

# QUARTERLY PERFORMANCE



Resident Services

December 2015

All Measures



Measure	Owner & Updater	Dec 2015 Result	Trend	Sep 2015 Result	Dec 2014 Result	Actions	Comments	Sign Off
ASB01 - Number of reports of incidents of anti social behaviour across the borough	Julie Still Nicola Bryant	826 Reports Info Only	↓	915 Reports Info Only	No Data Info Only		Owner Reports of ASB have increased 12.2% on the same period last year	✓
ASB03 - Number of current flare cases open for ASB	Julie Still Nicola Bryant	261 Cases Info Only	↑	250 Cases Info Only	No Data Info Only		Owner the level of cases remain steady however the increase albeit small is unusual for this time of year as Summer is usually the busiest season	✓
ASB04 - ASB – Service requests responded to within target	Julie Still Nicola Bryant	99% Target: 98	↑	97% Target: 98	No Data Target: 98		Updater	✓
ASB05 - ASB – Cases closed within 60 days.	Julie Still Nicola Bryant	77% Info Only	↑	72% Info Only	No Data Info Only		Owner Increased performance in this area. There is a significant percentage of all cases that exceed the 60 days and they are due to their complex nature and often relate to legal proceedings	✓
CCTV01 - Requests for CCTV footage	Jim Guiton Dave Wilson	101 Requests Info Only	↑	87 Requests Info Only	69 Requests Info Only		Owner With the addition of new sites and better use of the CCTV system has seen an increase of the requests for CCTV footage.	✓
CCTV02 - Number of Incidents Recorded	Jim Guiton Dave Wilson	799 Reports Info Only	↑	765 Reports Info Only	No Data Info Only		Owner The New systems and better use of the CCTV system has seen an increase in the incidents CCTV have been involved in.	✓
CYP01a - Number of Children Attending Adventure Playgrounds	Julie Still Pat Fox	12186 Target: 14500	↓	27387 Target: 23000	No Data Target: 23000		Owner Numbers are lower due to Christmas closures and a wet half term in October	✓
CYP01b - Number of young people attending Youth Clubs at Adventure Playgrounds	Julie Still Pat Fox	587 Attendances No Target	↑	476 Attendances Target: 0	1355 Attendances Target: 1750		Owner Numbers are steady for this time of year	✓
CYP02 - Number of young people involved in Community and Youth Democracy events	Julie Still Joe Guiton	142 People No Target	↑	64 People Target: 0	206 People Target: 350		Updater Numbers have been increasing with some good project from the new officer in post Owner	✓

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OTH01 - Average attendance at the Old Town Hall theatre	Julie Still Sara Railson	77% No Target		63% Target: 65	73.8% Target: 57	explore the options for the Cafe/Bar service following the end of the contract by First Catering/First Service	<b>Updater</b> Excellent attendance of autumn season has resulted in a high percentage this quarter <b>Owner</b> Particularly successful Christmas shows for children. A very successful season	
OTH02 - Old Town Hall User Satisfaction	Julie Still Sara Railson	No Data No Target		No Data Target: 90	No Data Target: 85	In January the post of Marketing and Publicity Officer will be recruited to.	<b>Owner</b> This information is not currently being collected but general feedback is good and there are no complaints. This process is scheduled to be reviewed and introduced as part of the new Marketing Strategy.	
OTH03 - Number of private hire bookings of the Old Town Hall	Julie Still Sara Railson	40 Bookings Info Only		19 Bookings Info Only	33 Bookings Info Only		<b>Updater</b> above expected private hires for the quarter <b>Owner</b> A good result and trend - increased opportunities also provided this month for a meeting room bookings	