

Place Directorate

Hall Green District




Performance Report Quarter 1 2015/16

Report produced by: Place Directorate
Directorate Performance and Support Services Team

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Colour coding to Charts

	District Performance 2014/15
	District Performance 2015/16
	City Performance

Sport & Leisure

Hall Green District

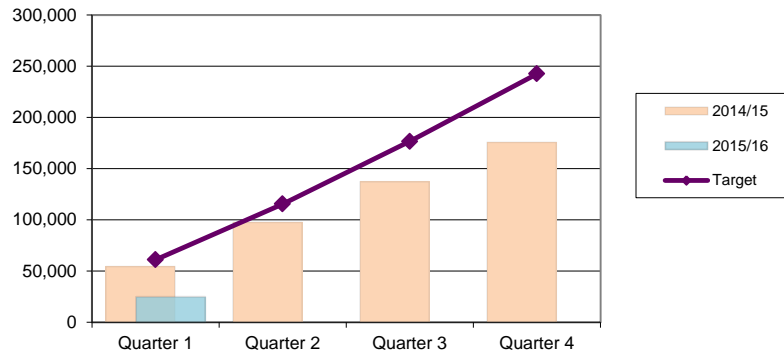
Contact - Dave Wagg

Quarter 1

Total attendance by District

RAG

Red



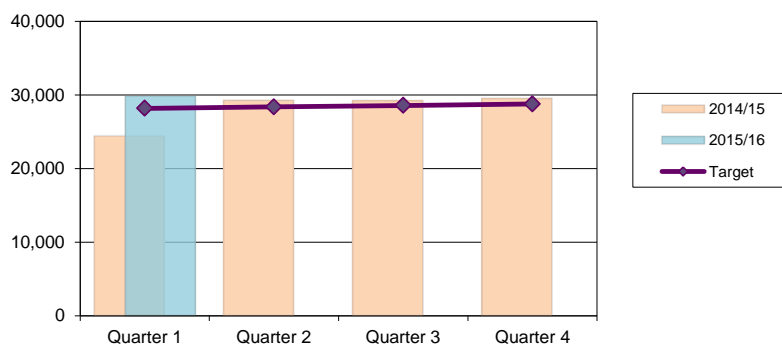
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	54,602	97,554	137,425	175,791
2015/16	25,039			
Target	61,123	115,555	176,535	242,748

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	867,299			
Target	1,421,150	2,783,278	4,279,126	5,525,359

Total number of leisure cards

RAG

Green



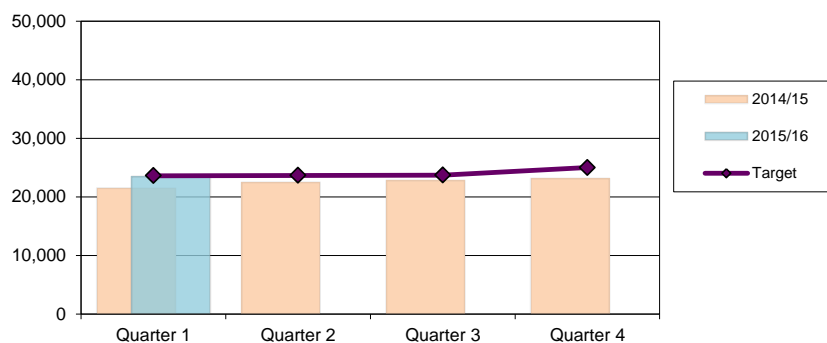
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	24,446	29,284	29,221	29,532
2015/16	29,891			
Target	28,192	28,387	28,582	28,777

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	543,027			
Target	496,051	498,527	501,010	503,501

Total number of BeActive members

RAG

Amber



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	21,505	22,483	22,813	23,156
2015/16	23,485			
Target	23,615	23,674	23,732	24,994

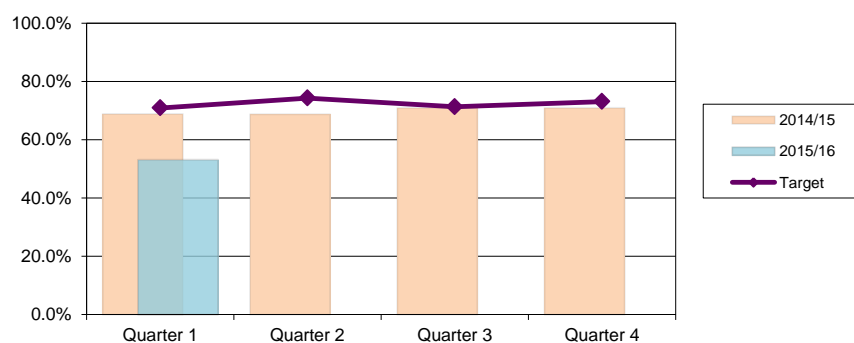
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	442,495			
Target	403,989	405,099	406,105	419,146

Percentage satisfied with Sport & Leisure facilities

Birmingham Residents Tracker

RAG

Red



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	68.8%	68.8%	70.9%	70.9%
2015/16	53.1%			
Target	70.9%	74.3%	71.3%	73.1%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	60.4%			
Target	74.1%	77.9%	75.1%	76.4%

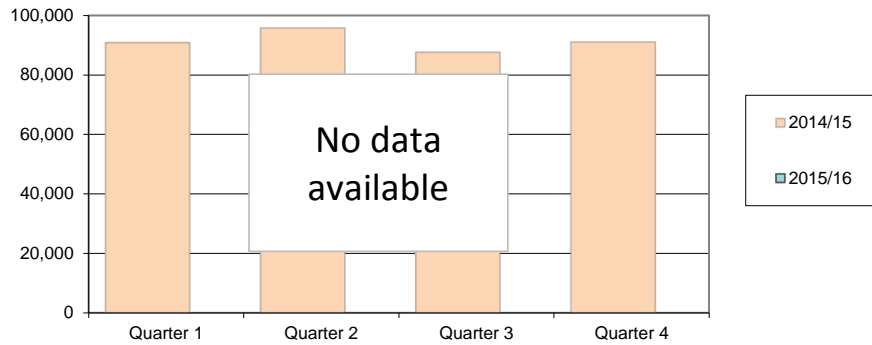
Community Libraries

Hall Green District

Contact - Kevin Duffy

Quarter 1

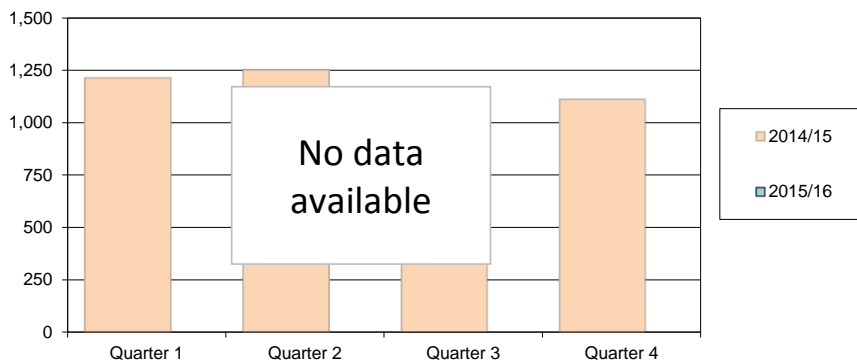
Number of books and audio visual / electronic items issued



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	90,831	95,884	87,617	91,134	365,466
2015/16	No available data				

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
City	0				0

New members

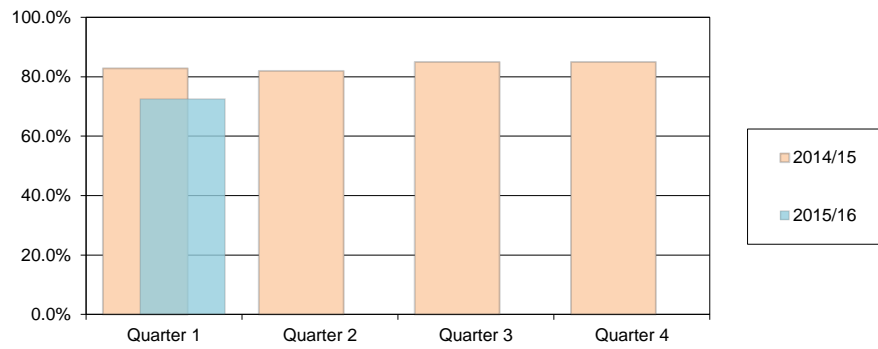


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	1,214	1,252	1,167	1,112	4,745
2015/16	No available data				

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
City	0				0

Percentage satisfied with Libraries

Birmingham Residents Tracker



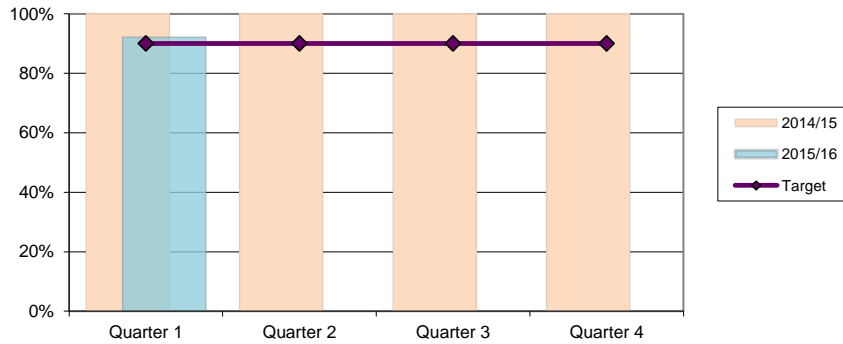
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	82.8%	82.0%	85.0%	85.0%
2015/16	72.5%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	67.3%			

Percentage of appointments offered within 10 days

RAG

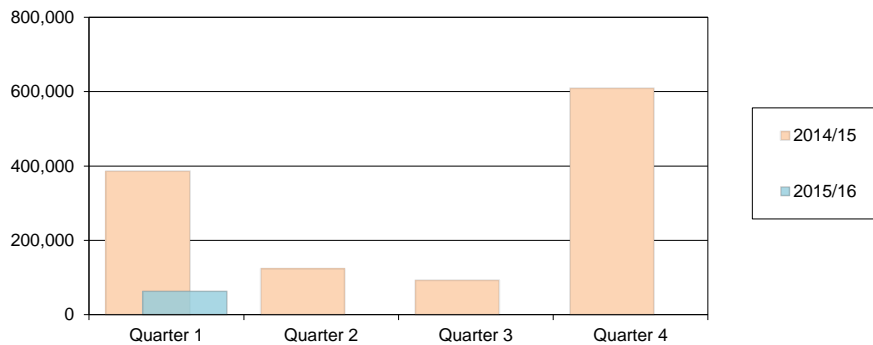
Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100%	100%	100%	100%
2015/16	92%			
Target	90%	90%	90%	90%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	96%			
Target	90%	90%	90%	90%

Benefit Take-Up



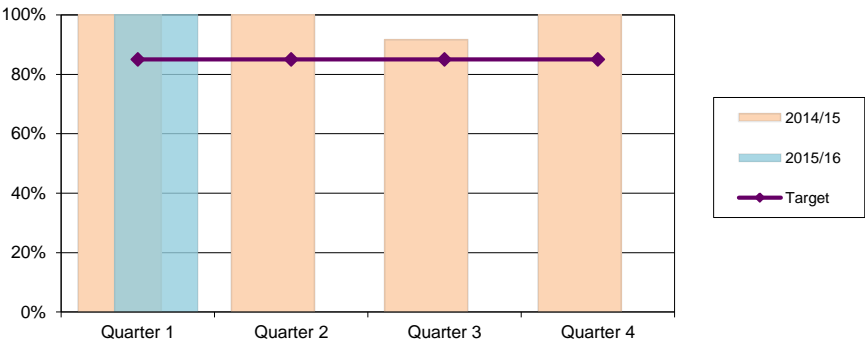
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	385,896	123,461	92,189	609,096
2015/16	63,237			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	1,449,628			

Customer satisfaction with Neighbourhood Offices

RAG

Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100%	100%	92%	100%
2015/16	100%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	100%			
Target	85%	85%	85%	85%

Youth Service

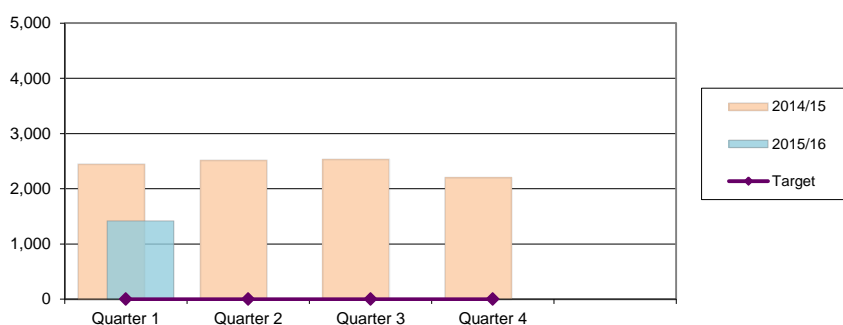
Hall Green District

Contact - Mark Shaw

Quarter 1

Attendance of young people ages 11-25 engaged in youth work delivered by Birmingham Youth Service (BYS) - Year end target only

RAG Year end target only

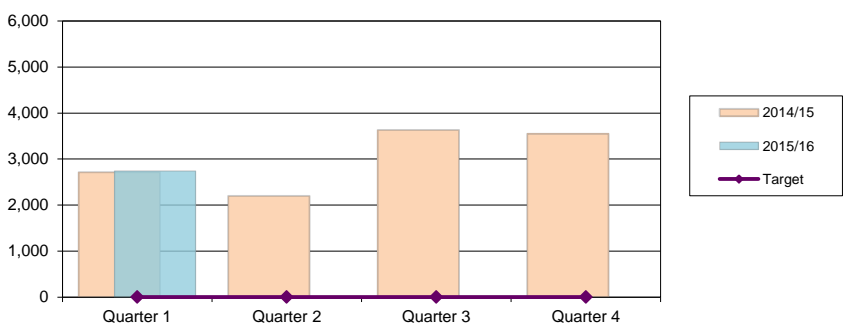


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	2,445	2,514	2,532	2,203	9,694
2015/16	1,416				
Target	0	0	0	0	8,500

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
City	29,956				29,956
Target	0	0	0	0	126,250

Total attendance of all young people aged 11-25 who access Birmingham Youth Service provision (BYS) - Year end target only

RAG Year end target only

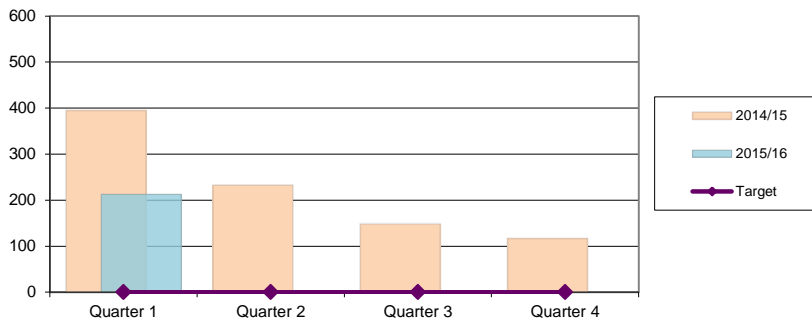


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	2,712	2,197	3,632	3,549	12,090
2015/16	2,739				
Target	0	0	0	0	11,500

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
City	44,524				44,524
Target	0	0	0	0	168,250

Contacts the number of different young people 11-25 engaged in youth work delivered by Birmingham Youth Service (BYS) - Year end target only

RAG Year end target only

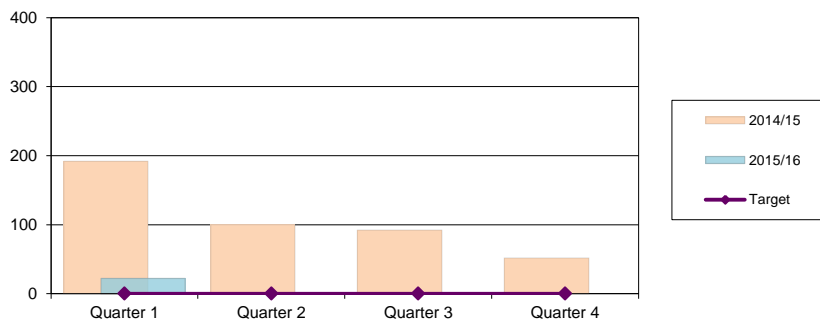


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	395	233	149	117	894
2015/16	213				
Target	0	0	0	0	700

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
City	3,923				3,923
Target	0	0	0	0	11,075

Recorded outcomes of young people 11-25 delivered by Birmingham Youth Service (BYS) - Year end target only

RAG Year end target only



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	192	100	92	52	436
2015/16	22				
Target	0	0	0	0	420

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
City	414				414
Target	0	0	0	0	6,645

Community Safety

Hall Green District

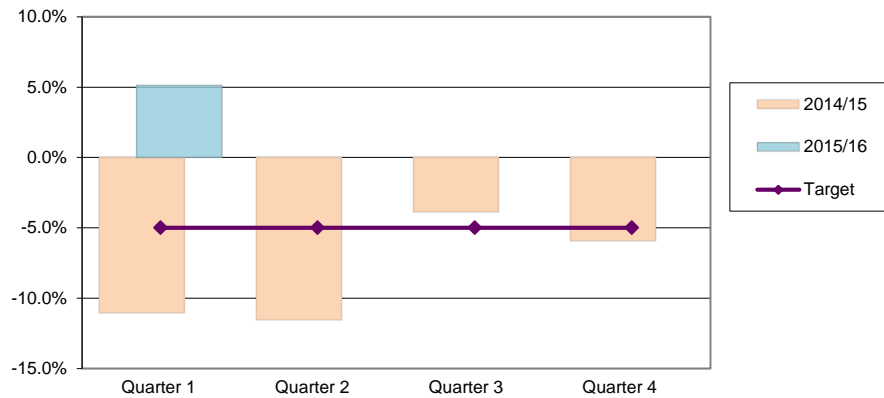
Contact - Rahila Mann

Quarter 1

Total recorded crime - Year to Date Reduction on 2014/15

RAG

Red



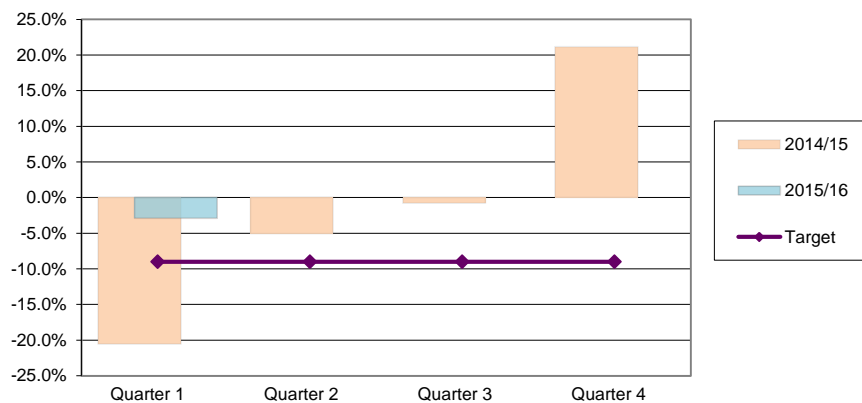
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	-11.1%	-11.6%	-3.9%	-5.9%
2015/16	5.1%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	3.4%			
Target	-5.0%	-5.0%	-5.0%	-5.0%

Reduction in Violence with injury - Year to Date Reduction on 2014/15

RAG

Red



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	-20.6%	-5.1%	-0.8%	21.2%
2015/16	-2.9%			

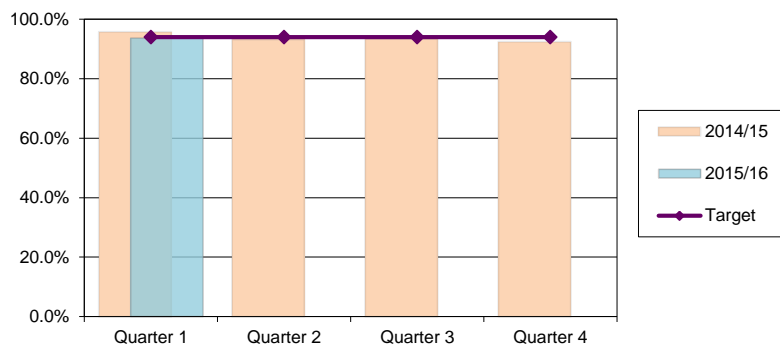
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	14.3%			
Target	-9.0%	-9.0%	-9.0%	-9.0%

Percentage of residents who feel safe in their local area during the day

Birmingham Residents Tracker

RAG

Amber



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	95.8%	93.2%	93.4%	92.4%
2015/16	93.7%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	94.4%			
Target	94.0%	94.0%	94.0%	94.0%

Regulation and Enforcement

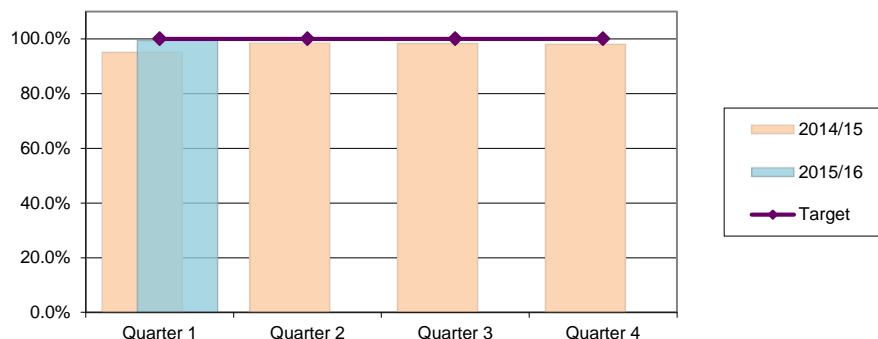
Hall Green District

Contact - Jenny Millward

Quarter 1

Percentage of rats in garden requests dealt with within 5 working days

RAG Amber

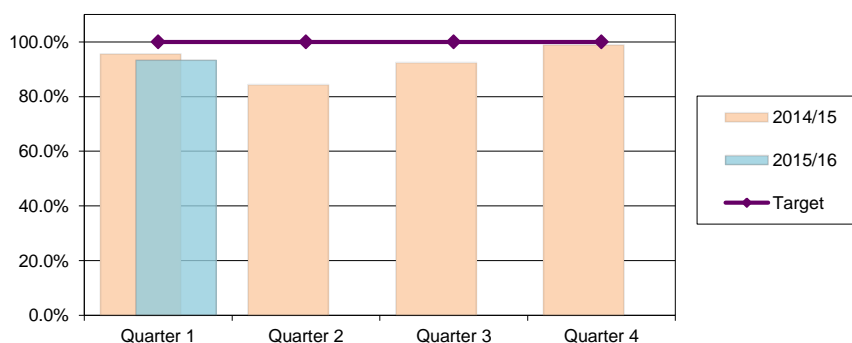


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	95.2%	98.7%	98.3%	98.1%
2015/16	99.4%			
Target	100.0%	100.0%	100.0%	100.0%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	96.9%			
Target	100.0%	100.0%	100.0%	100.0%

Percentage of rats in house requests dealt with in 1 working day

RAG Amber



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	95.6%	84.3%	92.4%	98.8%
2015/16	93.3%			
Target	100.0%	100.0%	100.0%	100.0%

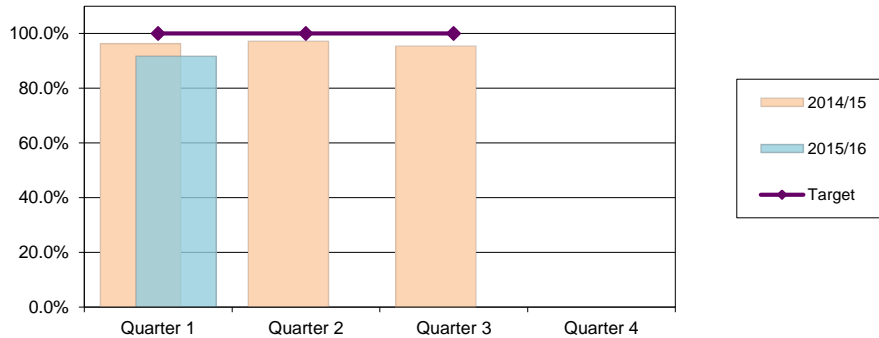
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	92.4%			
Target	100.0%	100.0%	100.0%	100.0%

Percentage of wasps requests dealt with by next working day

(Subject to an appointment being made)

RAG

Amber

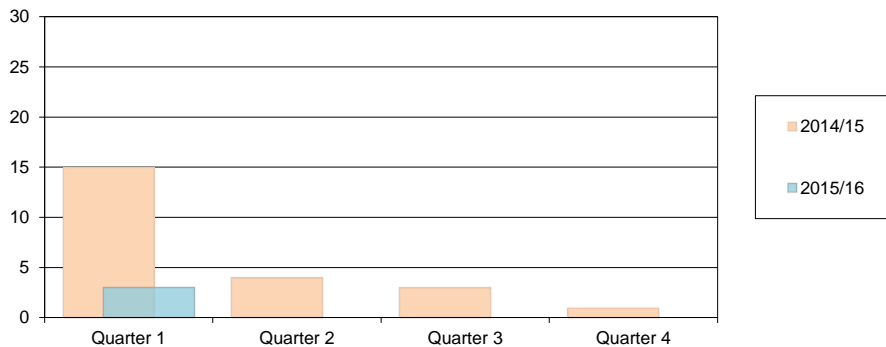


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	96.3%	97.3%	95.5%	No wasp requests
2015/16	91.7%			
Target	100.0%	100.0%	100.0%	100.0%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	99.1%			
Target	100.0%	100.0%	100.0%	100.0%

Number of Section 4 Prevention of Damage by Pests Act Notices served

- No targets for this measure - Reactive Service

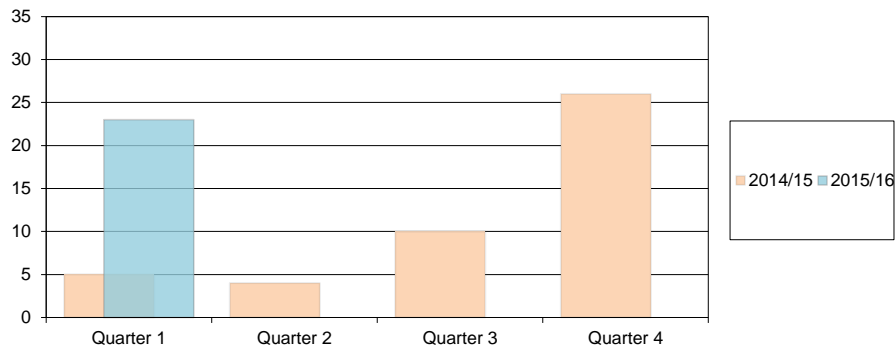


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	15	4	3	1	23
2015/16	3				

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2015/16	16				

Number of Fixed Penalty Notices served

No targets for this measure - Reactive Service

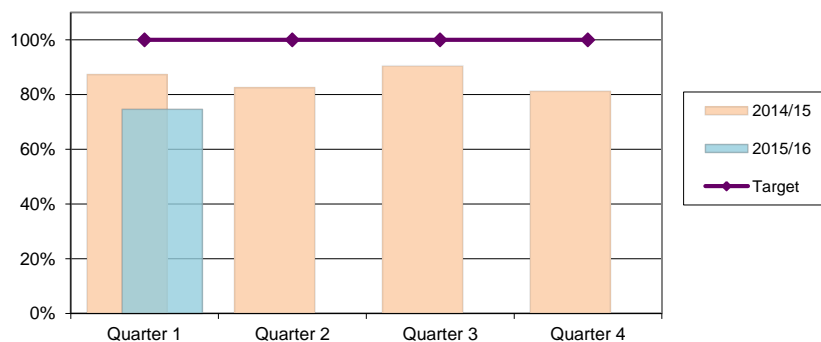


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	5	4	10	26	45
2015/16	23				

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2015/16	1,684				

Percentage of rubbish on land requests dealt with within 5 working days

RAG **Red**

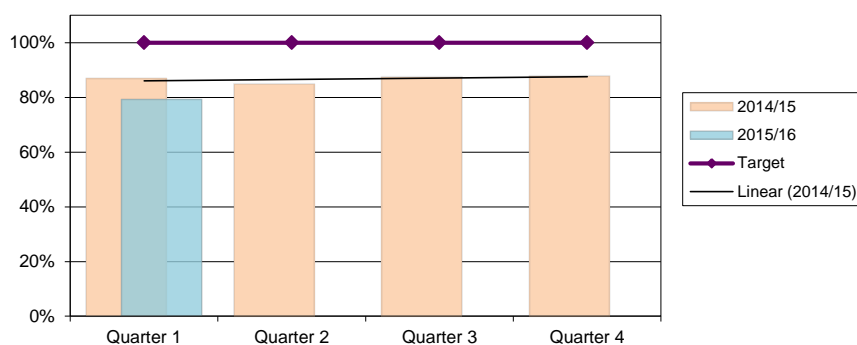


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	87.3%	82.6%	90.6%	81.2%
2015/16	74.7%			
Target	100.0%	100.0%	100.0%	100.0%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	70.5%			
Target	100.0%	100.0%	100.0%	100.0%

Percentage of rubbish on road requests dealt with within 5 working days

RAG **Red**

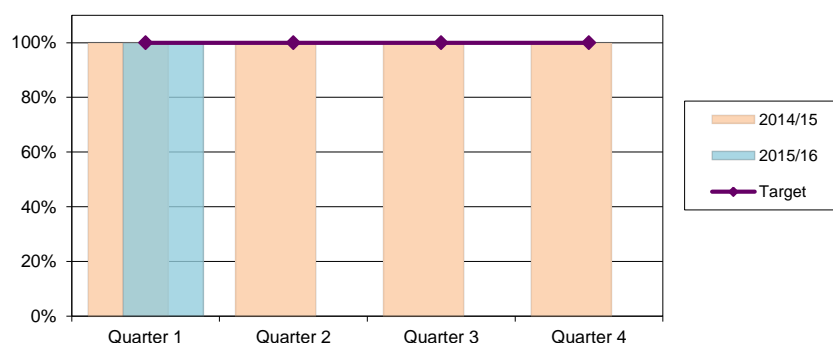


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	86.9%	85.0%	87.5%	87.9%
2015/16	79.3%			
Target	100.0%	100.0%	100.0%	100.0%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	74.1%			
Target	100.0%	100.0%	100.0%	100.0%

Percentage of dog fouling complaints dealt with within 5 days

RAG **Green**

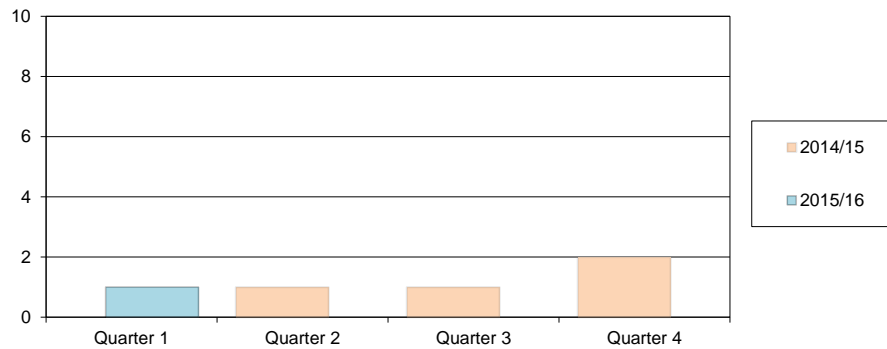


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	100.0%	100.0%	100.0%
2015/16	100.0%			
Target	100.0%	100.0%	100.0%	100.0%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	100.0%			
Target	100.0%	100.0%	100.0%	100.0%

Number of proactive dog fouling exercises carried out

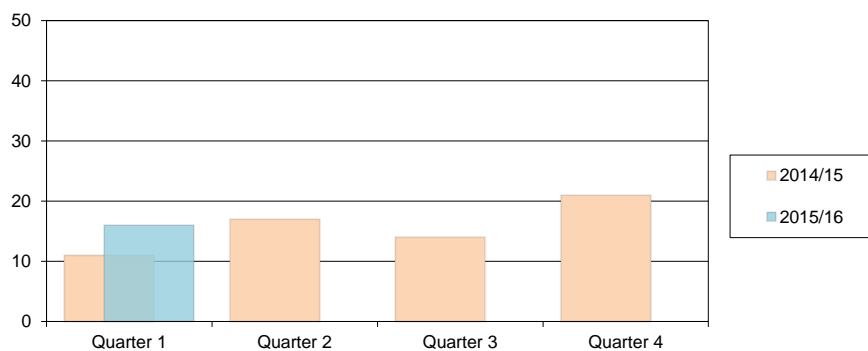
No targets for this measure - Reactive Service



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	0	1	1	2	4
2015/16	1				

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2015/16	42				

Seizure of stray dogs - No targets for this measure - Reactive Service



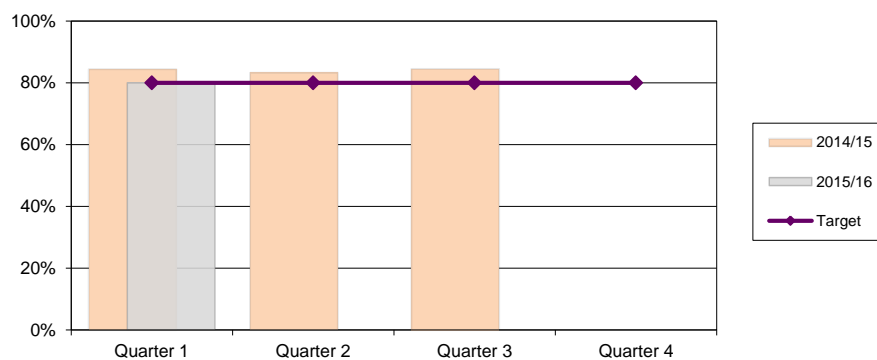
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	11	17	14	21	63
2015/16	16				

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2015/16	247				

Percentage of consumers who feel confident buying goods/services in the city - City figure

RAG

Green



City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	84.4%	83.3%	84.6%	No surveys sent
2015/16	80.0%			
Target	80.0%	80.0%	80.0%	80.0%

Parks and Grounds Maintenance

Contact - Valerie Lecky

Hall Green District

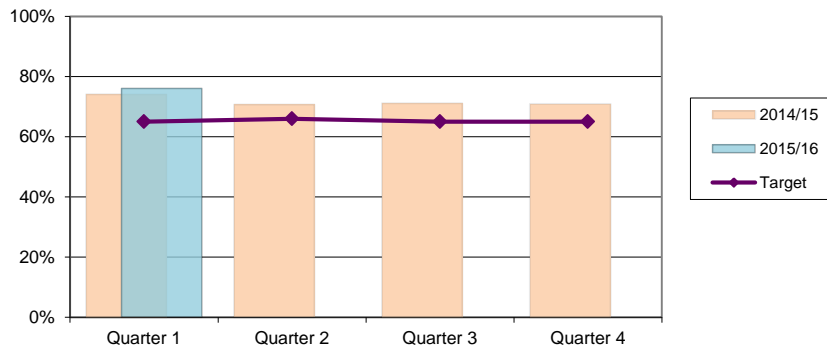
Quarter 1

Percentage who feel safe outside in local parks and play areas

Birmingham Resident's Tracker Survey

RAG

Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	74.1%	70.7%	71.1%	70.9%
2015/16	76.0%			
Target	65.0%	66.0%	65.0%	65.0%

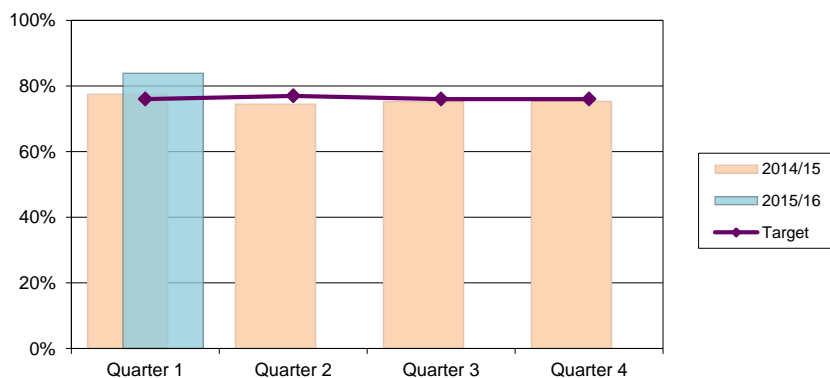
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015-16 Citywide	72.4%			
Target	65.0%	66.0%	65.0%	65.0%

Percentage satisfied with parks, open spaces

(Where used in the last 12 months) Birmingham Resident's Tracker Survey

RAG

Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	77.5%	74.6%	75.3%	75.3%
2015/16	83.9%			
Target	76.0%	77.0%	76.0%	76.0%

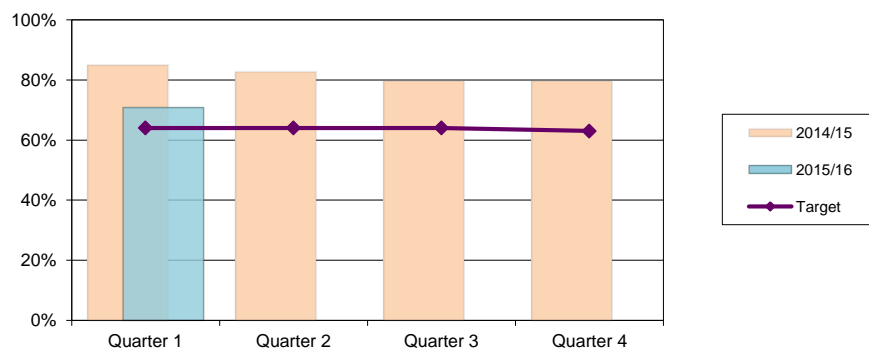
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	80.4%			
Target	76.0%	77.0%	76.0%	76.0%

Percentage satisfied with children's playgrounds and multi-use games areas

(Where used in the last 12 months) Birmingham Resident's Tracker Survey

RAG

Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	84.9%	82.6%	79.7%	79.7%
2015/16	70.8%			
Target	64.0%	64.0%	64.0%	63.0%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	61.1%			
Target	64.0%	64.0%	64.0%	63.0%

Highways

Hall Green District

Contact - Alison Malik

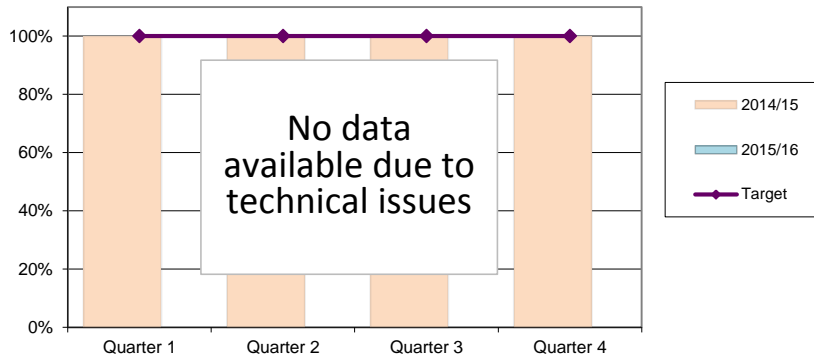
Quarter 1

Dangerous defects made safe within 1 hour

No data available due to technical issues – information will be available for the following report

RAG

No data
available



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	100.0%	100.0%	100.0%
2015/16	No available data			

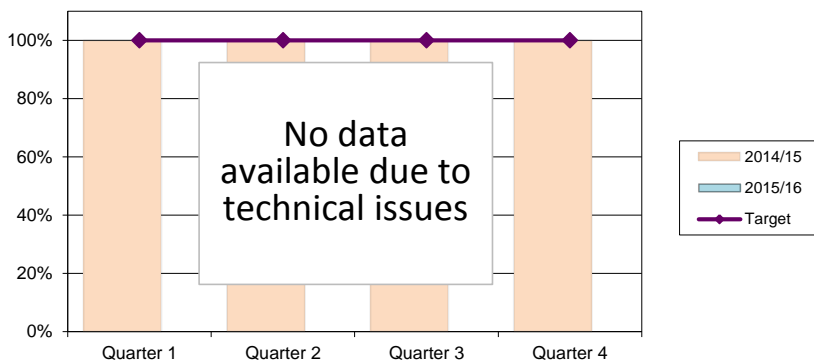
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	No available data			
Target	100.0%	100.0%	100.0%	100.0%

Dangerous defects fully repaired within 28 days

No data available due to technical issues – information will be available for the following report

RAG

No data
available



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	100.0%	100.0%	100.0%
2015/16	No available data			

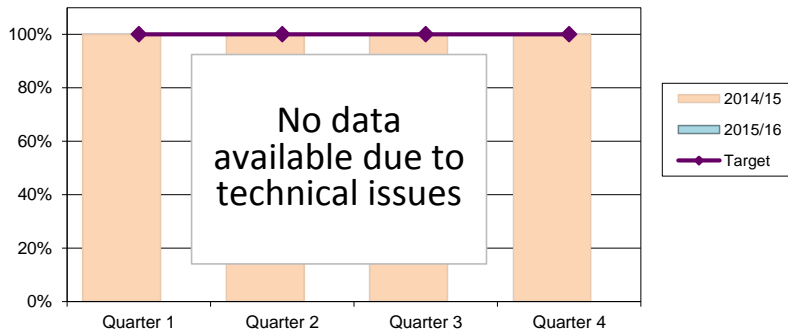
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	No available data			
Target	100.0%	100.0%	100.0%	100.0%

Belisha Beacons repaired within 2 hours

No data available due to technical issues – information will be available for the following report

RAG

No data available



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	100.0%	100.0%	100.0%
2015/16	No available data			

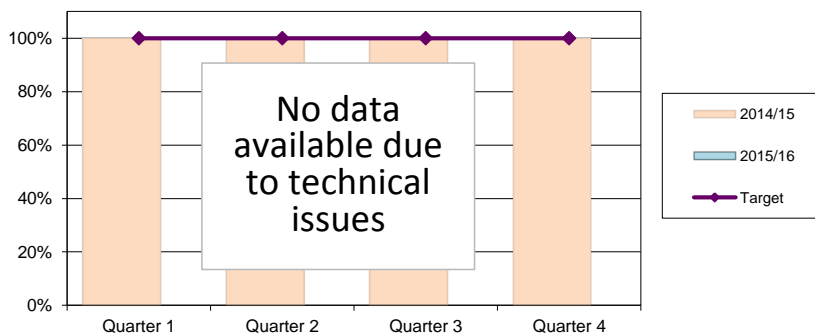
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	No available data			
Target	100.0%	100.0%	100.0%	100.0%

Traffic Signals repaired within 24 hours

No data available due to technical issues – information will be available for the following report

RAG

No data available



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	100.0%	100.0%	100.0%
2015/16	No available data			

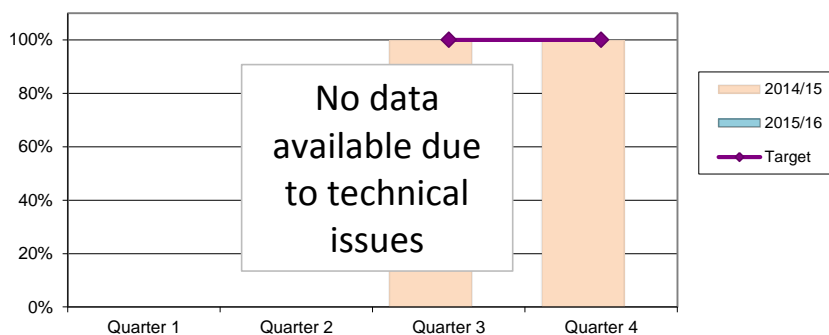
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	No available data			
Target	100.0%	100.0%	100.0%	100.0%

Priority gritting routes treated within 4 hours

No data available due to technical issues – information will be available for the following report

RAG

No data available



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	Seasonal Activity Only		100.0%	100.0%
2015/16				

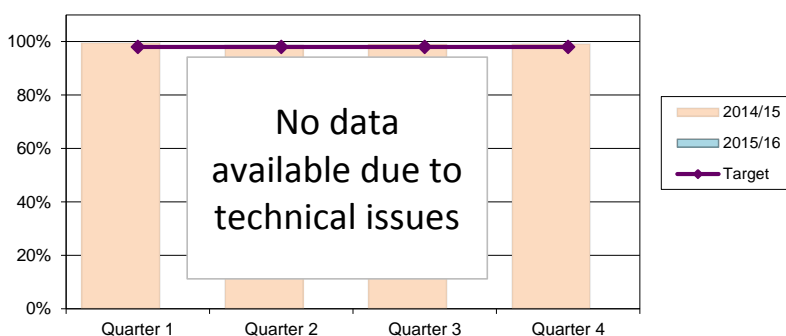
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	Seasonal Activity Only			
Target			100.0%	100.0%

Percentage of street lighting in-light at the end of the month

No data available due to technical issues – information will be available for the following report

RAG

No data available



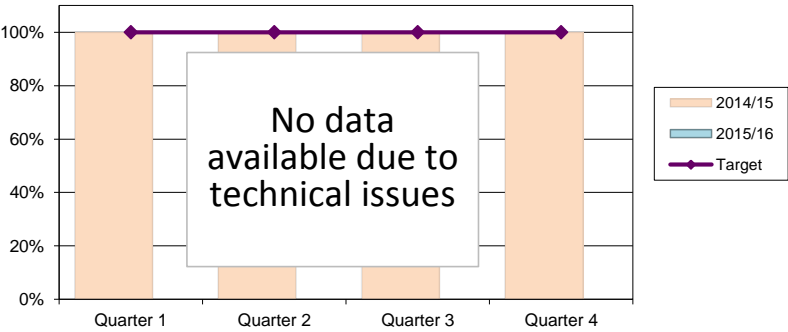
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	99.6%	98.8%	98.9%	99.1%
2015/16	No available data			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	No available data			
Target	98.0%	98.0%	98.0%	98.0%

Urgent aspect lamp failures replaced within 2 hours

No data available due to technical issues – information will be available for the following report

RAG	No data available
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District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	100.0%	100.0%	100.0%
2015/16	No available data			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	No available data			
Target	100.0%	100.0%	100.0%	100.0%

Refuse Collection & Street Cleansing

Hall Green District

Contact - Kevin Mitchell

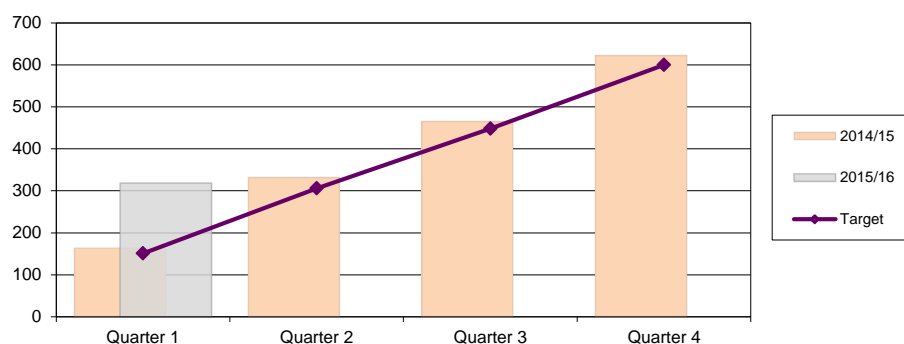
Quarter 1

Residual household waste per household - City figure

Council Business Plan Measure (CBP Measure)

RAG

Red



Smaller is better

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	164	332	466	622
2015/16	319			
Target	151	306	448	600

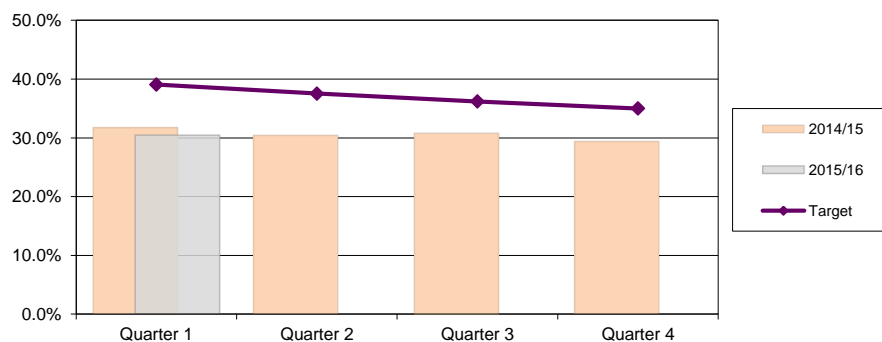
Percentage of household waste reused, recycled and composted

City figure

(CBP Measure)

RAG

Red



Bigger is better

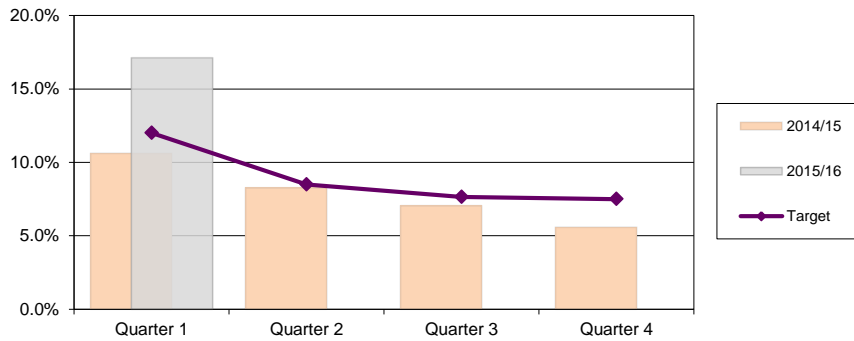
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	31.74%	30.44%	30.81%	29.40%
2015/16	30.49%			
Target	39.06%	37.54%	36.18%	35.00%

Percentage of municipal waste to landfill - City figure

(CBP Measure)

RAG

Red



Smaller is better

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	10.62%	8.26%	7.05%	5.59%
2015/16	17.12%			
Target	12.00%	8.50%	7.65%	7.50%

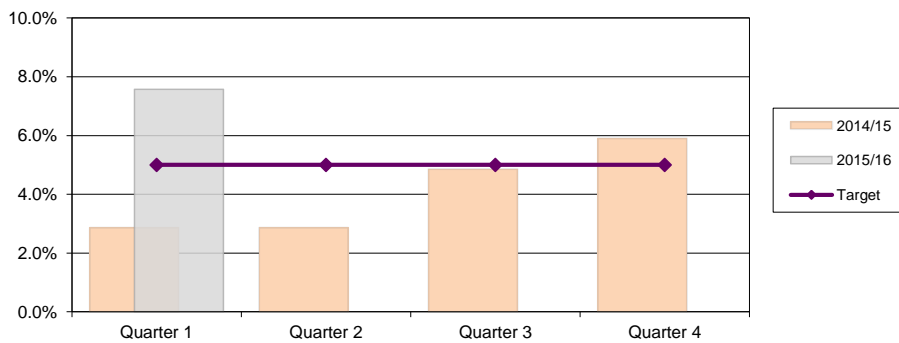
Improved street and environmental cleanliness (Level of Litter)

City figure

(CBP Measure)

RAG

Red



Smaller is better

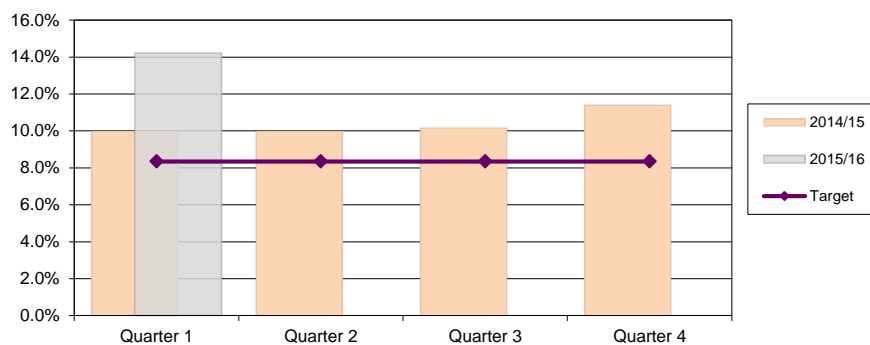
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	2.86%	2.86%	4.86%	5.90%
2015/16	7.57%			
Target	5.00%	5.00%	5.00%	5.00%

Improved street and environmental cleanliness (Level of Detritus)

City figure

RAG

Red



Smaller is better

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	10.00%	10.00%	10.18%	11.40%
2015/16	14.22%			
Target	8.35%	8.35%	8.35%	8.35%

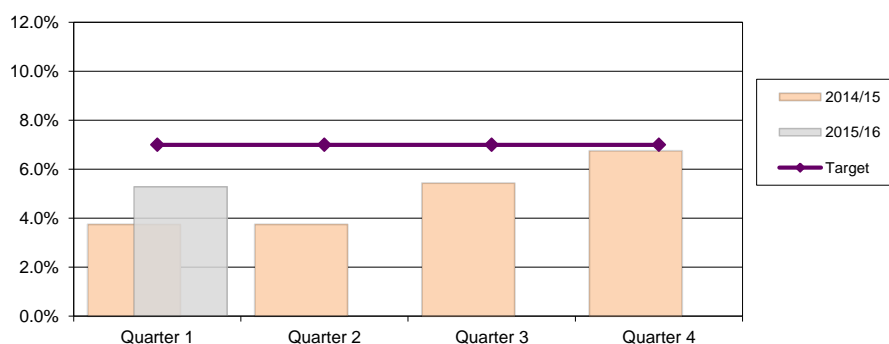
Improved street and environmental cleanliness (Level of Graffiti)

City figure

(CBP Measure)

RAG

Green



Smaller is better

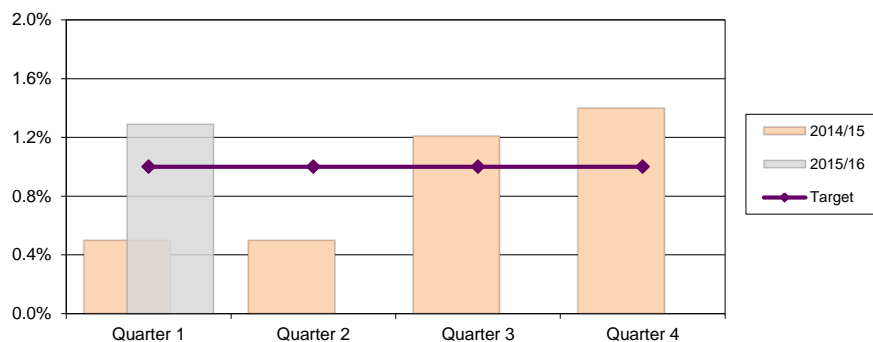
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	3.75%	3.75%	5.43%	6.76%
2015/16	5.29%			
Target	7.00%	7.00%	7.00%	7.00%

Improved street and environmental cleanliness (Level of Fly-Posting)

City figure

RAG

Red



Smaller is better

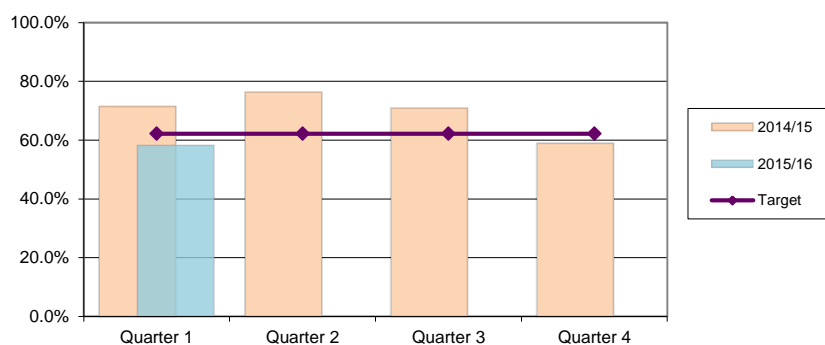
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	0.5%	0.5%	1.2%	1.4%
2015/16	1.29%			
Target	1.0%	1.0%	1.0%	1.0%

Percentage satisfied BCC has kept open public land clear of litter & refuse

Birmingham Residents Tracker Survey

RAG

Amber



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	71.5%	76.4%	70.9%	59.0%
2015/16	58.3%			
Target	62.2%	62.2%	62.2%	62.2%

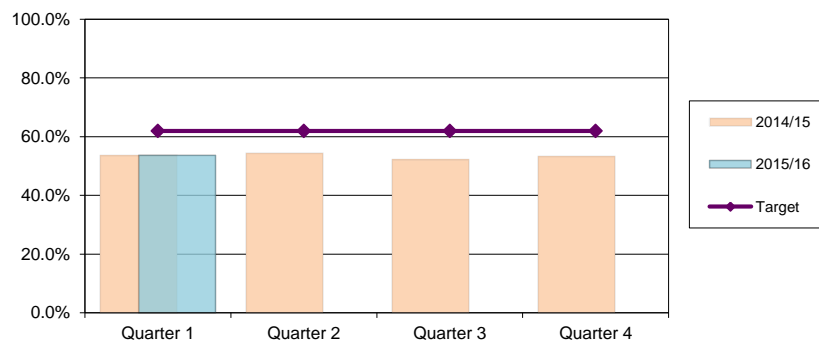
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	51.2%			
Target	68.6%	68.6%	68.6%	68.6%

Percentage satisfied with street cleanliness

Birmingham Residents Tracker Survey

RAG

Red



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	53.5%	54.3%	52.2%	53.3%
2015/16	53.7%			
Target	62.0%	62.0%	62.0%	62.0%

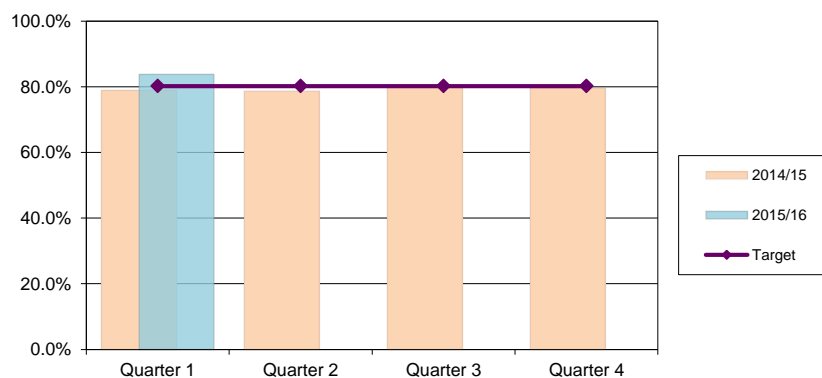
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	56.5%			
Target	66.6%	66.6%	66.6%	66.6%

Percentage satisfied with the weekly collection of general household waste

(Subject to an appointment being made) Birmingham Residents Tracker Survey

RAG

Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	79.0%	78.8%	80.5%	79.7%
2015/16	83.8%			
Target	80.2%	80.2%	80.2%	80.2%

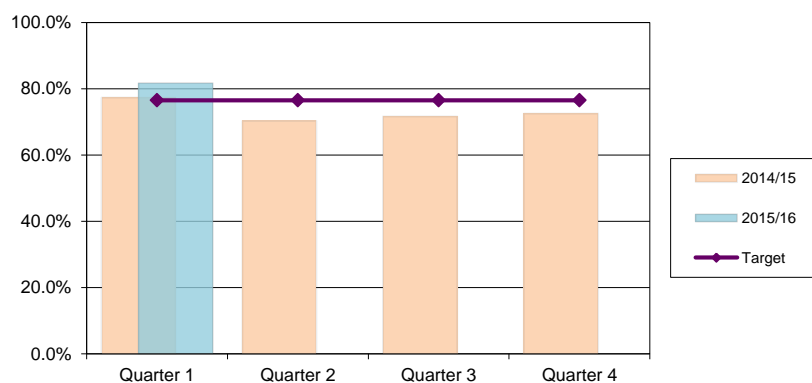
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	87.1%			
Target	80.9%	80.9%	80.9%	80.9%

Percentage satisfied with the fortnightly collection of recyclable material

Birmingham Residents Tracker Survey

RAG

Green



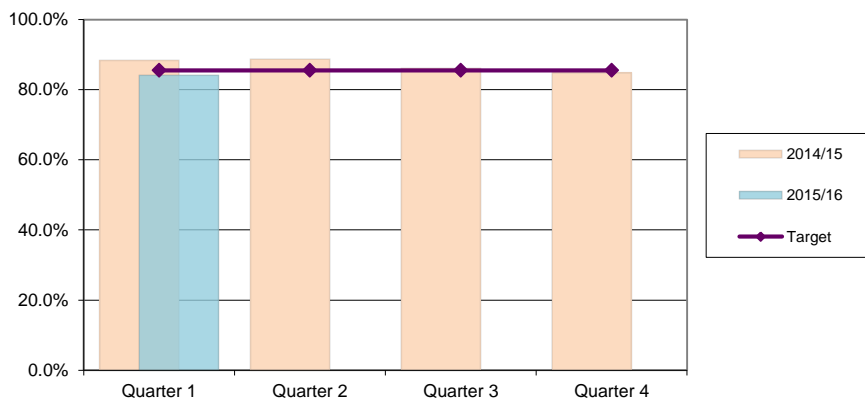
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	77.3%	70.3%	71.6%	72.5%
2015/16	81.7%			
Target	76.6%	76.6%	76.6%	76.6%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	85.3%			
Target	76.5%	76.5%	76.5%	76.5%

Percentage satisfied with the local area

RAG

Amber



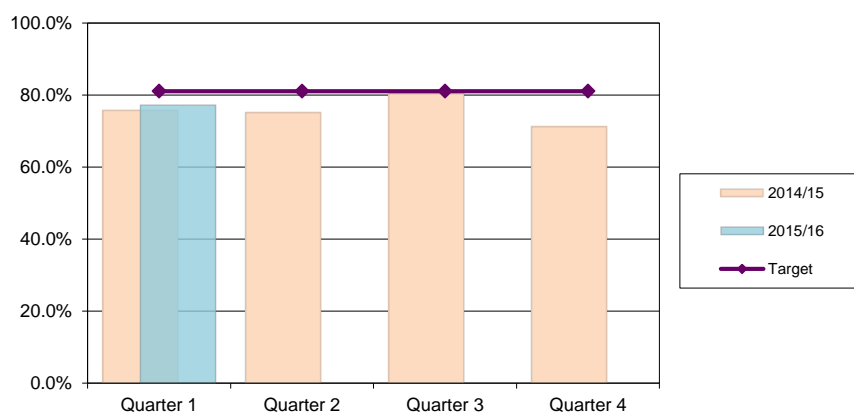
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	88.4%	88.7%	86.1%	84.8%
2015/16	84.2%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	86.8%			
Target	85.5%	85.5%	85.5%	85.5%

Percentage that think it is easy for their household to make ends meet

RAG

Amber



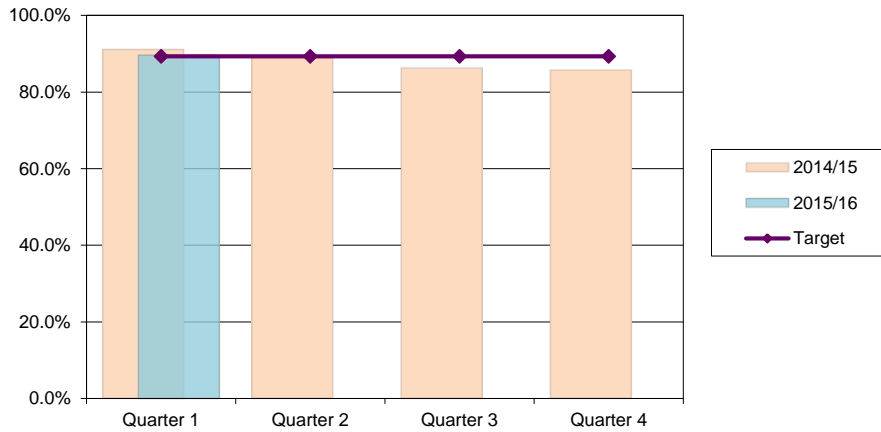
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	75.8%	75.2%	80.4%	71.2%
2015/16	77.3%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	75.1%			
Target	81.1%	81.1%	81.1%	81.1%

Percentage that agree the local area is a place where people from different backgrounds get on well together

RAG

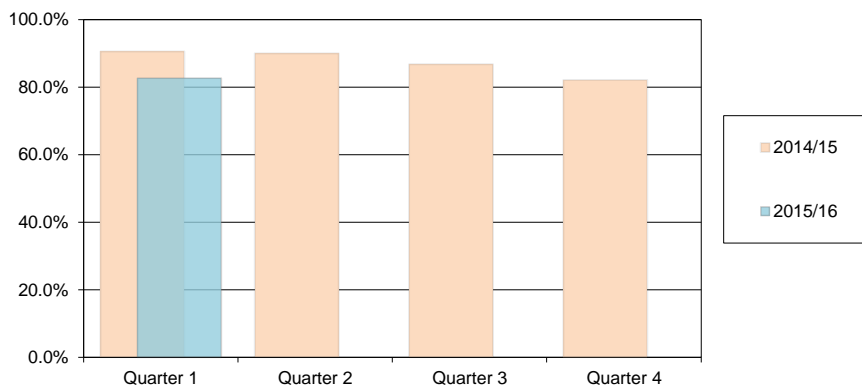
Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	91.1%	89.0%	86.4%	85.8%
2015/16	89.6%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	87.2%			
Target	89.3%	89.3%	89.3%	89.3%

Percentage that strongly feel they belong to their local area



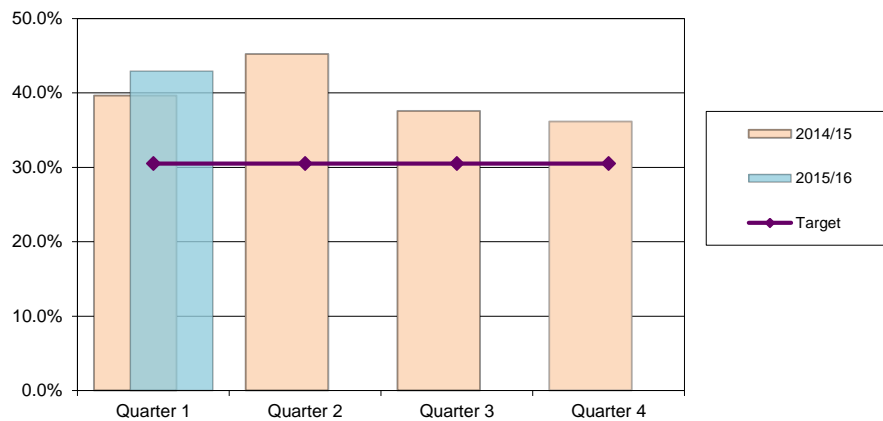
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	90.6%	90.0%	86.7%	82.1%
2015/16	82.6%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	83.6%			

Percentage that trust young people in the local area

RAG

Green



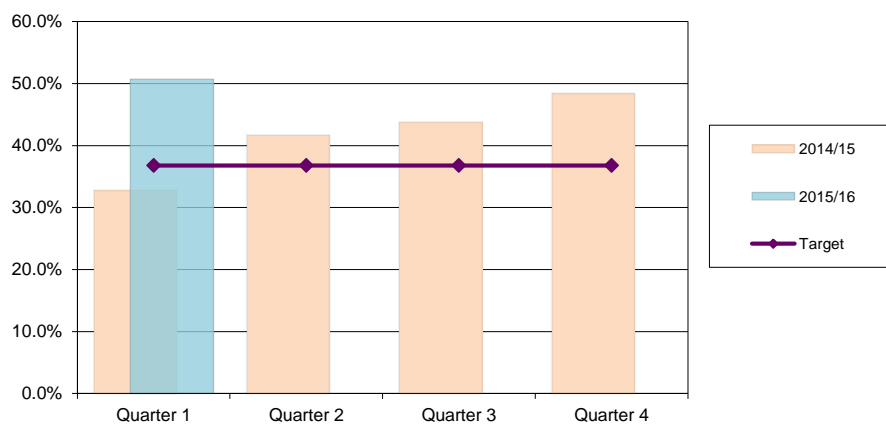
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	39.7%	45.3%	37.6%	36.2%
2015/16	42.9%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	42.7%			
Target	30.5%	30.5%	30.5%	30.5%

Percentage that agree they can influence decisions that affect the local area

RAG

Green



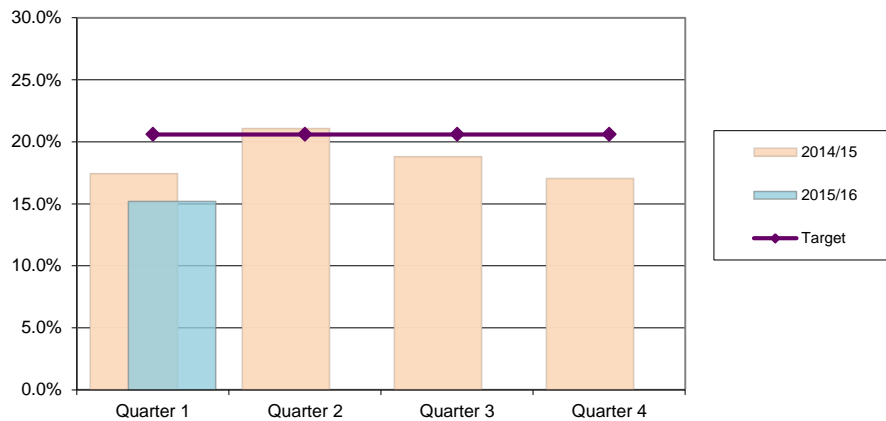
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	32.8%	41.7%	43.8%	48.4%
2015/16	50.8%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	37.0%			
Target	36.8%	36.8%	36.8%	36.8%

Percentage that agree they are involved in local decision making

RAG

Red



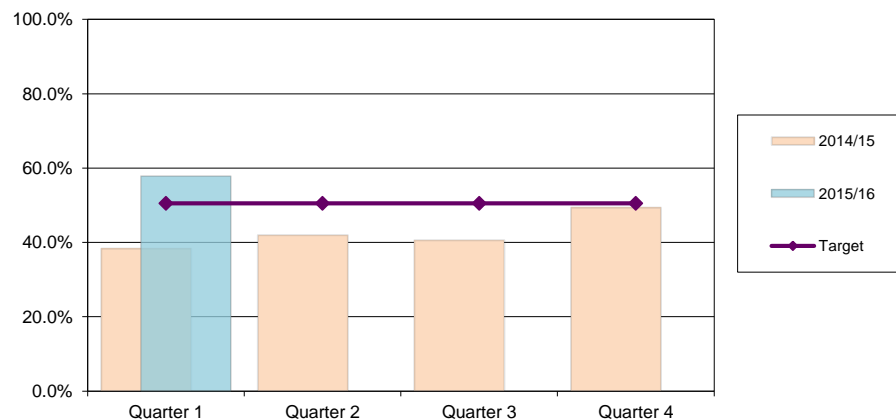
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	17.4%	21.1%	18.8%	17.0%
2015/16	15.2%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	8.4%			
Target	20.6%	20.6%	20.6%	20.6%

Percentage satisfied with the range of different ways that you can get involved with influencing local decisions

RAG

Green



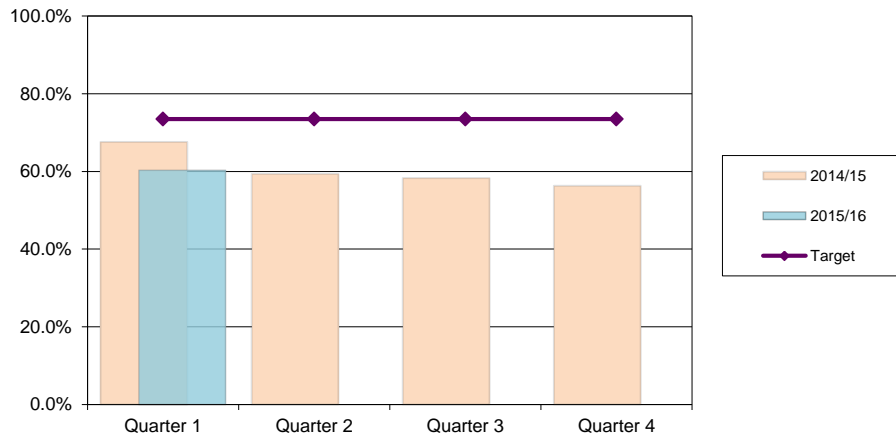
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	38.3%	41.9%	40.6%	49.4%
2015/16	57.8%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	62.0%			
Target	50.5%	50.5%	50.5%	50.5%

Percentage satisfied with the way in which the police and other local public services deal with crime

RAG

Red



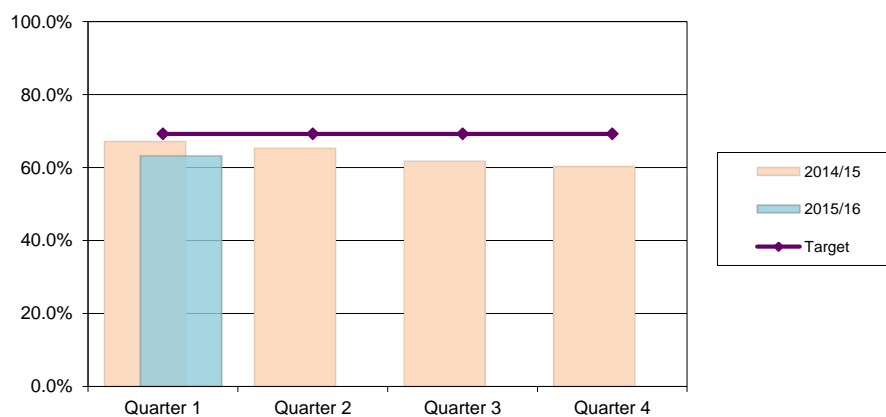
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	67.6%	59.3%	58.3%	56.3%
2015/16	60.3%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	61.6%			
Target	73.5%	73.5%	73.5%	73.5%

Percentage that think BCC is making the area a better place to live

RAG

Red



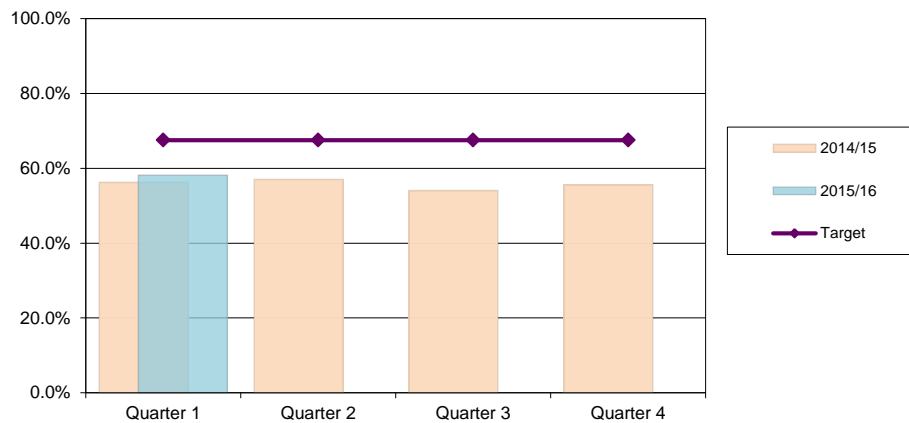
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	67.1%	65.3%	61.8%	60.2%
2015/16	63.2%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	62.7%			
Target	69.2%	69.2%	69.2%	69.2%

Percentage that think BCC is making the area cleaner and greener

RAG

Red



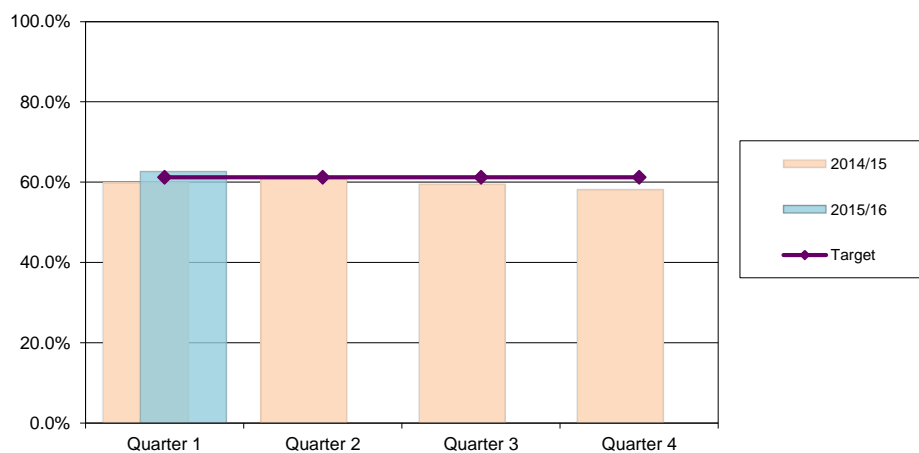
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	56.2%	57.0%	54.0%	55.6%
2015/16	58.2%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	57.0%			
Target	67.5%	67.5%	67.5%	67.5%

Percentage that think BCC acts on the concerns of local residents

RAG

Green



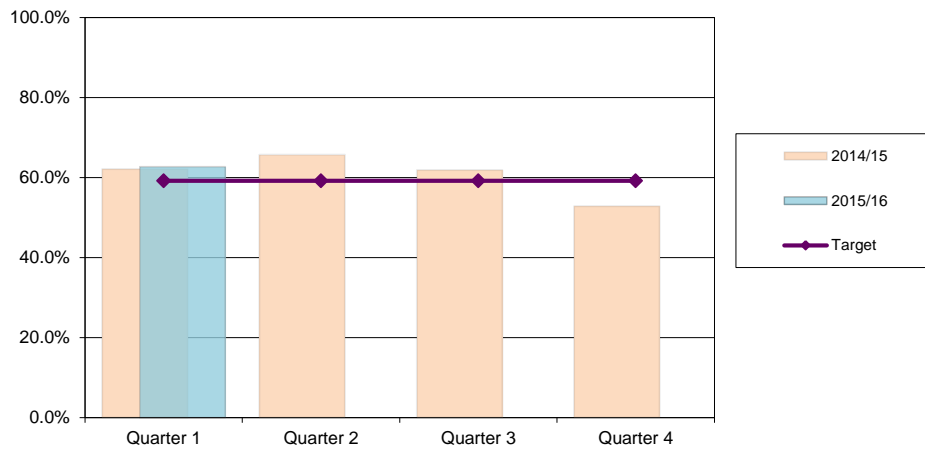
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	59.8%	60.9%	59.5%	58.2%
2015/16	62.6%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	61.1%			
Target	61.2%	61.2%	61.2%	61.2%

Percentage that think BCC provides opportunities for people to play an active part in the community

RAG

Green



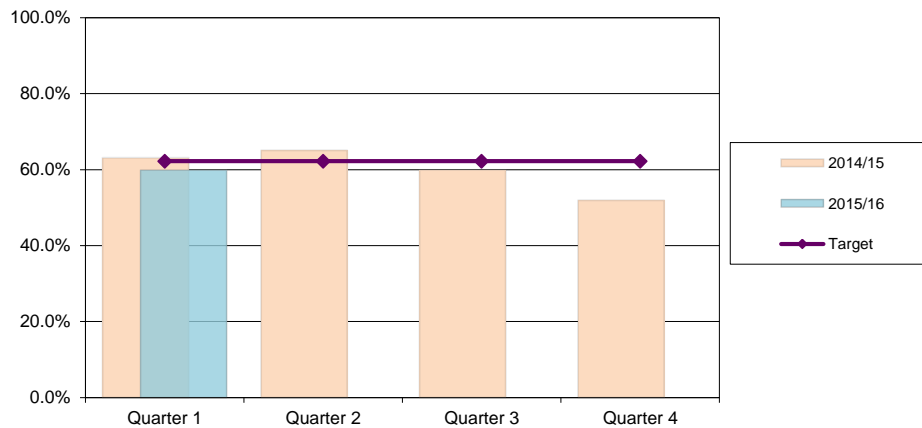
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	62.1%	65.7%	61.9%	52.8%
2015/16	62.7%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	57.0%			
Target	59.2%	59.2%	59.2%	59.2%

Percentage that think BCC is accessible and responds to individuals need

RAG

Amber



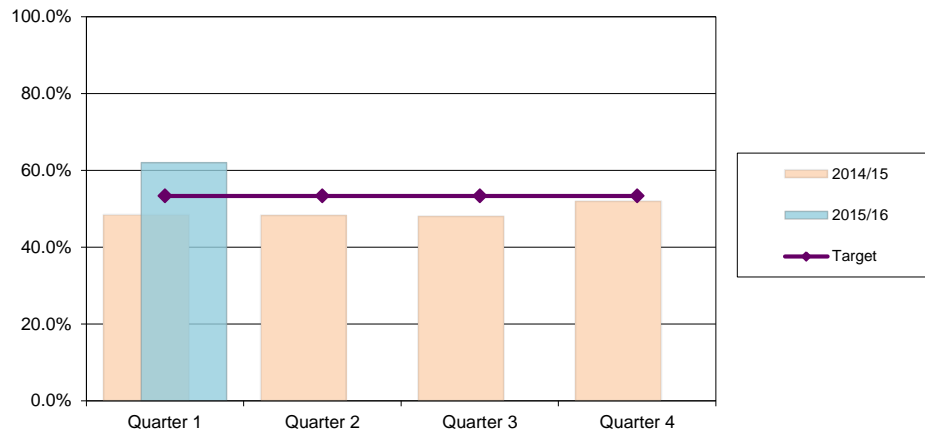
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	63.1%	65.0%	59.9%	51.9%
2015/16	59.9%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	55.2%			
Target	62.2%	62.2%	62.2%	62.2%

Percentage that feel well informed about the council and its activities

RAG

Green



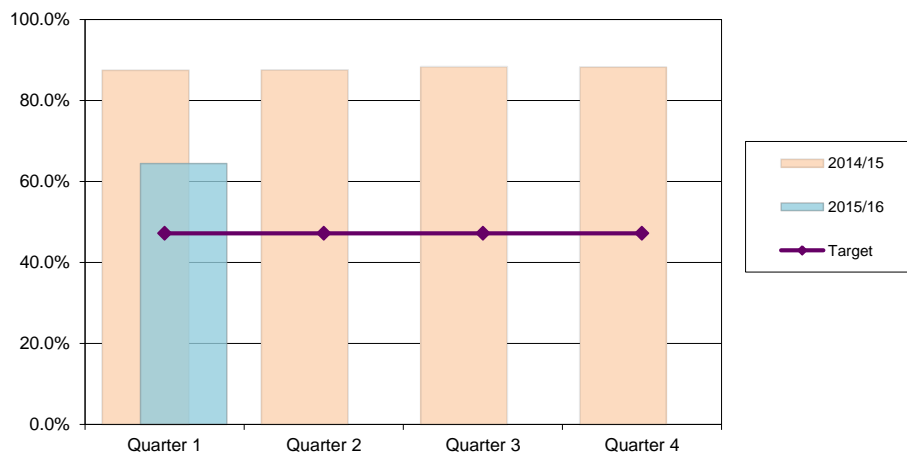
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	48.4%	48.3%	48.0%	51.9%
2015/16	62.0%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	62.1%			
Target	53.3%	53.3%	53.3%	53.3%

Percentage satisfied with museums and galleries

RAG

Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	87.5%	87.5%	88.3%	88.3%
2015/16	64.4%			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	70.1%			
Target	47.2%	47.2%	47.2%	47.2%