

Yearly Performance Report
Housing and Community OSC - David Austin
2013

Ref	Indicator	Q4 Result	Qtrly Trend	2013 Target	2013 Result	Yrly Trend	Updater Comments	Sign Off	Approval Comments
Performance, Improvement & Transformation >> Neighbourhood Delivery >> Resident Services - Julie Still									
ASB01a	Number of reports of incidents of anti social behaviour across the borough	917 Report(s)	↓	6,192 Report(s)	4,638 Report(s)	↓		✓	Approved. A significant reduction over the year (28%)
ASB02	Percentage of people responding to the survey who are satisfied with the service they have received following a report of Anti Social Behaviour	100.00% (1/1)		Info only	100.00% (3/3)			✓	Approved.
CYP01a	Number of children attending Adventure Playgrounds	11,811 attendances	↓	75,530 attendances	71,017 attendances			✓	Approved. Numbers remain high and increasing despite some very poor weather
CYP01b	Number of children attending Youth Clubs at Adventure Playgrounds	999 attendances	↓	4,170 attendances	4,388 attendances			✓	Approved. The youth clubs have proved to be very popular and we are now working with Youth Connexions to provide additional sessions at the Adventure Playgrounds
CYP02	Number of young people involved in Youth Democracy events	562 people	↑	Info only	1,138 people	↓		✓	Approved. A very busy and successful year with a wide range of engagement opportunities offered and delivered.
NA01	Number of projects relating to NAG's action plans	5 project(s)		Info only	5 project(s)			✓	Approved.
NA02	Number of attendances of Neighbourhood Action meetings by residents	300 attendances	↓	Info only	1,314 attendances			✓	Approved. Neighbourhood Action continues to be popular with residents who are increasing becoming involved in their local area. Demand is increasing
OTH01	Average attendance at the Old Town Hall theatre	56.40%	↓	57.00%	58.60%	↑		✓	Approved.
OTH02	Old Town Hall User Satisfaction	100.00%	→	86.00%	100.00%	↑		✓	Approved.
OTH03	Number of private hire bookings of the Old Town Hall	24 bookings	↓	240 bookings	126 bookings	↓		✓	Approved. Less demand for private hires during this period. May reflect the bad weather but still an increase on last year