

YEARLY PERFORMANCE REPORT

Resident Services

March 2016

All Measures



Measure	Owner & Updater	Quarter 4 Result	2015 Result	Trend	2016 Result	Sign Off	Comments	Flag
ASB01 - Number of reports of incidents of anti social behaviour across the borough	Julie Still Nicola Bryant	776 Reports Info Only	663 Reports Info Only	↗	3247 Reports Info Only	✓	Owner ASB increase 15.4% during the last 12 months	
ASB04 - ASB – Service requests responded to within target	Julie Still Nicola Bryant	85% Info Only	No Data Info Only		No Data Info Only	✓	Owner There has been some issues with online reporting which have now been resolved	
ASB05 - ASB – Cases closed within 60 days.	Julie Still Nicola Bryant	67% Info Only	No Data Info Only		No Data Info Only	✓	Owner Cases are taking longer to resolve due to the complex nature and long lead times on court dates	
CCTV01 - Requests for CCTV footage	Jim Guiton Dave Wilson	118 Requests Info Only	348 Requests Info Only	↗	366 Requests Info Only	✓	Owner A steady figure for requests across the year.	
CCTV02 - Number of Incidents Recorded	Jim Guiton Dave Wilson	1028 Reports Info Only	399 Reports Info Only	↗	3220 Reports Info Only	✓	Owner A new way of recording this indicator has seen an increase over the last few months. this has shown a large increase over the year.	
CYP01a - Number of Children Attending Adventure Playgrounds	Julie Still Pat Fox	11077 Target: 11811	69000 Target: 92000	↗	72549 Target: 71210	✓	Owner Playgrounds continue to be a popular venue and numbers are good despite closures for repairs and poor weather during some holidays	

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CYP01b - Number of young people attending Youth Clubs at Adventure Playgrounds	Julie Still Pat Fox	459 Attendances Target: 1020	4970 Attendances Target: 5074	↓	2349 Attendances Target: 2420	✓	Owner Numbers are lower due to closures of 3 of the Playgrounds for floor replacement works	
CYP02 - Number of young people involved in Community and Youth Democracy events	Julie Still Pat Fox	119 People Target: 350	906 People Target: 1300	↓	435 People Target: 850	✓	Owner The youth groups are being reviewed and alternative approaches considered	
OTH01 - Average attendance at the Old Town Hall theatre	Julie Still Sara Railson	71% Target: 75	63.15% Target: 62.75	↓	67.25% Target: 68.33	✓	Updater A disappointing spring 2015 Qtr has meant we are off target by 1%. Owner This quarter followed an unforeseeable situation which was managed well by the team at the OTH but impacted on targets. A very strong Christmas season means that attendance is still above the national average	
OTH02 - Old Town Hall User Satisfaction	Julie Still Sara Railson	No Data No Target	0% Target: 85		No Data No Target	✓	Owner New marketing strategy will address this along with the new website 2016/17	
OTH03 - Number of private hire bookings of the Old Town Hall	Julie Still Sara Railson	38 Bookings Info Only	77 Bookings Info Only	↑	129 Bookings Info Only	✓	Owner Numbers continue to increase	