

## JOINT COMMITTEE

21 February 2013

### Performance Data for Quarter 3 2012/13

#### **Recommendation**

That members note the report  
That members advise officers as to the usefulness or otherwise of the information provided, to help shape future reports.

#### **Contribution to Priorities/ Recommendations**

N/A

#### **Introduction/Summary Background**

As members will be aware, the Service is in the process of implementing its new IT system and we have struggled to provide significant quantities of performance data due to our having to operate using at least 9 different database systems across the county.

However we have tried, where possible, to provide members with reassurance that performance remains at an acceptable level during this time. The attached report is one such example highlighting performance in a range of areas, with district specific information where possible.

#### **Report**

The attached performance report has been produced by officers currently working in our experimental Intelligence Unit. In order to become more intelligence-led, it is important that the service maintains vigilance on incoming data so that any developing trends or threats can be identified and be dealt with. Having this dedicated team will also, in the longer term, allow us to produce more tailored information for members, outlining issues within their districts.

It is hoped that the report will reassure members as to level of performance, but officers would also like members to feedback as to where this kind of data, including the mapped sections outlining nuisance activity, are helpful to them in their role of supporting the communities we all serve. Creating a report like this from such a wide range of systems is time consuming but, hopefully, once we are on a

single database, this will be much more straight-forward.

The performance report itself starts with some county wide information on a range of activities being undertaken by the service. Where relevant we give comparisons across the 6 districts so members can see the variations in activity, for example with requests for support from the various Planning teams. Each district then has its own page of specific data, including a map of locations for nuisance reports, which we though members might like to share with their colleagues in the districts so that local members can also be made aware of our activities.

Performance has generally remained good. In terms of proactive work, officers are focusing their time on the higher risk businesses, following the provisions of the Regulator's Compliance Code and the Government's de-regulatory agenda. The figure for broad compliance of food businesses remains above 90% for all districts. Average times to close a complaint are included in the report for a number of different complaint types and satisfactions levels remain good, although we will continue to consult customers on how we can improve.

**Financial Implications**

None

**Sustainability**

N/A

**Contact Points**

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Q3 Performance Report

**Background Papers**