






Measure	Owner & Updater	Sep 2014 Result	Trend	Jun 2015 Result	Trend	Sep 2015 Result	Sign Off	Comments
<b>Performance Measures</b>								
ASB01 - Number of reports of incidents of anti social behaviour across the borough	Julie Still Morgan Steel	No Data Info Only		730 Reports Info Only	↗	915 Reports Info Only	✓	<b>Owner</b> ASB reports are 6.8% up on the same time last year
ASB03 - Number of current flare cases open for ASB	Julie Still Morgan Steel	No Data Info Only		239 Cases Info Only	↗	250 Cases Info Only	✓	<b>Owner</b> For management purposes only
ASB04 - ASB – Service requests responded to within target	Julie Still Morgan Steel	No Data Target: 98.00		94.30% Target: 98.00	↗	97.00% Target: 98.00	✓	<b>Owner</b> A total of 3 responses outside 24 hour response target
ASB05 - ASB – Cases closed within 60 days.	Julie Still Morgan Steel	No Data Info Only		78% Info Only	↘	72% Info Only	✓	<b>Owner</b> The increase in the time taken to close cases reflects the complex nature of the case load
CCTV01 - Requests for CCTV footage	Julie Still Jim Guiton	109 Requests Info Only	↘	60 Requests Info Only	↗	87 Requests Info Only	✓	<b>Owner</b> Management purposes only
CCTV02 - Number of Incidents Recorded	Julie Still Jim Guiton	No Data Info Only		628 Reports Info Only	↗	765 Reports Info Only	✓	<b>Owner</b> Management purposes only
CYP01a - Number of Children Attending Adventure Playgrounds	Julie Still Pat Fox	No Data Target: 23000		21899 Target: 21899	↗	27387 Target: 23000	✓	<b>Owner</b> This figure reflects a busy summer despite a very wet end to the school holidays
CYP01b - Number of young people attending Youth Clubs at Adventure Playgrounds	Julie Still Pat Fox	1082 Attendances Target: 1004	↘	827 Attendances Target: 1400	↘	476 Attendances No Target	✓	<b>Owner</b> numbers are traditionally lower during the summer
CYP02 - Number of young people involved in Community and Youth Democracy events	Julie Still Joe Guiton	115 People Target: 200	↘	110 People Target: 500	↘	64 People No Target	✓	<b>Updater</b> Numbers are down due to school summer holiday period
OTH01 - Average attendance at the Old Town Hall theatre	Julie Still Sara Railson	59.00% Target: 62.00	↗	58.00% Target: 65.00	↗	63.00% Target: 65.00	✓	<b>Updater</b> Sold out family shows in the summer, good start to the September programme.
OTH02 - Old Town Hall User Satisfaction	Julie Still Sara Railson	No Data Target: 85.00		No Data Target: 90.00		No Data Target: 90.00	✓	<b>Updater</b> Customer surveys / satisfaction surveys will be part of the new Marketing Strategy in 2016/17

Key Actions



OTH03 - Number of private hire bookings of the Old Town Hall	Julie Still Sara Railson	10 Bookings Info Only		32 Bookings Info Only		19 Bookings Info Only		<b>Updater</b> 19 Private Hires 28 workshop events Historically, quieter during the summer quarter than at other times of the year.
<b>Desk Reduction</b>								
PIT02a-RS - Desk provision - number of desks reduced - Resident Services	Julie Still Natasha Chambers	18 Desks Info Only		No Data Info Only		No Data Info Only		<b>Owner</b> Resident Services are using a reduced number of desks
PIT02b-RS - Desk provision - staff/desk ratio - Resident Services	Julie Still Natasha Chambers	100% (18/18) Info Only		No Data Info Only		No Data Info Only		<b>Owner</b>

