

## APPENDIX 1

### Performance Measure 2012/13

**Key:** **VP** - collected through Viewpoint Survey  
**(P)** - partnership measures where we are involved/influence but not directly responsible

Status		Direction of Travel (DoT)	
✓	Target met or exceeded	↑	Improving
<>	Target missed by less than 10%	↔	No change
✗	Target missed by more than 10%	↓	Deteriorate
n/a	Not applicable or not currently available		

Measure	DoT	Status
<b>Corporate Plan Priority - Cleaner and Greener City</b>		
Neighbourhood Zone Cleanliness Surveys - % of areas surveyed which are assessed to be of an acceptable level for: <ul style="list-style-type: none"> <li>- Litter</li> <li>- Detritus</li> <li>- Hedge cutting and grass cutting</li> </ul>	↑ From Q2	n/a
<b>VP</b> –Satisfaction with parks and open spaces	↑	✓
<b>VP</b> –Satisfaction with keeping public land clear of litter and refuse	↓	<>
Residual household waste collected per household (kg)	↑	✓
% Household waste recycled and composted	↑	✓
% green waste composted (garden waste)	↑	<>
Overall satisfaction with facilities (via Greenstat) – survey about the quality of local parks and how well they are being managed and maintained	↑	✓
Maintenance of existing Green Flag status at 2 parks	↔	✗
% reported incidents of offensive graffiti removed within 3 working days	n/a	✗
<b>Corporate Plan Priority - Safer and Stronger Communities</b>		
<b>VP</b> – how safe residents feel when outside in their local area after dark?	↓	<>
<b>VP</b> – how safe residents feel when outside in their local area during the day	↔	<>
<b>VP</b> – the percentage of people who perceive anti-social behaviour as a big problem	TBC	✗
<b>VP (Results from targeted Survey of Areas of Highest Needs):</b>		
- resident satisfaction with their local area as a place to live	↓	✗
- residents who agree that they can influence decisions in their local area	↑	✓
- residents who think services are working to promote the interest of local residents	↑	✓

Measure	DoT	Status
- residents who think services are working to act on the concerns of local residents	↔	<>
Total no. of affordable housing completions - general needs + supported accommodation Gross figure to include acquisitions and New Build	↑	✓
<b>Improving standards in HMOs and private sector accommodation</b>		
- No. of HMOs licensed and therefore accredited	↑	<>
- The number of private rented properties that comply at final inspection	n/a	✓
- No. of new accredited properties	n/a	<>
- No. of discretionary grants awarded (insulation / City Living / Housing Repair Assistance)	↑	✓
- No. of new properties brought into the Rent Deposit Guarantee (RDGS) Scheme / Local Lettings Agency	↑	<>
No. of homeless approaches to Worcester City Council and outcomes	↓ From Q1	n/a
a) Advice and Prevention	↑ From Q1	✓
b) Homeless Duty Accepted	↓ From Q1	✓
c) Homeless Duty Not Accepted	↑ From Q1	✓
Total No. of homeless preventions (including preventions by Worcester City Council (WCC), Bubble Project and Worcester Housing and Benefits Advice Centre (WHABAC))	↑	✓
Average length of stay in B&B accommodation for those for which the 6 x week rule applies i.e. Families with children / 16-17 year olds / pregnant women (excl. those under Appeal)	↑ From Q1	✓
Disabled Facilities Grants (DFG) completed	↑	✓
No. using under – occupation initiatives to free up family sized accommodation	↑	<>
No. of participants engaged in Sport, Art and/ or Play	n/a	✓
Customer satisfaction with engaging in Sport, Art and/ or Play	↑	✓
<b>Corporate Plan Priority - Economic Prosperity</b>		
Lower unemployment (P) - Percentage unemployment	↑	✓
Net change in number of businesses (P)	↓	<>
Average residence based earnings (P)	↓	<>
Average workplace based earnings (P)	↑	✓
Jobs in the city (P) - Employment rate	↑	<>
% of major applications determined within 13 weeks	↓	✗
% of minor applications determined within 8 weeks	↓	<>
% of other applications determined within 8 weeks	↓	<>

Measure	DoT	Status
Success rate of major planning applications	↔	✓
Businesses signposted to relevant support (cumulative)	↑ From Q3	✓
No. of Business Start Up grants awarded	↑ From Q1	✓
No of Business Booster Grants awarded	↑ From Q1	✓
Number of businesses taking on apprentices (P)	↑ From Q1	✓
<b>Corporate Plan Priority - Customer Service and Communications</b>		
VP –satisfaction with the way Worcester City Council runs things	↑	✓
VP –how well informed residents feel about local public services	↓	✗
Telephone calls to Contact Centre answered in 20 seconds.	↓	✗
Face to Face waiting time for visitors to our Customer Service Centre (minutes)	↓	✗
Face to face enquiries dealt with at first point of contact by Contact Centre	↓	✗
Full response to Stage 1 complaints dealt with by Worcester City Council within 10 working days	↓ (from Q1)	✓
VP – do you agree or disagree that you can influence decisions affecting your local area	↑	✓
% satisfaction for the Customer Service Centre	↔	✓
Suppliers payments to term (30 days)	↑	<>
Suppliers payment to local suppliers (10 days)	↑	✓
Time taken to process Housing Benefit / Council Tax Benefit for new claims and change of circumstances (days)	↓	✓
<b>Corporate Plan Priority - Delivering Value for Money</b>		
VP – residents agreeing that Worcester City Council provides value for money?	↑	✓
Comparison with average Council Tax	↔	✓
Quarterly reports against identified budget savings of £935,000 efficiency savings for 2012-13.	n/a	✗
% of Council Tax collected	↓	<>
% of Business Rates collected	↓	✓
Benefit fraud: Successful sanctions and prosecutions	↑	✓
<b>Corporate Health</b>		
No. of days off work sick per FTE	↓	✗
% of employees who have had an appraisal and have a clear development plan	New measure	✗
Staff satisfaction - surveys of staff	↓	n/a