

Appendix D: 2019/20 Q2 partner performance

Ref	Partner measure	Aim to	Reporting frequency	Source	18/19 Q1	18/19 Q2	18/19 Q3	18/19 Q4	19/20 Q1	19/20 Q2	2019/20 target	2019/20 year to date	2018/19	2017/18	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	13.70	13.00	14.70	12.10	12.01		Green	Wychavon only. Year to end of Q2	
P02	Housing benefit overpayments	Maximise	Quarterly	Civica	16.90%	26.70%	35.80%	43.10%	15.10%	25.80%	42.0%	15.1%	43.10%	39.30%		Amber	Wychavon only. Year to end of Q2	
P03	Proportion of Council Tax collected	Maximise	Quarterly	Civica	30.00%	58.30%	86.60%	98.90%	29.80%	58.90%	98.60%	29.80%	98.90%	98.90%		Green	Wychavon only. Year to end of Q2	
P04	Proportion of Business Rates collected	Maximise	Quarterly	Civica	27.80%	57.80%	85.20%	99.50%	29.10%	58.00%	98.50%	29.10%	99.50%	99.10%		Green	Wychavon only. Year to end of Q2	
P05	Proportion of Council Tax payers paying by direct debit.	Minimise	Quarterly	Civica	75.80%	75.60%	75.20%	75.30%	75.80%	75.60%	75.0%	75.8%	75.30%	75.10%		Green	Wychavon only. Year to end of Q2	
P06	Proportion of Business Rate payers paying by direct debit.	Minimise	Quarterly	Civica	58.90%	59.00%	58.40%	59.60%	59.40%	58.70%	54.0%	59.4%	59.60%	55.80%		Green	Wychavon only. Year to end of Q2	
P07	Total number of calls received by Civica's Service Centre team	Minimise	Quarterly	Civica	23897	20544	21257	26008	21803	19541	Not set	21803	91706	100374		Not in our direct control	These are Revenues and Benefits calls for Wychavon, Malvern Hills and Worcester City councils. Number is for Q2	
P08	Percentage of calls lost	Minimise	Quarterly	Civica	8.90%	9.10%	6.30%	9.10%	9.90%	7.90%	12.5%	9.9%	9.10%	10.80%		Green	This is a year to end of Q2 figure 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	7.13	7	7.1	6.39	6.13		Amber	This is a year to end of Q2 figure 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	2.10	1.3	2.32	2.18	2.26		Amber	This is a year to end of Q2 figure 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	109,923	Not set	221,918	457,308	481,491		Green	Overall attendences are broadly similar to the same period last year. Evesham has seen ongoing growth following the completion of the extension. Lido usage has declined to 20918 visits compared to 39283 last year. This is due to the lack of prolonged hot and dry periods over the early and middle summer periods.	
P19b	Evesham leisure centre visits	Maximise	Quarterly	Wychavon Leisure	130,996	132,577	119,965	153,193	141,760	139,201	Not set	280,961	536,731	530,027				
P19c	Pershore leisure centre visits	Maximise	Quarterly	Wychavon Leisure	71,676	77,052	71,763	85,678	81,705	73,798	Not set	155,503	306,169	319,097				
P19d	Total visits (will calculate)	Maximise	Quarterly	Wychavon Leisure	322,321	317,244	301,948	358,695	335,460	339,589	Not set	675,049	1,300,208	1,330,615				
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%	73.6%	Not set	70.7%		75.4%		Green		
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%	98.3%	Not set	98.3%		97.6%		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%	63.0%	Not set	58.6%		72.2%		Green		
P15	Number of vehicles found to be defective whilst in service.	Minimise	Six monthly	Worcestershire Regulatory Services Wychavon specific		0		0		1	Not set		0	1		Green		
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%	4.0%	Not set			4.9		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%	2.5%	Not set			2.2%		Green		
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	0.89	Not set			2.46		Green		
P19a	Number of complaints	Minimise	Quarterly - cumulative	Worcestershire Regulatory Services Wychavon specific	1	2	3	0	2		Not set	7	6	12		No new data available		
P19b	Number of compliments	Maximise	Quarterly - cumulative	Worcestershire Regulatory Services Wychavon specific	6	7	5	11	5		Not set	5	29	104				

RAG status tally for 19 partner measures

Red	0
Amber	3

Green	14
No new data available	1
Not in our direct control	1
Total	19