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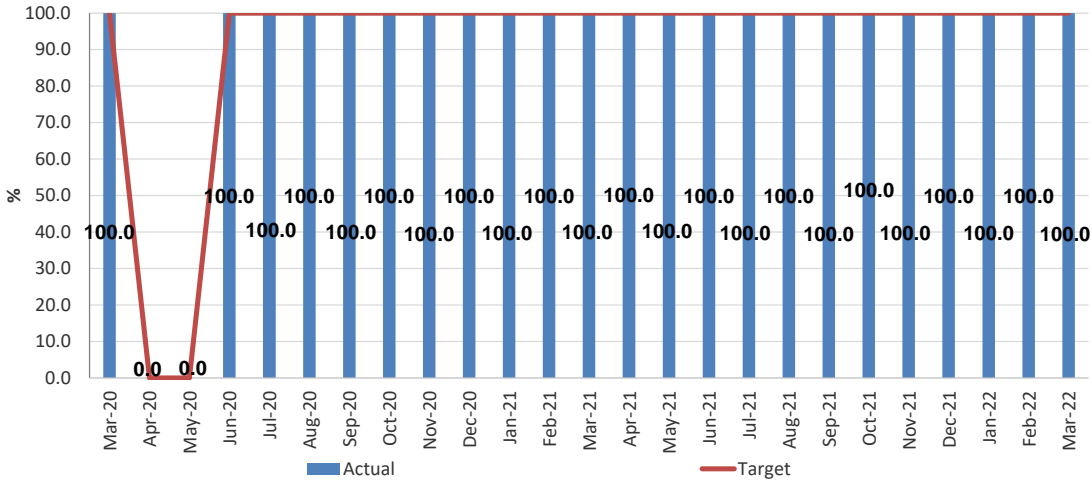
Registration and Coroner's

INDICATOR TITLE	RAG	DIRECTION OF TRAVEL	PERFORMANCE DETAILS	CURRENT ACTIVITY	FUTURE ACTIVITY
Birth registration appointments within 5 working days	Green	No Noticeable Change	Anyone contacting the service in quarter 4 to register a birth was offered a convenient appointment within 5 working days. The facility for the public to book birth appointments on-line was restricted for three weeks in July last year, but was made fully-available again in August and has remained so since then.	In the wake of the expiry of the Coronavirus Act on 24th March, diary-management and appointment-availability monitoring has been maintained to accommodate any procedural changes that may ensue.	The service will follow all national guidelines in respect of the registration of births and will keep residents informed of any changes via the website, social media, and local media.
Ceremonies (marriages and civil partnerships)	No Status	N/A	March's ceremonies total of 124 is the highest calendar-month figure since October's 212 and the highest March total since 2018's 126. The figures for the last few months indicate traditional demand patterns have quickly re-established themselves, there being fewer ceremonies in the winter months, followed by an increase from March onwards, building towards the summer months' peak. The 2021/2022 financial-year ceremonies total (1,952) was 3½ times that for 2020/2021 (564), 10.9% greater than 2019/2020's 1,760, and also exceeded the totals for 2018/2019 (1,868) and 2017/2018 (1,844).	The volume of notice-of-marriage appointments continues to be monitored and couples are still advised to liaise with their venue (the number of ceremony attendees at venues may still be limited) and are being told about the new registration procedures they must follow to comply with the Civil Partnerships, Marriages and Deaths Act, which came into force in May 2021. The summer months should see Approved Premises' figures rise, especially as from April all approved premises in England and Wales will be able to offer ceremonies outdoors without being restricted to using a permanent structure.	Any further changes to national and/or local regulations and guidance will be publicised via the website, social media, and local media and during the course of discussions with couples.

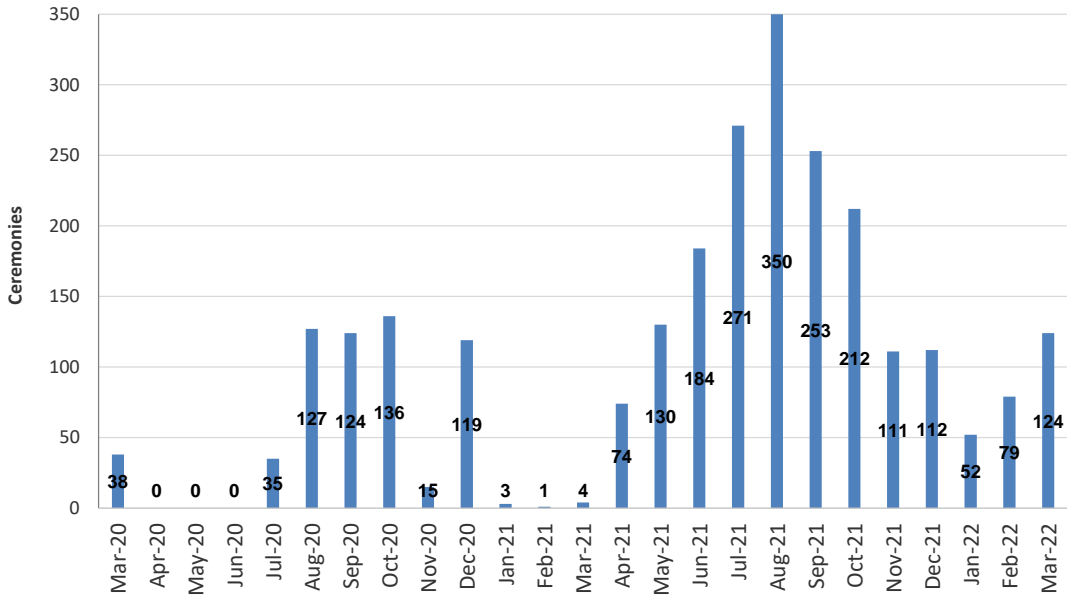
Registration and Coroner's

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Birth Registration Appointments Within 5 Working Days



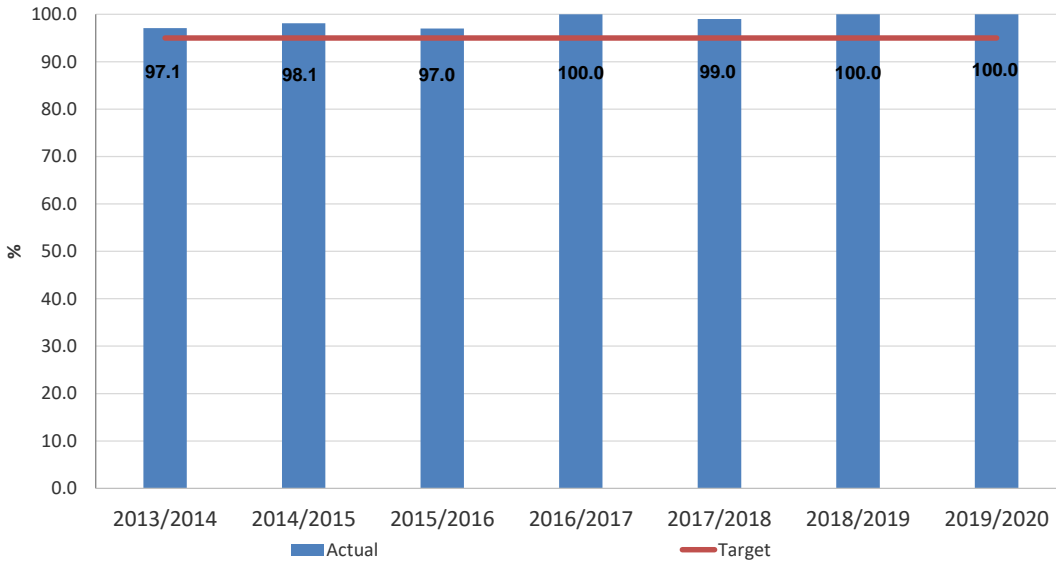
Ceremonies (marriages and civil partnerships)



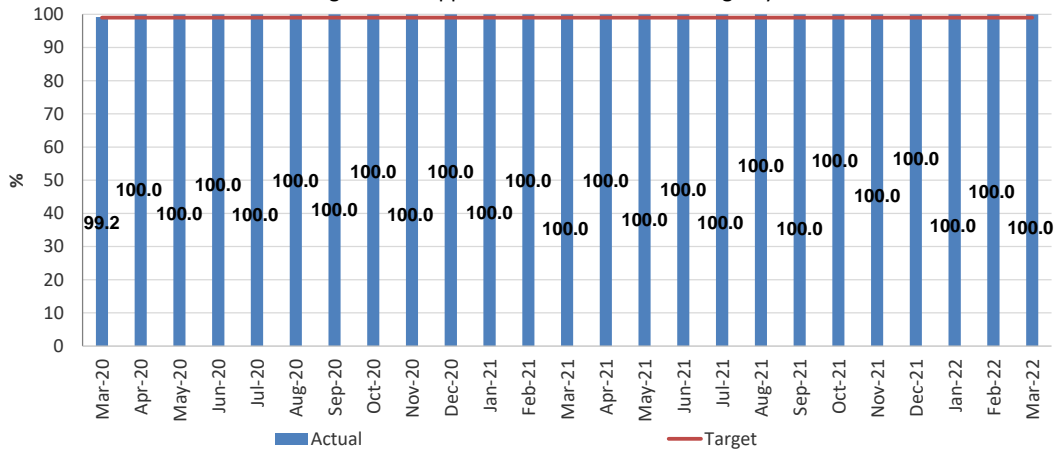
INDICATOR TITLE	RAG	DIRECTION OF TRAVEL	PERFORMANCE DETAILS	CURRENT ACTIVITY	FUTURE ACTIVITY
Customer Satisfaction	Green	No Noticeable Change	<p>General Register Office requires annual user surveys to be held, but due to the COVID-19 pandemic, discretion has been given to each Registration Service to judge the best time and method to undertake its next exercise. Current demands on the service mean it is likely to be later in 2022 before they are conducted. In the last survey (November 2019), 93% of people rated the service as 'very good', the remaining 7% rating it as 'good'. The overall 100% satisfaction matches 18/19's out-turn, although the 'very good' percentage has risen by one percentage point.</p>	<p>Each survey provides statistical summaries and user feedback, allowing areas for improvement to be identified and worked on during the course of the coming year. However, monitoring of comments received from the public on a day-to-day basis continues and where necessary, responses and actions ensue.</p>	<p>The confirmed result and detailed report will be made available to the public. As in previous years, feedback will inform the Service Plan.</p>
Death registration appointments within 2 working days	Green	No Noticeable Change	<p>The Coronavirus Act ended on 24th March and was not extended. From the 25th, face-to-face registrations of deaths resumed, the General Register Office making it clear that, with the lapsing of the Act, it would no longer be legal to register deaths over the telephone. The change did not impact on appointment availability, which remained at 100%. Prior to the 25th March, full appointment availability for on-line registration of deaths had also been maintained.</p>	<p>Essentially, the procedures in place prior to the pandemic have been restored. However, in anticipation of the increase in workload that the restored procedures would entail, staff have been trained so that they can undertake a variety of roles, ensuring greater service resilience. In addition, Registration Offices' hours across Worcestershire are being adjusted to offer late nights on various days to meet customer requirements.</p>	<p>Local arrangements and practices will be reviewed in the light of any further central government and General Register Office guidance and feedback from staff and service users.</p>

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Registration Service - Customer Satisfaction



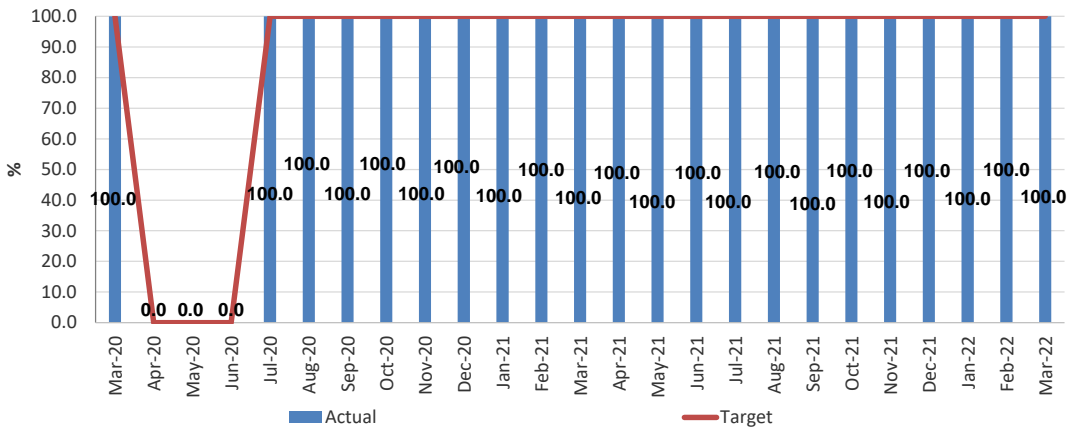
Death Registration Appointments Within 2 Working Days



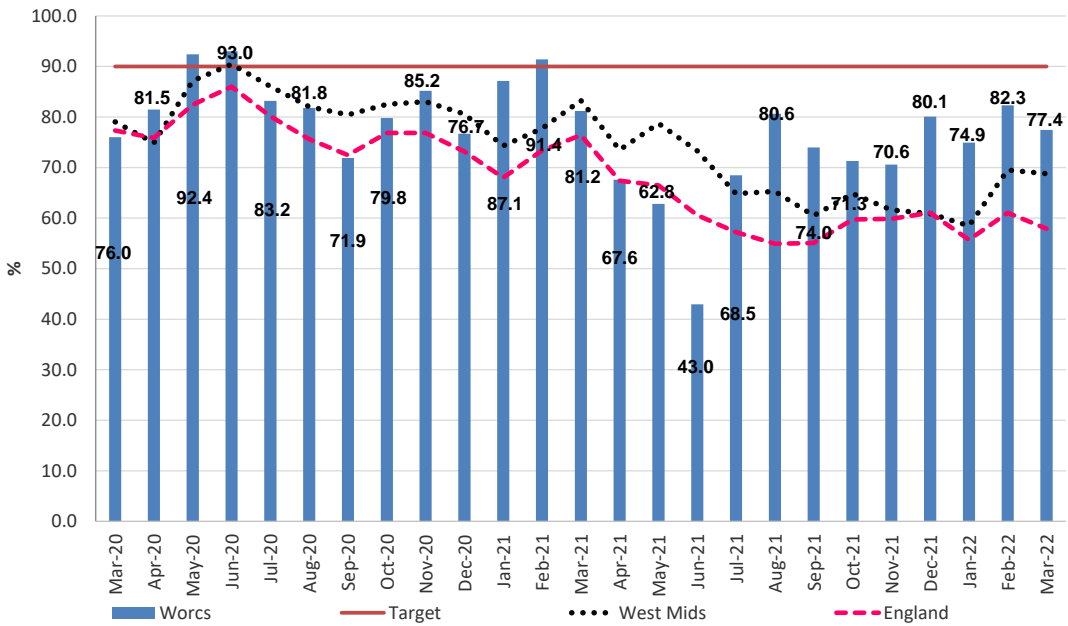
INDICATOR TITLE	RAG	DIRECTION OF TRAVEL	PERFORMANCE DETAILS	CURRENT ACTIVITY	FUTURE ACTIVITY
Marriage/civil partnership notice appointments within 10 working days	No Status	No Noticeable Change	All couples seeking a marriage/civil partnership notice appointment in quarter 4 were offered one within 10 working days. The lifting of the last limits on attendee numbers on 21st June 2021 led to a sharp increase in partnership requests received, but ceremonies figures over the last few months indicate a return of the traditional seasonal pattern: fewer ceremonies in the winter; a steady increase from March; a busy summer peak.	As summer approaches, there has been an exceptionally high number of enquiries from couples seeking to book a registrar to attend their ceremony. Accordingly, a queueing system has been introduced and, as the service website makes clear, responses to all requests will be in order of date of receipt. The aim is to reply to all such requests within 10 working days, but couples are being advised the wait experienced may be slightly longer.	Guidance and web pages will be updated to inform residents of how any future changes to national guidance or local procedures that will impact on the booking and/or staging of ceremonies.
Registration of deaths within 5 days	Red	Deteriorating	Although the percentage of March's 381 deaths registered in 5 days (77.4%) was below February's 82.3%, the return to in-person death registrations in the wake of the expiry of the Coronavirus Act on 24th March was not a major contributory factor. Worcestershire's percentage for 2021/2022 was 71.7%, above the equivalent figures for the West Midlands (66%) and England (59.5%). Deaths registered in the county in 2021/2022 totalled 4,234, down 15.5% compared with 2020/2021's 5,011. Regionally, the number of deaths registered fell by 16.6% and nationally there was a 15% fall.	General Register Office (GRO) makes no allowance for weekend, bank-holiday or any other planned/unplanned closures when calculating this indicator's out-turn, making their 90% target very difficult to achieve. The return of face-to-face registration of deaths appointments means pre-pandemic procedures have been restored, but staff have been trained so they can undertake a variety of roles, giving greater service resilience. Registration Offices' hours are also being adjusted to offer late nights on various days. Work continues with GPs, Practice Managers, and hospitals to ensure prompt processing of paperwork. Procedures are in place to deal with deaths reported on Day 4 or after.	Monitoring of monthly out-turns to continue as a means of gauging the effectiveness of the measures outlined in 'Current Activity'. Local procedures will be revised if any changes to the guidelines or local reviews make such adaptations necessary.
Still-birth registration appointments within 2 working days	Green	No Noticeable Change	As long as the required paperwork was in place, in quarter 4 nobody had to wait more than two days for a telephone appointment. At the end of each working day, there was always appointment availability on the next working day. Appointments were booked for either the same day the request was received or the next day, provided the required information was supplied.	Quarter 4's arrangements remain in place. Daily monitoring of appointment calendars continues and staff have been trained so they can undertake a variety of roles, ensuring greater service resilience. In addition, Registration Offices' hours across Worcestershire are being adjusted to offer late nights on various days to meet customer requirements.	Local arrangements and practices will be reviewed in light of any changed General Register Office guidance and/or feedback from service users and staff.

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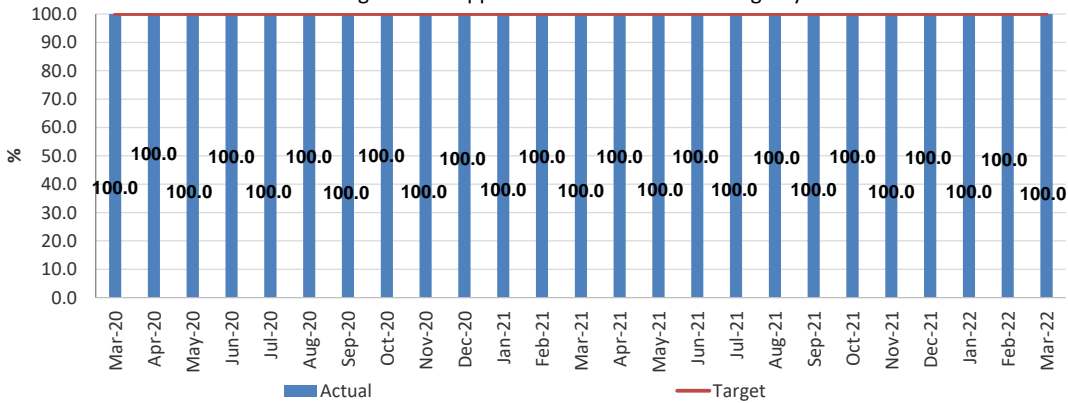
Marriage/Civil Partnership Notice Appointments Within 10 Working Days



Registration of Deaths Within 5 Days



Still-Birth Registration Appointments Within 2 Working Days

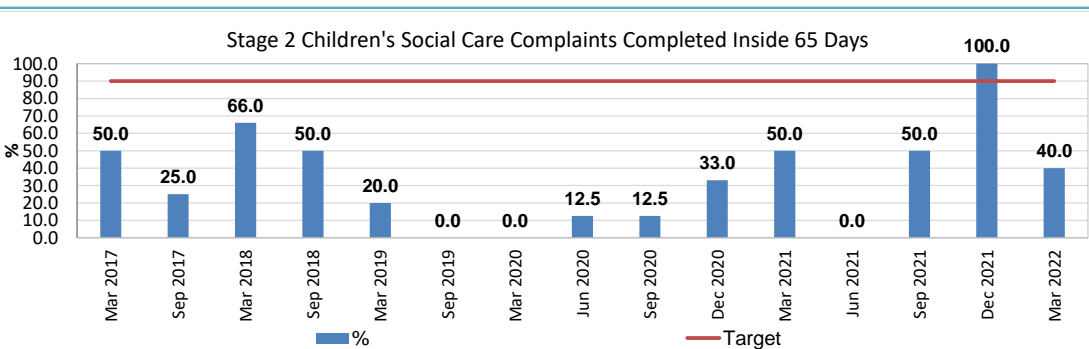
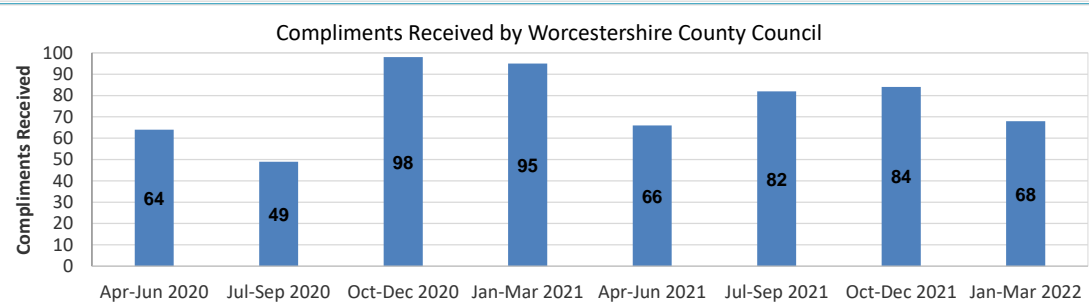
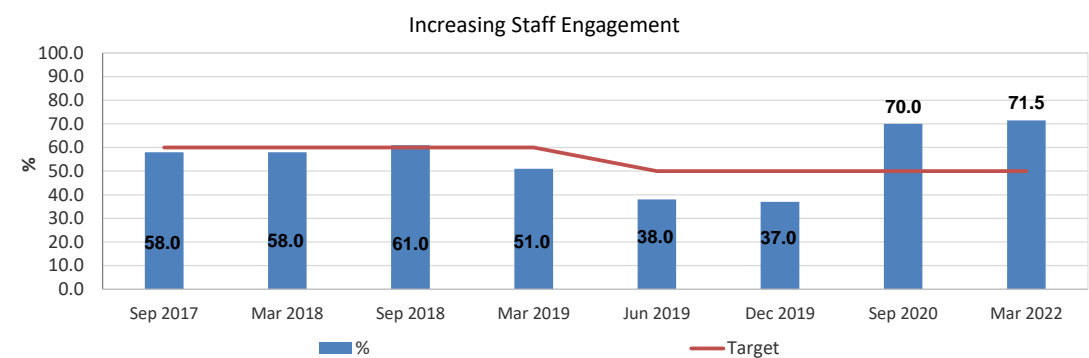
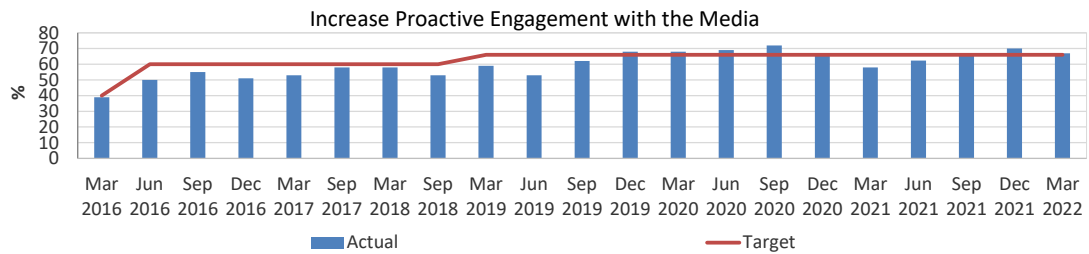
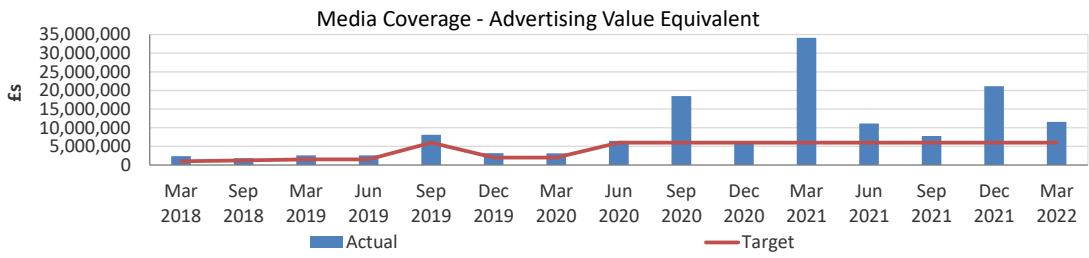


Communications and Consumer Relations

INDICATOR TITLE	RAG	DIRECTION OF TRAVEL	PERFORMANCE DETAILS	CURRENT ACTIVITY	FUTURE ACTIVITY
Advertising Value Equivalent calculated from media coverage from a basket of external publications	Green	Improving	The annual target is £6 million. Delivery remains well-above that level, the figure for quarter 4 of the 2021/2022 financial year being almost £11.6 million.	Focus on effective media relations and proactive planning.	Proactive media.
Increase proactive engagement with the media	Green	No Noticeable Change	A slight fall occurred during quarter 4 of 2021/2022, the final out-turn of 67% being three percentage points lower than the end-of-quarter-3 figure of 70%. Performance remains above the 66% target level, however, and the long-term trend is upward.	There is an emphasis on proactivity to showcase the County Council. Daily focus, weekly creative brainstorm, increased planning.	Continued focus on all media channels.
Increasing staff engagement	Green	Improving	The staff survey that ran from 7th February to 7th March inclusive had a 71.5% response rate, the best to date. Staff have been thanked for participating. The previous-highest response rate was 70% for the previous survey in September 2020. The extended gap between surveys was due to the County Council's COVID-19 response.	Survey responses are currently being processed ready for production of a summary report.	Actions will be put in place to respond to the themes raised in the survey, aligned to our Workforce Strategy. Staff will continue to be kept updated and the intention is to publish and share the results and next steps towards the end of April.
Compliments received	No Status	N/A	68 compliments were received in the January-to-March quarter, down 19% compared with the number received in the preceding three months and 28.4% less than the 95 received in January, February, and March 2021.		
Stage 2 Children's Social Care complaints completed inside 65 days	Red	Deteriorating	In quarter 4, there were 2 Stage 2 complaints over time. Both were being investigated by the same officer, who advised an ongoing health issue made completion of reports very difficult. Consumer Relations Unit assisted with the typing of the reports to expedite completion, but this still led to a significant delay.	Stage 2 investigations are managed by the Consumer Relations Unit. Investigations can be subject to delays due to factors outside their control, but measures are in place to provide resilience and minimise the risk of delays or, where delays do occur, to minimise their length.	

Communications and Consumer Relations

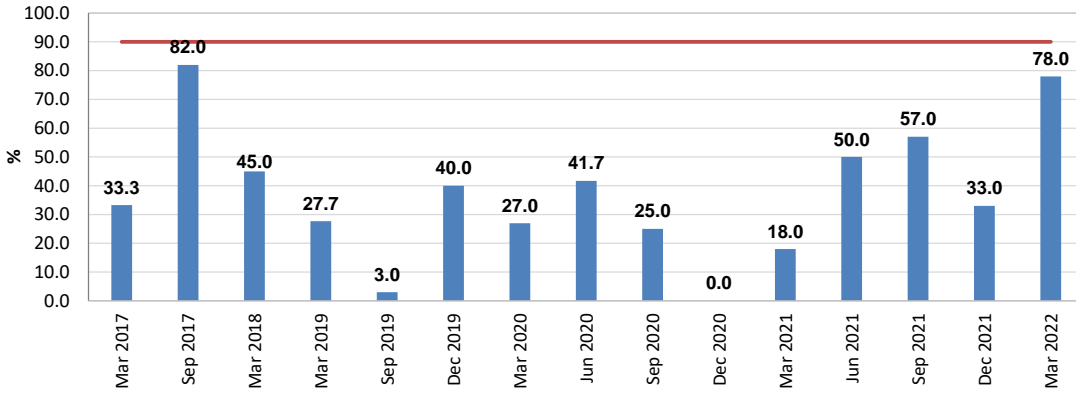
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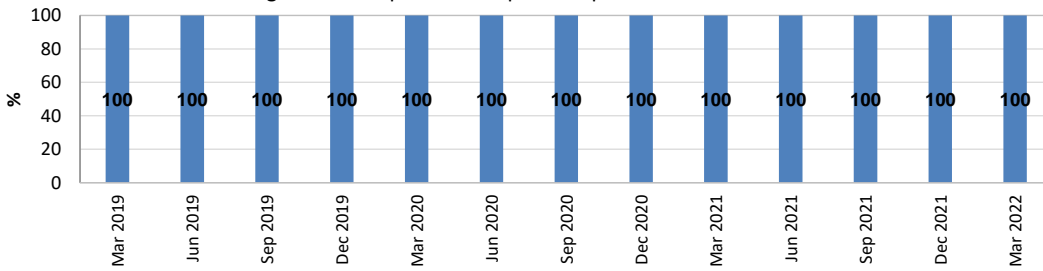
INDICATOR TITLE	RAG	DIRECTION OF TRAVEL	PERFORMANCE DETAILS	CURRENT ACTIVITY	FUTURE ACTIVITY
Stage 2 corporate complaints in 25 days	Amber	Improving	Stage 2 investigations are managed by the Consumer Relations Team. The overall out-turn for January, February, and March was 78%, a marked improvement on the preceding quarter's 33% and the best quarterly figure since the 82% attained in the second quarter of 2017/2018. Of the 9 Stage 2 complaints handled in the January-to-March quarter, 7 were internal reviews of FOIs.	Complaint responses can exceed completion limits due to a variety of reasons, such as the need to collate responses from a variety of external bodies and individuals. Not all of these reasons are completely within the County Council's control. Monitoring of timeliness of completions continues and reasons for late completions are investigated.	Monitoring will continue of response times, time needed to identify sources of information, workloads, and resilience due to annual leave.
Strategic Leadership Team complaint reports provided on time	Green	No noticeable change	All reports submitted in the last quarter of 2021/2022 were on time, maintaining the customary 100% level of performance in respect of this measure.	N/A	N/A
Traffic across social-media channels	Green	Improving	All recent quarters' out-turns have been well above target of 300,000, including 2021/2022 quarter 4's figure of 6,750,000. The indicator was not reported during the height of the pandemic I 2020.	Consistent and regular social media engagement continues.	Continue to prioritise community growth.

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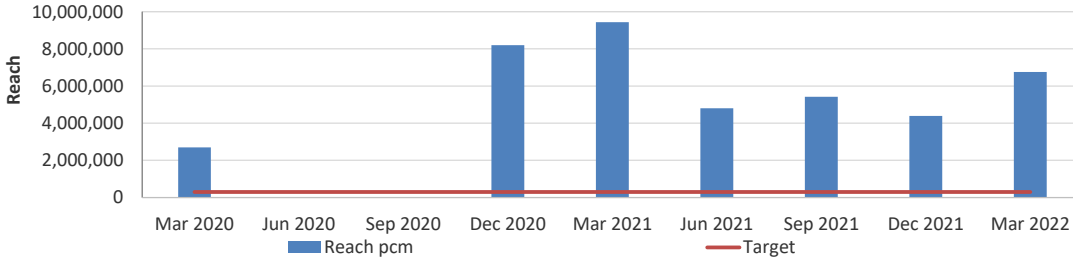
Stage 2 Corporate Complaints Completed in 25 Days



Strategic Leadership Team Complaint Reports Provided on Time



Traffic Across Social-Media Channels



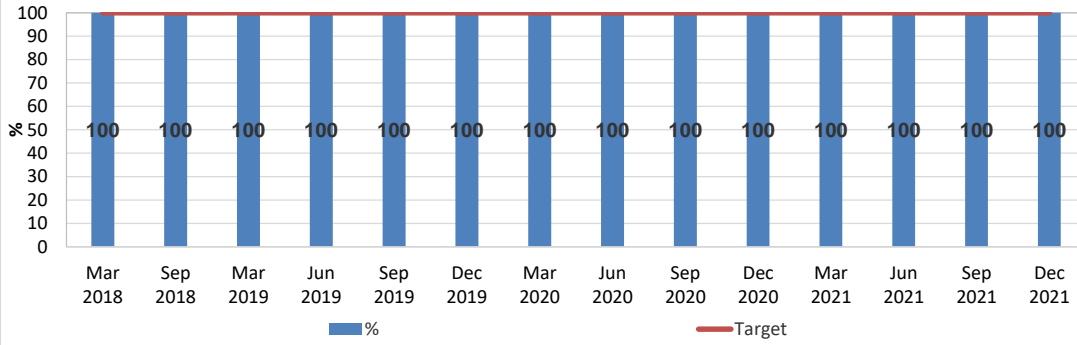
Management Information Analytics and Research

INDICATOR TITLE	RAG	DIRECTION OF TRAVEL	PERFORMANCE DETAILS	CURRENT ACTIVITY	FUTURE ACTIVITY
All HR Strategic Leadership Team/ Directorate Leadership Team reports completed on time	Green	No noticeable change	All HR reports have been produced and reported to deadlines and to a high quality.	We continue to seek customer feedback as a means of improving the package of reports we produce for our customers.	A review of the content of the reports will be undertaken to ensure the reports meet customer requirements.
Balanced Scorecard reported on time	Red	No noticeable change	March 2020 is the latest formal update of the Balanced Scorecard (BSC). Reporting was paused due to COVID-19 response requirements, but a 2020/2021 end-of-year performance summary was presented to Performance Board in June 2021.	Indicators are being reviewed and updated in the new performance-management system. 2021/2022 quarter 4 performance reports are being used to demonstrate the functionality of the new reporting system as well as providing end-of-financial-year information.	New performance management approaches will continue to be developed in 2022/2023. Indicator framework under development to report against refreshed Corporate Plan's priorities.
Customer Satisfaction with Management Information & Analytics team	Green	No noticeable change	The most recent survey result is from the summer 2021 and demonstrates the team has maintained a high level of customer satisfaction throughout the pandemic.	Completion of survey and production of report, which will include qualitative feedback as well as an overall satisfaction rating.	Reviewing customer feedback and any suggestions for improvements to services, to be followed by implementation of agreed improvement actions and inclusion of satisfaction data in future performance reports.

Management Information Analytics and Research

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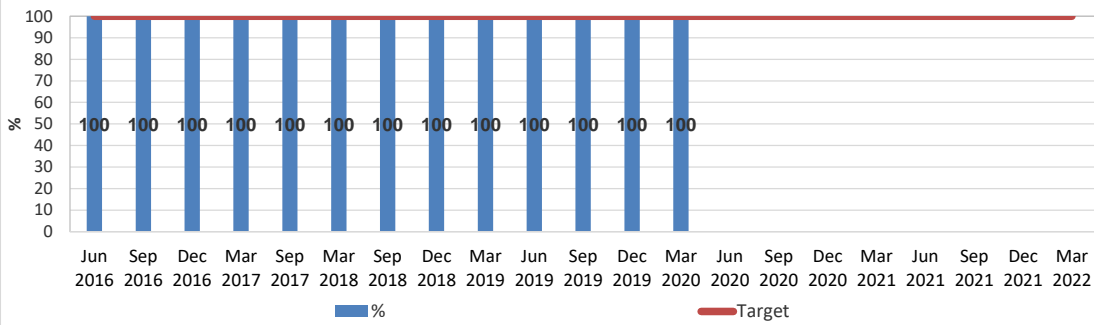
Strategic Leadership Team/Directorate Leadership Team Reports Completed on Time



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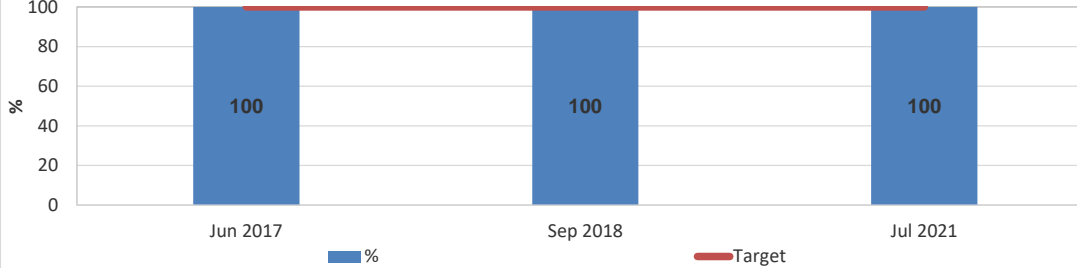
Balanced Scorecard and Risk Register Reported on Time



■ %

— Target

Customer Satisfaction with Management Information & Analytics team



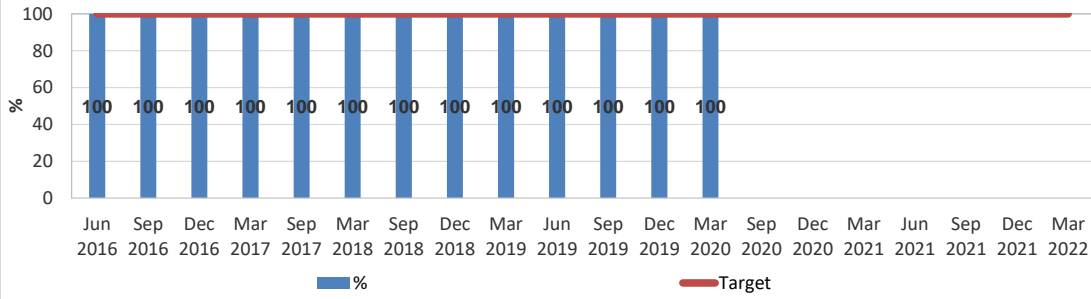
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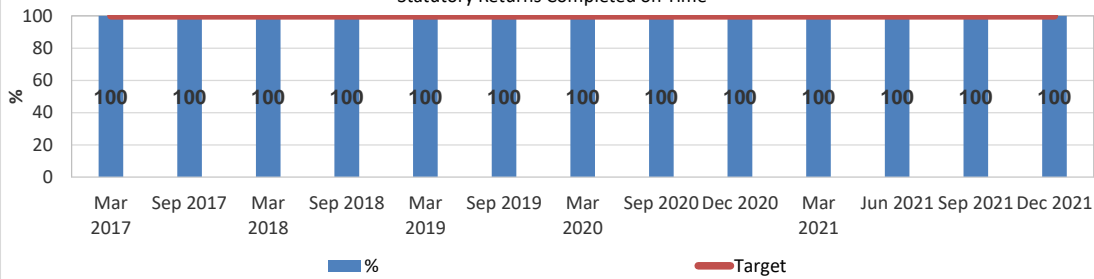
INDICATOR TITLE	RAG	DIRECTION OF TRAVEL	PERFORMANCE DETAILS	CURRENT ACTIVITY	FUTURE ACTIVITY
Maintain the public performance information on the Worcestershire County Council Website - published every six months	Red	No noticeable change	March 2020's Balanced Scorecard is the most recent on the County Council's website, reporting being paused due to COVID-19 response requirements. This indicator is therefore red-rated, although performance summaries were presented to Performance Board, Scrutiny Panels, DLTs, etc. throughout 2020/2021 and 2021/2022.	Indicators are being reviewed and updated in the new performance-management system and new performance-management approaches are being developed. 2021/2022 quarter 4 performance reports are being used to demonstrate the functionality of the new reporting system as well as providing end-of-financial-year information.	New Indicator framework under development to report against refreshed Corporate Plan's priorities. Future uploads to the website of corporate-level Scorecard summaries will be as per corporately-agreed requirements.
Statutory returns completed on time	Green	N/A	All returns completed on time or within agreed extension period.	We are working with DfE and schools to understand upcoming statutory reporting requirements for education in light of COVID-19 guidance.	Continue to monitor. Indicator updated at end of quarters 2 and 4.
Statutory returns meeting quality requirements	Green	No noticeable change	No issues with returns to date	We are working with DfE and schools to understand upcoming statutory reporting requirements for education in light of COVID-19 guidance.	Continue to monitor. Indicator updated at end of quarters 2 and 4.

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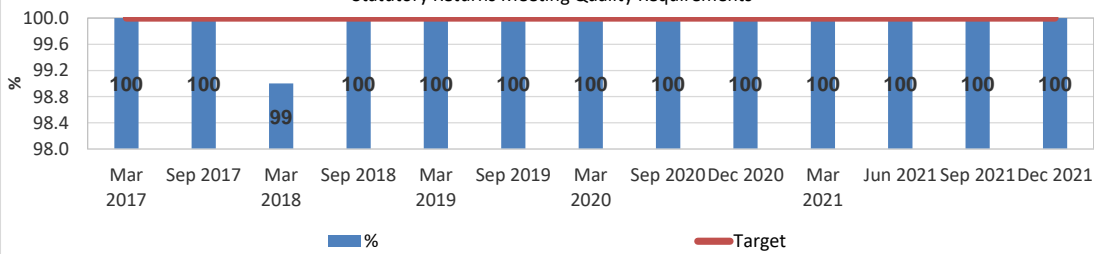
Maintaining Public Performance Information on the Worcestershire County Council Website



Statutory Returns Completed on Time



Statutory Returns Meeting Quality Requirements



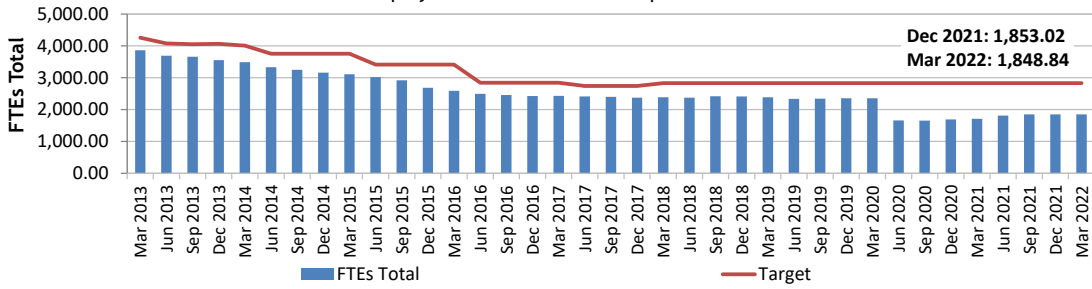
HR, ICT and Corporate Information Governance Team

INDICATOR TITLE	RAG	DIRECTION OF TRAVEL	PERFORMANCE DETAILS	CURRENT ACTIVITY	FUTURE ACTIVITY
Employees - Actual Full-Time Equivalents	N/A	N/A	FTEs at the end of the 2021/2022 financial year equated to 1,848.84, down 0.2% from 1,853.02 at the end of December 2021. Changes in headcount from quarter to quarter will always reflect some of the initiatives active at any one time (e.g. TUPE in/out, recruitment drives).	Confirmed data for each quarter is normally available towards the end of the first month of the following quarter.	
Sickness Rates	Red	Deteriorating	By the end of the 2021/2022 financial year, there had been an average of 7.95 days sick per person [FTE] in the financial year. The equivalent figure at the end of 2020/2021 was 6.00; at the end of 2019/2020, it was 8.10. The target is 7 days.	Monitoring and management of sickness absence continues. Confirmed data for each quarter is normally available towards the end of the first month of the following quarter.	
Days lost through long- and short-term sickness	N/A	N/A	Long-term absences are episodes of 21 or more calendar days. 2021/2022's quarter 4 long-term absences totalled 1,791, down 54.2% compared with quarter 3's 3,914 days. Short-term absences in 2021/2022 quarter 4 (774.50) fell 25.5% from 1,039.50 days in quarter 3.	Monitoring and management of sickness absence continues. Confirmed data for each quarter is normally available towards the end of the first month of the following quarter.	
Staff turnover rate	N/A	N/A	This relates to leavers in the financial year as a percentage of the workforce. The final 2021/2022 figure of 10.45% was higher than 2020/2021's 7.03%, but below the year-end out-turns for 2019/2020 (10.88%) and 2018/2019 (10.97%).		

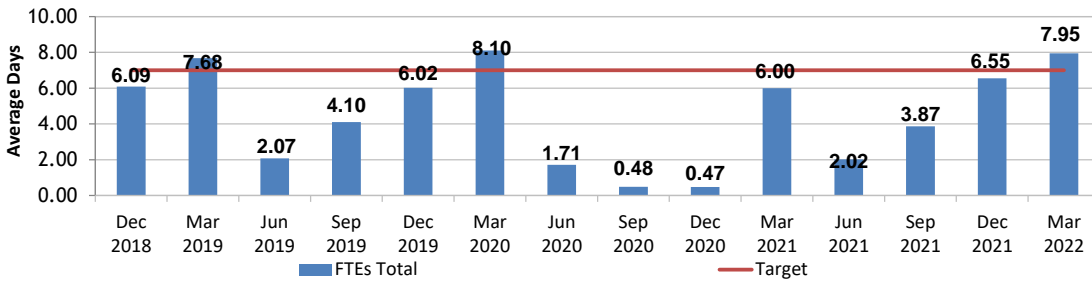
HR, ICT and Corporate Information Governance Team

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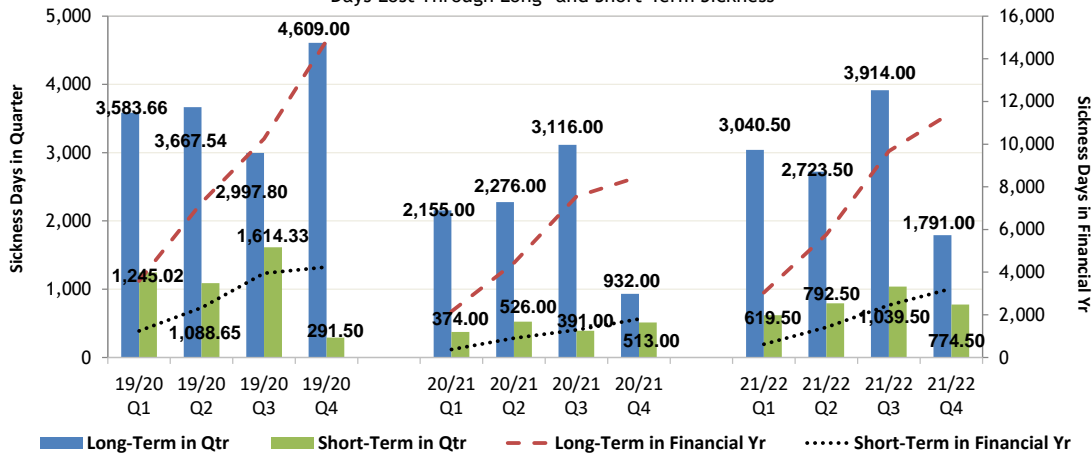
Employees - Actual Full-Time Equivalents



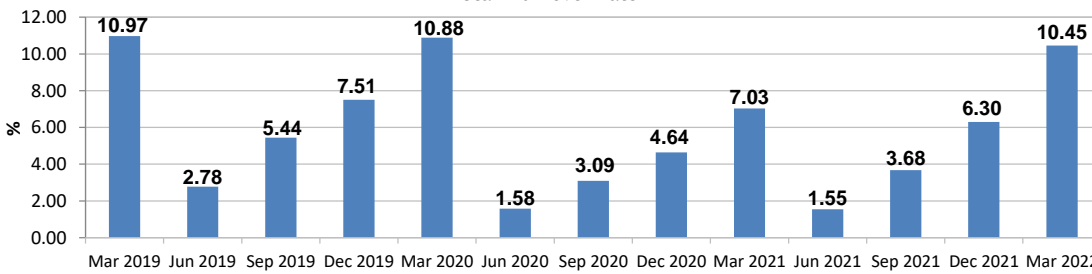
Sickness Rates



Days Lost Through Long- and Short-Term Sickness



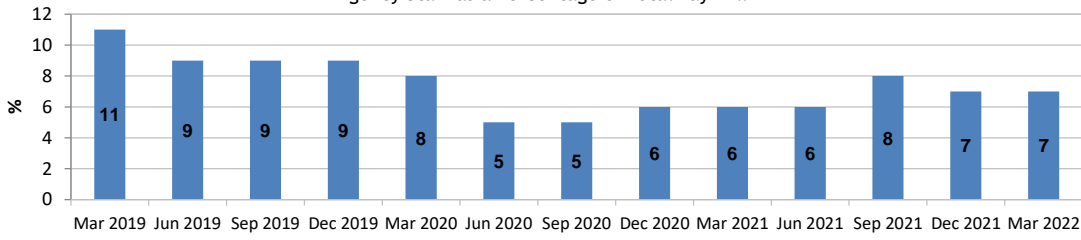
Staff Turnover Rate



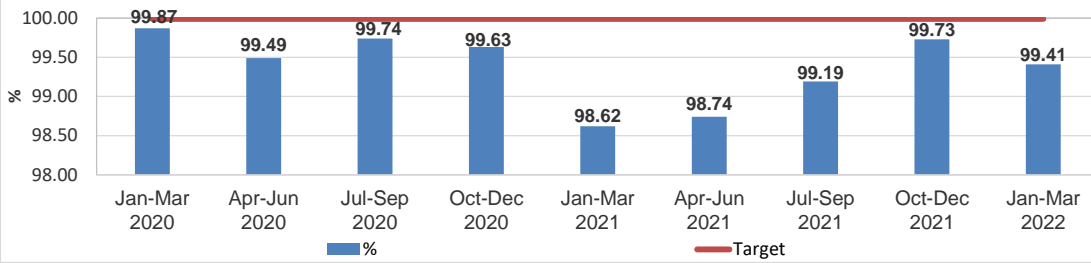
INDICATOR TITLE	RAG	DIRECTION OF TRAVEL	PERFORMANCE DETAILS	CURRENT ACTIVITY	FUTURE ACTIVITY
Cost of agency staff as a percentage of the total pay-bill	N/A	No Noticeable Change	Agency spend at the end of each quarter as a percentage of the total pay bill. Since 1st October 2019, the figure has excluded WCF. 2021/2022's final figure was 7%, unchanged from the end of quarter 3 and down from 8% at the end of September last year.		
ICT - Local Area Network (LAN) Availability	Amber	No Noticeable Change	Availability in the January-to-March quarter was 99.41%. The figure for the whole financial year was 99.48% (2020/2021: 99.37%.) The target is for 99.99% Local Area Network uptime across all sites, so the last two quarters' out-turns were both slightly below target.	LAN infrastructure availability across all sites is based on a 24x7x365 business need. Monitoring of network hardware (switches) is achieved via the SolarWinds application. Instances where the cause of non-availability is beyond WCC control are included in calculations.	
ICT - Critical Application Availability	Amber	Deteriorating	The target is for 99.90% uptime for all critical applications. Full availability was maintained throughout October, November, December, and January, but there was some downtime in both February and March February's dip was attributable to network issues and a problem with Liquid Logic; March's was a more protracted issue in relation to the Capita ONE system. All of the problems have been resolved. The impacts of any issues relating to critical applications are monitored through the logging of Priority 1 support calls.	This PI details systems identified as critical to front line services and their overall availability based on a 24x7x365 business for Social Care, Symphony (the Library management information system), Jadu (Website), Outlook/Exchange (E-mail), and telephony. This includes the critical business applications themselves as well as all underpinning infrastructure required to deliver access to the application. The indicator is calculated by considering total downtime of a critical application for all users which will have an associated Priority 1 incident.	
Corporate Information Governance Team - FOI/EIR and SARs	Green	FOI/EIR - No noticeable change SARs - No noticeable change	This covers timeliness of responses to Freedom of Information requests, the preparation of Environmental Impact Reports, and responses to Subject Access Requests. FOI performance was above-target in each of the quarters of the 2021/2022 financial year. During the course of 2021/2022, SARs performance regained the above-target status it lost during the course of the pandemic year of 2020/2021.		

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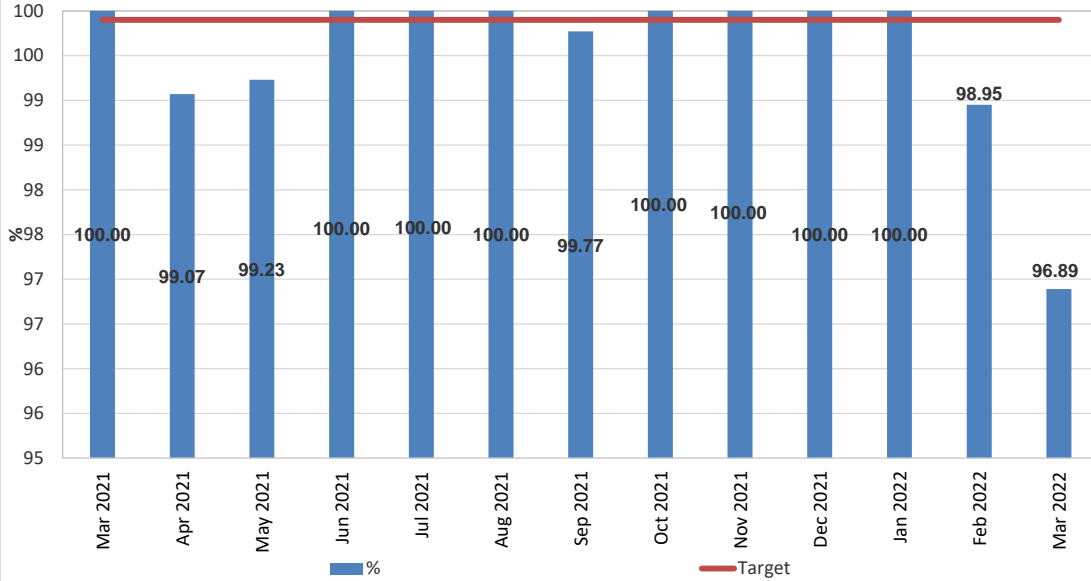
Agency Staff as a Percentage of Total Pay-Bill



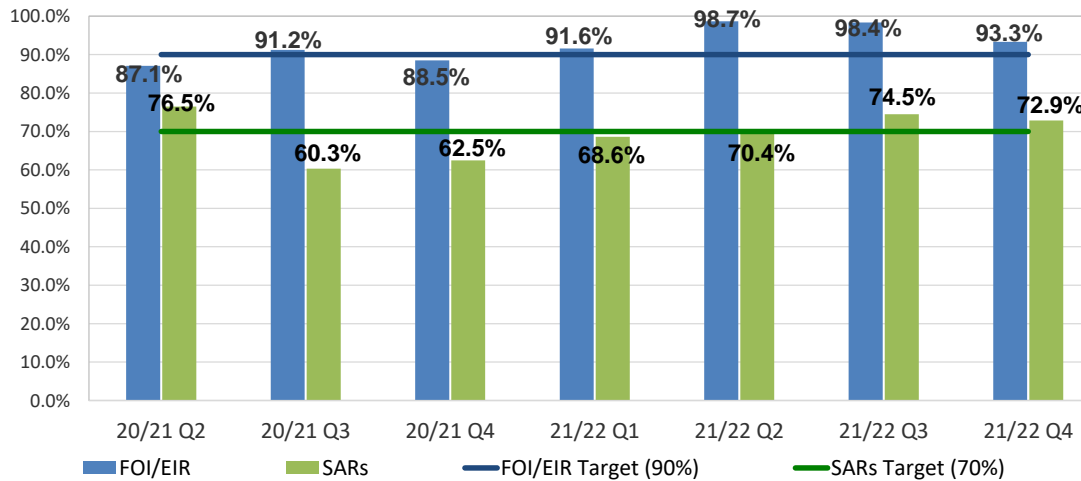
ICT - Local Area Network (LAN) Availability



ICT - Critical Application Availability



CIMU - FOI/EIR and Subject Access Requests (SARs)



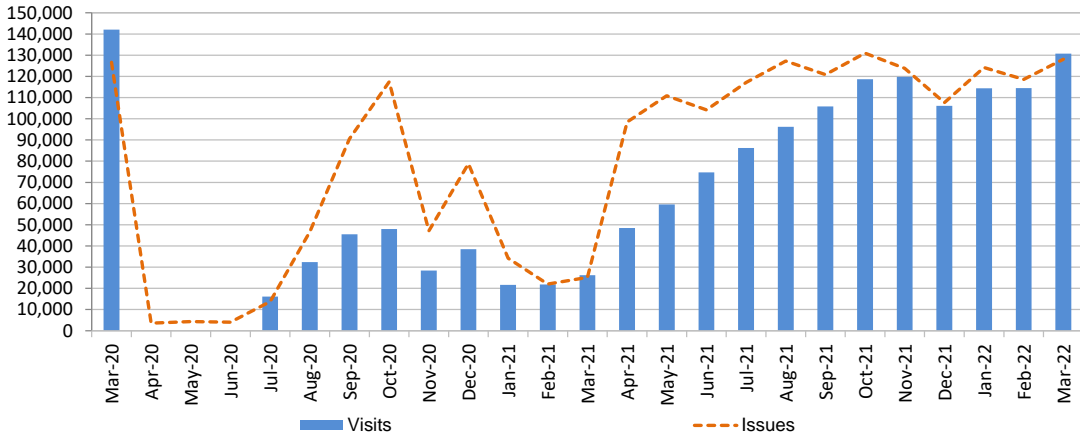
Communities

INDICATOR TITLE	RAG	DIRECTION OF TRAVEL	PERFORMANCE DETAILS	CURRENT ACTIVITY	FUTURE ACTIVITY
Library Visits Library Issues	No Status	Visits - N/A Issues - N/A	<p>March's countywide visits total of 130,723 equated to 92% of the county's March 2020's 142,079. March 2022's issues total of (128,096) was 1.1% greater than March 2020's figure of 126,658. Available national benchmarking data from Libraries Connected suggests that, compared with two years previously, the county's visits total for March was above the national level of 50% and the issues total was higher than the national level of 79%.</p>	<p>Libraries are now providing the full range of on-site services. These include meetings of social-connecting groups, children's activities, adult learning courses, digital support, and employability sessions. Libraries are also now home to Worcestershire Business & Intellectual Property Centre, giving free advice, information, and resources to businesses. 2022's Customer Voice Survey responses are being analysed as a means of informing service planning and promotional activities.</p>	<p>Actions to increase access to libraries will include trialling periods when entry is controlled by membership cards. Local events and activities (e.g. Summer Reading Challenge) will be promoted to increase participation. The opt-in e-mail service will keep members better informed about new library services and plans for the Service's future, as well providing a feedback facility.</p>
Library Issues: e-books, e-audio books, e-magazines, and e-newspapers	No Status	E-issues increasing	<p>2021/2022's final e-issues total was 266,167, up 40.2% compared with 2020/2021's 189,909. March's e-issues total of 27,554 is the highest ever calendar-month e-issues total. E-newspapers became available for loan at the start of April 2021 and generated 83,089 (31.2%) of 2021/2022's e-issues. A total of 7,727 different people borrowed at least one e-item in 2021/2022. The active e-borrowers total for 2020/2021 was 8,262.</p>	<p>Efforts continue to promote the e-library, such as by setting up Borrowbox displays in libraries and highlighting the Digital Library Hub on the Library Service website. This provides a one-stop shop for e-services. March's Digital Hub page-views total of 9,136 took the total for the 2021/2022 financial year to 104,667, a monthly average of 8,722. Work is ongoing with the e-book and e-audiobook supplier to expand the range of titles and the number of available copies of already-held titles.</p>	<p>Monitoring of e-issues and the number of active users (including new users) will continue as a means of tracking the appeal to residents of the e-collections and the effectiveness of promotional campaigns, as well as providing evidence to support any review discussions with the service providers (BorrowBox for e-books, Overdrive for e-magazines, Press Reader for e-papers).</p>
Cost per library visit	No Status	No noticeable change	<p>Confirmation of the 2020/2021 and 2021/2022 figures is awaited, the relevant finance figures from the Public Library Statistics having not yet been published by CIPFA. Worcestershire's 2019/2020 figure of £1.80 was seven pence more than 2018/2019's figure, but 47.4% below the figure for all English local authorities (£3.42) and 42.7% below the figure for the County Council's Performance Family (£3.14).</p>	<p>Monitoring of visits and net expenditure can be used to provide a guide to each year's out-turn, although the indicator is usually only reported annually once year-end figures have been confirmed.</p>	<p>Cost per visit (net expenditure divided by visits) was once a National Indicator, but can continue to be reported as the relevant data is collated and published annually by CIPFA. Comparisons with other local authorities' figures will be possible upon publication of the relevant finance information in the Public Library Statistics.</p>

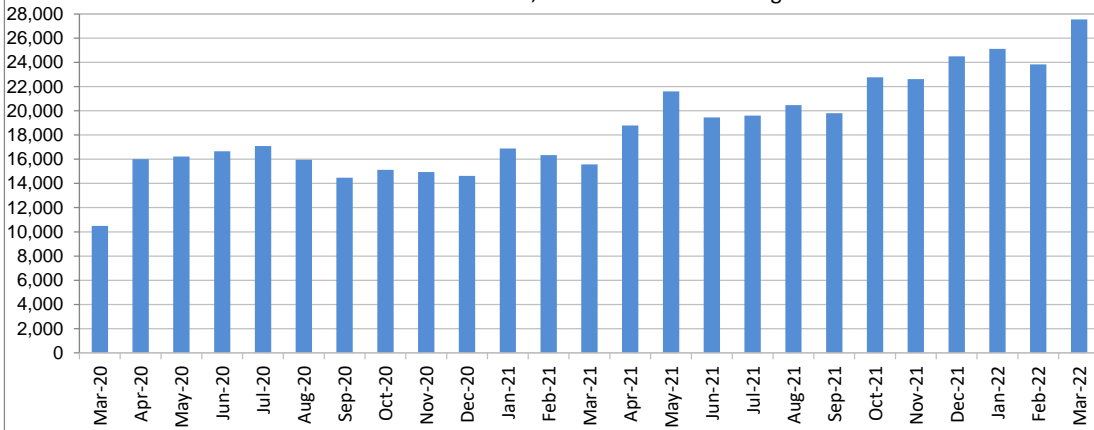
Communities

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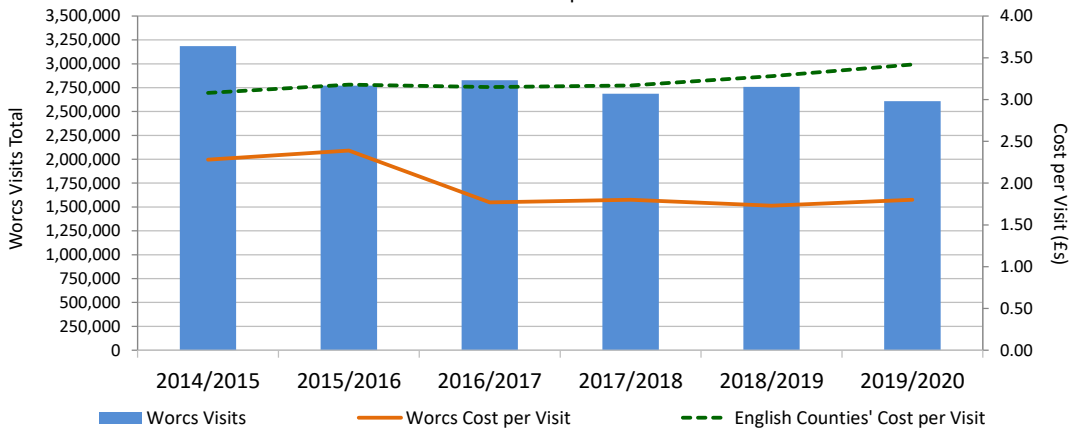
Libraries: Visits and Issues



Libraries: Issues of E-Books, E-Audiobooks and E-Magazines



Libraries: Cost per Visit



INDICATOR TITLE	RAG	DIRECTION OF TRAVEL	PERFORMANCE DETAILS	CURRENT ACTIVITY	FUTURE ACTIVITY
Museum Visits	No Status	N/A	County Museum's overall total for 2021/2022 was 18,506 (94.8% of 2019/2020's 19,501). The Museums Worcestershire share of 2021/2022's admissions income was £41,774, which was 95.7% of 2019/2020's £43,641. Schools admissions income (£1,562) was at 39.1% of the 2019/2020's £3,999. School bookings only really resumed in the autumn term and did not attain the previous years' levels due to schools' COVID-19 concerns.	County Museum's 2022 information leaflet is available in a variety of formats. It showcases the partnership with the Hartlebury Castle Preservation Trust, providing details of all the buildings on the site, the grounds themselves, and the activities and live events the County Museum and the Trust are staging between them. Site accessibility information, ticket prices, how to book group visits, and this year's events programme also feature.	Work will continue with the Hartlebury Castle Preservation Trust to further promote the whole site, accredited by the Visit England Visitor Attraction Quality Scheme for the high standard of the museum and visitor experience. The Trust will stage outdoor film screenings and concerts. County Museum staff will continue to run events and undertake outreach visits to schools.
Countryside Standards Achieved	Amber	Deteriorating	The percentage of Site Standards met at the end of the quarter 4 of the 2020/2021 financial year was 81%. The pronounced drop from quarter 3's 88% related in the main to encroachments identified in January at Hartlebury Common. Letters were sent to the offenders. Preventative measures have been put in place and repairs undertaken. Winter storms did not cause as much damage to sites' trees as had been anticipated, but remedial works were required.	The repairs undertaken at Hartlebury and the preventative measures put in place there should address the problem and it is anticipated the next inspection will confirm that performance has recovered. The positive impacts of the work done to address the issues arising out of quarter 4's tree inspections should be picked up in the next inspection. The regular programme of inspections, groundworks, and repairs should ensure signs and notices, buildings, site furniture, and trails are well-maintained,	Sites' usage should increase, given settled, clement spring and early-summer weather. The schedule of regular inspections will identify any issues arising from increased usage, but any issues or concerns raised by visitors will be monitored and addressed as necessary.

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Museums Worcestershire Visits
(County Museum, The Commandery, Worcester City Museum and Art Gallery)

