

H&C OSC QUARTERLY PERFORMANCE REPORT

Neighbourhood Delivery

June 2017



Measure	Owner & Updater	Jun 2017 Result	Mar 2017 Result	Jun 2016 Result	Sign Off	Comments
ASB01 - Number of reports of incidents of anti social behaviour across the borough	Julie Still Nicola Lobendhan	1284 Reports Info Only	878 Reports Info Only	1070 Reports Info Only	✓	Updater
ASB04 - ASB Service requests responded to within target	Julie Still Morgan Steel	94% Target: 98	99% Target: 98	94% Target: 98	✓	Updater Owner Heavy workloads in Housing and ASB Teams contributes to the below target outcome
ASB05 - ASB - Cases closed within 60 days compared to the previous year	Julie Still Morgan Steel	60% Info Only	72% Info Only	86% Info Only	✓	Owner A number of complex and longer term cases have concluded during this period but the time taken to bring a case to court continues to be considerable and will extend the amount of time it takes to <u>conclude a case.</u>
CSP01 - Number of Community Triggers received that meet criteria	Julie Still Nicola Lobendhan	0 Info Only	0 Info Only	0 Info Only	✓	Owner There were no Community Triggers recieved in this quarter
CYP01a - Number of children attending Adventure Playgrounds	Julie Still Pat Fox	21291 Attendances Info Only	15189 Attendances Info Only	18319 Attendances Info Only	✓	Owner A steady start to the year with an increase in attendance on the previous year
CYP01b - Number of young people attending Youth Clubs at Adventure Playgrounds	Julie Still Pat Fox	877 Attendances No Target	783 Attendances Target: 0	532 Attendances Target: 0	✓	Owner A steady increase in numbers attending the Youth clubs

CYP02 - Number of young people involved in Community and Youth	Julie Still Pat Fox	827 People No Target	189 People Target: 0	No Data Target: 350	✓	Owner Good attendance at events
LYN01 - number of Love Your Neighbourhood events	Julie Still Nicky McIntyre	20 Info Only	No Data Info Only	No Data Info Only	✓	Owner Low numbers attending the steering group meetings this quarter
OTH01 - Average attendance at the Old Town Hall theatre	Julie Still Sara Railson	63% (63/100) Target: 61	71% (71/100) Target: 75	74.5% (74/100) Target: 0	✓	Owner A solid start to the year with good attendance
OTH02 - Old Town Hall User Satisfaction	Julie Still Sara Railson	94% Target: 75	No Data Target: 0	No Data Target: 0	✓	Owner Good results to the new electronic surveys.
OTH03 - Number of private hire bookings of the Old Town Hall	Julie Still Sara Railson	49 Bookings Info Only	68 Bookings Info Only	35 Bookings Info Only	✓	Owner For information only
SG02 - Number of concerns resulting in safeguarding children referrals	Julie Still Nicola Lobendhan	32 Referrals Info Only	No Data Info Only	No Data Info Only	✓	Owner There was a rise in referrals during the last quarter.
SG03 - Number of concerns relating to Adults at Risk recorded	Julie Still Oliver Jackson	7 Info Only	No Data Info Only	No Data Info Only	✓	