



## Response to Request for Information

Reference      FOI 001671  
Date            08 November 2017

### ***Internal and External Organisation Performance Reviews***

#### **Request:**

My enquiry was in respect of Performance Indicators (PIs), specifically in the area of Licensing which I understand is part of your Environmental Services Division. I have tried to locate these in the various Corporate documents you have available online but, as I was unable to find them, I assumed they may be found in the Performance Reviews I requested. If you are able to forward the PIs for that particular area I would be grateful.

In response to your request we can confirm there is only one corporately monitored PI for Licencing. It is for complaints containing a safeguarding element and 100% of these types of complaints must be dealt with within 1 working day. The current performance is 100% compliance.