





Appendix D: 2019/20 Q4 and end of year 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	19/20 Q3	19/20 Q4	2019/20 target	2019/20	2018/19	2017/18	2016/17	Trends	RAG	Commentary
<b>South Worcestershire Revenue and Benefits Service - run by Civica</b>																				
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	9.30	13.00	12.40	12.10	12.01	12.70		Green	Continue to process claims within target
P02	Housing benefit overpayments	Maximise	Quarterly	Civica	16.90%	26.70%	35.80%	43.10%	15.10%	25.80%	25.80%	42.20%	42.0%	42.20%	43.10%	39.30%	45.90%		Green	Achieved over target collection using all methods currently available to us to recover these debts
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%	98.60%	98.60%	98.90%	98.90%	98.80		Green	Achieved KPI although slightly lower than last year due to initial impact of Coronavirus
P04	Proportion of Business Rates collected	Maximise	Quarterly	Civica	27.80%	57.80%	85.20%	99.50%	29.10%	58.00%	57.91%	99.10%	98.50%	99.10%	99.50%	99.10%	98.50%		Green	Achieved target for the year
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%	74.90%	75.0%	75.5%	75.30%	75.10%	74.40%		Green	Remains as the most efficient way to collect council tax but slight dip due to cancellations as a result of coronavirus
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%	47.60%	54.0%	55.9%	59.60%	55.80%	54.20%		Green	As above.
P07	Total number of calls received by Civica's Service Centre team	Minimise	Quarterly	Civica	23897	20544	21257	26008	21803	19541	16738	26042	Not set	84124	91706	100374			Not in our direct control	
P08	Percentage of calls lost	Minimise	Quarterly	Civica	8.90%	9.10%	6.30%	9.10%	9.90%	7.90%	5.45%	9.70%	12.5%	8.2%	9.10%	10.80%	11.80%		Green	Affected by coronavirus as well as increased calls due to main billing
P09	Average duration of calls	Minimise	Quarterly	Civica	6.25	6.31	6.35	6.39	7.10	7.13	7.09	7.06	7	7.10	6.39	6.13	5.45		Green	Government changes due to coronavirus have resulted in more complex calls, taking longer to deal with
P10	Speed of call answering (minutes)	Minimise	Quarterly	Civica	2.08	2.21	1.43	2.18	2.32	2.10	1.32	2.25	1.3	2.00	2.18	2.26	2.11		Amber	As above.
<b>Wychavon Leisure</b>																				
P19a	Droitwich leisure centre visits	Maximise	Quarterly	Wychavon Leisure	119,649	107,615	110,220	119,824	111,995	109,923	106,793	105,980	Not set	434,691	457,308	481,491	503,300		Green	Q4 is traditionally the strongest quarter. Attendances were good at all sites following the investment in new gym equipment until mid March when a heavy decline in use occurred following concerns about Coronavirus. All sites were closed on the 20th March following updated Government advice.
P19b	Evesham leisure centre visits	Maximise	Quarterly	Wychavon Leisure	130,996	132,577	119,965	153,193	141,760	139,201	129,638	144,054	Not set	554,653	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	73,306	Not set	298,841	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	323,340	Not set	1,304,852	1,300,208	1,330,615	1,395,474			
<b>Worcestershire Regulatory Services (WRS)</b>																				
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%	69.5%	Not set	70.7%		75.4%	78.9%		Amber	P11 - The early part of 2019/20 showed an upswing in this measure which followed on from the close of 2018/19. Unfortunately, poor and generally negative returns towards the end of Q4 meant that the measure slipped below the 70% mark. Key issues raised continue to be people's expectations of the service's ability to resolve nuisance issues which often do not each the threshold for statutory nuisance. Managing these expectations is very difficult.
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%	97.4%	Not set	98.3%		97.6%	97.1%		Green	P13 - This measure historically has lagged a few percentage points behind the customer satisfaction mark and is clearly linked. If people are overall unhappy with the outcome they seldom report that they feel better equipped to deal with issues. Self-help is a key tool for dealing with nuisance and all of the WRS partners agreed to this as being the first step for residents to deal with domestic nuisance issues, unless the complainant was vulnerable or the perpetrator know to be difficult. A lot of time has been invested in the nuisance pages on the WRS website to support people with this process but it is clearly something few people relish. We will continue to look to improve the information we provide to support people in this situation and previously we had higher performance in this area, but that was before the introducing of self-help and it may be that, having lost those easy to resolve issues where people are using our supporting information, we have lost data about some customers who would otherwise have reported being satisfied and those who felt better equipped
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%	58.1%	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		1	N/A	0.25%	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%	4.2%	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%	2.5%	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	2.01%	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	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	1	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. Cotractor had done everything required. No further action.

RAG status tally for 19 partner measures

Red	0
Amber	3
Green	15
No new data available	0
Not in our direct control	1
Total	19