

QUARTERLY PERFORMANCE

Resident Services

December 2014

All Measures



Measure	Owner & Updater	Dec 2014 Result	Trend	Sep 2014 Result	Dec 2013 Result	Actions	Comments	Sign Off
ASB01 - Number of reports of incidents of anti social behaviour across the borough	Julie Still Nicola Bryant	602 Reports Target: 601		858 Reports Target: 830	510 Reports Target: 1038	The Community Safety Joint Action Group agree actions to target specific issues in specific areas which have been identified	Updater Owner The increase in ASB reflects the 'All Crime' trend which is up by 13.6% however, ASB remains 1.6% below the figure for the same period last year	
ASB02 - Percentage of people responding to the survey who are satisfied with the service they have received following a report of Anti Social Behaviour	Julie Still Nicola Bryant	No Data Info Only		No Data Info Only	No Data Info Only	review how the survey is conducted	Updater Owner Numbers of satisfaction surveys returned continue to be very low	
ASB03 - Number of current flare cases open for ASB	Julie Still Nicola Bryant	89 Cases Info Only		46 Cases Info Only	No Data Info Only	To continue early identification of vulnerable and repeat victims - use of joint IT systems (SafetyNet)	Updater Owner Increase in ASB cases reflects the increase in the reports of ASB	
CCTV01 - Requests for CCTV footage	Julie Still Jim Guiton	69 Requests Info Only		109 Requests Info Only	No Data Info Only	Refresh of Community Safety tasking process	Updater Owner For management information only	
CCTV02 - Number of Incidents Recorded	Julie Still Jim Guiton	582 Reports Info Only		780 Reports Info Only	No Data Info Only	Refresh of Community Safety Tasking process		
CYP01a - Number of children attending Adventure Playgrounds	Julie Still Pat Fox	14720 Attendances Target: 14500		27258 Attendances Target: 30095	14564 Attendances Target: 12654		Owner Attendance high afterschool and during half term. This also covers the closure period over Christmas	
CYP01b - Number of young people attending Youth Clubs at Adventure Playgrounds	Julie Still Pat Fox	1355 Attendances Target: 1750		1082 Attendances Target: 1004	1727 Attendances Target: 1366		Owner The lower figures are due to the reduced number of sessions due to works to playgrounds and the closure over the Christmas period.	
CYP02 - Number of young people involved in Community and Youth Democracy events	Julie Still Joe Guiton	206 People Target: 350		115 People Target: 200	408 People Target: 400	A further Young Citizens Academy to be held	Updater Really good events this quarter with the schools youth democracy day in the Council Chambers and launch of the Youth Citizens Academy Owner Young Citizens Academy is a pilot project in	

						partnership with the Police and Crime Commissioner which was very successful as was the democracy day in partnership with Electoral Services. The Youth Forum also attended the Food Bank to volunteer their services on 2 occasions.
NA01 - Number of projects relating to NAG's action plans	Julie Still Joe Guiton	5 Projects Target: 2	0 Projects Target: 2	2 Projects Target: 0		Updater Christmas light switch-ons in Neighbourhood Shopping Centres and Highfield bulb planting. Owner Events also took place in Woodhall Farm with a Harvest Festival and healthy eating project
NA02 - Number of attendances of Neighbourhood Action meetings by residents	Julie Still Joe Guiton	746 Attendances Target: 200	230 Attendances Target: 600	116 Attendances Target: 379		Updater Numbers are very good due to the Christmas light events and interfaith event Owner A good quarter for engagement
OTH01 - Average attendance at the Old Town Hall theatre	Julie Still Sara Railson	73.80% Target: 57.00	59.00% Target: 62.00	76.00% Target: 62.00	Reopening of the Old Town Hall	Owner A very high figure and reflects the hard work put into the launch of the Cellar Club
OTH02 - Old Town Hall User Satisfaction	Julie Still Sara Railson	No Data Target: 85.00	No Data Target: 85.00	84.00% Target: 86.00		Owner A new satisfaction survey is to be introduced
OTH03 - Number of private hire bookings of the Old Town Hall	Julie Still Sara Railson	33 Bookings Target: 30	10 Bookings Target: 5	29 Bookings Target: 45	Opening of the Cellar Club	Owner This increase in private hires reflects the interest in the Cellar Club and the improved Old Town Hall