

# QUARTERLY PERFORMANCE







## Resident Services

June 2015

All Measures



Measure	Owner & Updater	Jun 2015 Result	Trend	Mar 2015 Result	Jun 2014 Result	Actions	Comments	Sign Off
ASB01 - Number of reports of incidents of anti social behaviour across the borough	Julie Still Nicola Bryant	730 Reports Info Only	↗	202 Reports Info Only	461 Reports Info Only		Owner There is an upward trend in reports of ASB. A number of individuals responsible for repeated ASB incidents have been identified and there is an action plan in place to address this.	✓
ASB03 - Number of current flare cases open for ASB	Julie Still Nicola Bryant	239 Cases Info Only	↗	81 Cases Info Only	111 Cases Info Only		Owner Reports are steady and complex in their nature	✓
ASB04 - ASB – Service requests responded to within target	Julie Still Nicola Bryant	94.30% Target: 98.00		No Data Target: 98.00	No Data Target: 98.00		Updater  Owner There was a short period of delay in getting online submissions to the appropriate officer - this is now resolved and performance should improve	✓
ASB05 - ASB – Cases closed within 60 days.	Julie Still Nicola Bryant	78% Info Only		No Data Info Only	No Data Info Only		Updater this represents the percentage of cases closed within 60 days  Owner This reflect the complexity of the 22.5% of cases that are not closed within the 60 days. These cases are often subject to legal action and the wait for a court hearing	✓
CCTV01 - Requests for CCTV footage	Julie Still Jim Guiton	60 Requests Info Only	↘	90 Requests Info Only	80 Requests Info Only		Owner For management information only	✓
CCTV02 - Number of Incidents Recorded	Julie Still Jim Guiton	628 Reports Info Only		No Data Info Only	399 Reports Info Only			✗
CYP01a - Number of Children Attending Adventure Playgrounds	Julie Still Pat Fox	21899 Target: 21899	↘	46000 Target: 23000	23000 Target: 23000		Owner Attendance is good and increasing	✓
CYP01b - Number of young people attending Youth Clubs at Adventure Playgrounds	Julie Still Pat Fox	827 Attendances Target: 1400	↘	1142 Attendances Target: 1020	1391 Attendances Target: 1300		Owner Attendance numbers are down due to closure of the venues over Easter and due to staffing issues	✓
CYP02 - Number of young people involved in Community and Youth Democracy events	Julie Still Joe Guiton	110 People Target: 500	↘	525 People Target: 350	60 People Target: 400		Updater Due to Neighbourhood Action re-structure and the Womens Tour there has been a reduction in youth projects due to workload.	✓

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OTH01 - Average attendance at the Old Town Hall theatre	Julie Still Sara Railson	58.00% Target: 65.00		68.50% Target: 75.00	51.30% Target: 57.00		Owner Attendance is below target - this seasons programme was late going on sale due to a vacant post and a long term sickness situation. The team work extremely hard to deliver the programme in the absence of a Team Leader and Lead Officer	
OTH02 - Old Town Hall User Satisfaction	Julie Still Sara Railson	No Data Target: 90.00		0.00% Target: 85.00	No Data Target: 85.00		Owner The new satisfaction survey has not been introduced due to staff resources.	
OTH03 - Number of private hire bookings of the Old Town Hall	Julie Still Sara Railson	32 Bookings Info Only		25 Bookings Info Only	9 Bookings Info Only		Owner Bookings continue to rise with the Cellar being a popular venue	
REG02 - Percentage of high risk (A-C) food inspections/interventions achieved within the quarter	Chris Troy Nicholas Egerton	90.91% (30/33) Target: 95.00		100.00% (226/226) Target: 95.00	84.21% (32/38) Target: 95.00		Owner Four inspections due for June will be inspected in July which will ensure we meet the targets required by the Food Standards Agency	