

QUARTERLY PERFORMANCE

Resident Services

December 2016

All Measures



Measure	Owner & Updater	Dec 2016 Result	Trend	Sep 2016 Result	Dec 2015 Result	Actions	Comments	Sign Off
ASB01 - Number of reports of incidents of anti social behaviour across the borough	Julie Still Nicola Bryant	953 Reports Info Only	↓	1101 Reports Info Only	826 Reports Info Only		Owner Desite the increase in reports of ASB, Dacorum's position within the County remains the same (5th out of 10. The main area of increased reporting relates to environmental issues such as flytipping etc.	✓
ASB04 - ASB – Service requests responded to within target	Julie Still Nicola Bryant	98% Target: 98	↑	97% Target: 98	99% Target: 98		Owner This means that 122 out of 124 reports about ASB were responded to within 24 hours.	✓
ASB05 - ASB – Cases closed within 60 days.	Julie Still Nicola Bryant	75% Info Only	↑	74% Info Only	77% Info Only		Owner 91 cases of ASB out of 122 were closed/resolved within 60 days of being opened	✓
CCTV01 - Requests for CCTV footage	Jim Guiton Dave Wilson	132 Requests Info Only	↓	138 Requests Info Only	101 Requests Info Only			✗
CCTV02 - Number of Incidents Recorded	Jim Guiton Dave Wilson	686 Reports Info Only	↓	795 Reports Info Only	799 Reports Info Only			✗
CYP01a - Number of children attending Adventure Playgrounds	Julie Still Pat Fox	15637 Attendances Target: 16000	↓	32069 Attendances Target: 16000	12186 Attendances Target: 14500		Owner Attendance at this time of year lower than other times but there has been an increase (3000) in attendance compared to the same period last year.	✓
CYP01b - Number of young people attending Youth Clubs at Adventure Playgrounds	Julie Still Pat Fox	896 Attendances No Target	↑	619 Attendances Target: 0	587 Attendances Target: 0		Owner There is a small but steady increase in attendance at the youth clubs this quarter	✓
CYP02 - Number of young people involved in Community and Youth Democracy events	Julie Still Pat Fox	1513 People No Target	↓	1526 People Target: 350	142 People Target: 0		Owner Good involvement of young people over this quarter.	✓
OTH01 - Average attendance at the Old Town Hall theatre	Julie Still Sara Railson	73% No Target	↑	68% Target: 0	77% Target: 0		Updater A successful third quarter that pusehd our attendance well over 70%. Owner An extremely busy season not only with entertainment but also with M-ask, Lets Dance and other community projects.	✓

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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: 0		Owner New approach to satisfaction to be introduced	✓
OTH03 - Number of private hire bookings of the Old Town Hall	Julie Still Sara Railson	52 Bookings Info Only	↗	29 Bookings Info Only	40 Bookings Info Only		Updater A very busy period for private hires at the Old Town Hall during October - December, including taking on 2 more regular hirers. Owner a significant increase in hire of the facilities at the Old Town Hall	✓