

## Appendix 2 - Performance Data Collected

Tables A to G below show all of the Communities indicators currently monitored and reported on a monthly basis at Directorate Leadership Team level. These are in addition to those Communities indicators currently reported to the Corporate and Communities Overview and Scrutiny Panel. The last column in each table shows the frequency with which data currently can be (and is) updated.

<b>A. Archive and Archaeology</b>	<b>Indicator</b>	<b>Format</b>	<b>Frequency</b>
Visits	Visitors signed-in to Original Archives at The Hive	Number	Monthly
Planning applications	Planning applications checked	Number	Monthly
Planning application responses	Planning applications responded to in timescale (21 days)	%	Monthly
Archaeological interventions	Written Scheme of Investigation (WSI) documents issued	Number	Monthly
Events and outreach	Attendees at events	Number	Monthly
Enquiries	Customer enquiries relating to Archives, Historic Environment Record, Learning and Outreach	Number	Monthly
Digitisation	Archive deposits catalogued or existing collections converted ("retroconverted")	Number	Monthly
Archaeology Field Section Bids	Project Bids Won	Number	Quarterly
Archaeology Field Section Projects	Value of Projects Won	£s	Quarterly

<b>B. Countryside Greenspace</b>	<b>Indicator</b>	<b>Format</b>	<b>Frequency</b>
Gypsy Service	Compliance with protocols for unauthorised encampments on local authority land	%	Quarterly
Volunteers	Hours gifted by volunteers	Number	Quarterly
Worcestershire Health Walks	Participants	Number	Quarterly

<b>C. County Museum</b>	<b>Indicator</b>	<b>Format</b>	<b>Frequency</b>
Ticket sales by visitor category	Adult, children, concessionary, school-pupil visits	Number	Monthly
Outreach visits	Pupils engaged during visits to in-county and out-of-county schools	Number	Monthly

<b>D. Library Service</b>	<b>Indicator</b>	<b>Format</b>	<b>Frequency</b>
Computer Use	Computer users	Number	Monthly
Computer Use	Hours of computer use as proportion of available computer time	%	Monthly
Borrowers of physical stock	Unique borrowers of all books and audio-visual items	Number	Monthly
Borrowers of e-stock	Unique borrowers of e-books, e-audiobooks, and e-magazines	Number	Monthly
Membership enrolments	People enrolling as members	Number	Monthly
Events	Attendees at events staged in libraries	Number	Monthly

<b>E. Malvern Hills AONB Team</b>	<b>Indicator</b>	<b>Format</b>	<b>Frequency</b>
Habitat conservation	Hectares of habitat conserved/enhanced for biodiversity	Number	Quarterly
Partnerships	Joint-working arrangements for which AONB Team is a supporting partner	Number	Quarterly
Land-management	Schemes appraised	Number	Quarterly
Strategy planning	Strategies and plans developed or appraised	Number	Quarterly
Landowner engagement	Landowners/managers supported	Number	Quarterly
Volunteers	People gifting hours in any role that supports the work of the AONB Team	Number	Quarterly

<b>F. Registration</b>	<b>Indicator</b>	<b>Format</b>	<b>Frequency</b>
Appointment availability - births	Birth registration appointments within 5 days	%	Monthly
Appointment availability - deaths	Death registration appointments within 2 working days	%	Monthly
Appointment availability - marriages/civil partnerships	Notice appointments within 10 working days	%	Monthly
Appointment availability - still-births	Still-birth registration appointments within 2 working days	%	Monthly
Customer Satisfaction	Users rating the service they received as either 'very good' or 'good'	%	Annual

<b>G. Road Safety</b>	<b>Indicator</b>	<b>Format</b>	<b>Frequency</b>
Road safety education	Pupils receiving training	Number	Quarterly
School Crossing Patrol safety	Patrols visited once per term	%	Quarterly
Pre-Driver Training	Young people receiving training	Number	Annual

The Human Resources table below offers indicators that are either new or an enhancement to those currently reported to the Panel. For example, sickness measures already reported provide the total number days of both short- and long-term sickness absence. The list below provides an option to report instead by rates, thereby aligning Panel reporting with internal reporting methodology. For example, the 2023/2024 Quarter 2 sickness rate of 4.25 days would in this case be broken down into 3.32 days long-term and 0.92 short-term sickness, rather than the number of days. This could also be reported in one chart, rather than the current three.

<b>Human Resources</b>	<b>Indicator</b>	<b>Format</b>	<b>Frequency</b>
Sickness – short-term	Average number of days	Days	Quarterly
Sickness – long-term	Average number of days	Days	Quarterly
Workforce - starters	Starters	Number	Quarterly
Workforce - leavers	Leavers (resignations)	Number	Quarterly
Performance reviews	Compliance (completed reviews)	%	Twice-Yearly