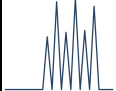
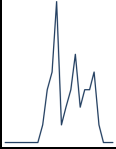
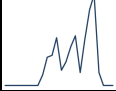


Appendix D: 2018/19 Q1 partner measures performance

Ref	Partner measure	Aim to	Reporting frequency	Source	17/18 Q1	17/18 Q2	17/18 Q3	17/18 Q4	18/19 Q1	2018/19 target	2018/19 to date	2017/18	2016/17	Trends	RAG	Commentary
South Worcestershire Revenue and Benefits Service - run by Civica																
P01	Time taken (days) to process Housing Benefit/Council Tax Support new claims and change events	Minimise	Quarterly	Civica		14.90	15.40	12.07	14.90	13.00	14.90	12.01	12.70		Amber	Similar trend to last year, as expected.
P02	Housing benefit overpayments	Minimise	Quarterly	Civica		24.50%		39.30%	16.90%	42.0%	16.90%	39.30%	45.90%		Green	Expected to exceed this years target.
P03	Proportion of Council Tax collected	Maximise	Quarterly	Civica		58.40%	86.70%	98.90%	30.00%	98.60%	30.00%	98.90%	98.80		Green	On target for the year
P04	Proportion of Business Rates collected	Maximise	Quarterly	Civica		56.70%	83.60%	99.10%	27.80%	95.50%	27.80%	99.10%	98.50%		Green	On target for the year
P05	Proportion of Council Tax payers paying by direct debit.	Minimise	Quarterly	Civica		75.20%	75.00%	75.10%	75.80%	75.0%	75.80%	75.10%	74.40%		Green	Above target
P06	Proportion of Business Rate payers paying by direct debit.	Minimise	Quarterly	Civica		54.30%	54.30%	55.80%	58.90%	54.0%	58.90%	55.80%	54.20%		Green	Above target
P07	Total number of calls received by Civica's Service Centre team	Minimise	Quarterly	Civica					?		?	100374			No new data available	
P08	Percentage of calls lost	Minimise	Quarterly	Civica		13.50%		10.80%	8.90%	12.5%	8.90%	10.80%	11.80%		Green	On target to achieve
P09	Average duration of calls	Minimise	Quarterly	Civica		6.14		6.13	6.25	7.0%	6.25	6.13	5.45		Green	On target to achieve
P10	Speed of call answering	Minimise	Quarterly	Civica		2.49		2.26	2.08	13.0%	2.08	2.26	2.11		Green	Currently below target due to staff sickness
Wychavon Leisure																
P19a	Droitwich leisure centre visits	Maximise	Quarterly	Wychavon Leisure	127,960	122,363	116,926	114,242	119,649	Not set	119,649	481,491	503,300		Amber	Total leisure centre visits are down by almost 10% this quarter. This is due to a combination of the increase in alternative facilities, the very good weather and possible changes in leisure habits. The rise in popularity of cycling, running, open water swimming and duathlons along with more classes in village and schools is also a factor. We are monitoring this and developing new ways of attracting visitors to our sites. The lido also saw a strong Q1 performance with 14,358 visits. The Q2 figure will be very good given the exceptional weather in July.
P19b	Evesham leisure centre visits	Maximise	Quarterly	Wychavon Leisure	135,305	136,475	132,244	126,003	130,996	Not set	130,996	530,027	541,909			
P19c	Pershore leisure centre visits	Maximise	Quarterly	Wychavon Leisure	92,917	77,522	73,208	75,450	71,676	Not set	71,676	319,097	350,265			
P19d	Total visits (will calculate)	Maximise	Quarterly	Wychavon Leisure	356,182	336,360	322,378	315,695	322,321	Not set	322,321	1,330,615	1,395,474			
Worcestershire Regulatory Services (WRS)																
P11	Percentage of all service requests resolved to the customer's satisfaction	Maximise	Quarterly - cumulative	Worcestershire Regulatory Services county wide	71.7%	75.6%	77.5%	75.4%	72.1%	Not set		75.4%	78.9%		Green	These are slightly down on previous figures and the WRS Management Team are looking at why this should be so. We know there has been an increase in public expectation without any changes in either the law or resourcing. Sometimes we cannot do what the public want either because policy has been adapted to meet the current financial situation or the law does not give the levels of protection or impose the kind of controls that members of the public seem to think it should. This is particularly relevant with statutory nuisance cases.
P12	Percentage of all service requests resolved to the satisfaction of business customers	Maximise	Quarterly - cumulative	Worcestershire Regulatory Services county wide	98.4%	97.7%	97.6%	97.7%	92.4%	Not set		97.6%	97.1%		Green	Six percentage point fall compared with Q1 of 2017/18 but still above 92%. Possibly due to lower response rate of survey. Overall remains positive especially given this is effectively policing business behaviour and needs to be considered in terms of our overall customer satisfaction PI.
P13	Percentage of customers who feel better equipped to deal with problems after speaking with WRS	Maximise	Quarterly - cumulative	Worcestershire Regulatory Services county wide	72.5%	73.3%	74.1%	72.2%	63.4%	Not set		72.2%	73.8%		Amber	As mentioned above we are looking into this percentage change and the possible changes in expectation of customers.
P14	Number of applicants for a driver licence rejected as not fit and proper.	Minimise	Quarterly	Worcestershire Regulatory Services Wychavon specific						Not set					No new data available	This measure has been replaced by a new measure: % of drivers license renewal applications issued within 5 working days of receipt of a completed application. This provides a better reflection of performance.
P15	Number of vehicles found to be defective whilst in service.	Minimise	Six monthly	Worcestershire Regulatory Services Wychavon specific		1		0		Not set	0	1	0		No new data available	Data for these measures will be available in Q2.
P16	Proportion of licensed businesses subject to allegations of not upholding the four licensing objectives.	Minimise	Six monthly	Worcestershire Regulatory Services Wychavon specific		2.90%		4.97%		Not set		4.9	4.0		No new data available	Data for these measures will be available in Q2.
P17	Proportion of food businesses scoring 0, 1 or 2 at 1 April each year	Minimise	Annually	Worcestershire Regulatory Services Wychavon specific	2.2%				1.8%	Not set		2.2%	2.0%		Green	No previous data currently available to compare.

P18	Number of noise complaints per 1,000 head of population.	Minimise	Six monthly - cumulative	Worcestershire Regulatory Services Wychavon specific		1.75		2.46		Not set		2.46	2.7		No new data available	Data for these measures will be available in Q2.
P19a	Number of complaints	Minimise	Quarterly - cumulative	Worcestershire Regulatory Services Wychavon specific	2	3	3	4	1	Not set	1	12	11		Green	The complaint related to an officer's response to a query from a member of the public. The manager looked into the matter and decided that although it was a very difficult situation, the officer concerned could perhaps have responded differently. The complaint was dealt with in the relevant time frame.
P19b	Number of compliments	Maximise	Quarterly - cumulative	Worcestershire Regulatory Services Wychavon specific	6	21	35	42	6	Not set	6	104	59		Green	3 thanking licensing officers for their support, 1 to the dog warden for their help and 2 in relation to Environmental Health.

RAG status tally for 31 service measures

Red	0
Amber	3
Green	13
No new data available	5
Total	21