

QUARTERLY PERFORMANCE

Resident Services

September 2014

All Measures



Measure	Owner & Updater	Sep 2013 Result	Trend	Jun 2014 Result	Trend	Sep 2014 Result	Sign Off	Comments	Flag
ASB01 - Number of reports of incidents of anti social behaviour across the borough	Julie Still Nicola Bryant	964 Reports Target: 1304	↓	724 Reports Target: 867	↓	858 Reports Target: 830	✓	Owner A slight increase but 5% lower than last year for first 2 quarters	
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	✓	Updater	
ASB03 - Number of current flare cases open for ASB	Julie Still Nicola Bryant	No Data Info Only		117 Cases Info Only	↓	46 Cases Info Only	✓	Updater	
CCTV01 - Requests for CCTV footage	Julie Still Jim Guiton	No Data Info Only		80 Requests Info Only	↑	109 Requests Info Only	✓	Updater	
CCTV02 - Number of Incidents Recorded	Julie Still Jim Guiton	No Data Info Only		708 Reports Info Only	↑	780 Reports Info Only	✓	Updater	
CYP01a - Number of children attending Adventure Playgrounds	Julie Still Pat Fox	30095 Attendances Target: 30000	↓	25219 Attendances Target: 22284	↓	27258 Attendances Target: 30095	✓	Owner A quiet second half of the school holidays this year	
CYP01b - Number of young people attending Youth Clubs at Adventure Playgrounds	Julie Still Pat Fox	984 Attendances Target: 1086	↑	1391 Attendances Target: 1300	↑	1082 Attendances Target: 1004	✓	Owner Attendance at youth clubs continues to increase	
CYP02 - Number of young people involved in Community and Youth Democracy events	Julie Still Joe Guiton	190 People Target: 250	↓	60 People Target: 400	↑	115 People Target: 200	✓	Updater Numbers are up due to school involvement in the Tour of Britain. However, numbers would have been low due to school summer holidays	

NA01 - Number of projects relating to NAG's action plans	Julie Still Joe Guiton	No Data Target: 0		1 Projects Target: 2		0 Projects Target: 2		Updater Annual Public meeting have been held so action plans will be updated with new priorities
NA02 - Number of attendances of Neighbourhood Action meetings by residents	Julie Still Joe Guiton	417 Attendances Target: 379		170 Attendances Target: 300		230 Attendances Target: 600		Owner There is a pilot project in progress which is looking to deliver Neighbourhood Action in a more targeted way which will be complete by Marh 15
OTH01 - Average attendance at the Old Town Hall theatre	Julie Still Sara Railson	58.00% Target: 62.00		51.30% Target: 57.00		59.00% Target: 62.00		Updater Due to over-running building works. We had to cancel some performances. Outdoor performances were adversely affected by the weather
OTH03 - Number of private hire bookings of the Old Town Hall	Julie Still Sara Railson	12 Bookings Target: 0		9 Bookings Target: 5		10 Bookings Target: 5		Updater