

Trading Standards Data Entry Data Entry

ABP Objective	Measure Name	Measure Description	Owner	Polarity	31-Mar-21				30-Jun-21				30-Sep-21				31-Dec-21				
					Actual	Target	Perform	Comme	Actual	Target	Perform	Comme	Actual	Target	Perform	Comme	Actual	Target	Perform	Comme	
Trading Standards - Service Plan Unit	TS001 % of doorstep crimes/scams against vulnerable people responded to in 1 working day.	% of doorstep crime or scam reports against vulnerable people responded to in 1 working day.	Karen Smith	Bigger Is Better		95.0 %	?		96.0 %	95.0 %	★		100.0 %	98.0 %	★		100.0 %	98.0 %	★		
	TS002 % of doorstep crimes/scam response where person is better equipped to withstand attempts	% of doorstep crime and scam interventions where the individual is left better equipped to withstand scam attempts	Karen Smith	Bigger Is Better		70.0 %	?		76.0 %	75.0 %	★		81.0 %	80.0 %	★		53.0 %	80.0 %	▲		
	TS003 Product safety complaints assessed for further action within 1 working day.	% product safety complaints assessed for further action within 1 working day	Karen Smith	Bigger Is Better		95.0 %	?		100.0 %	95.0 %	★		89.0 %	95.0 %	▲		100.0 %	95.0 %	★		
	TS004 % of high risk food premise inspections completed	% of high risk food premise inspections completed	Karen Smith	Bigger Is Better		100.0 %	?		0.0 %	0.0 %	★		2.0 %	50.0 %	▲		7.0 %	55.0 %	▲		
	TS005 % of reports concerning food containing a known allergen responded to in 1 working day.	% of reports concerning supply of food containing a known allergen when consumer has identified allergy responded to in 1 working day.	Karen Smith	Bigger Is Better			?		100.0 %	95.0 %	★		100.0 %	95.0 %	★		100.0 %	95.0 %	★		
	TS006 % of animal feed inspections completed	% of animal feed inspections completed	Karen Smith	Bigger Is Better			?		5.0 %	5.0 %	★		14.0 %	15.0 %	▲		27.0 %	25.0 %	★		
	TS007 % of immediate disease risk reports responded to within 1 working day	% of immediate disease risk reports responded to within 1 working day	Karen Smith	Bigger Is Better		95.0 %	?		100.0 %	95.0 %	★		100.0 %	95.0 %	★		100.0 %	95.0 %	★		
	TS008 % of complaints/enquiries allocated which have a positive outcome	% of complaints/enquiries allocated which have a positive outcome	Karen Smith	Bigger Is Better		90.0 %	?		83.0 %	90.0 %	▲		88.0 %	90.0 %	●		88.0 %	90.0 %	●		
	TS009 Number of Feed qualified officers who meet statutory competency requirements	Number of Feed qualified officers who meet statutory competency requirements	Karen Smith	Plan Is Best		4	4	★		4	4	★		4	4	★		4	4	★	
	TS010 Number of Food qualified officers who meet statutory competency requirements	Number of Food qualified officers who meet statutory competency requirements	Karen Smith	Plan Is Best		3	3	★		3	3	★		3	3	★		3	3	★	
	TS011 % achieved positive outcome with respect to activities	Achieved positive outcome with respect to activities (%) (cumulative)	Karen Smith	Bigger Is Better		90.0 %	?		83.0 %	90.0 %	▲		88.0 %	90.0 %	●		98.0 %	95.0 %	★		
	TS012 Respond to request (as a %)	Respond to request for trade		100.0 %	95.0 %	★		100.0 %	95.0 %	★		97.0 %	95.0 %	★		100.0 %	100.0 %	★	