

QUARTERLY PERFORMANCE

Resident Services

June 2016

All Measures



Measure	Owner & Updater	Jun 2016 Result	Trend	Mar 2016 Result	Jun 2015 Result	Actions	Comments	Sign Off
ASB01 - Number of reports of incidents of anti social behaviour across the borough	Julie Still Nicola Bryant	1070 Reports Info Only	↗	776 Reports Info Only	730 Reports Info Only		Owner despite the increase in numbers, Dacorum's position remains the same within the County (5th out of 10 districts)	✓
ASB04 - ASB – Service requests responded to within target	Julie Still Nicola Bryant	94% Target: 98	↗	85% Target: 98	94.3% Target: 98		Owner 3 of the 5 late responses were in June and due to staff shortages	✓
ASB05 - ASB – Cases closed within 60 days.	Julie Still Nicola Bryant	86% Info Only	↗	67% Info Only	78% Info Only		Owner There continues to be some complex cases that take a considerable time to resolve - often due to wait for court hearings	✓
CCTV01 - Requests for CCTV footage	Jim Guiton Dave Wilson	139 Requests Info Only	↗	118 Requests Info Only	60 Requests Info Only		Owner Requests for footage have increased over the last qtr. With more sites connected we would expect to see this increase as all requests now come through the control room.	✓
CCTV02 - Number of Incidents Recorded	Jim Guiton Dave Wilson	805 Reports Info Only	↘	1028 Reports Info Only	628 Reports Info Only		Owner A drop in incidents over the last qtr, this could pick up again as we move into the summer holidays.	✓
CYP01a - Number of children attending Adventure Playgrounds	Julie Still Pat Fox	18319 Attendances Target: 16000	↗	11077 Attendances Target: 11811	21899 Attendances Target: 21899		Owner Figures are lower than last year due to weather and Easter holidays falling in March so in previous years figures.	✓
CYP01b - Number of young people attending Youth Clubs at Adventure Playgrounds	Julie Still Pat Fox	532 Attendances No Target	↗	459 Attendances Target: 1020	827 Attendances Target: 1400		Owner Work continues to increase the attendance at the Youth Clubs.	✓
CYP02 - Number of young people involved in Community and Youth Democracy events	Julie Still Pat Fox	No Data Target: 350		119 People Target: 350	110 People Target: 500		Owner The Active Communities Post has been vacant from 2nd April until 27th June - there have been no events for this quarter	✓
OTH01 - Average attendance at the Old Town Hall theatre	Julie Still Sara Railson	74.5% No Target	↗	71% Target: 75	58% Target: 65		Owner A very high level of attendance for the first quarter of the year. A great achievement and a significant improvement on last year	✓

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OTH02 - Old Town Hall User Satisfaction	Julie Still Sara Railson	No Data No Target		No Data Target: 0	No Data Target: 90		Updater Not available. Awaiting implementation of the new marketing plan for the Old Town Hall Owner New Officer now in post and new website to be launched in August. Satisfaction surveys to commence in the Autumn	✓
OTH03 - Number of private hire bookings of the Old Town Hall	Julie Still Sara Railson	35 Bookings Info Only	↓	38 Bookings Info Only	32 Bookings Info Only		Owner Private bookings remain steady for the Old Town Hall	✓