

Appendix D: 2019/20 Q1 partner success measures performance

Ref	Partner measure	Aim to	Reporting frequency	Source	18/19 Q1	18/19 Q2	18/19 Q3	18/19 Q4	19/20 Q1	2019/20 target	2019/20 year to date	2018/19	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	14.50	10.60	12.10	14.70	13.00	14.70	12.10	12.01	12.70		Green	Wychavon only
P02	Housing benefit overpayments	Maximise	Quarterly	Civica	16.90%	26.70%	35.80%	43.10%	15.10%	42.0%	15.1%	43.10%	39.30%	45.90%		Green	Wychavon only. On target to achieve
P03	Proportion of Council Tax collected	Maximise	Quarterly	Civica	30.00%	58.30%	86.60%	98.90%	29.80%	98.60%	29.80%	98.90%	98.90%	98.80%		Green	Wychavon only. On target to achieve
P04	Proportion of Business Rates collected	Maximise	Quarterly	Civica	27.80%	57.80%	85.20%	99.50%	29.10%	98.50%	29.10%	99.50%	99.10%	98.50%		Green	Wychavon only. This is up on last years collection time at this time.
P05	Proportion of Council Tax payers paying by direct debit.	Minimise	Quarterly	Civica	75.80%	75.60%	75.20%	75.30%	75.80%	75.0%	75.8%	75.30%	75.10%	74.40%		Green	Wychavon only On target to achieve.
P06	Proportion of Business Rate payers paying by direct debit.	Minimise	Quarterly	Civica	58.90%	59.00%	58.40%	59.60%	59.40%	54.0%	59.4%	59.60%	55.80%	54.20%		Green	Wychavon only. On target to achieve.
P07	Total number of calls received by Civica's Service Centre team	Minimise	Quarterly	Civica	23897	20544	21257	26008	21803	Not set	21803	91706	100374			Not in our direct control	These are Revenues and Benefits calls for Wychavon, Malvern Hills and Worcester City councils.
P08	Percentage of calls lost	Minimise	Quarterly	Civica	8.90%	9.10%	6.30%	9.10%	9.90%	12.5%	9.9%	9.10%	10.80%	11.80%		Green	This is for all calls including those for Malvern Hills and Worcester City councils.
P09	Average duration of calls	Minimise	Quarterly	Civica	6.25	6.31	6.35	6.39	7.10	7	7.1	6.39	6.13	5.45		Green	This is for all calls including those for Malvern Hills and Worcester City councils.
P10	Speed of call answering (minutes)	Minimise	Quarterly	Civica	2.08	2.21	1.43	2.18	2.32	1.3	2.32	2.18	2.26	2.11		Amber	This is for all calls including those for Malvern Hills and Worcester City councils.
Wychavon Leisure																	
P19a	Droitwich leisure centre visits	Maximise	Quarterly	Wychavon Leisure	119,649	107,615	110,220	119,824	111,995	Not set	111,995	457,308	481,491	503,300		Green	While Pershore and Evesham show growth, visits declined at Droitwich. However the overall position compares favourably to the same quarter last year. In addition to this there were 4251 lido visits.
P19b	Evesham leisure centre visits	Maximise	Quarterly	Wychavon Leisure	130,996	132,577	119,965	153,193	141,760	Not set	141,760	536,731	530,027	541,909			
P19c	Pershore leisure centre visits	Maximise	Quarterly	Wychavon Leisure	71,676	77,052	71,763	85,678	81,705	Not set	81,705	306,169	319,097	350,265			
P19d	Total visits (will calculate)	Maximise	Quarterly	Wychavon Leisure	322,321	317,244	301,948	358,695	335,460	Not set	335,460	1,300,208	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	72.1%	60.1%	61.0%	63.0%	70.7%	Not set	70.7%		75.4%	78.9%		Green	The slight upswing in customer satisfaction continued from the end of Q4 last year but managers will continue to monitor this. P13 will be difficult to improve if returns remain dominated by people whose alleged nuisance issue are not resolvable. Otherwise indicators remain positive.
P12	Percentage of all service requests resolved to the satisfaction of business customers	Maximise	Quarterly - cumulative	Worcestershire Regulatory Services county wide	92.4%	95.5%	96.1%	97.2%	98.3%	Not set	98.3%		97.6%	97.1%		Green	
P13	Percentage of customers who feel better equipped to deal with problems after speaking with WRS	Maximise	Quarterly - cumulative	Worcestershire Regulatory Services county wide	63.4%	56.0%	59.1%	63.4%	58.6%	Not set	58.6%		72.2%	73.8%		Amber	

P15	Number of vehicles found to be defective whilst in service.	Minimise	Six monthly	Worcestershire Regulatory Services Wychavon specific		0		0		Not set		0	1	0		No new data available	
P16	Proportion of licensed businesses subject to allegations of not upholding the four licensing objectives.	Minimise	Six monthly	Worcestershire Regulatory Services Wychavon specific		2.4%		4.0%	1.30%	Not set			4.9	4.0		Green	
P17	Proportion of food businesses scoring 0, 1 or 2 at 1 April each year	Minimise	Annually	Worcestershire Regulatory Services Wychavon specific	1.8%	2.2%		2.6%	2.20%	Not set			2.2%	2.0%		Green	This is a quarterly snap shot provided but really this is best looked at on an annual basis.
P18	Number of noise complaints per 1,000 head of population.	Minimise	Six monthly - cumulative	Worcestershire Regulatory Services Wychavon specific		1.4		0	0.6	Not set			2.46	2.7		Green	
P19a	Number of complaints	Minimise	Quarterly - cumulative	Worcestershire Regulatory Services Wychavon specific	1	2	3	0	2	Not set	7	6	12	11		Green	
P19b	Number of compliments	Maximise	Quarterly - cumulative	Worcestershire Regulatory Services Wychavon specific	6	7	5	11	5	Not set	5	29	104	59		Green	

RAG status tally for 19 partner measures

Red	0
Amber	2
Green	15
No new data available	1
Not in our direct control	1
Total	19