

# **Place Directorate**

## **Northfield 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

Northfield District

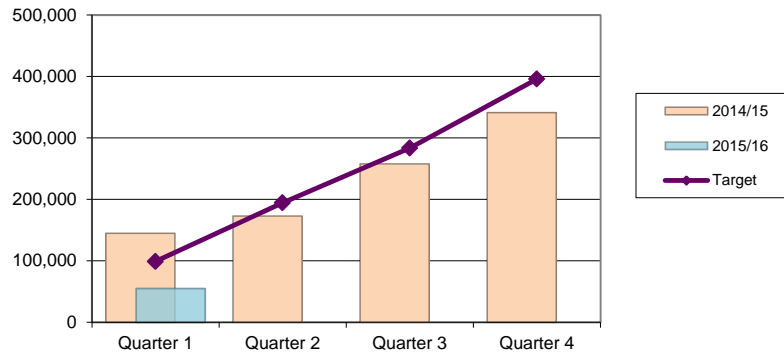
Contact - Dave Wagg

Quarter 1

## Total attendance by District

RAG

Red



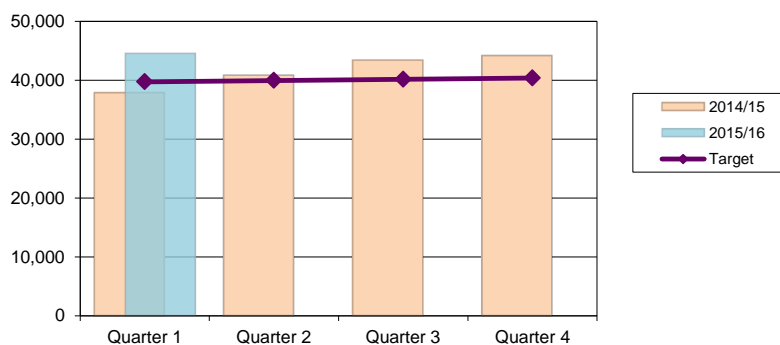
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	145,173	173,293	257,880	341,328
2015/16	54,994			
Target	98,939	194,305	283,447	396,011

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



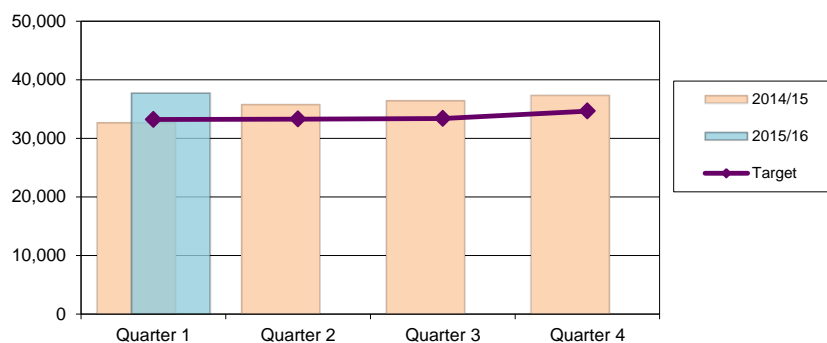
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	37,925	40,897	43,431	44,206
2015/16	44,614			
Target	39,736	39,960	40,183	40,407

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

Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	32,667	35,772	36,439	37,353
2015/16	37,729			
Target	33,214	33,297	33,380	34,666

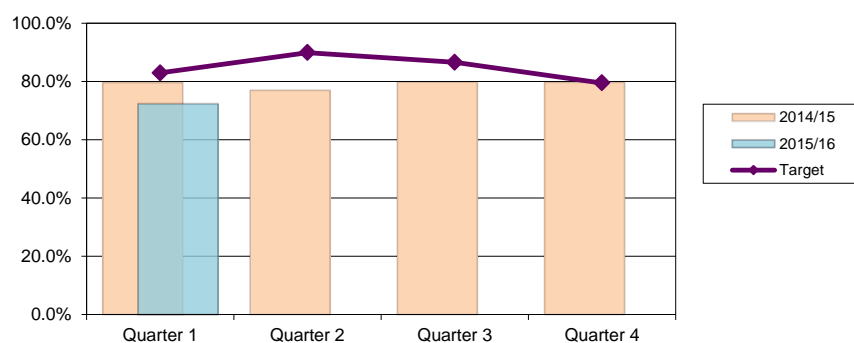
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	442,495			
Target	403,989	405,099	406,105	419,146

## Percentage satisfied with Sport & Leisure facilities

Birmingham Residents Tracker

RAG

Red



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	79.7%	77.0%	79.8%	79.8%
2015/16	72.4%			
Target	82.9%	89.9%	86.6%	79.5%

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

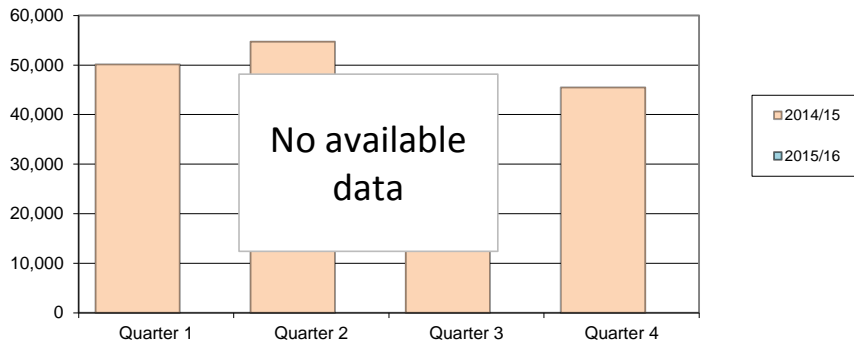
# Community Libraries

Northfield District

Contact - Kevin Duffy

Quarter 1

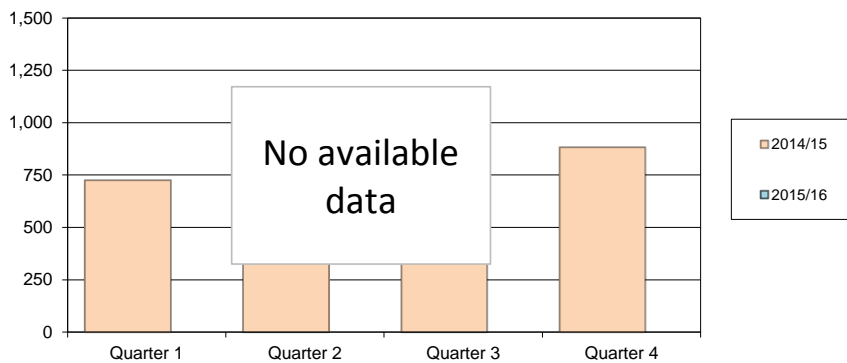
## Number of books and audio visual / electronic items issued



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	50,138	54,717	44,245	45,483	194,583
2015/16	No available data				

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

## New members

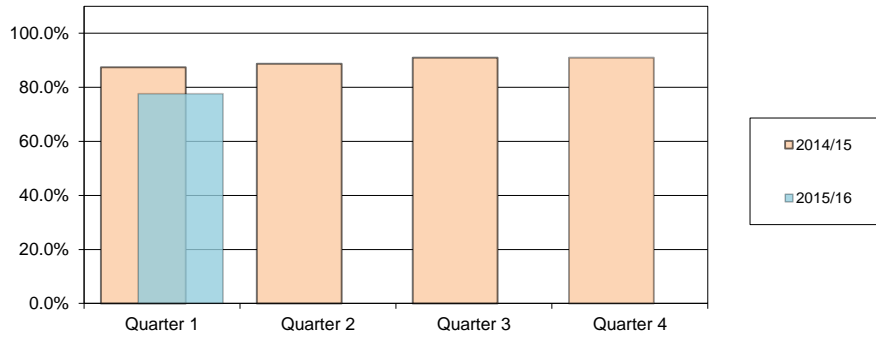


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	725	972	623	882	3,202
2015/16	No available data				

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	87.5%	88.8%	91.0%	91.0%
2015/16	77.7%			

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

# Neighbourhood Advice and Information

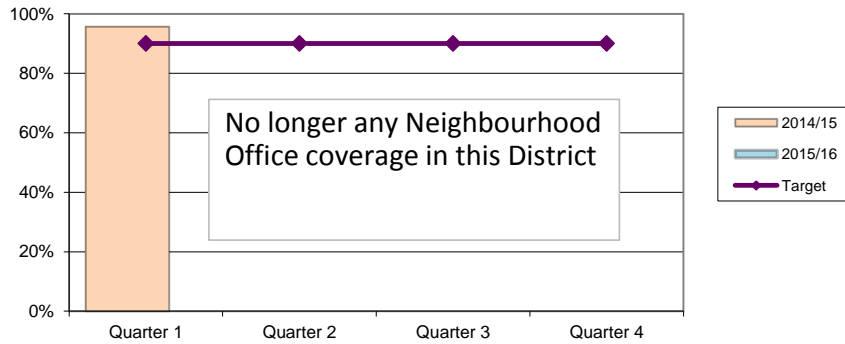
Northfield District

Contact - Chris Jordan

Quarter 1

## Percentage of appointments offered within 10 days

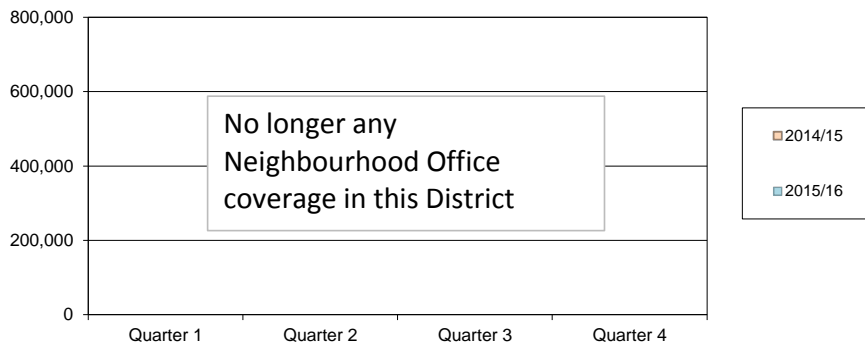
RAG



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	96%	n/a	n/a	n/a
2015/16	n/a			
Target	90%	90%	90%	90%

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

## Benefit Take-Up



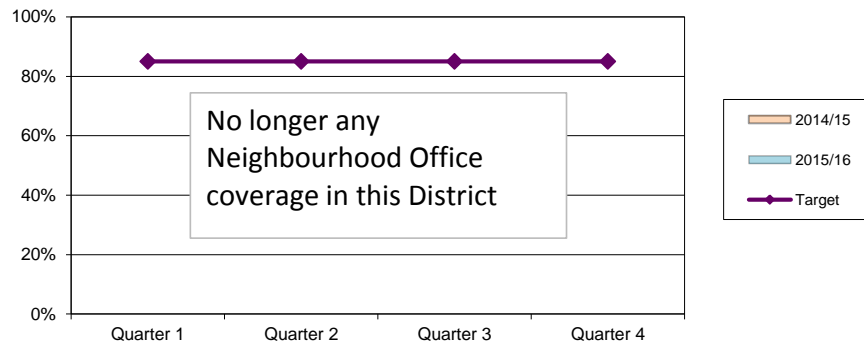
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	n/a	n/a	n/a	n/a
2015/16	n/a			

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	n/a	n/a	n/a	n/a
2015/16	n/a			

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



# Youth Service

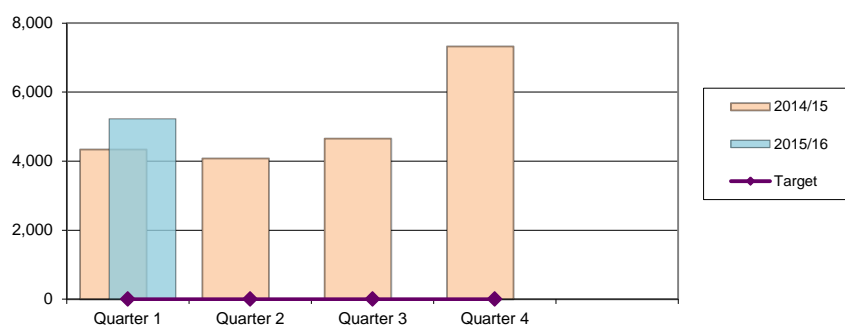
Northfield District

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

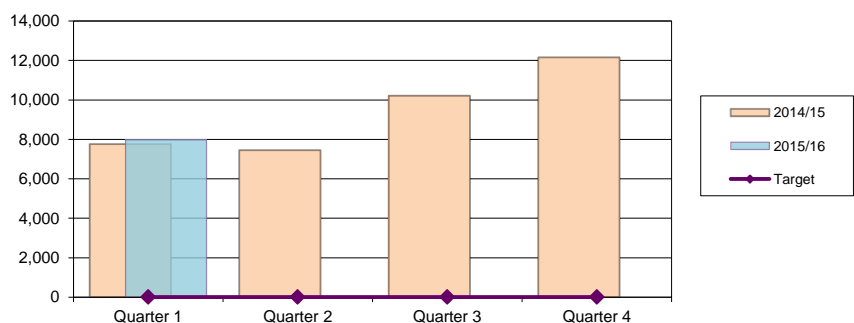


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	4,339	4,082	4,650	7,321	20,392
2015/16	5,228				
Target	0	0	0	0	18,000

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

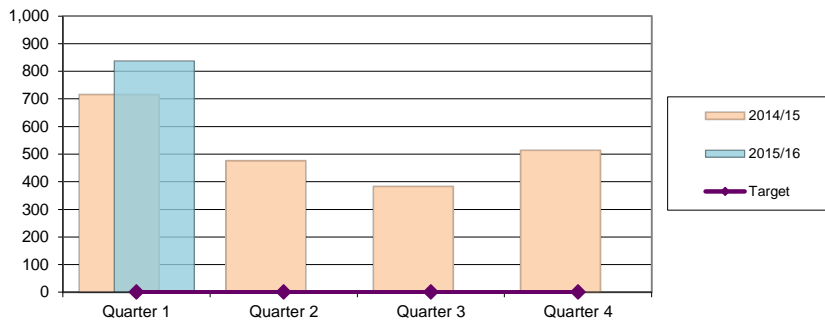


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	7,769	7,458	10,218	12,164	37,609
2015/16	7,978				
Target	0	0	0	0	27,500

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

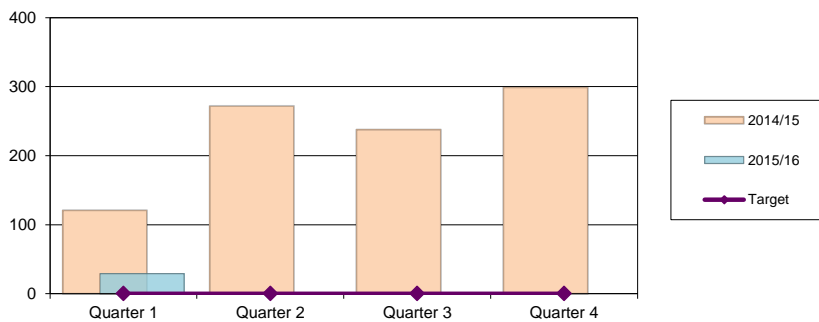


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	716	476	384	515	2,091
2015/16	838				
Target	0	0	0	0	1,700

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	121	272	238	299	930
2015/16	29				
Target	0	0	0	0	1,020

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

# Community Safety

Northfield District

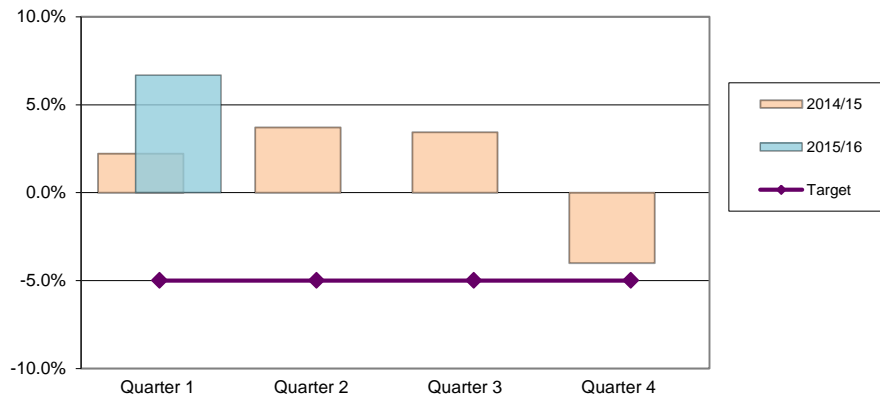
Contact - Rahila Mann

Quarter 1

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

RAG

Red



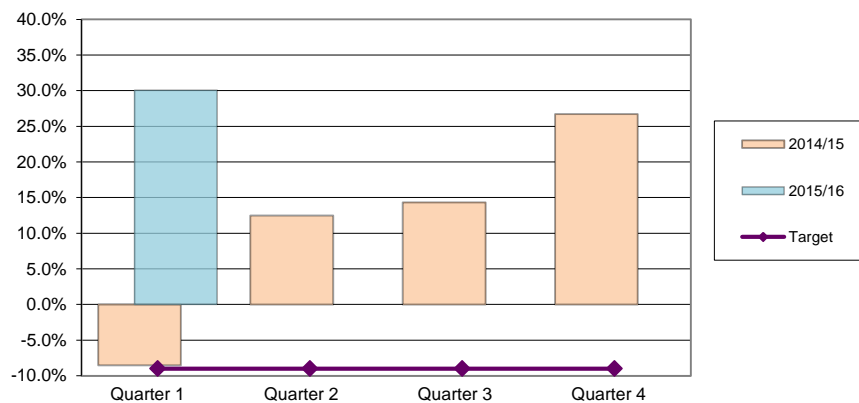
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	2.2%	3.7%	3.4%	-4.0%
2015/16	6.7%			

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	-8.5%	12.5%	14.3%	26.7%
2015/16	30.1%			

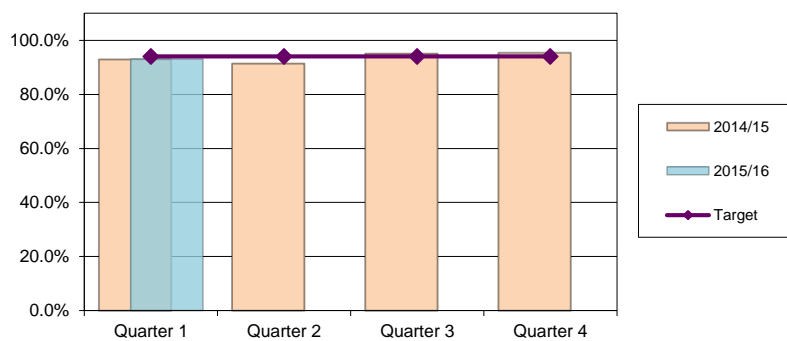
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	14.3%			
Target	-9.0%	-9.0%	-9.0%	-9.0%

## 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	92.9%	91.4%	95.0%	95.4%
2015/16	93.1%			

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

# Regulation and Enforcement

Northfield District

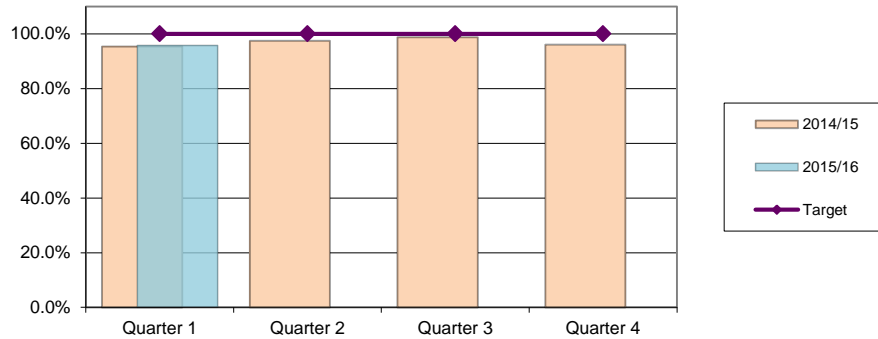
Contact - Jenny Millward

Quarter 1

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

RAG

Amber



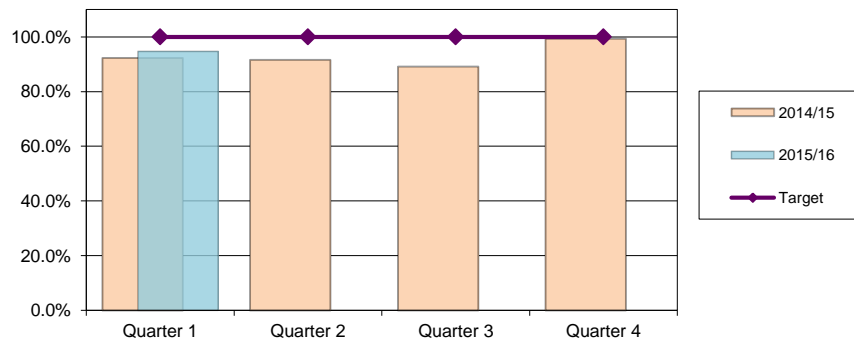
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	95.4%	97.5%	98.7%	96.1%
2015/16	95.7%			
Target	100.0%	100.0%	100.0%	100.0%

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	92.3%	91.5%	89.1%	99.3%
2015/16	94.7%			
Target	100.0%	100.0%	100.0%	100.0%

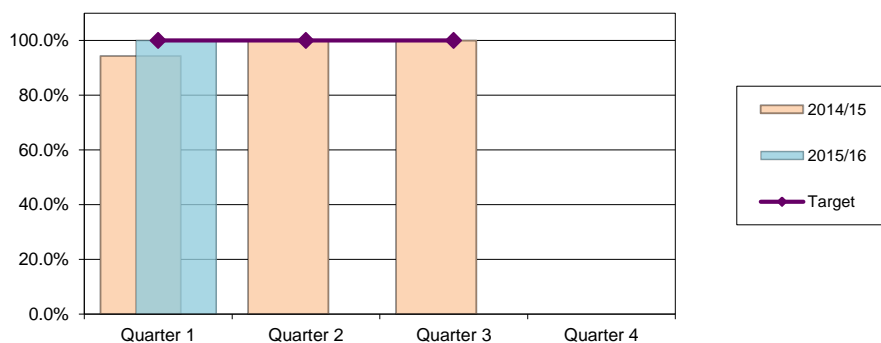
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	92.4%			
Target	100.0%	100.0%	100.0%	100.0%

## Percentage of wasps requests dealt with by next working day

(Subject to an appointment being made)

RAG

Green

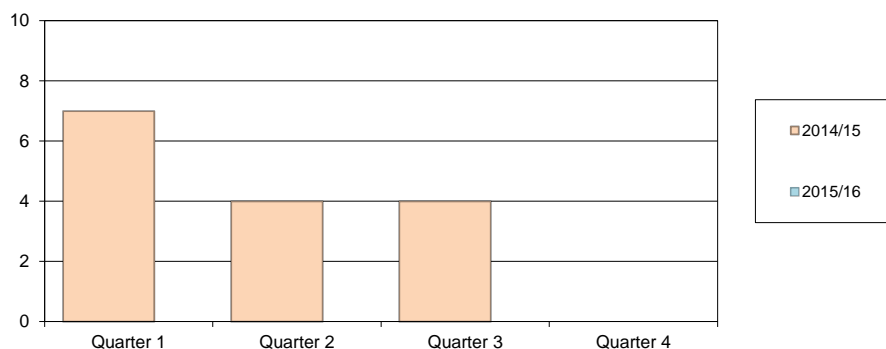


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	94.3%	100.0%	100.0%	No wasp requests
2015/16	100.0%			
Target	100.0%	100.0%	100.0%	100.0%

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

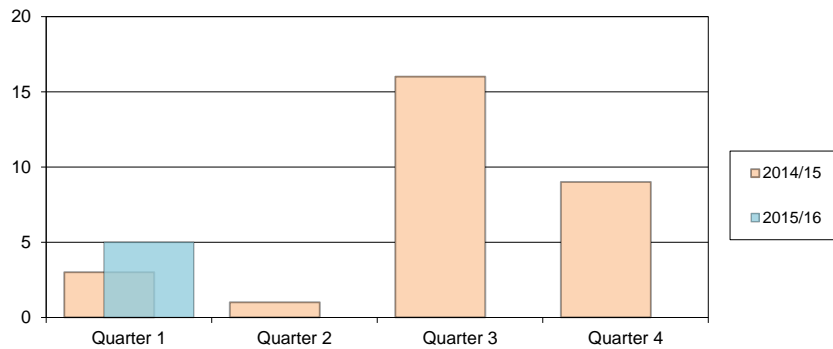


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	7	4	4	0	15
2015/16	0				

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

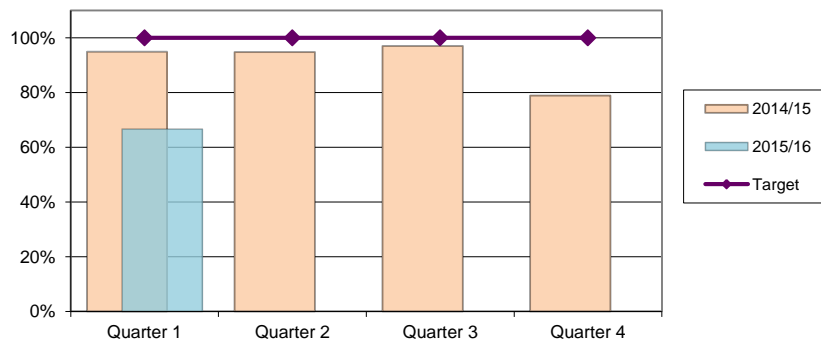


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	3	1	16	9	29
2015/16	5				

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

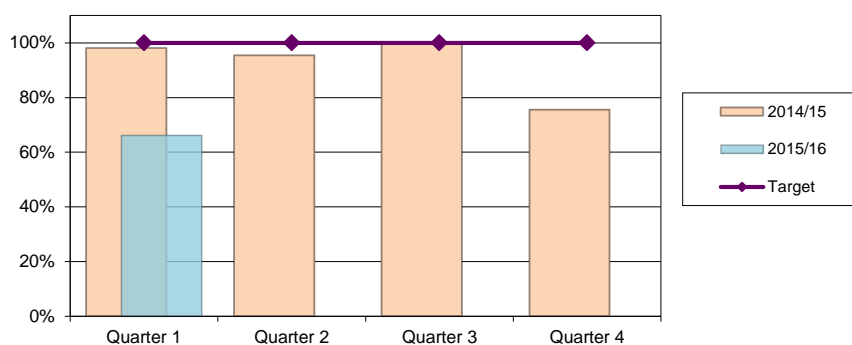


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	94.9%	94.9%	97.0%	78.9%
2015/16	66.7%			
Target	100.0%	100.0%	100.0%	100.0%

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**

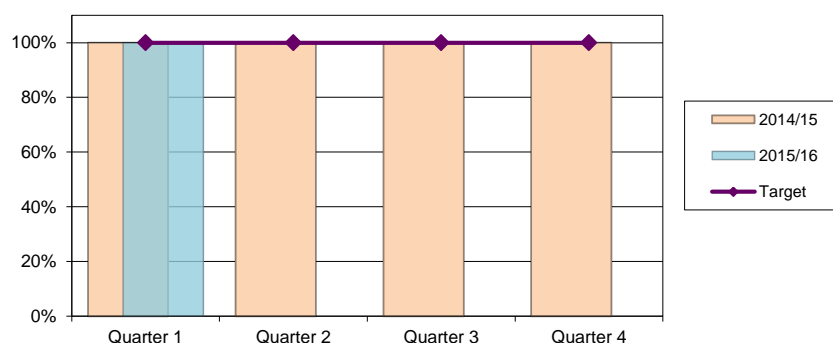


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	98.2%	95.5%	100.0%	75.5%
2015/16	66.2%			
Target	100.0%	100.0%	100.0%	100.0%

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**



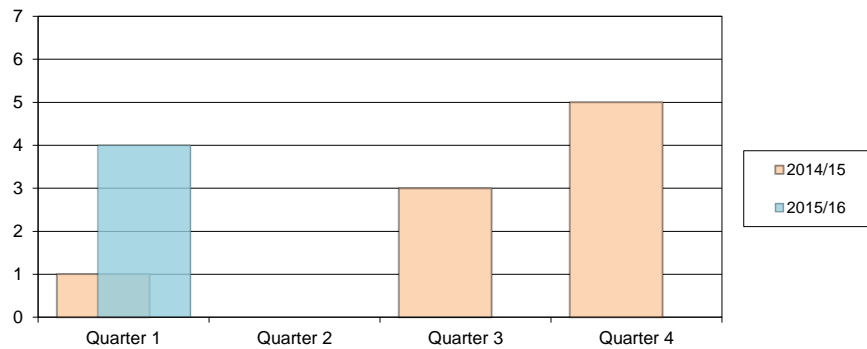
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	100.0%	100.0%	100.0%
2015/16	100.0%			
Target	100.0%	100.0%	100.0%	100.0%

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**

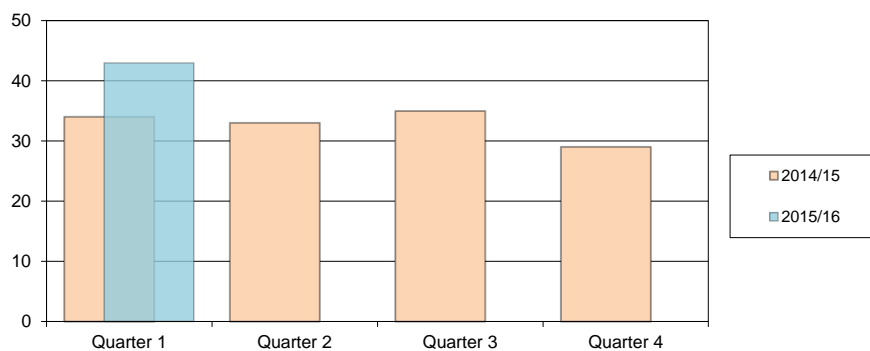
No targets for this measure - Reactive Service



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	1	0	3	5	9
2015/16	4				

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

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

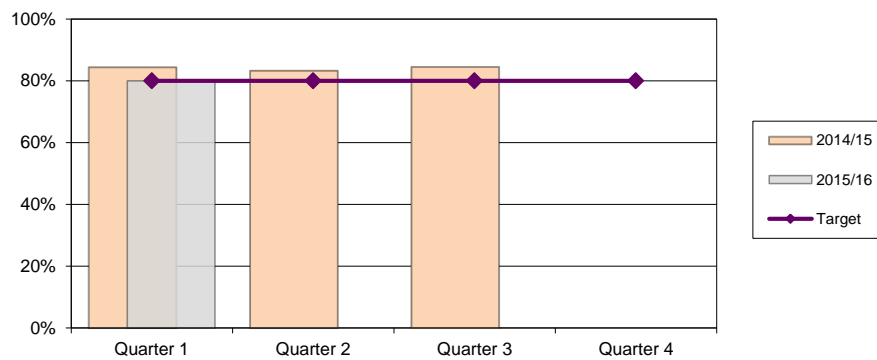


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	34	33	35	29	131
2015/16	43				

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

Northfield District

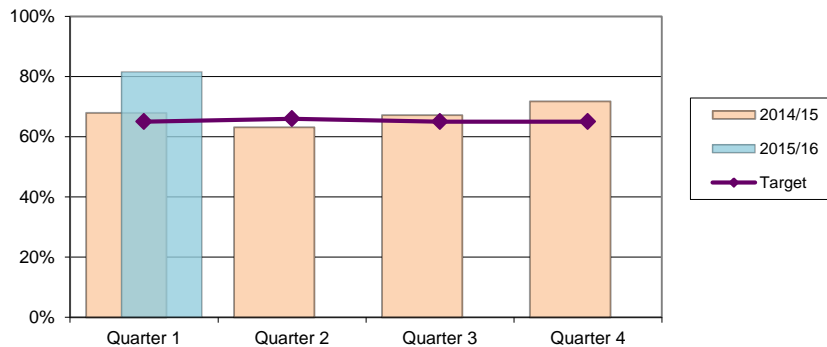
Quarter 1

## 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	67.9%	63.2%	67.2%	71.8%
2015/16	81.6%			
Target	65.0%	66.0%	65.0%	65.0%

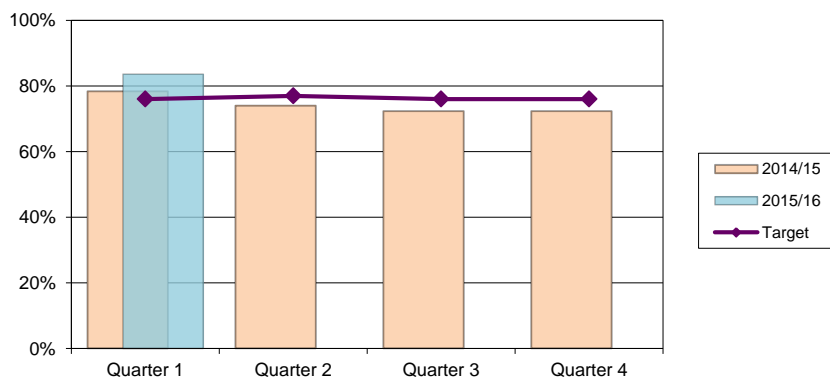
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015-16 Citywide	72.4%			
Target	65.0%	66.0%	65.0%	65.0%

## 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	78.4%	74.0%	72.3%	72.3%
2015/16	83.6%			
Target	76.0%	77.0%	76.0%	76.0%

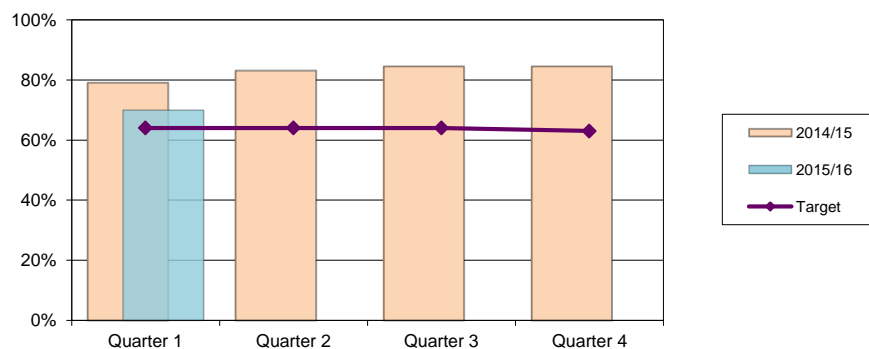
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	80.4%			
Target	76.0%	77.0%	76.0%	76.0%

## **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	79.1%	83.1%	84.5%	84.5%
2015/16	69.9%			
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

Northfield District

Contact - Alison Malik

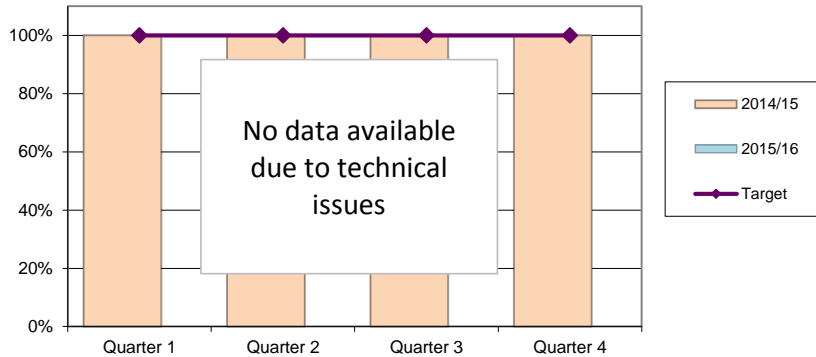
Quarter 1

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

## Dangerous defects made safe within 1 hour

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			

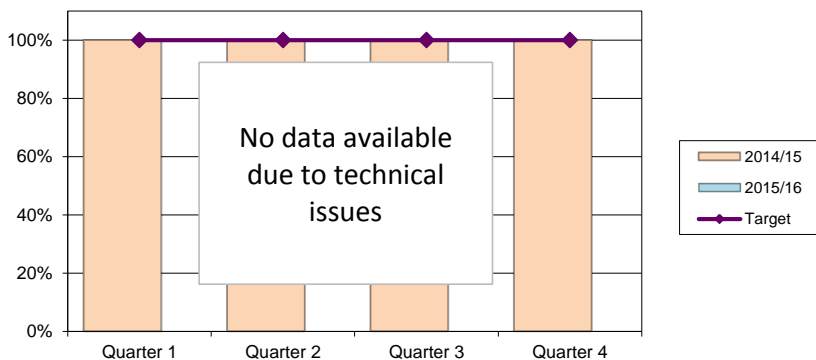
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	No available data			
Target	100.0%	100.0%	100.0%	100.0%

## 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



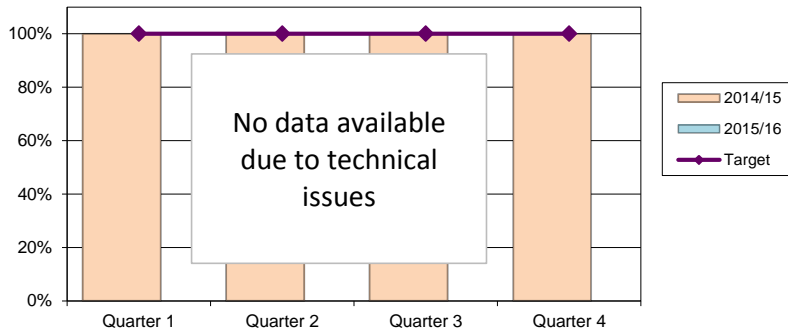
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	100.0%	100.0%	100.0%
2015/16	No available data			

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

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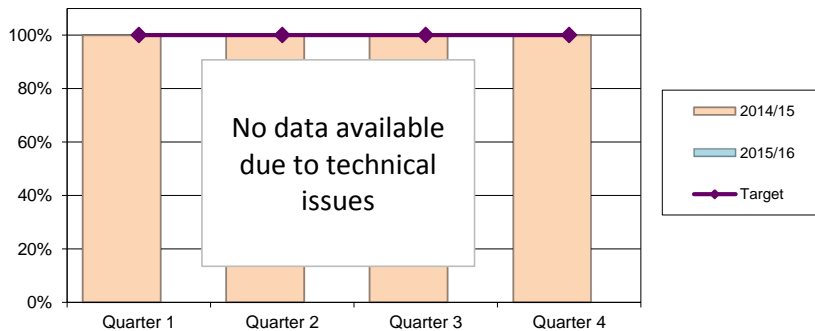
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	100.0%	100.0%	100.0%
2015/16	No available data			

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

## **Traffic Signals repaired within 24 hours**

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

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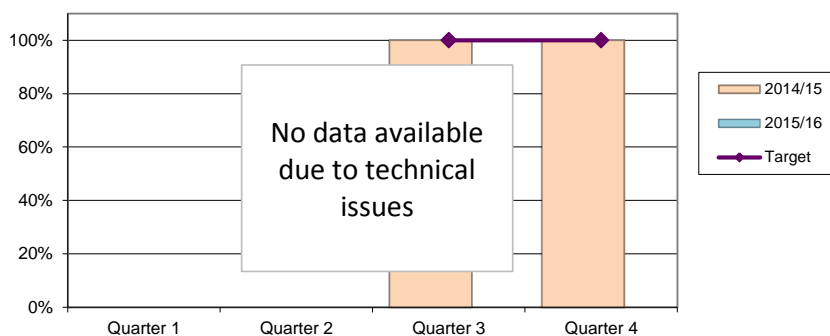
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	100.0%	100.0%	100.0%
2015/16	No available data			

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

## Priority gritting routes treated within 4 hours

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

<b>RAG</b>	No data available
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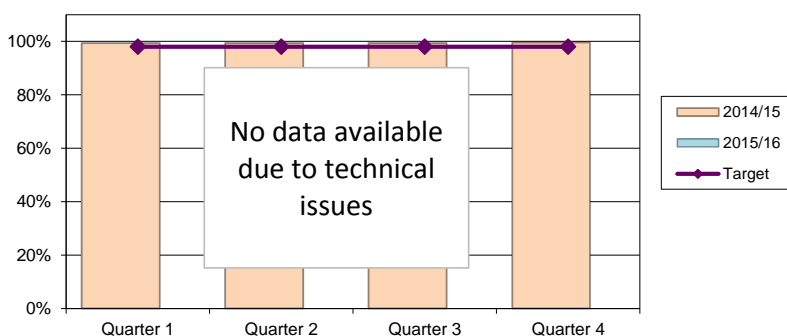
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	Seasonal Activity Only		100.0%	100.0%
2015/16				

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

<b>RAG</b>	No data available
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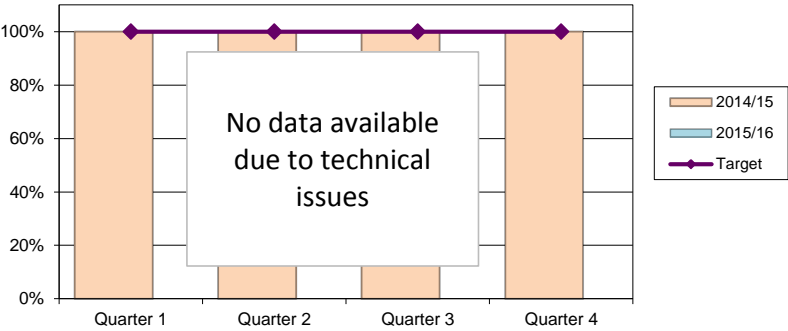
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	99.3%	99.4%	99.4%	99.6%
2015/16	No available data			

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

<b>RAG</b>	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

Northfield District

Contact - Kevin Mitchell

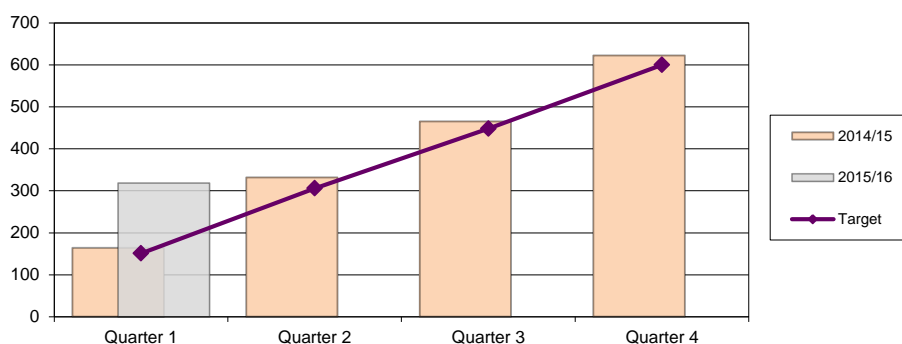
Quarter 1

## 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

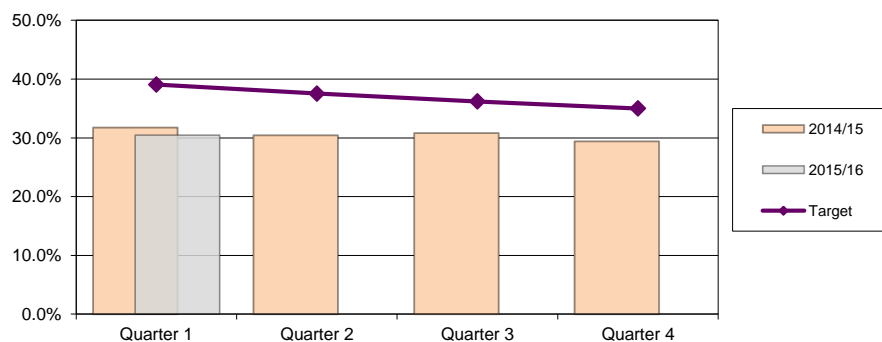
## Percentage of household waste reused, recycled and composted

City figure

(CBP Measure)

RAG

Red



Bigger is better

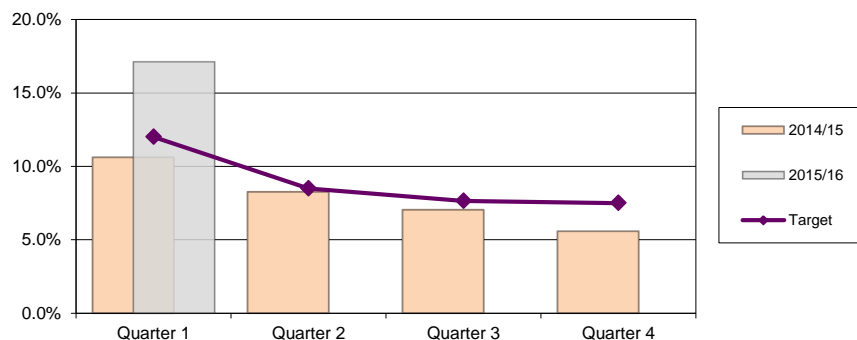
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	31.74%	30.44%	30.81%	29.40%
2015/16	30.49%			
Target	39.06%	37.54%	36.18%	35.00%

## 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%

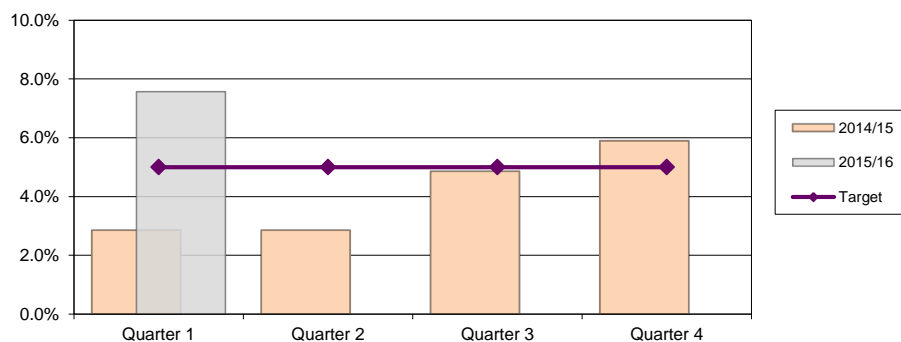
## Improved street and environmental cleanliness (Level of Litter)

City figure

(CBP Measure)

RAG

Red



Smaller is better

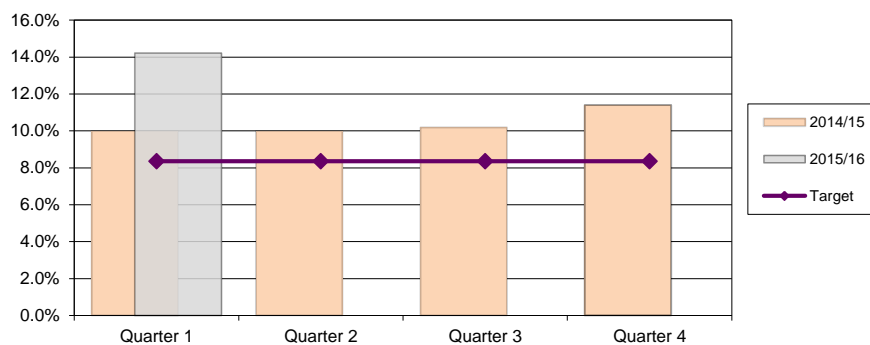
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	2.86%	2.86%	4.86%	5.90%
2015/16	7.57%			
Target	5.00%	5.00%	5.00%	5.00%

## 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%

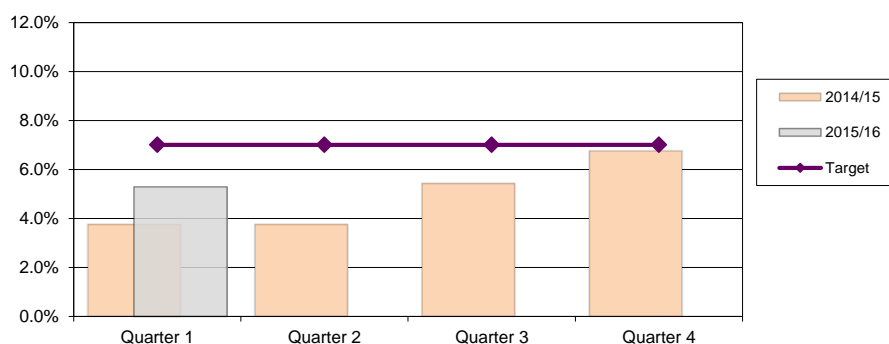
## Improved street and environmental cleanliness (Level of Graffiti)

City figure

(CBP Measure)

RAG

Green



Smaller is better

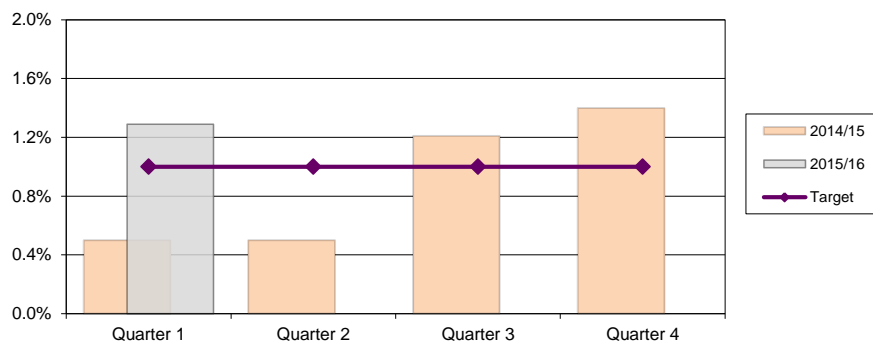
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	3.75%	3.75%	5.43%	6.76%
2015/16	5.29%			
Target	7.00%	7.00%	7.00%	7.00%

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

City figure

RAG

Red



Smaller is better

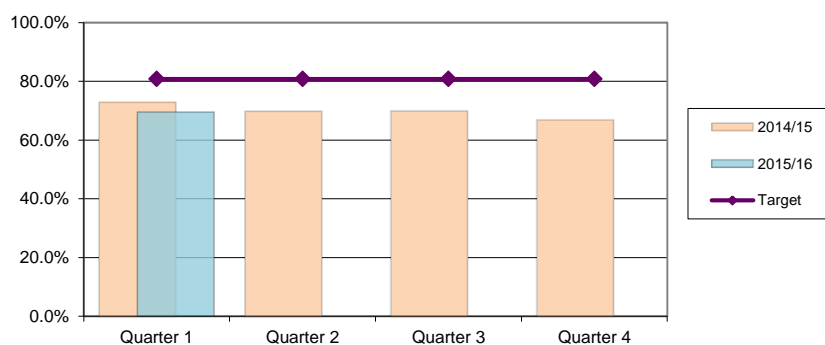
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	0.5%	0.5%	1.2%	1.4%
2015/16	1.29%			
Target	1.0%	1.0%	1.0%	1.0%

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

Birmingham Residents Tracker Survey

RAG

Red



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	72.9%	69.8%	69.9%	66.8%
2015/16	69.6%			
Target	80.8%	80.8%	80.8%	80.8%

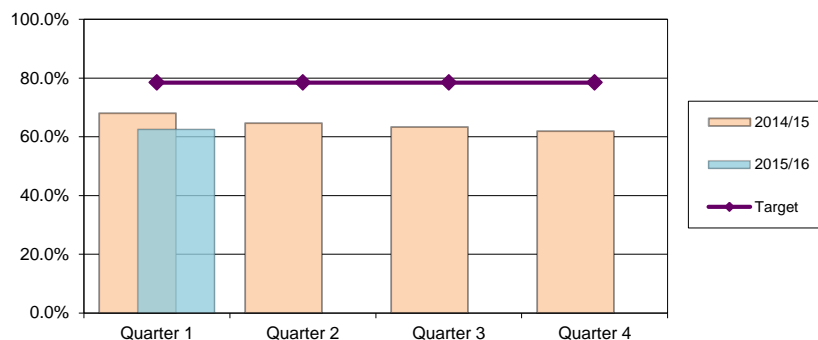
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	51.2%			
Target	68.6%	68.6%	68.6%	68.6%

## Percentage satisfied with street cleanliness

Birmingham Residents Tracker Survey

RAG

Red



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	68.1%	64.6%	63.4%	61.9%
2015/16	62.6%			
Target	78.4%	78.4%	78.4%	78.4%

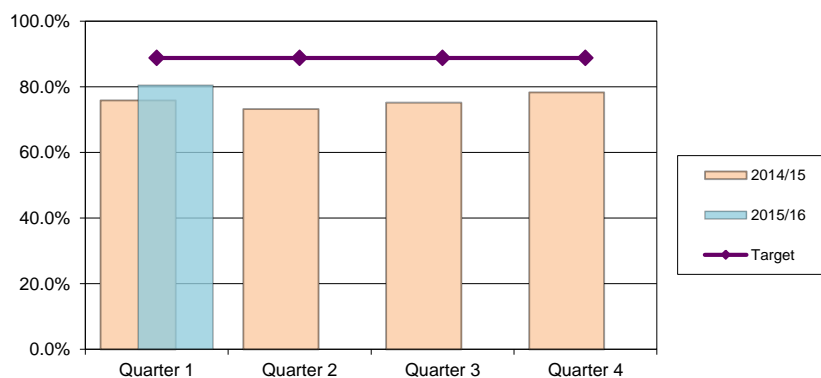
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	56.5%			
Target	66.6%	66.6%	66.6%	66.6%

## Percentage satisfied with the weekly collection of general household waste

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

RAG

Amber



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	75.9%	73.2%	75.2%	78.3%
2015/16	80.5%			
Target	88.8%	88.8%	88.8%	88.8%

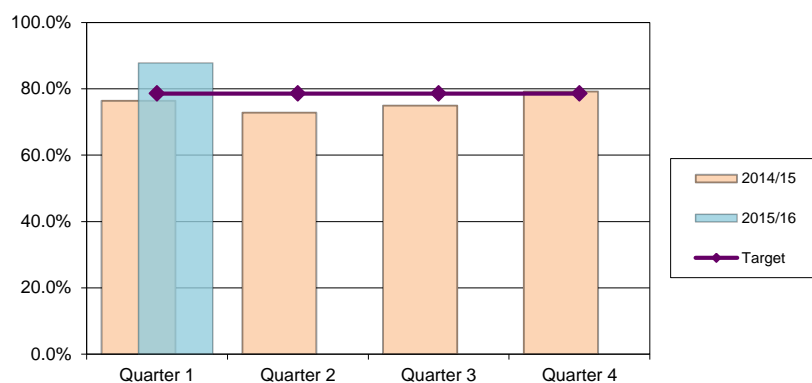
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	87.1%			
Target	80.9%	80.9%	80.9%	80.9%

## 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	76.4%	72.8%	75.0%	79.2%
2015/16	87.9%			
Target	78.6%	78.6%	78.6%	78.6%

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

# Birmingham Residents Tracker

Northfield District

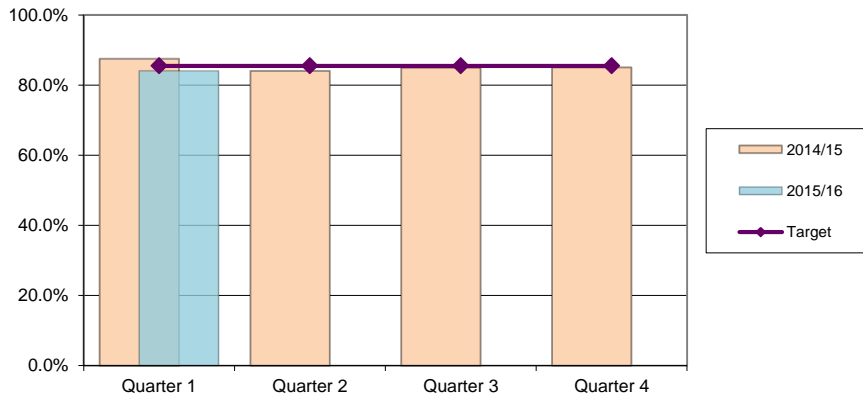
Contact - Rosie Smithson  
Susan Keung

Quarter 1

## Percentage satisfied with the local area

RAG

Amber



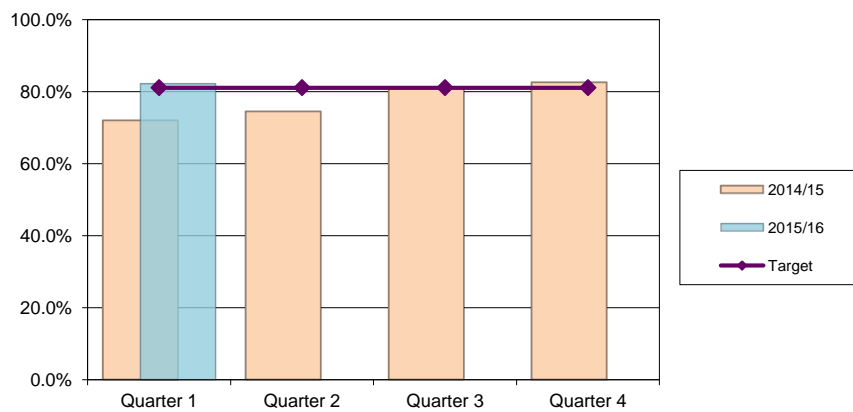
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	87.6%	84.0%	85.0%	85.1%
2015/16	84.1%			

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

Green



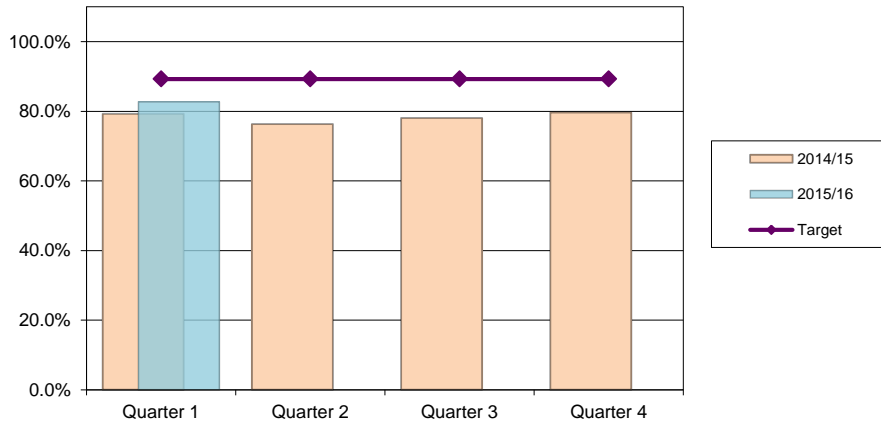
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	72.0%	74.6%	81.0%	82.7%
2015/16	82.2%			

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

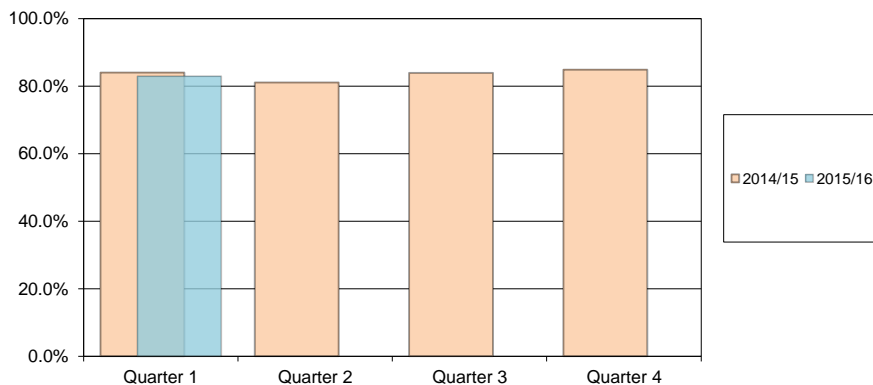
Red



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	79.3%	76.4%	78.1%	79.7%
2015/16	82.7%			

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	84.0%	81.0%	83.9%	84.9%
2015/16	82.9%			

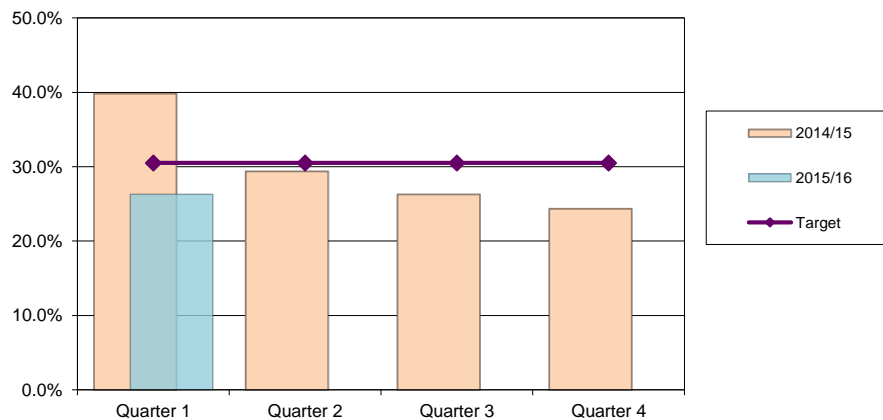
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	83.6%			



## Percentage that trust young people in the local area

RAG

Amber



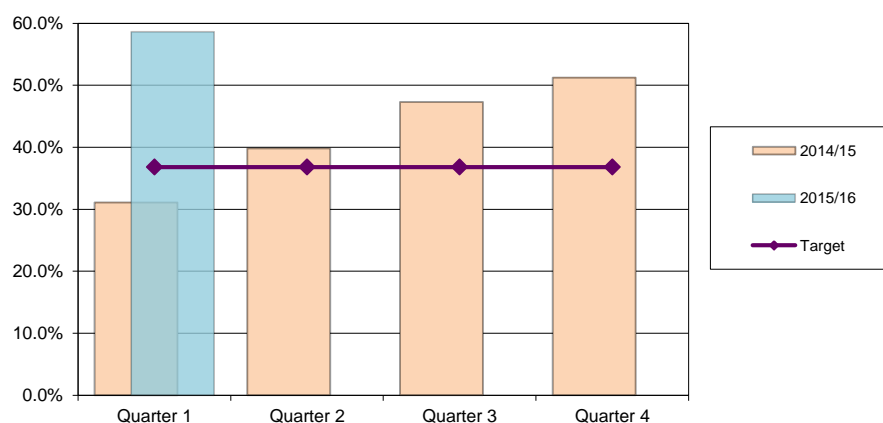
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	39.8%	29.4%	26.3%	24.3%
2015/16	26.3%			

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



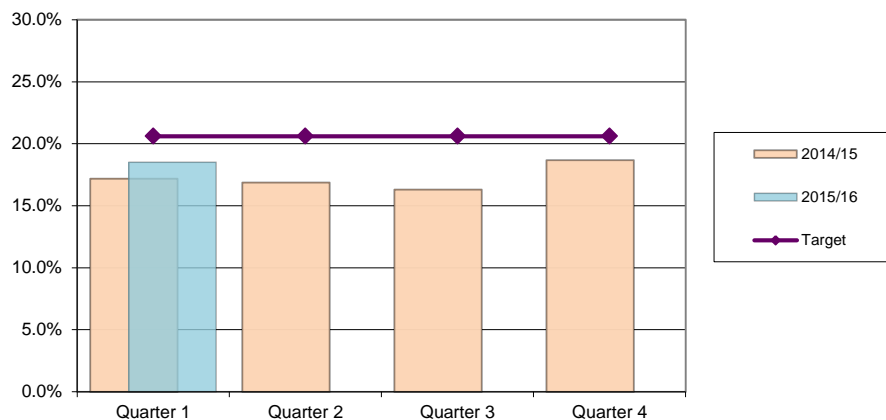
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	31.1%	39.8%	47.3%	51.3%
2015/16	58.6%			

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

Amber



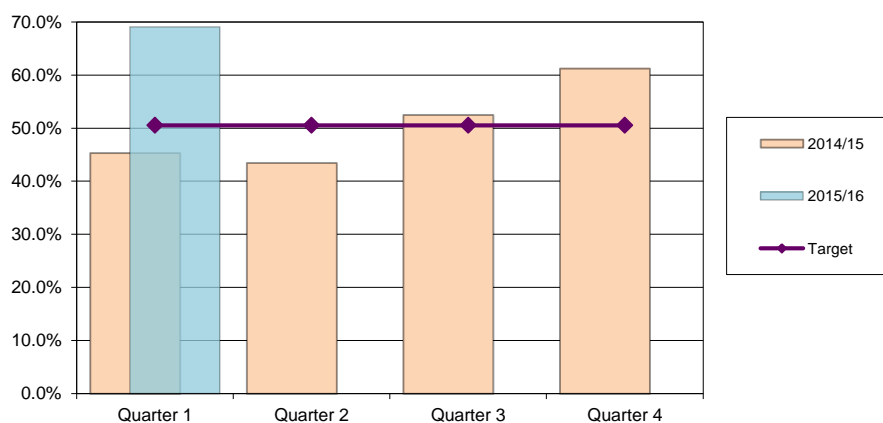
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	17.2%	16.9%	16.3%	18.7%
2015/16	18.5%			

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



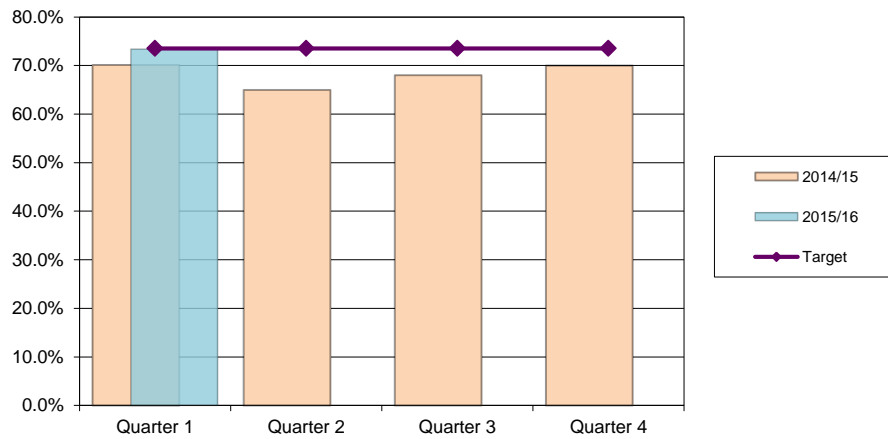
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	45.3%	43.4%	52.5%	61.2%
2015/16	69.1%			

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

Amber



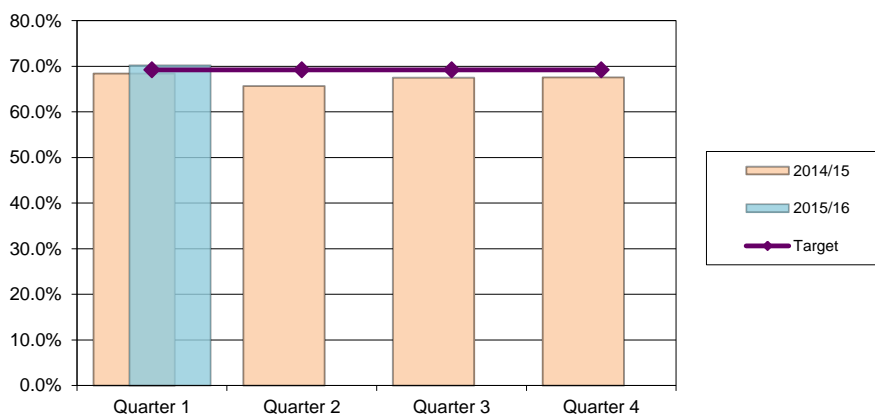
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	70.1%	65.0%	68.0%	70.0%
2015/16	73.4%			

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

Green



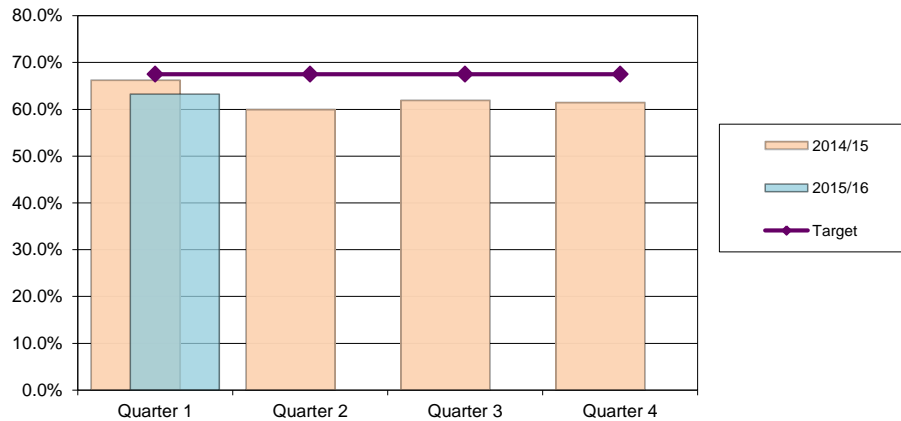
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	68.4%	65.6%	67.5%	67.6%
2015/16	70.2%			

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

Amber



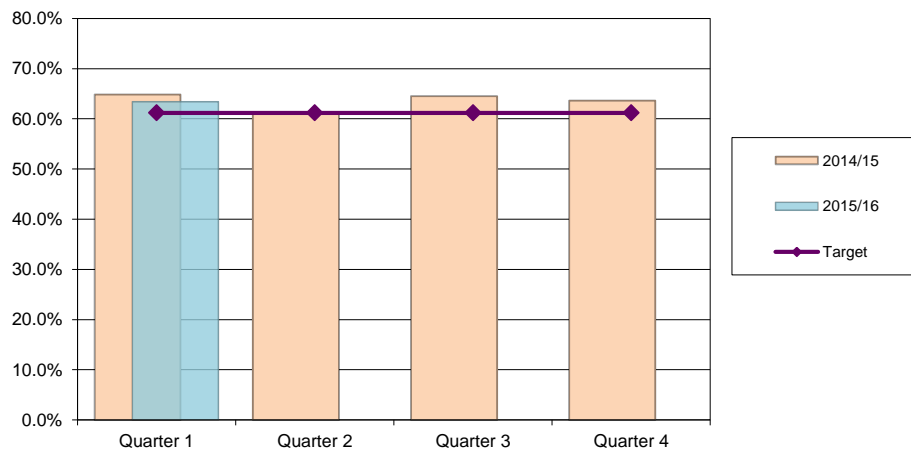
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	66.2%	59.9%	61.9%	61.5%
2015/16	63.2%			

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



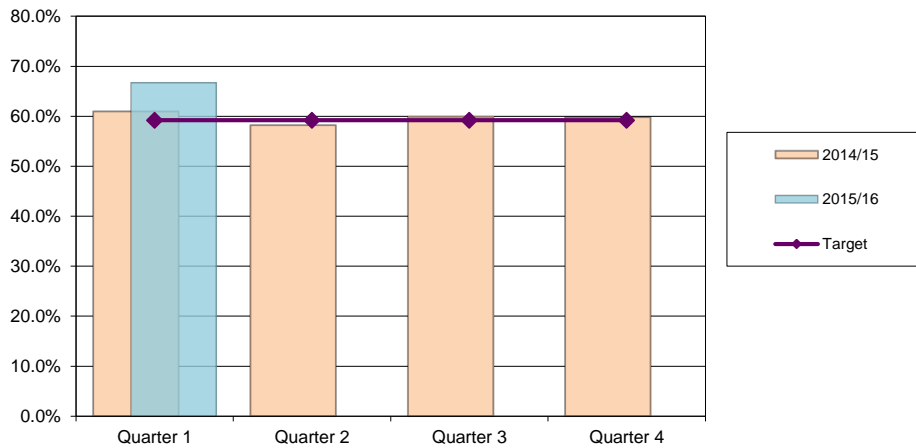
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	64.8%	61.3%	64.5%	63.6%
2015/16	63.4%			

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



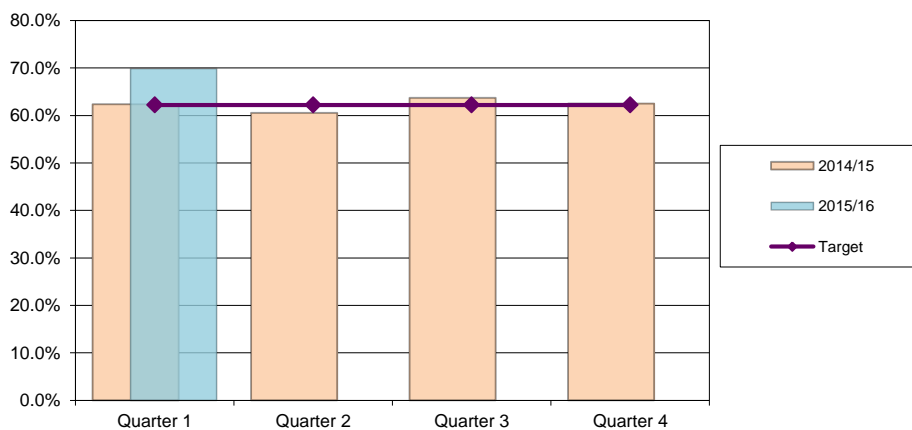
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	61.0%	58.2%	59.9%	59.8%
2015/16	66.7%			

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

Green



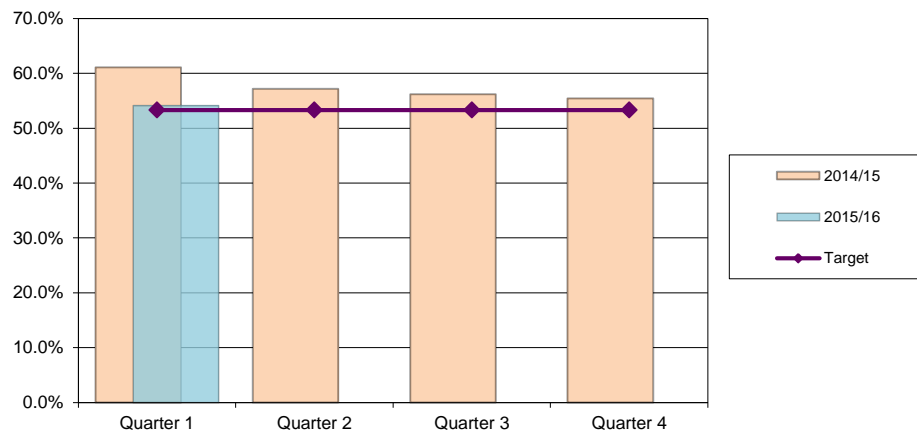
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	62.4%	60.5%	63.7%	62.5%
2015/16	69.9%			

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



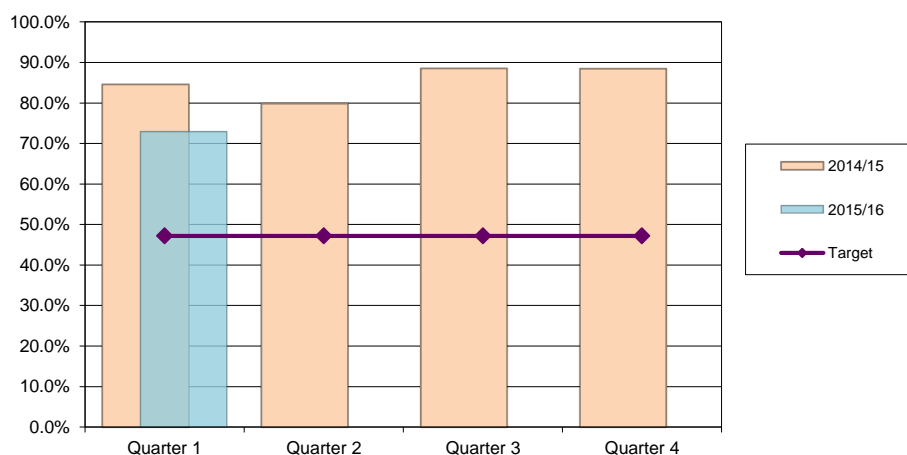
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	61.1%	57.2%	56.2%	55.5%
2015/16	54.1%			

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	84.6%	79.9%	88.5%	88.5%
2015/16	72.9%			

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