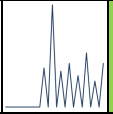
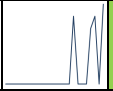
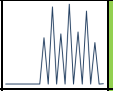
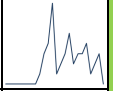
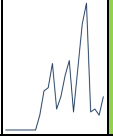


Appendix D: 2019/20 Q3 partner measures performance

Ref	Partner measure	Aim to	Reporting frequency	Source	18/19 Q1	18/19 Q2	18/19 Q3	18/19 Q4	19/20 Q1	19/20 Q2	19/20 Q3	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	13.70	14.90	13.00	14.70	12.10	12.01	12.70		Green	Wychavon only. Year to end Q3
P02	Housing benefit overpayments	Maximise	Quarterly	Civica	16.90%	26.70%	35.80%	43.10%	15.10%	25.80%	25.80%	42.0%	15.1%	43.10%	39.30%	45.90%		Green	Wychavon only. Year to end Q3
P03	Proportion of Council Tax collected	Maximise	Quarterly	Civica	30.00%	58.30%	86.60%	98.90%	29.80%	58.90%	58.10%	98.60%	29.80%	98.90%	98.90%	98.80		Green	Wychavon only. Year to end Q3
P04	Proportion of Business Rates collected	Maximise	Quarterly	Civica	27.80%	57.80%	85.20%	99.50%	29.10%	58.00%	57.91%	98.50%	29.10%	99.50%	99.10%	98.50%		Green	Wychavon only. Year to end Q3
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%	75.60%	75.0%	75.8%	75.30%	75.10%	74.40%		Green	Wychavon only. Year to end Q3
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%	57.91%	54.0%	59.4%	59.60%	55.80%	54.20%		Green	Wychavon only. Year to end Q3
P07	Total number of calls received by Civica's Service Centre team	Minimise	Quarterly	Civica	23897	20544	21257	26008	21803	19541	16738	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 Q3
P08	Percentage of calls lost	Minimise	Quarterly	Civica	8.90%	9.10%	6.30%	9.10%	9.90%	7.90%	5.45%	12.5%	9.9%	9.10%	10.80%	11.80%		Green	This is a year to end of Q3 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	7.09	7	7.1	6.39	6.13	5.45		Amber	This is a year to end of Q3 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	1.32	1.3	2.32	2.18	2.26	2.11		Amber	This is a year to end of Q3 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	106,793	Not set	328,711	457,308	481,491	503,300		Green	Q3 is typically the quietest period. Compared to the same quarter last year, Evesham is busier due largely to the extension. Droitwich numbers were affected by local competition but with new gym equipment now installed, numbers are expected to improve. Pershore gym was closed for 4 days to allow for a new gym floor and equipment to be installed.
P19b	Evesham leisure centre visits	Maximise	Quarterly	Wychavon Leisure	130,996	132,577	119,965	153,193	141,760	139,201	129,638	Not set	410,599	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	73,798	70,032	Not set	225,535	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	339,589	306,463	Not set	981,512	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%	73.6%	73.5%	Not set	70.7%		75.4%	78.9%		Amber	Customer satisfaction is holding at above 70%, which is a good improvement on last year's low. AMBER but improving
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%	97.6%	Not set	98.3%		97.6%	97.1%		Green	Above 95% is excellent.
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%	62.0%	Not set	58.6%		72.2%	73.8%		Amber	An improvement on last year and above 60% which is positive for this indicator. It is also increasing alongside customer satisfaction although we expect this usually runs 10% lower as the level of resolve is less appealing to customers - the preceptions of which may not be viewed as a positive response to their needs
P15	Number of vehicles found to be defective whilst in service.	Minimise	Six monthly	Worcestershire Regulatory Services Wychavon specific		0		0		1	N/A	Not set		0	1	0		Green	Only 1 vehicle on the Hackney Carriage/ Private Hire fleet was identified as defective during an exercise outside of the district

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%	4.0%	Not set			4.9	4.0		Green	The proportion of licensed businesses subject to allegations has increased but this is likely to be as the Summer and Christmas are much busier for the businesses so people living nearby are more likely to be impacted
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%	2.3%	Not set			2.2%	2.0%		Green	The proportion of food businesses scoring less than three stars remains very low
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	1.77	Not set			2.46	2.7		Green	Rate of noise complaint is where we would expect for the time of year
P19a	Number of complaints	Minimise	Quarterly - cumulative	Worcestershire Regulatory Services Wychavon specific	1	2	3	0	2		2	Not set	7	6	12	11		Green	10 compliments: 2 Licensing, 6 EH 2 Duty Officer
P19b	Number of compliments	Maximise	Quarterly - cumulative	Worcestershire Regulatory Services Wychavon specific	6	7	5	11	5		10	Not set	5	29	104	59		Green	Complaint regarding one of the pest contractors on the framework agreement. He felt that there should be no charge as the pest species (rats) were a health risk and that the service was poor. Explained he was responsible and the charge was valid. Contractor had done everything required. No further action.

RAG status tally for 19 partner measures

Red	0
Amber	4
Green	14
No new data available	0
Not in our direct control	1
Total	19

