

QUARTERLY PERFORMANCE

Resident Services

March 2015

All Measures



Measure	Owner & Updater	Mar 2015 Result	Trend	Dec 2014 Result	Mar 2014 Result	Actions	Comments	Sign Off
ASB01 - Number of reports of incidents of anti social behaviour across the borough	Julie Still Nicola Bryant	606 Reports Info Only		602 Reports Info Only	617 Reports Info Only		Updater Owner A good end to the year with a slight reduction in reports overall	
ASB03 - Number of current flare cases open for ASB	Julie Still Nicola Bryant	81 Cases Info Only		89 Cases Info Only	No Data Info Only		Owner For management purposes only	
CCTV02 - Number of Incidents Recorded	Julie Still Jim Guiton	643 Reports Info Only		582 Reports Info Only	No Data Info Only			
CYP01a - Number of children attending Adventure Playgrounds	Julie Still Pat Fox	11873 Attendances Target: 11811		14720 Attendances Target: 14500	10952 Attendances Target: 12047		Owner On target for this quarter and a good increase in attendance overall this year	
CYP01b - Number of young people attending Youth Clubs at Adventure Playgrounds	Julie Still Pat Fox	1142 Attendances Target: 1020		1355 Attendances Target: 1750	887 Attendances Target: 1018		Updater Owner Good attendance at the youth clubs which continue to be very popular.	
CYP02 - Number of young people involved in Community and Youth Democracy events	Julie Still Joe Guiton	525 People Target: 350		206 People Target: 350	91 People Target: 350		Updater Great numbers this quarter due to an excellent project between Neighbourhood Action and Democratic Services, Bite size voting in secondary schools	
OTH01 - Average attendance at the Old Town Hall theatre	Julie Still Sara Railson	68.50% Target: 75.00		73.80% Target: 57.00	68.00% Target: 62.00		Updater Overall good live performance attendance. Some film showings were not as well attended as others.	
OTH02 - Old Town Hall User Satisfaction	Julie Still Sara Railson	0.00% Target: 85.00		No Data Target: 85.00	0.00% Target: 86.00		Updater New satisfaction surveys are being introduced in the new year. Owner The new surveys follow the works to the building and will include the Cellar club	
OTH03 - Number of private hire bookings of the Old Town Hall	Julie Still Sara Railson	25 Bookings Info Only		33 Bookings Info Only	9 Bookings Info Only		Updater On target Owner The Cellar is proving to be a popular venue	

