

Appendix 1

Resident Services – Quarter 3 report 1st October 2011 to 31 December 2011

Ref	Indicator	Target	Result	Comments	
AC01	The number of opportunities for people from different backgrounds to come together		Info only 8 opportunities	This figure includes interfaith meetings, Communities Together meetings, and Kick out Racism event.	
ASB01	Number of reports of incidents of anti social behaviour across the borough		2,244 Report(s)	1,380 Report(s)	Reports of ASB continue to fall across the borough. ASB is significantly reduced across the borough 22.1% on the same time 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		Info only	No data	Survey under review
CCTV01	Number of arrests that CCTV operators have been involved in		125 arrest(s)	95 arrest(s)	Reduced number of arrests reflects the reduction in crime across the borough. Community Safety Partnership figures show a reduction of 10.7% across the

					Borough
CYP01	Number of attendances of children and young people at events where DBC are the lead agency and Council owned facilities	Info only	Not available	attendances	This figure will be reported to Overview and Scrutiny Committee.
CYP02	Number of young people involved in Youth Democracy events	Info only	245	people	A wide selection of opportunities are available for young people to become involved in youth democracy events
				Participatory Budgeting meetings and even. Youth Forum meetings Youth Democracy Art competition. Visit to Houses of Parliament Sessions with ethnic minority groups	
NA01	Number of active projects delivered which are related to area action plans	Info only	8	project(s)	Projects include, bulb planting, Christmas lights,,Neighbourhood Planning and Speed Indication Device deployments,
NA02	Number of attendances of Neighbourhood Action meetings by residents	Info only	156	attendances	This figure includes a public meeting in Grovehill with 75 attendees and 6 Neighbourhood Action

				Group meetings .
OTH01	Average attendance at the Old Town Hall theatre	Info only	60.33%	A number of sellout performances and good overall attendances resulted in above average attendance figures.
OTH02	Old Town Hall User Satisfaction	Info only	85.5%	
OTH03	Number of private hire bookings of the Old Town Hall	Info only	52 bookings	A slight decrease in the number of hires. A new hirings pricing structure is now in place to encourage greater useage.