

YEARLY PERFORMANCE REPORT

Resident Services

March 2015

All Measures



Measure	Owner & Updater	Quarter 4 Result	2014 Result	Trend	2015 Result	Sign Off	Comments	Flag
ASB01 - Number of reports of incidents of anti social behaviour across the borough	Julie Still Nicola Bryant	606 Reports Info Only	2975 Reports Info Only	↓	2790 Reports Info Only	✓	Owner Overall reduction of 1.1% across the borough for ASB.	
ASB03 - Number of current flare cases open for ASB	Julie Still Nicola Bryant	81 Cases Info Only	No Data Info Only		81 Cases Info Only	✓	Updater Owner For management purposes only	
CCTV02 - Number of Incidents Recorded	Julie Still Jim Guiton	643 Reports Info Only	No Data Info Only		2713 Reports Info Only	✓	Owner For management purposes only	
CYP01a - Number of children attending Adventure Playgrounds	Julie Still Pat Fox	11873 Attendances Target: 11811	77895 Attendances Target: 72177	↓	79070 Attendances Target: 78690	✓	Updater Owner Numbers have increased over the last 12 months	
CYP01b - Number of young people attending Youth Clubs at Adventure Playgrounds	Julie Still Pat Fox	1142 Attendances Target: 1020	4879 Attendances Target: 4473	↓	4970 Attendances Target: 5074	✓	Updater Owner Attendance numbers are 104 down in total on the previous year. Several (approx 5) Youth sessions have been cancelled due to maintenance works which would account for the shortfall	

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CYP02 - Number of young people involved in Community and Youth Democracy events	Julie Still Joe Guiton	525 People Target: 350	1488 People Target: 1300	↓	906 People Target: 1300	✓	Updater Owner These figures do not include the Youth Action Entertainers figures for the year or the Youth Forums at the Adventure Playgrounds	
OTH01 - Average attendance at the Old Town Hall theatre	Julie Still Sara Railson	68.50% Target: 75.00	65.75% Target: 62.00	↓	63.15% Target: 62.75	✓	Updater Owner Attendance targets have been surpassed since the reopening of the venues in September	
OTH02 - Old Town Hall User Satisfaction	Julie Still Sara Railson	0.00% Target: 85.00	63.75% Target: 86.00	↓	0.00% Target: 85.00	✓	Updater Owner The satisfaction survey was suspended during the extensive works and is currently being reviewed. This figure is not reflective of the year as there were no results for 3 quarters	
OTH03 - Number of private hire bookings of the Old Town Hall	Julie Still Sara Railson	25 Bookings Info Only	68 Bookings Info Only	↗	77 Bookings Info Only	✓	Updater Owner This service was suspended during the works to the Old Town hall but the target reached and the Cellar Club is now available again for private hires.	