








Community & Partnership Services Business Plan Progress Report

Up to 31 December 2009





Communication

Action Code	Description	Status	Progress	Action Forecast	Due Date	Notes	Assigned To	Importance
CP BP09 Com 01a	Establish a Community Partner Question Time Forum for residents - Seek approval of model from Cabinet		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	On Target	21 Jul 2009	18 Sep 2009 Cabinet endorsed the setting up of forums on 21st July 2009. 16 Jul 2009 Due date changed to 21/07/09. Going to July Cabinet, delayed due to restructure.	Jane Doyle; Suzanne Johnston-Hubbold	Commitment
CP BP09 Com 01b	Establish a Community Partner Question Time Forum for residents - Seek Wyre Forest Matters Board approval		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	On Target	30 Sep 2009	14 Jan 2010 Approved by WFM Board. 12 Nov 2009 Revised paper going to the LSP board on 15th December for approval.	Jane Doyle; Suzanne Johnston-Hubbold	Commitment
CP BP09 Com 01c	Establish a Community Partner Question Time Forum for residents - Plan, organise and market forum		<div style="width: 50%;"><div style="background-color: #4f81bd; height: 10px; width: 50%;"></div></div> 50%	Not On Target	07 Dec 2009	14 Jan 2010 Approved by WFM Board, aiming to run pilot in February 10. 12 Nov 2009 Awaiting approval from LSP Board on 15th December 09.	Jane Doyle; Suzanne Johnston-Hubbold	Commitment
CP BP09 Com 01d	Establish a Community Partner Question Time Forum for residents - Pilot Forum		<div style="width: 50%;"><div style="background-color: #4f81bd; height: 10px; width: 50%;"></div></div> 50%	Not On Target	07 Dec 2009	14 Jan 2010 Approved by WFM Board, aiming to run pilot in February 10. 12 Nov 2009 Following approval from the LSP board on 15th December 09, Pilots planned for January 2010.	Jane Doyle; Suzanne Johnston-Hubbold	Commitment
CP BP09 Com 02a	Develop Internal Communications - Draft Internal Communications Strategy to CMT		<div style="width: 100%;"><div style="background-color: #4f81bd; height: 10px; width: 100%;"></div></div> 100%	On Target	30 Sep 2009	12 Nov 2009 CMT approved Strategy. 17 Sep 2009 Progressing and on target.	Jane Doyle; Suzanne Johnston-Hubbold	Commitment
CP BP09 Com 02b	Develop Internal Communications - Internal Communications Strategy adopted by Council		<div style="width: 0%;"><div style="background-color: #4f81bd; height: 10px; width: 0%;"></div></div> 0%		31 May 2009	16 Jul 2009 Action cancelled at request of Director of Community & Partnership Services. Communication Strategy agreed by CMT and will not need adoption by Council.	Jane Doyle; Suzanne Johnston-Hubbold	Commitment
CP BP09 Com 02c	Develop Internal Communications - Roll out Internal Communications Strategy Action Plan		<div style="width: 75%;"><div style="background-color: #4f81bd; height: 10px; width: 75%;"></div></div> 75%	On Target	31 Mar 2010	14 Jan 2010 -- enter new status update -- 14 Jan 2010 Plan developed, on target and progressing.	Jane Doyle; Suzanne Johnston-Hubbold	Commitment





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Action Code	Description	Status	Progress	Action Forecast	Due Date	Notes	Assigned To	Importance
CP BP09 Com 03a	Website - Build structure of new web and train users			On Target	31 Jul 2009	15 Jul 2009 Not on target, new target date of 31/07/09. Content providers have received training. Awaiting implementation of LGNL navigation onto site by end of July.	Nick Lewis	Commitment
CP BP09 Com 03b	Website - Migrate content from old to new software			On Target	19 Oct 2009	17 Sep 2009 A further technological barrier has delayed the web migration process. The Alterian Web Asset Manager WAM has not been successfully implemented by the County Council and full migration of content cannot take place until it is. New target date of 19/10/09 is subject to a functioning WAM being in place. 16 Jul 2009 Not on target. Due date changed to 30/09/09. Content transfer awaiting implementation of LGNL navigation.	Nick Lewis	Commitment
CP BP09 Com 03c	Website - Testing new website			On Target	19 Oct 2009	17 Sep 2009 New target 9/10/09 subject to functioning WAM being in place. 16 Jul 2009 On target.	Nick Lewis	Commitment
CP BP09 Com 03d	Website - New website goes live			On Target	19 Oct 2009	17 Sep 2009 New target 19/10/09 subject to functioning WAM being in place. 16 Jul 2009 On target.	Nick Lewis	Commitment
CP BP09 Com 04a	Intranet - Immediacy software training			On Target	30 May 2009	16 Jul 2009 Planned training with all content providers is complete.	Nick Lewis	Commitment
CP BP09 Com 04b	Intranet - Transfer of Intranet content from old to new software			On Target	31 Aug 2009	16 Jul 2009 Not on target. Due date changed to 31/08/09. Content transfer process is underway.	Nick Lewis	Commitment
CP BP09 Com 04c	Intranet - Launch of new Intranet			Not On Target	31 Mar 2010	15 Jan 2010 Internal consultation has started to develop architecture for new site. Draft designs for look and feel have been prepared. 12 Nov 2009 Knock on affect of delayed launch of website. Heavy workload within IT. Delayed decision on use of payroll/HR forms. Due date amended to 31/03/10	Nick Lewis	Commitment
CP BP09 Com 05	To publish Council Brand Book with new Corporate Identity			On Target	31 Mar 2010	15 Jan 2010 Reason why deadline not met - delayed due to workload of	Lin Dodge; Sally Perry	Aspiration





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Action Code	Description	Status	Progress	Action Forecast	Due Date	Notes	Assigned To	Importance
						<p>additional urgent unprogrammed design projects that have been deemed to be of a higher priority and therefore marginalising the time set aside for the branding work. <u>New deadline</u> 31.03.2010 <u>Work to do</u> - need to collate the various elements of the 'Look Book' and present effectively in the book itself. <u>Risk</u> - further additional urgent unprogrammed design projects that are deemed to be of a higher priority.</p> <p>12 Nov 2009 As previous entry, plus Formulated and procured promotional items</p>		
CP BP09 Com 06a	Total Print Management Solution Group review printing volume			On Target	31 Mar 2010	<p>15 Jan 2010 Progress continues to be monitored on a quarterly basis by the TPMS group.</p> <p>12 Nov 2009 TPMS group reviews progress on a quarterly basis.</p>	Lin Dodge; Sally Perry	Commitment
CP BP09 Com 06b	Actions implemented from Total Print Management Solution Group meetings			On Target	31 Mar 2010	<p>15 Jan 2010 Next meeting of the group is scheduled for the end of January 10</p> <p>12 Nov 2009 A warning limit for 50 colour photocopies has been implemented on MFDs and Doc Q Ticket print ordering software has been rolled out to all desk tops.</p>	Claire Farmer	Commitment

Community Safety

Action Code	Description	Status	Progress	Action Forecast	Due Date	Notes	Assigned To	Importance
CP BP09 CSa 07	To co-ordinate through the Wyre Forest Community Safety Partnership the delivery of the following local priorities: • Anti Social Behaviour • Criminal Damage • Alcohol related violence • Public reassurance			On Target	31 Mar 2010	<p>14 Jan 2010 Continues to be on target, monthly Co-ordination Group continues to meet with projects including working together with Wyre Forest Matters on communications, home security scheme and No Rogue Trader Zone. WFCSP Co-ordinator now sits on the Safer Communities Board (SCB) and WFCSP Chair is Vice Chair of SCB.</p> <p>11 Nov 2009 On target, monthly Co-ordination Group continues to meet. Performance Manages and Monitors the action plans in place for each priority.</p>	Kathryn Hebbert	Commitment
CP BP09 CSa 08	Co-ordinate through the Wyre Forest Community Safety Partnership, the delivery of countywide community safety priorities as set out in the Worcestershire Local Area Agreement			On Target	31 Mar 2010	<p>14 Jan 2010 Monthly Co-ordination Meeting working well concerning decision making and projects. Strategic Board met twice during this period. WFCSP now has more involvement in the Safer Communities Board.</p> <p>11 Nov 2009 On target, monthly Co-ordination Group continues to meet. Performance Manages and Monitors the action plans in place for each priority. Kathryn Hebbert attends the Safer Communities Board Performance Group which monitors the Community Safety LAA priorities.</p>	Kathryn Hebbert	Commitment

Community Strategy & Partnerships

Action Code	Description	Status	Progress	Action Forecast	Due Date	Notes	Assigned To	Importance
CP BP09 CSP 32	To produce a six monthly Community Strategy action plan for implementation by Wyre Forest Matters partners to support the development of the Wyre Forest Matters Forum. Performance will be communicated to stakeholders via website, newsletter etc.			On Target	31 Aug 2009	<p>12 Nov 2009 AOHN initiative plus other projects are planned to support the delivery the SCS/LAA for the next 6 months. The role of the WFM Forum in this needs to be reviewed</p> <p>15 Sep 2009 An action plan is in place for the next meeting of the Forum, which is to be held in Oct. There has been difficulty in establishing what partners expect and want from the Forum, which has led to delays in establishing a clear work programme for the Forum. The action plan for WFM is not driving the Forum. This relates to the difficulties in establishing a common understanding of the Forum's role. However, the Forum is aiming to support delivery of a key part of the WFM agenda around community engagement.</p> <p>Re an action plan for WFM as a whole, the LSP has been successful in delivering several key projects this year and is focussed on rolling out the neighbourhood approach begun in the Horsefair area to the Walshes as part of the Areas of Highest Need project. The LSP has an action plan which incorporates these pieces of work and others, however, this is not as a result of systematically prioritising and planning for the delivery of the LAA/SCS. More work is needed to achieve this.</p>	Tracy Reck	Commitment
CP BP09 CSP 33	To create a data 'hub' of partnership information based on the indicators in the Sustainable Community Strategy			Not On Target	31 Mar 2010	<p>18 Jan 2010 CorVu framework in place, many data sources mapped and collated. Lots still to do to get complete set and data. Realistic due date 31st March 2010.</p> <p>12 Nov 2009 Working with TCHG to develop CorVu into a system which</p>	Tracy Reck	Aspiration













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Action Code	Description	Status	Progress	Action Forecast	Due Date	Notes	Assigned To	Importance
						includes partnership data. System intended to be up and running by April 2009. Data capture target needs to be set.		















Cultural Services

Action Code	Description	Status	Progress	Action Forecast	Due Date	Notes	Assigned To	Importance
CP BP09 Cul 13a	Efficiencies within Parks and Green Spaces - Identify options	✔	100%	On Target	30 Apr 2009	15 Jul 2009 Efficiency savings identified for 09/10 and service restructure complete.	Joe Scully	Commitment
CP BP09 Cul 13b	Efficiencies within Parks and Green Spaces - Investigate options and report back to Members with recommendations	▶	95%	On Target	31 Mar 2010	14 Jan 2010 Report delayed due to imminent publication of "CABE" document on external contractors and partnering. Due date changed to reflect this. 30-06-10 11 Nov 2009 Meetings arranged with external contractors during Nov / Dec to evaluate external contractor benefits.	Joe Scully	Commitment
CP BP09 Cul 13c	Efficiencies within Parks and Green Spaces - Implementation	▶	90%	On Target	31 Mar 2010	14 Jan 2010 On target and progressing. 11 Nov 2009 Works commenced 1st November 09.	Joe Scully	Commitment
CP BP09 Cul 14a	Bewdley Museum reopening - Completion of building and interpretation projects.	✔	100%	On Target	31 Dec 2009	11 Nov 2009 Completion to take place during the winter close down. 15 Sep 2009 No new updates, additional works still being carried out.	Sue Harper	Commitment
CP BP09 Cul 14b	Bewdley Museum reopening - Organise re-opening	✔	100%	On Target	03 May 2009		Sue Harper	Commitment
CP BP09 Cul 15	Sports and Leisure Centres management agreement - Committee report Series of meetings and consultation regarding renegotiation of management agreements with DC Leisure	▶	50%	On Target	30 Mar 2010	11 Nov 2009 Due date amended to 30/03/10. Progress meetings have taken place, presentation due in January 2010. 17 Sep 2009 Meetings and presentations on-going.	Kay Higman	Commitment
CP BP09 Cul 16	Wild Walshes Play area - Project completion and organise opening/community event	✔	100%	On Target	08 Apr 2009	16 Jul 2009 Project completed and official opening event took place on 8th April 09.	Kay Higman	Commitment

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Action Code	Description	Status	Progress	Action Forecast	Due Date	Notes	Assigned To	Importance
CP BP09 Cul 17	Delivery of Charles Darwin Severn Project - secure funding, event planning, marketing & delivery of event			Not On Target	31 Mar 2010	15 Jan 2010 Funding not received, project no longer going ahead. 11 Nov 2009 Due date changed to 30/09/2010. Partner in Shropshire changed funding application to ACE, needs re-submitting.	Loz Samuels	Commitment
CP BP09 Cul 18	Plan activities/events, marketing and delivery of Kidderminster Arts Festival			On Target	30 Aug 2009	16 Sep 2009 Arts Festival completed. Record attendance. 16 Jul 2009 KAF delivered on 15th - 29th of Aug.	Loz Samuels	Commitment
CP BP09 Cul 19	Co-ordination of summer brochure, distribution and marketing, recruit staff, organise 2 play days and deliver activities of Summer Programme			On Target	30 Aug 2009	16 Jul 2009 Completed	Karen James	Commitment
CP BP09 Cul 20	Sport Unlimited (deliver sport and physical activity programmes for 5 to 19 years old young people) - Consultation with local clubs/schools/young people, liaison with partners, create viable and realistic plan & deliver activities			On Target	31 Mar 2010	14 Jan 2010 Ongoing 12 Nov 2009 Having consultation period now to plan Year 3 activities. Year 2 Term 2 is finishing up December 09 and Term 3 will begin January 10	Gillian Edwards	Commitment
CP BP09 Cul 21	QE2 Gardens, woodland orchard/play project - Submit funding applications, procurement & project delivery			On Target	31 Mar 2010	14 Jan 2010 Application to Biffa now submitted and awaiting decision end of January 10. Tree clearance on site complete. Playbuilder Grant Contractor appointed 15th Jan - 5 out of 6 sculptures 90% complete (off site). 11 Nov 2009 Biffaward Grant application resubmitted by FoBM for January review. Providing application successful project will come in to project spec and on time. Site Clearance commenced 12th Oct. Contractor shortlisted for supply of £25K Playbuilder Grant.	Tony Link	Commitment
CP BP09 Cul 22	Delivery of 2 play area projects (White Wicketts and Clensmore) - Consultation, procure play areas and project delivery			On Target	31 Mar 2010	11 Nov 2009 White Wicketts - contract awarded - complete January 2010. Clensmore - not happening due to developer in liquidation. 17 Sep 2009 Procurement process has commenced for White Wicketts and tenders were received in August 2009. Contract to be awarded imminently.	Alan Breen; Joe Scully	Commitment

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Action Code	Description	Status	Progress	Action Forecast	Due Date	Notes	Assigned To	Importance
						Clensmore Play Area will not be delivered because the developer has gone into liquidation, report to be sent to Cabinet in October 2009.		
CP BP09 Cul 23	Bewdley Museum accreditation to MLA - Complete application and criteria for full registration to MLA (Museums, Libraries and Archives)			On Target	31 Jul 2009	13 Jul 2009 The criteria for registration has been completed and application went to the MLA on 25th June. The decision will be announced in the next 2 weeks.	Liz Cowley	Commitment
CP BP09 Cul 24	Delivery of Walking project - Recruitment of walk co-ordinator and leader Agree work programme and action plan Deliver led walks Marketing and promotion Evaluation and sign posting			On Target	31 Mar 2010	11 Nov 2009 Project underway, walks on-going. 17 Sep 2009 Recruitment complete for Walks Leader, due to commence work on 28th September 2009.	Paul Allen	Commitment
CP BP09 Cul 25	Adoption of Watery Lane/Britannia Gardens - Carry out essential works on adoption, management of site & consultation with local residents			On Target	31 Mar 2010	14 Jan 2010 Still waiting for legal documentation to be signed, no new updates. 11 Nov 2009 Legal documentation to be signed imminently.	Paul Allen	Commitment
CP BP09 Cul 26	Adoption of Stour Vale - Transfer of land to WFDC & Management of land in accordance with management plan			On Target	31 Mar 2010	14 Jan 2010 Negotiations still ongoing. Cabinet report not needed for October meeting. 11 Nov 2009 Legal documentation being processed.	Paul Allen	Commitment
CP BP09 Cul 27	Continue negotiations with Wimpey regarding adoption of Timber Lane and Power Station site. Continue to request meetings and updates from Wimpey and John Challenor Associates & comment on proposals as and when received regarding layout of site and facilities			Not On Target	31 Mar 2010	14 Jan 2010 Significant progress now seems to be made with the addition of Tesco's as part of the negotiation process. 11 Nov 2009 Ongoing, Legal action threatened.	Paul Allen; Joe Scully	Commitment
CP BP09 Cul 28	Facilitate performance opportunities for community dance projects/groups - Investigate potential opportunities to link Dance Festival to community dance project opportunities. Link to 'High School Musical' event.			On Target	30 Sep 2009	11 Nov 2009 High School Musical Event took place during October half-term. Dance Instructor held cheer leading workshops also. 19 Oct 2009 Working towards submitting consortium bid to People Dancing. Contribution of dance instructor time to the project.	Gillian Edwards; Amy Smith	Aspiration
CP BP09 Cul	Organise an event to coincide with			On Target	30 Nov 2009	12 Nov 2009 Speed Dating event took	Lesley Fox	Aspiration












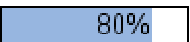
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29	Local Democracy Week or National Youth Week - Liaise with partners, plan event, consultation & deliver event					place on 4th November at King Charles School, Lesley Fox had a follow up meeting with Councillor Oborski on 11th November. 19 Oct 2009 Planning programme of events and activities with partners for Autumn 09 and into New Year.		
CP BP09 Cul 30	Deliver dance project - Recruit Dance Teacher, produce action plan with partners, delivery of workshops/performances, link to Cultural Olympiad & evaluation of project	✔	<div style="background-color: #ccccff; width: 100%; text-align: center;">100%</div>	On Target	31 Mar 2010	12 Nov 2009 Dance Instructor is in post and currently delivering in a variety of settings i.e. schools, community as part of designated work plan. Post is contracted for 2.5 years. 15 Sep 2009 Not on target. Kerry Millis (Dance Instructor) handed in resignation. On course to have vacant post filled by October 09.	Gillian Edwards	Commitment
CP BP09 Cul 31	Adoption of Worcestershire Cultural Strategy and local action plan - Consultation with County and Worcestershire Partnership and Cultural Theme Group	✔	<div style="background-color: #ccccff; width: 100%; text-align: center;">100%</div>	On Target	31 Oct 2009	17 Sep 2009 Cultural Strategy and Local Action Plan has been to the Scrutiny panel and will go to October 2009 Cabinet Meeting / Council for adoption. 16 Jul 2009 Report took to Scrutiny meeting and consultation with partners continuing. Report to go to Scrutiny in Sept 09 for final adoption by Cabinet / Council.	Kay Higman	Commitment

Customer Services





Action Code	Description	Status	Progress	Action Forecast	Due Date	Notes	Assigned To	Importance
CP BP09 CSe 09a	Launch the strategy throughout the whole authority, ensuring all employees are aware of their responsibilities under the strategy - refresh & review strategy	✔	<div style="background-color: #ccccff; width: 100%; text-align: center;">100%</div>	On Target	31 Jul 2009	05 Aug 2009 Strategy written and on forward plan for September. 16 Jul 2009 Putting Customers First strategy is currently being written.	Lucy Wright	Commitment
CP BP09 CSe 09b	Launch the Customer Services Strategy throughout the whole authority, ensuring all employees are aware of their responsibilities under the strategy - adopt Strategy	✔	<div style="background-color: #ccccff; width: 100%; text-align: center;">100%</div>	On Target	30 Sep 2009	20 Oct 2009 Strategy approved by Council on 30th September. 15 Sep 2009 Awaiting full Council approval in September.	Lucy Wright	Commitment

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Action Code	Description	Status	Progress	Action Forecast	Due Date	Notes	Assigned To	Importance
CP BP09 CSe 09c	Launch the Customer Services Strategy throughout the whole authority, ensuring all employees are aware of their responsibilities under the strategy - launch awareness campaign			On Target	31 Dec 2009	15 Jan 2010 Standards and strategy reinforced with CDPM in Jan. Due to budget consultation, launch at OCG has been delayed til the next meeting (10 March). Now available on internet. Awaiting timeline from Communications Team regarding posters for notice boards etc.	Lucy Wright	Commitment
						03 Dec 2009 Launched to CDPM working group in November. Launch to Management Conference on 18th Jan 10. Request submitted for uploading onto Internet and Intranet.		
CP BP09 CSe 10	Improving Performance - 4 x coaching sessions for CSA			On Target	31 Mar 2010	12 Nov 2009 Informal coaching sessions are carried out including weekly team meetings and 1-2-1's.	Lucy Wright	Commitment
						15 Sep 2009 Informal coaching sessions held regularly.		
CP BP09 CSe 11a	To reduce avoidable contact (NI 14) – Complete 4 surveys throughout the year (June 09, Sept 09, Dec 09 & Mar 10) to monitor and assess customer contact and inform improvement activity			On Target	31 Mar 2010	15 Jan 2010 75% complete June, Sept & Dec data analysed (average 34% of contacts surveyed are avoidable).	Lucy Wright	Commitment
						03 Dec 2009 June and September surveys completed and data analysed. Next survey still on schedule for week commencing 7th December.		
CP BP09 CSe 11b	To reduce avoidable contact (NI 14) – Report Improvement Plan			On Target	31 Jan 2010	15 Jan 2010 NI14 working group have been given June & Sept results and have got until end of Jan to put forward improvement ideas for each service area. -	Lucy Wright	Commitment
						03 Dec 2009 June and September survey data analysed. Awaiting completion of December survey in order to identify trends before writing improvement plan.		
CP BP09 CSe 12a	Customer Feedback - Review the customer complaints system.			On Target	31 Mar 2010	15 Jan 2010 Review completed.	Lucy Wright	Commitment
						03 Dec 2009 Review being carried out.		
CP BP09 CSe 12b	Customer Feedback - Develop a system that focuses on all aspects of comments, compliments as well as complaints.			On Target	30 Mar 2010	15 Jan 2010 Draft "Let Us Know" leaflet completed – awaiting sign off with Director before taking to CMT for approval.	Lucy Wright	Commitment
						03 Dec 2009 Draft version still being		

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Action Code	Description	Status	Progress	Action Forecast	Due Date	Notes	Assigned To	Importance
						worked on, on target to be completed by March 10.		

Action Status	
	Cancelled
	Overdue; No longer assigned
	Resuming; In Progress; Assigned
	Completed








CAPS Services Performance Indicator Report

Quarter 3 (October - December 2009) for indicators collected quarterly

PI Code	PI Short Name	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q3 2009/10	2009/10	Long Term Trend	Status	Aim	Assigned To	Notes & History Latest Note
		Value	Value	Value	Target	Target					
CAP LP02	Customer Satisfaction	99.8%	99%	99%	95%	95%			Aim to Maximise	Lucy Wright	15 January 2010 A total of 185 surveys were returned for Quarter 3
CAP LP03	Telephone calls - speed	6	9.6	5.6	6	6			Aim to Minimise	Lucy Wright	15 January 2010 Wyre Forest were the best performing centre in Worcestershire for Q3. The Hub average speed of answer for all partners was 27 seconds
CAP LP04	Service time	95%	94%	95%	93%	93%			Aim to Maximise	Lucy Wright	
CAP LP05	Abandoned calls	6%	11%	7.9%	5.8%	5.8%			Aim to Minimise	Lucy Wright	
CAP LP06	Telephone service level	86%	81.6%	86.3%	88%	88%			Aim to Maximise	Lucy Wright	
CAP LP07	Green Flag Awards	2	2	2	2	2			Aim to Maximise	Kay Higman	
CAP LP12	Satisfaction - Stourport Community Centre	-	100%	100%	100%	100%			Aim to Maximise	Sue Harper; Kay Higman	
CAP LP13	Visits to Sports & Leisure Centres	138,902	153,378	123,280	153,000	459,000			Aim to Maximise	Kay Higman	
CAP LP16	Occupancy - Cultural Projects & Activities	82%	76%		82%	82%			Aim to Maximise	Lesley Fox; Kay Higman	No data available.
CAP LP17	Satisfaction - Open Events	100%	94.75%		90%	97%			Aim to Maximise	Sue Harper; Kay Higman	No data available.
CAP LP18	Quality of Life				70%	70%			Aim to Maximise	Lesley Fox; Kay Higman	No data available.
CAP LP19	Visitors to Bewdley Museum	35,954	54,271	20,488	13,000	103,500			Aim to Maximise	Ruth Finney; Sue Harper; Kay Higman	
CAP LP20	Satisfaction - Bewdley Museum	98%	100%		97.5%	No data for this range			Aim to Maximise	Ruth Finney; Kay Higman	No data available.
NI 14	Avoidable contact: the	18.0%	13.0%	14.1%	-	-	n/a	n/a	Aim to	Lucy Wright	

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PI Code	PI Short Name	Q1 2009/10	Q2 2009/10	Q3 2009/10	Q3 2009/10	2009/10	Long Term Trend	Status	Aim	Assigned To	Notes & History Latest Note
		Value	Value	Value	Target	Target					
	proportion of customer contact that is of low or no value to the customer								Minimise		

PI Status		Trends	
	Alert		Improving
	Warning		No Change
	OK		Getting Worse
	Data Only		