

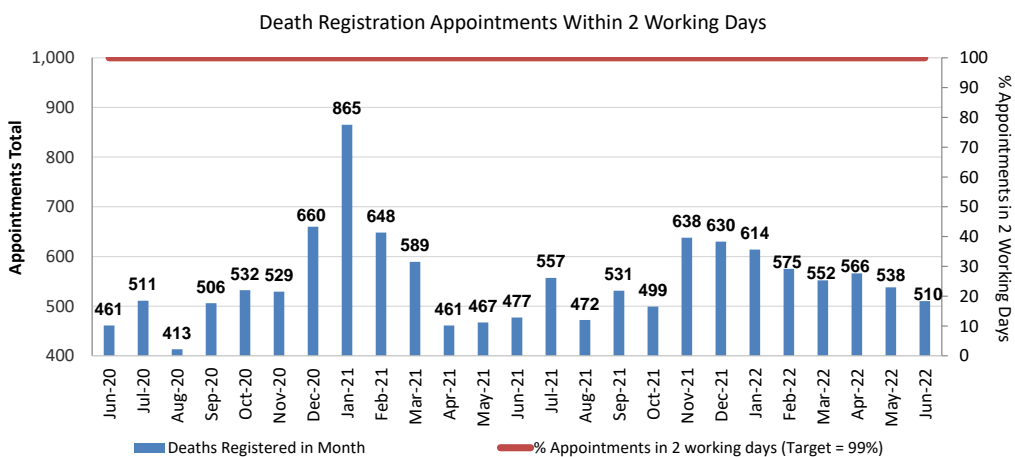
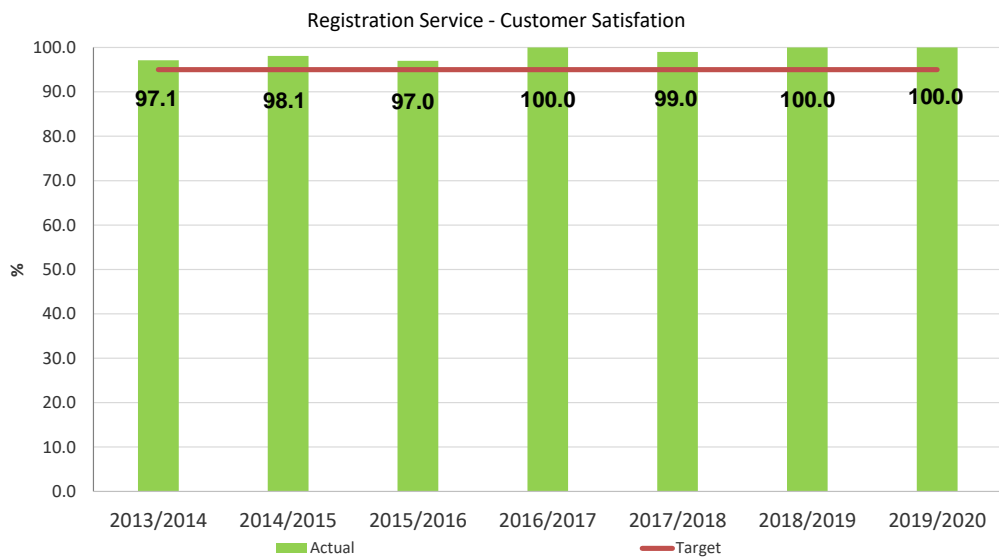
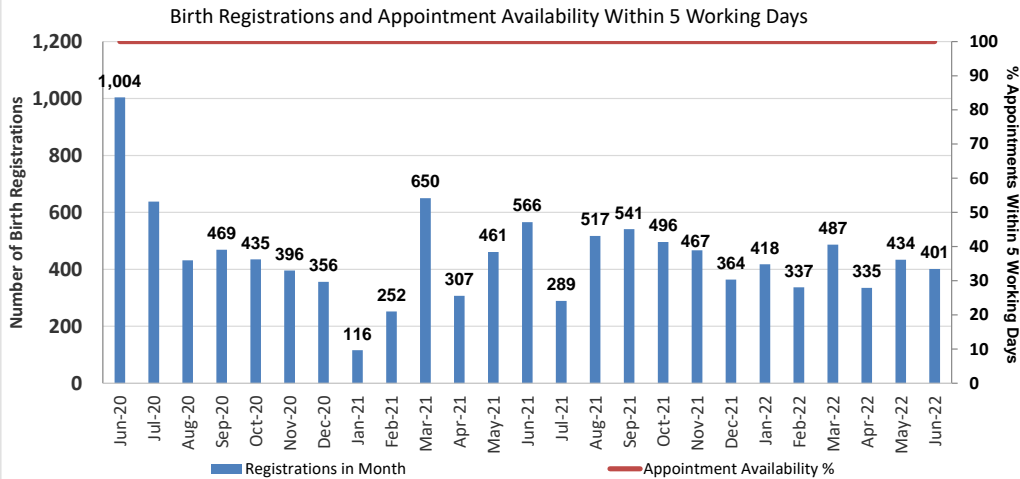
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## Registration and Coroner's

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 the first quarter of 2022/2023 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. Birth registrations in the April to June quarter totalled 1,170, down 12.3% compared with the 1,334 registered in the same quarter last year.	Where possible, additional birth-registration appointments continue to be made available at the Worcester, Redditch, and Kidderminster offices. Evening appointments remain available at Bromsgrove, Evesham, Kidderminster, and Malvern. These measures should help ensure that anyone contacting the service to register a birth can be offered a convenient appointment within 5 working days.	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.
Customer Satisfaction	Green	No Noticeable Change	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.	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.	The confirmed result and detailed report will be made available to the public. As in previous years, feedback will inform the Service Plan.
Death registration appointments within 2 working days	Green	No Noticeable Change	Face-to-face registrations of deaths resumed as soon as the Coronavirus Act lapsed in March. For the whole of the April-to-June quarter, additional appointment calendars were opened to enable more deaths to be registered, with four Registration Offices offering evening appointments and some Saturday opening. The number of deaths registered in April, May and June was x, up x.x% from 1,405 in the same three months last year.	The procedures in place prior to the pandemic have, in essence, been restored. However, in anticipation of the increase in workload that the restored procedures would entail, staff have been trained so they can undertake a variety of roles, ensuring greater service resilience. Increased availability of appointments is beneficial in many cases, such as those in which families require a prompt death registration to facilitate a burial in accordance with faith beliefs. Essentially,	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.

## Registration and Coroner's

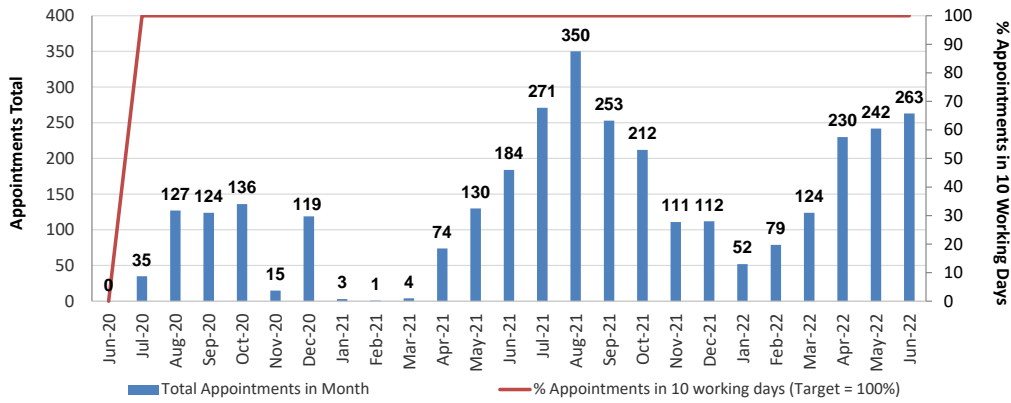
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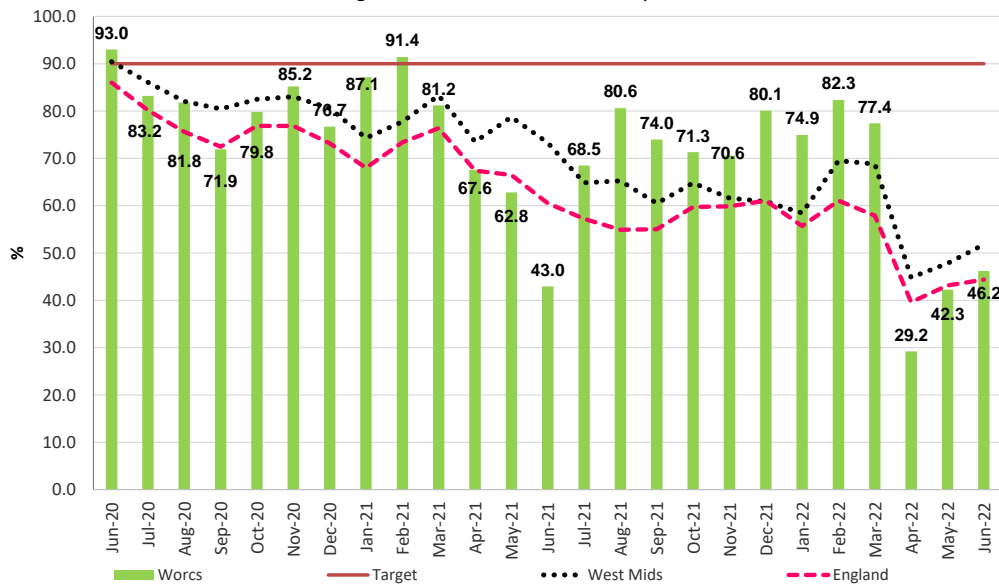
INDICATOR TITLE	RAG	DIRECTION OF TRAVEL	PERFORMANCE DETAILS	CURRENT ACTIVITY	FUTURE ACTIVITY
Marriage/civil partnership notice appointments within 10 working days	No Status	No Noticeable Change	All couples seeking a marriage/civil partnership notice appointment in quarter 1 were offered one within 10 working days. The lifting of the last limits on attendee numbers in June last year led to a sharp increase in partnership requests received. 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.	The volume of appointments is being monitored. Approved Premises' share of ceremonies is rising (59.2% in quarter 1; Jan-Mar 49.8%). Since April 2022, all approved premises in England and Wales have been able to host ceremonies outdoors without having to use a permanent structure. Couples continue to be advised about the registration procedures they must follow to comply with the Civil Partnerships, Marriages and Deaths Act 2021 and the need to liaise with their venue about any capacity limits.	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	Improving	June's 46.2% improved upon May's 42.3% and April's 29.2% (the lowest-ever calendar-month figure). June's out-turn was also above the percentage for England (44.4%), albeit below the West Midlands region's 51.8%. If instances where paperwork was received on or after the fourth day are removed from June's calculation, the percentage registered in 5 days would have risen to 51%. Deaths registered in the April-to-June quarter totalled 1,054, up 201 (23.6%) compared with the total for the same period last year and down 27% from 1,444 in April, May, and June 2020. Nationally, the increase relative to 2021 was 14.9%.	Recent months deterioration in performance locally, regionally, and nationally is mainly due to GPs' processing of paperwork. In some instances where the certifying GP is absent, the rule allowing that GP to refer the death registration to the Coroner for assignment to another GP is not being used. There are also still plenty of instances of paperwork being received from GPs on or after the fourth day following a death. The National Panel for Registration has asked GRO to raise the matter with DHSC and the National Medical Examiner. Locally, there will be further engagement with GPs and continued monitoring of how quickly appointments are booked once the appropriate paperwork is to hand.	Monitoring of monthly out-turns to continue as a means of gauging the effectiveness of the local and national 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 1 nobody had to wait more than two days for an 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.	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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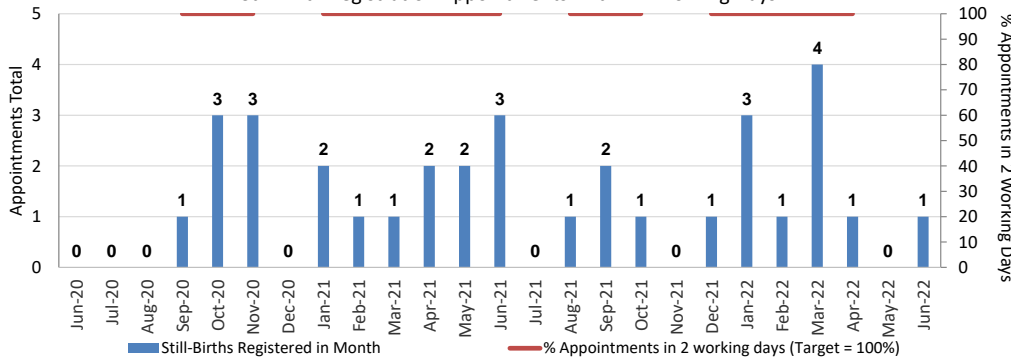
Marriage/Civil Partnership Notice Appointments Within 10 Working Days



Registration of Deaths Within 5 Days



Still-Birth Registration Appointments Within 2 Working Days



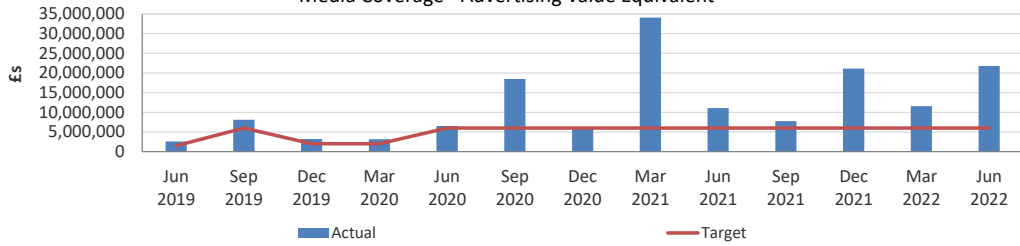
## Communications and Consumer Relations

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. In quarter 1, Homes for Ukraine, the Corporate Plan launch, budget, Cabinet changes, the Hampton and Kepax bridges, and Platinum Jubilee comms all supported the increase in coverage, ensuring a well-above-target out-turn.	Focus on effective media relations and proactive planning.	Proactive media.
Increase proactive engagement with the media	Green	No Noticeable Change	Our level of proactive versus reactive media engagement remains stable (an above-target 67% at the end of June, the same as at the end of March).	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.	Workforce updates to continue to be provided via Staff Briefings and regular emails. These will provide progress reports about the actions put in place in response to the themes raised in the survey, aligned to the Workforce Strategy.	The next Staff Survey is planned for January/February 2023
Compliments received	No Status	N/A	46 compliments were received in the April-to-June quarter, down 22 (32.4%) compared with the number received in the preceding three months and 20 (30.3%) less than the number received in the same three-month period last year.		
Stage 2 Children's Social Care complaints completed inside 65 days	Amber	Improving	Performance improved during the first quarter of the 2022/2023 financial year, the percentage of Stage 2 children's social care complaints completed in 65 days rising to an amber-rated 71% from the previous quarter's red-rated 40%.	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.	

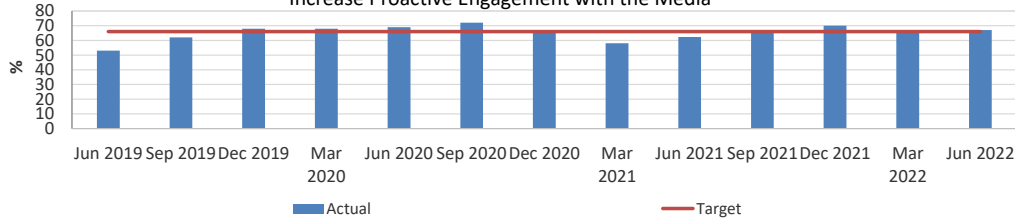
## Communications and Consumer Relations

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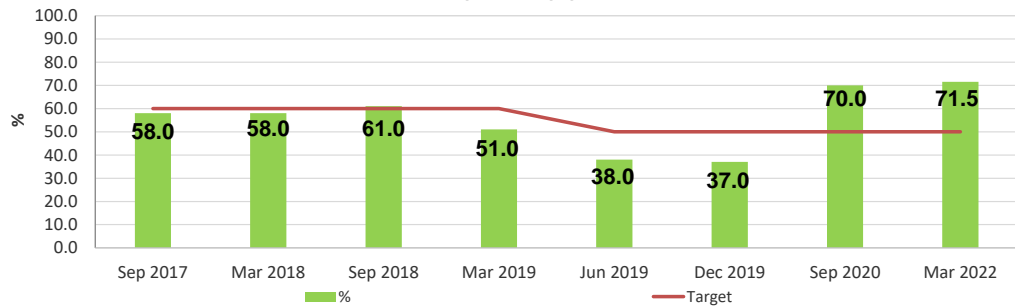
Media Coverage - Advertising Value Equivalent



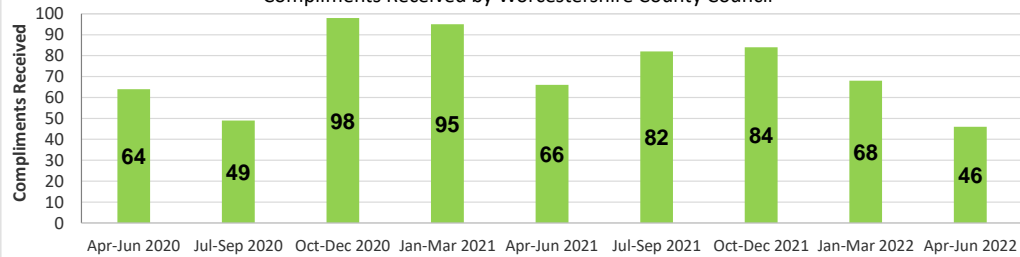
Increase Proactive Engagement with the Media



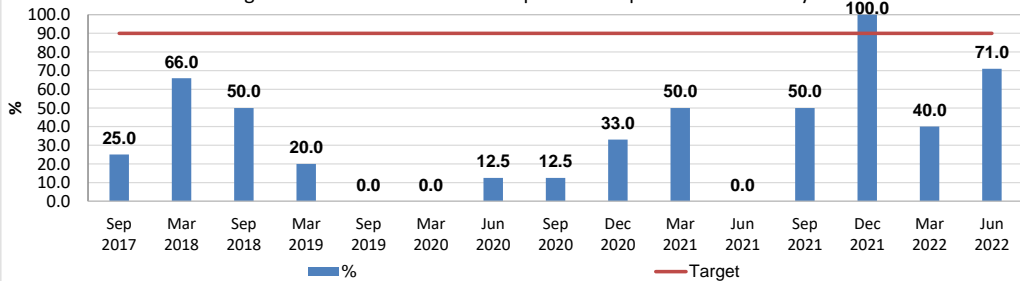
Increasing Staff Engagement



Compliments Received by Worcestershire County Council



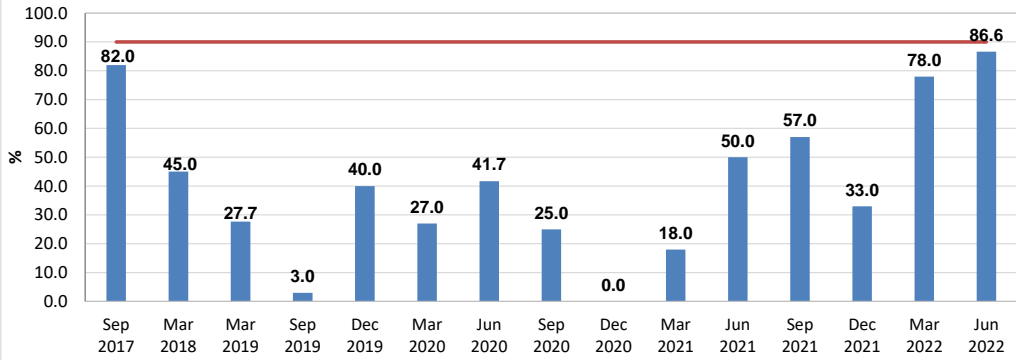
Stage 2 Children's Social Care Complaints Completed Inside 65 Days



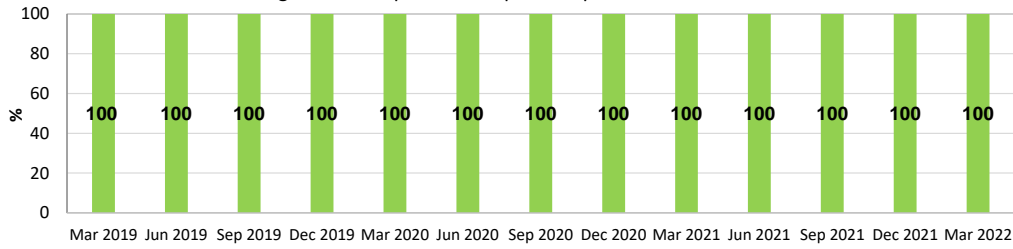
INDICATOR TITLE	RAG	DIRECTION OF TRAVEL	PERFORMANCE DETAILS	CURRENT ACTIVITY	FUTURE ACTIVITY
Stage 2 corporate complaints in 25 days	Amber	Improving	Stage 2 investigations are managed by the Consumer Relations Team. The overall out-turn for April, May, and June was 86.6%, up from the out-turn for the previous three months, which was 78%, itself an improvement upon the red-rated October-to-December 2021 result of 33%.	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	Deteriorating	The direction of travel deteriorated relative to the previous quarter due to Purdah (meaning a reduction of comms output) and the previous quarter's flood communications, which had significantly high engagement. It should be noted that engagements, link clicks, and followers have all continued to increase regardless, indicating positive communication relevance and demand.	Consistent and regular social media engagement continues.	Continue to prioritise community growth.

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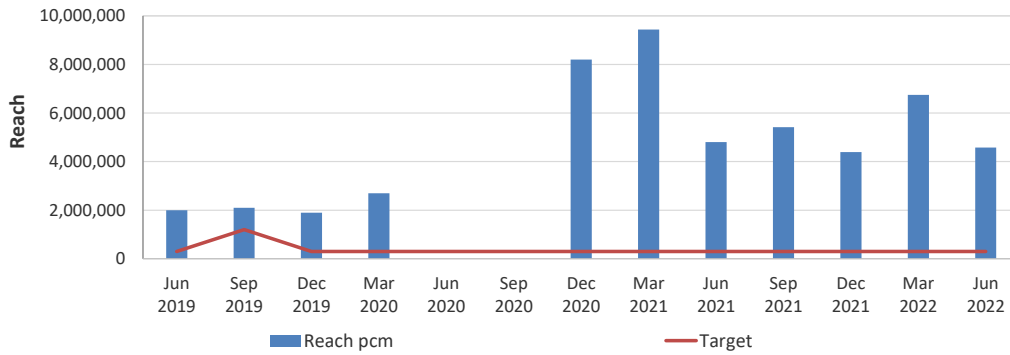
Stage 2 Corporate Complaints Completed in 25 Days



Strategic Leadership Team Complaint Reports Provided on Time



Traffic Across Social-Media Channels

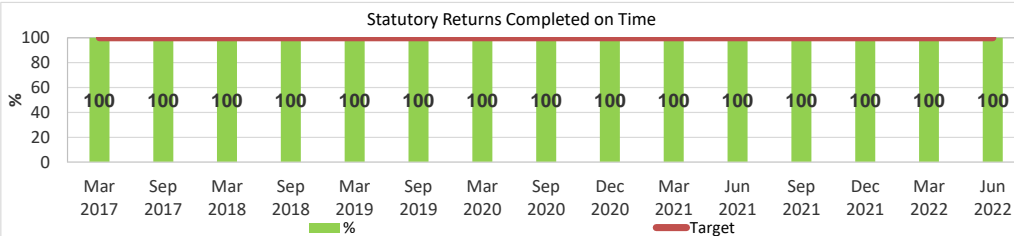
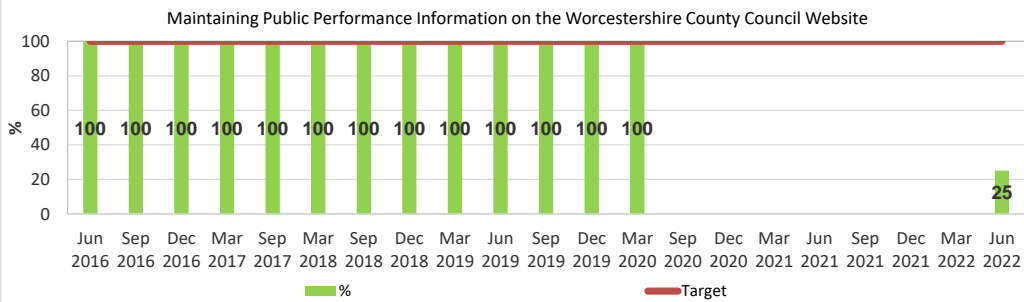
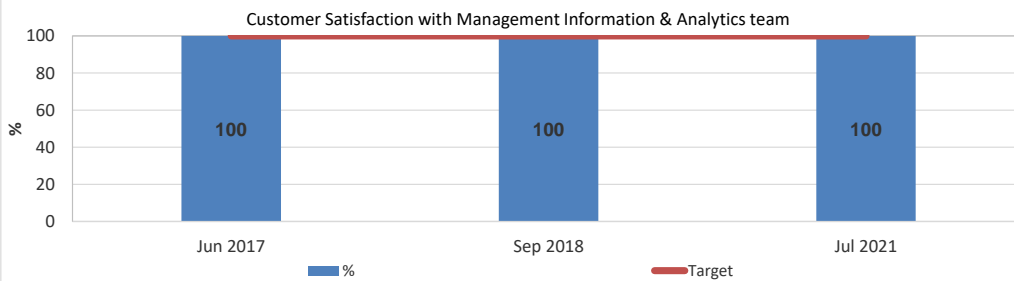
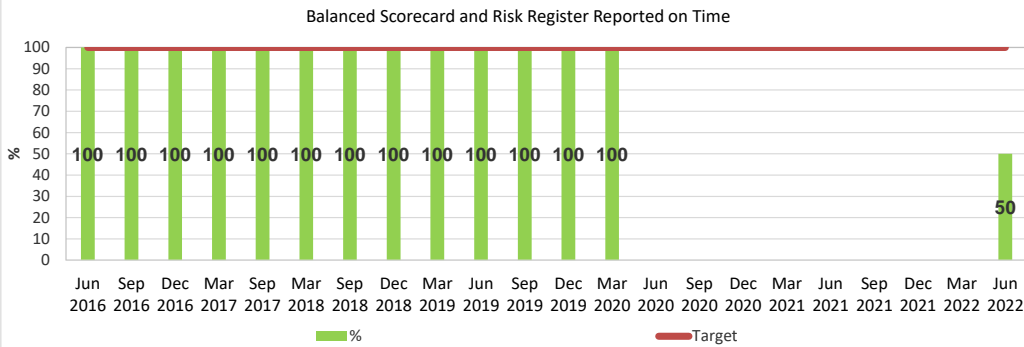
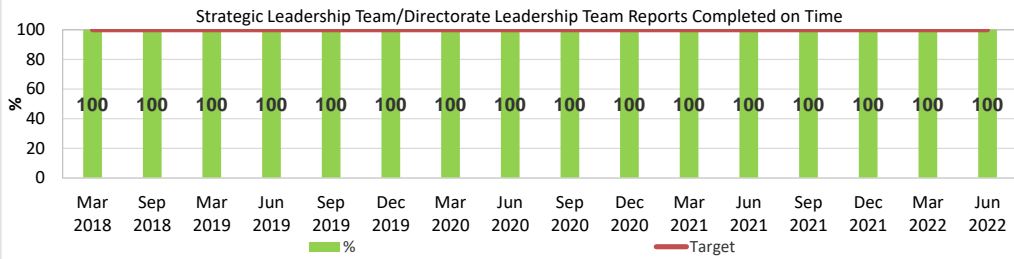


## Business Intelligence

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 was the last full 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. A corporate level Performance report for 2021/22 financial year has been presented to SLT and Performance Board.	Development of new public facing performance report (PowerBI). Construction of sub-corporate-level performance framework (directorate and service level).	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.
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. Development of new public facing
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.

## Business Intelligence

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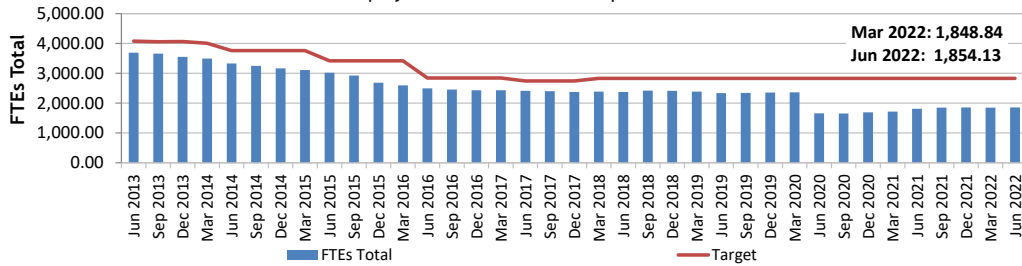
## HR, ICT and Corporate Information Governance Team

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 first quarter of 2022/2023 equated to 1,854.13, up 0.3% from 1,848.84 at the end of March and 0.1% higher than at the end of December 2021 (1,853.02). Changes in headcount from quarter to quarter 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	At the end of quarter 1 of 2022/2023, the average days sick per person (FTE) was 2.20, up from 2.02 at the same stage of 2021/2022. The average for the whole of 2021/2022 was 7.95 (the target is 7 or less). The equivalent figure at the end of 2020/2021 was 6.00; at the end of 2019/2020 it was 8.10.	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-term sickness	N/A	N/A	Long-term absences are episodes of 21 or more calendar days. 2022/2023's quarter 1 long-term absences totalled 3,353, the highest total at the end of quarter 1 since 2019/2020, when the total at the end of June was 3,583.66. The total at the end of June this year was up 10.3% up compared with the figure for the first quarter of 2021/2022 (3,040.50).	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 short-term sickness	N/A	N/A	Short-term absences in the first quarter of the current financial year totalled 726. As with the long-term sickness figure, this is the highest quarter 1 total for three years, the figure at the end of June 2019 being 1,245.02. The total at the end of June this year was 17.2% higher than the figure for April to June last year, which was 619.50.	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	Leavers in the financial year as a percentage of the workforce. 2021/2022's final figure of 10.45% was above 2020/2021's 7.03%, but below 2019/2020's 10.88% and 2018/2019's 10.97%. The quarter 1 2022/2023 out-turn of 2.87% is higher than the 2017-2021 average for April to June, which was 2%.		

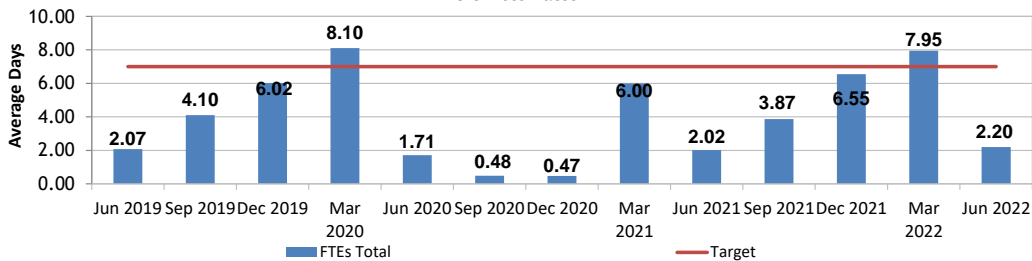
## HR, ICT and Corporate Information Governance Team

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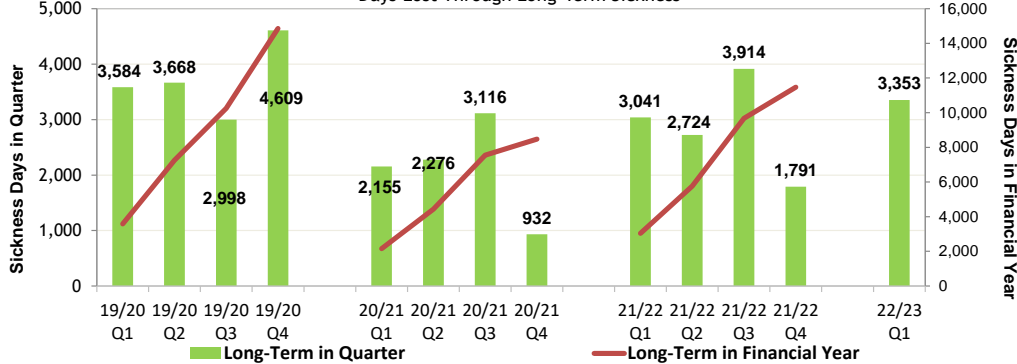
Employees - Actual Full-Time Equivalents



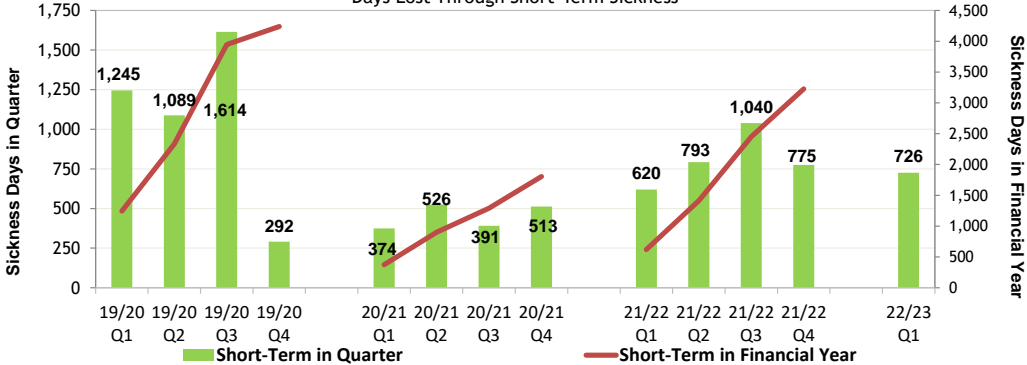
Sickness Rates



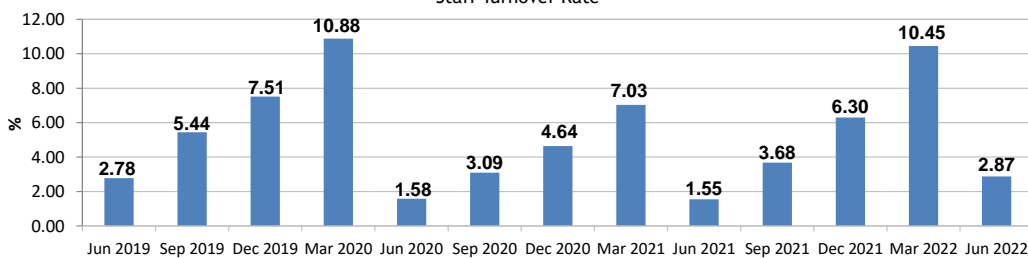
Days Lost Through Long-Term Sickness



Days Lost Through Short-Term Sickness



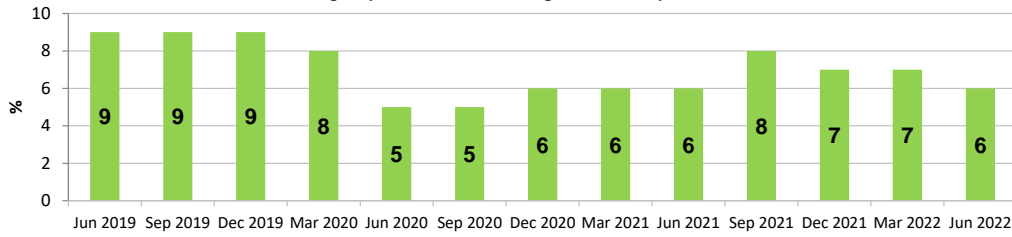
Staff Turnover Rate



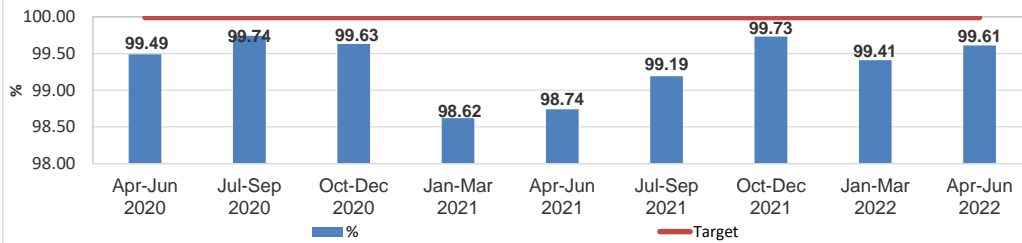
INDICATOR TITLE	RAG	DIRECTION OF TRAVEL	PERFORMANCE DETAILS	CURRENT ACTIVITY	FUTURE ACTIVITY
Cost of agency staff as a percentage of the total pay-bill	N/A	No Noticeable Change	Agency spend at each quarter-end as a percentage of the total pay bill. Since 1st October 2019, the figure has excluded WCF. 2022/2023's percentage on 30th June was 6%, down from 7% on 31st March. On 30th September last year, the figure was 8%		
ICT - Local Area Network (LAN) Availability	Amber	No Noticeable Change	Availability in the April-to-June quarter was 99.61%, up from 99.41% in the previous quarter. The figure for the whole of the 2021/2022 financial year was 99.48% (2020/2021: 99.37%.) The target is for 99.99% Local Area Network availability across all sites.	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% available time for all critical applications. There were only two Priority 1 incidents in quarter 1. In April, there was an issue related to the interface that ensures secure access to operating systems. This affected access to Liquid Logic, 162 minutes of downtime being logged. The second incident occurred in June. This also affected Liquid Logic. It was an issue with the application itself, which was resolved by the supplier. Downtime for this incident was 88 minutes.	Monitoring and prompt resolution of Priority 1 incidents remains key for the systems covered by this indicator, all of which have been identified as critical to the 24x7x365 business for Social Care, Symphony (the Library management information system), Jadu (Website), Outlook/Exchange (E-mail), and telephony. This includes not just the critical business applications themselves, but also 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. For such occurrences, there will be an associated Priority 1 incident.	
Corporate Information Governance Team - FOI/EIR and SARs	Green	FOI/EIR - Deteriorating SARs - Deteriorating	Both quarter 1 out-turns were down compared with the preceding quarter's, although the Subject Access Requests figure was only slightly down and remained above target. The Freedom of Information requests figure dipped largely due to staff absence leading to reduced capacity within the Corporate Information Governance Team. Both managers had to provide information and staff dealing with and issuing responses struggled to keep up with the workload.	Directorate Information Access Coordinators (IACs) are working with staff and managers to improve provision of information so response rates to requesters can improve.	Organisation-wide reminder to all WCC and WCF staff to respond in a timely manner when asked for information to enable responses to be made within timescales. Monitoring to continue.

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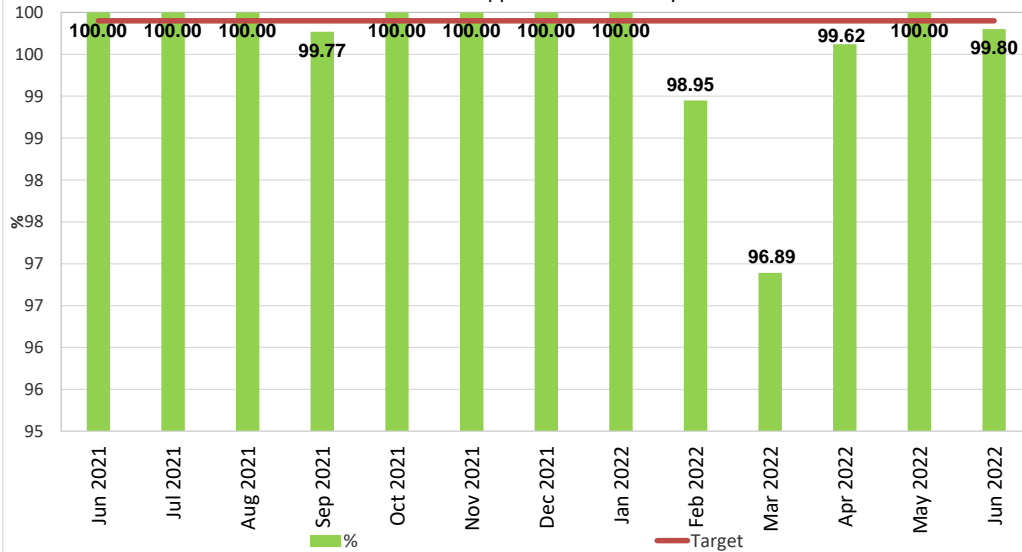
## Agency Staff as a Percentage of Total Pay-Bill



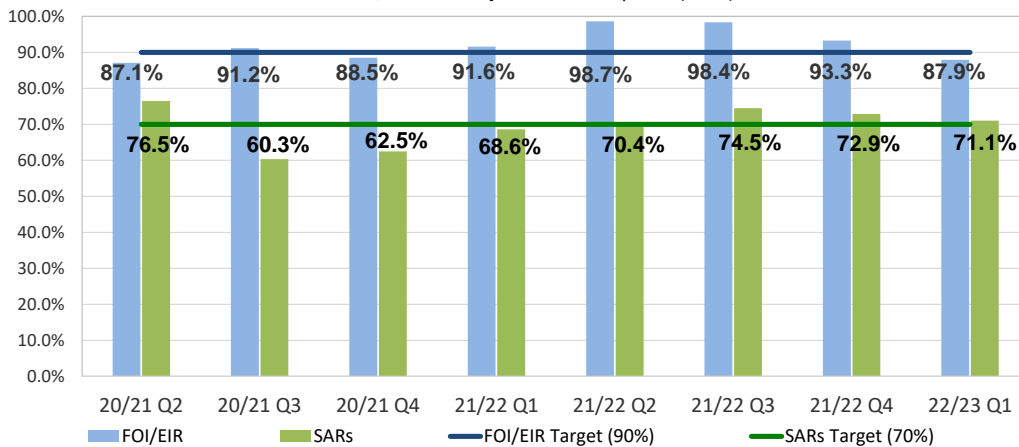
## ICT - Local Area Network (LAN) Availability



## ICT - Critical Application Availability



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



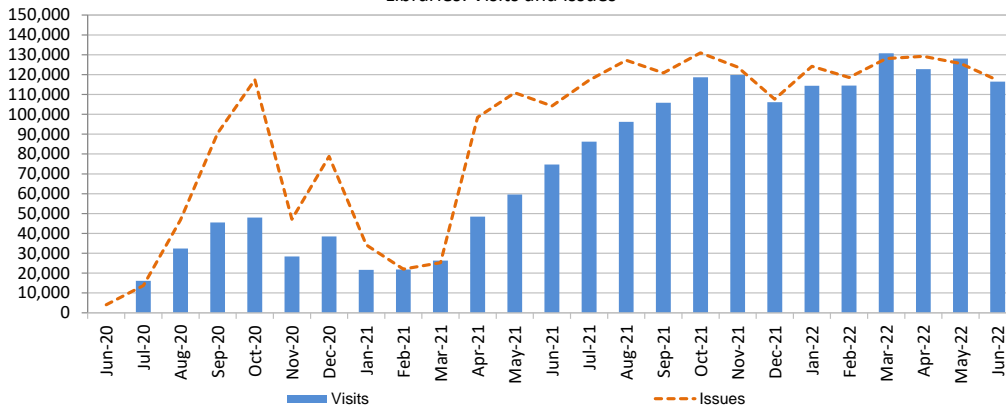
## Communities

INDICATOR TITLE	RAG	DIRECTION OF TRAVEL	PERFORMANCE DETAILS	CURRENT ACTIVITY	FUTURE ACTIVITY
Library Visits Library Issues	No Status	Visits - N/A Issues - N/A	The April-to-June visits total (367,304) amounted to 55.7% of the April-to-June 2019 total of 659,537. Libraries Connected's June comparator information indicates visits nationally equated to 60% of the June 2019 level. The latest-available Libraries Connected national comparator data indicates borrowing of physical items is at 83% of the 2019/2020 level. Locally, June's physical-items issues total equated to 82% of June 2019's total.	Libraries continue to provide the full range of on-site services. These include Summer Reading Challenge, 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. Monitoring of the Libraries Unlocked schemes at Droitwich and Stourport is being carried out weekly.	Actions to increase library usage will include the ongoing Libraries Unlocked schemes. Local events and activities will be promoted. The opt-in e-mail service will keep members better informed about new library services and future plans, as well as providing a feedback facility. 2022's Customer Voice Survey responses will also help inform planning and promotional activities.
Library Issues: e-books, e-audio books, e-magazines, and e-newspapers	No Status	No Noticeable Change	The April-to-June issues total was 81,148, the highest such quarter 1 total (April to June 2021: 59,863). E-newspapers' contribution was 38.5%, e-audiobooks' share was 28%, e-books' was 20.9%, and e-magazines' 12.7%. Relative to the e-issues total for June 2019 (7,386), June's total of 25,606 was 346.7% higher. Worcestershire's increase relative to pre-COVID levels continues to comfortably exceed the English average.	Efforts continue to promote the e-library. These include setting up Borrowbox displays in libraries and highlighting on the Library Service website the Digital Library Hub, which provides a one-stop shop for e-services. 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. Nationally, Libraries Connected is in discussions with publishers about libraries being given access to e-versions of the most-recent published titles.	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).
Museum Visits	No Status	Increasing	County Museum's April-to-June visits total was 5,850, which equates to 94.7% of the total of 6,176 for the last pre-COVID April-to-June period (2019). Of June's visits, 259 (13.5%) were by children visiting in school groups, the highest calendar-month total since November 2018's 533. June's schools admissions income totalled £1,056 (May£109), with Museums Worcestershire's share being £740 (May: £76).	This year's school summer-holiday events commence on 26th July. Throughout August, there are daily crafts and trail events. The Trust's series of monthly outdoor events commenced in May. Tickets for all events can be purchased on-line. The County Museum's 2022 information leaflet is available in a variety of formats, including on-line. It provides site accessibility information, ticket prices, how to book group and school visits, and this year's events programme.	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 events. County Museum staff will continue to run events and undertake outreach visits to schools in the county and outside it.

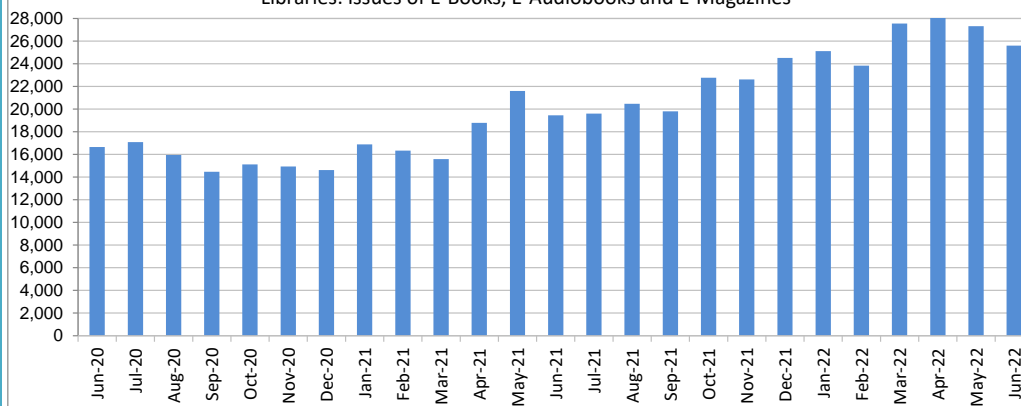
## Communities

### GRAPH

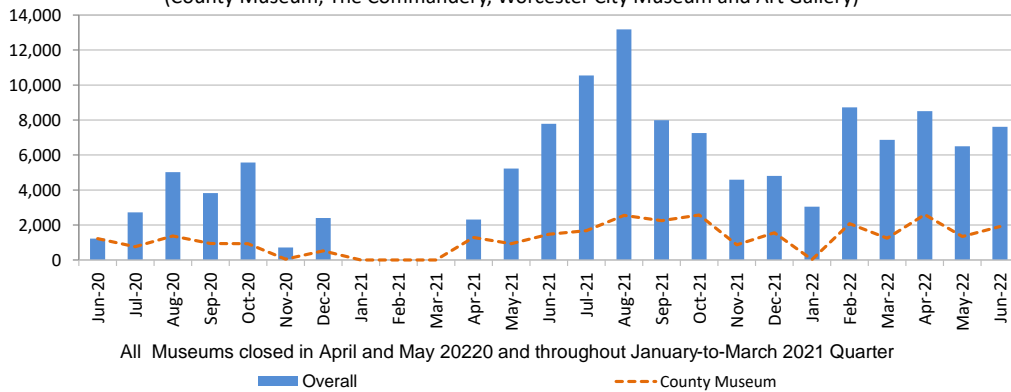
Libraries: Visits and Issues



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



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



Countryside Standards Achieved	Amber	Improving	<p>83% of Site Standards were met at the end of quarter 1, up from 81% at the end of March. Quarter 2 should see further improvement, for although site usage in summer is high, the settled weather facilitates the undertaking of regular site maintenance programmes and ad hoc repairs.</p> <p>However, a lot of site furniture such as permanent picnic benches and signage is coming to the end of its life, the impact on furniture of weathering and normal levels of usage having been accelerated by increased usage during the COVID-19 pandemic.</p>	<p>The regular programme of inspections, groundworks, and repairs should ensure signs and notices, buildings, site furniture, and trails are repaired and well-maintained. The positive impacts of the work done to address the issues arising out of quarter 4's tree inspections and January's encroachments at Hartlebury have been noted, but inspections and monitoring continue.</p>	<p>Sites' usage will increase during the school summer holiday period, given good, settled weather. The service will continue to promote each site's natural attractions, facilities, and any events and activities being staged. 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.</p>
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Countryside Site Standards Achieved

