

QUARTERLY PERFORMANCE

Resident Services

March 2016

All Measures



Measure	Owner & Updater	Mar 2016 Result	Trend	Dec 2015 Result	Mar 2015 Result	Actions	Comments	Sign Off
ASB01 - Number of reports of incidents of anti social behaviour across the borough	Julie Still Nicola Bryant	776 Reports Info Only		826 Reports Info Only	202 Reports Info Only		Owner There has been a 15.4% increase in ASB over the last 12 months. The increase in ASB reflects the trend across Hertfordshire Dacorum's position remains the same (5 th) within the County. The reasons for the increase have been identified and perpetrators are being targeted.	
ASB04 - ASB – Service requests responded to within target	Julie Still Nicola Bryant	85% Target: 98		99% Target: 98	No Data Target: 98		Owner There was an IT related issue that has now been resolved which related to the response to on line reports. The delay in responding was minimal the percentage is due to the relatively low number of total reports. A review of this problem has given a new figure of 96.7% for quarter 4 (3 reports dealt with outside of the 24 hour target)	
ASB05 - ASB – Cases closed within 60 days.	Julie Still Nicola Bryant	67% Info Only		77% Info Only	No Data Info Only		Updater We have a number of complex cases going through court at present Owner The complexity of the cases and the wait for court dates increases the average length of time that cases are taking to close	
CCTV01 - Requests for CCTV footage	Jim Guiton Dave Wilson	118 Requests Info Only		101 Requests Info Only	90 Requests Info Only		Owner We have seen a steady increase of requests for CCTV footage.	
CCTV02 - Number of Incidents Recorded	Jim Guiton Dave Wilson	1028 Reports Info Only		799 Reports Info Only	No Data Info Only		Owner The control room is much more active now with more sites coming on line. This reflects in the number of incidents.	
CYP01a - Number of children attending Adventure Playgrounds	Julie Still Pat Fox	11077 Attendances Target: 11811		12186 Attendances Target: 14500	46000 Attendances Target: 23000		Owner 3 Adventure Playgrounds were close for a week for replacement of the floors. Numbers have been steady and the annual target has been achieved.	
CYP01b - Number of young people attending Youth Clubs at Adventure Playgrounds	Julie Still Pat Fox	459 Attendances Target: 1020		587 Attendances Target: 0	1142 Attendances Target: 1020		Owner Numbers attending the APG youth sessions have reduced at some playgrounds and 3 were also	

						closed due to floor replacement. Work to increase attendance is currently in progress. The reduction in attendance follows some problems with other agencies and the use of the facilities which has now been addressed.
CYP02 - Number of young people involved in Community and Youth Democracy events	Julie Still Pat Fox	119 People Target: 350	142 People Target: 0	525 People Target: 350		Updater Numbers have been falling in the Dacorum Youth Forum so will be looking to merge the two youth groups, DYF and Youth Action Entertainers. This will enable us to focus on longer term projects like the Youth Citizens Academy working with the borough's secondary schools. The difference in the numbers involved this quarter compared to last year is because there was a major campaign with all secondary schools prior to the General Election which targeted all 17 and 18 Year olds.
OTH01 - Average attendance at the Old Town Hall theatre	Julie Still Sara Railson	71% Target: 75	77% Target: 0	68.5% Target: 75		Owner There has been a good end to the year at the Old Town Hall with a good attendance compared to the national average of approximately 64%. The figure for the East of England being 64.5% and the South East 59.5% so the Old Town Hall are achieving an excellent level of attendance.
OTH02 - Old Town Hall User Satisfaction	Julie Still Sara Railson	No Data No Target	No Data Target: 0	0% Target: 85		Owner This information has not been collected but will be part of the new marketing strategy and linked to the new website
OTH03 - Number of private hire bookings of the Old Town Hall	Julie Still Sara Railson	38 Bookings Info Only	40 Bookings Info Only	25 Bookings Info Only		Owner An increase in the bookings on last year