

# H&C OSC QUARTERLY PERFORMANCE REPORT

## Neighbourhood Delivery

December 2017



Measure	Owner & Updater	Dec 2017 Result	Sep 2017 Result	Dec 2016 Result	Sign Off	Comments
ASB01 - Number of reports of incidents of anti social behaviour across the borough	Emma Walker Nicola Lobendhan	291 Reports Info Only	1152 Reports Info Only	953 Reports Info Only	✓	
ASB04 - ASB Service requests responded to within target	Emma Walker Helen Coates	99% Target: 98	96.5% Target: 98	98% Target: 98	✓	
ASB05 - ASB - Cases closed within 60 days compared to the previous year	Emma Walker Helen Coates	77% Info Only	60% Info Only	75% Info Only	✓	<b>Updater</b> Complex cases continue to take considerable time to resolve and court proceedings continue to have very long lead times for hearings and repeated adjournments
CCTV03 - Increase income	Ben Hosier Jim Guiton	No Data Info Only	No Data Info Only	No Data Info Only	✓	
CSP01 - Number of Community Triggers received that meet criteria	Emma Walker Nicola Lobendhan	0 Reports Info Only	No Data Info Only	No Data Info Only	✓	<b>Updater</b> There were no triggers received this quarter
CYP01a - Number of children attending Adventure Playgrounds	Matt Rawdon Tracey Basnett	No Data Info Only	24490 Attendances Info Only	15637 Attendances Info Only	✓	
CYP01b - Number of young people attending Youth Clubs at Adventure Playgrounds	Matt Rawdon Tracey Basnett	1038 Attendances No Target	742 Attendances Target: 0	896 Attendances Target: 0	✓	
OTH01 - Average attendance at the Old Town Hall theatre	Matt Rawdon Sara Railson	76.02% (3126/4112) Target: 62	88.5% (88/100) Target: 61	73% (73/100) Target: 0	✓	

Monitoring Information

Measure	Owner & Updater	Dec 2017 Result	Sep 2017 Result	Dec 2016 Result	Sign Off	Comments
OTH02 - Old Town Hall User Satisfaction	Matt Rawdon Sara Railson	84% Target: 75	89% Target: 75	No Data Target: 0	✓	
OTH03 - Number of private hire bookings of the Old Town Hall	Matt Rawdon Sara Railson	35 Bookings Info Only	No Data Info Only	52 Bookings Info Only	✓	
SG02 - Number of concerns resulting in safeguarding children referrals	Emma Walker Nicola Lobendhan	22 Referrals Info Only	14 Referrals Info Only	No Data Info Only	✓	
SG03 - Number of concerns relating to Adults at Risk recorded	Emma Walker Oliver Jackson	No Data Info Only	20 Concerns Info Only	No Data Info Only	✗	