

Place Directorate

Ladywood District



Performance Report Quarter 4 2014/15

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

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Colour coding to Charts

	District Performance
	City Performance

Sport & Leisure

Ladywood District

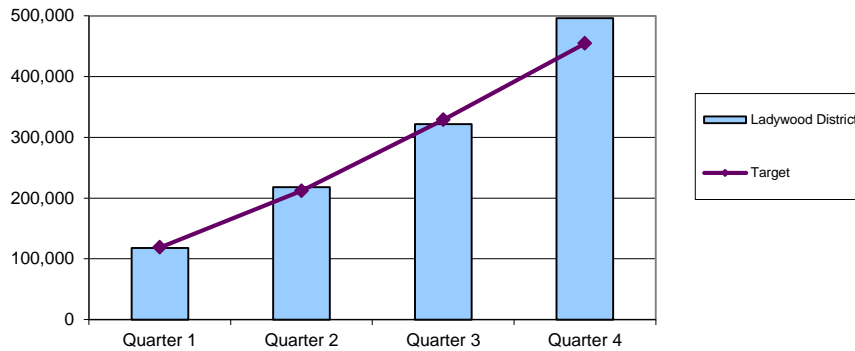
Contact - Dave Wagg

Quarter 4

Total attendance by District

RAG

Green



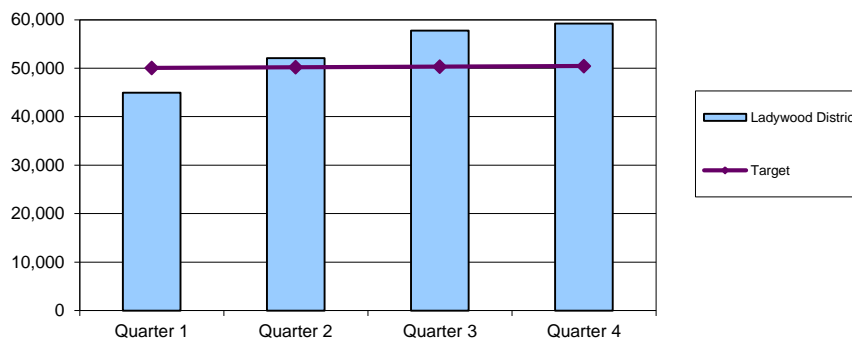
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	117,993	217,814	321,571	496,230
Target	118,679	211,729	328,797	454,640

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	1,492,090	2,644,815	3,830,812	5,104,850
Target	1,417,606	2,769,431	4,247,272	5,470,653

Total number of leisure cards

RAG

Green



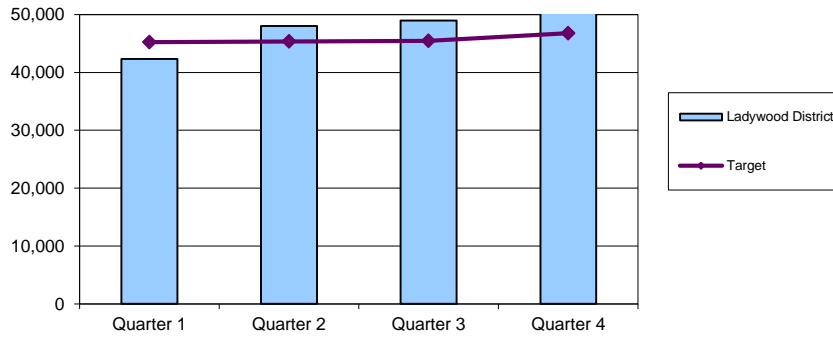
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	44,936	52,078	57,750	59,211
Target	50,062	50,187	50,312	50,437

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	455,446	511,138	525,766	535,495
Target	494,814	496,047	497,281	498,516

Total number of BeActive members

RAG

Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	42,351	48,037	48,966	50,780
Target	45,257	45,369	45,482	46,786

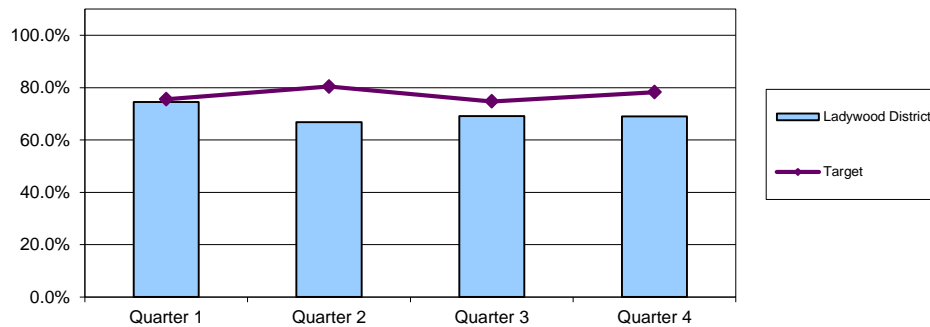
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	387,337	418,450	425,120	435,457
Target	399,994	401,093	402,090	415,000

Percentage satisfied with Sport & Leisure facilities and Events

Birmingham Residents Tracker

RAG

Amber



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	74.5%	66.8%	69.1%	69.1%
Target	75.5%	80.4%	74.7%	78.3%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	79.1%	76.9%	77.5%	77.5%
Target	74.1%	77.7%	75.5%	77.5%

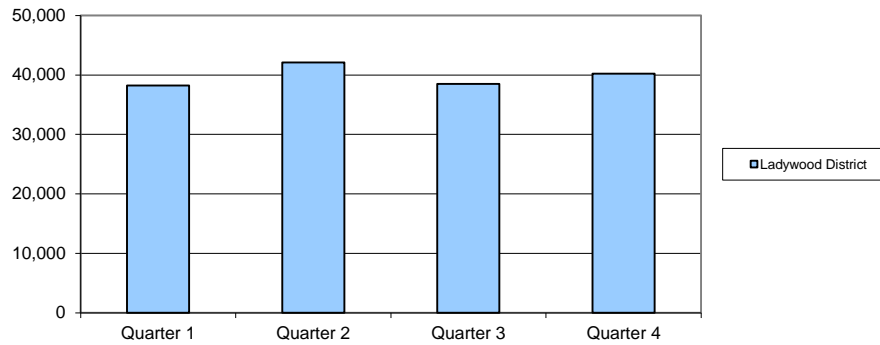
Community Libraries

Ladywood District

Contact - Kevin Duffy

Quarter 4

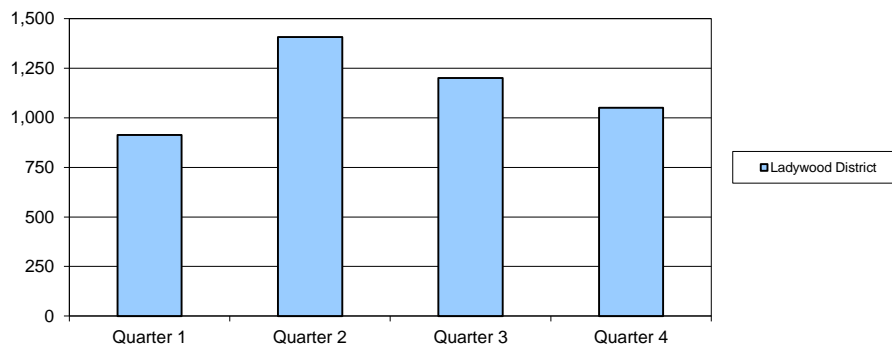
Number of books and audio visual / electronic items issued



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
Ladywood District	38,215	42,119	38,491	40,213	159,038

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
City	468,424	505,226	427,235	440,776	1,841,661

New members

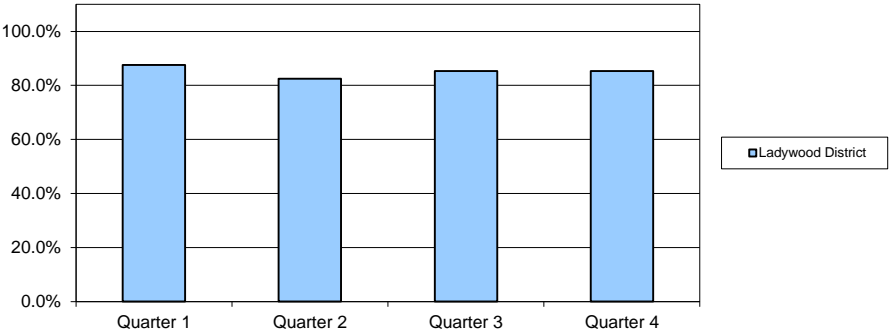


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
Ladywood District	913	1,408	1,201	1,051	4,573

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
City	7,859	9,656	7,418	7,751	32,684

Percentage satisfied with Libraries

Birmingham Residents Tracker



	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	87.6%	82.5%	85.3%	85.3%
City	87.4%	85.0%	85.5%	85.5%

Neighbourhood Advice and Information

Ladywood District

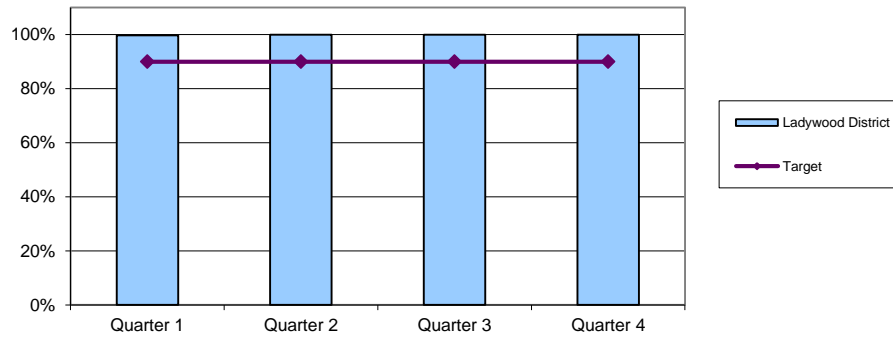
Contact - Chris Jordan

Quarter 4

Percentage of appointments offered within 10 days

RAG

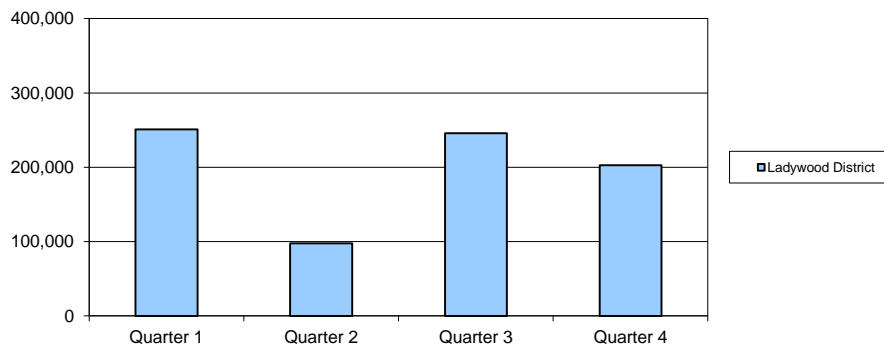
Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	100%	100%	100%	100%
Target	90%	90%	90%	90%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	100%	100%	100%	100%
Target	90%	90%	90%	90%

Benefit Take-Up

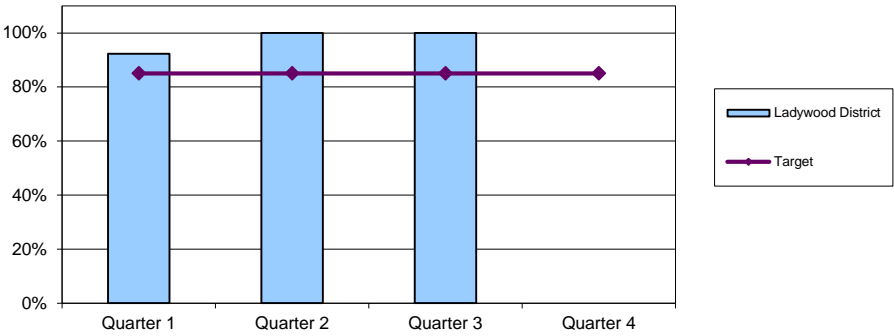


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	251,116	97,578	245,774	202,663

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	3,746,381	1,355,732	1,741,640	1,783,521

Customer satisfaction with Neighbourhood Offices

RAG	
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District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	92%	100%	100%	#DIV/0!

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	98%	99%	98%	99%
Target	85%	85%	85%	85%

Youth Service

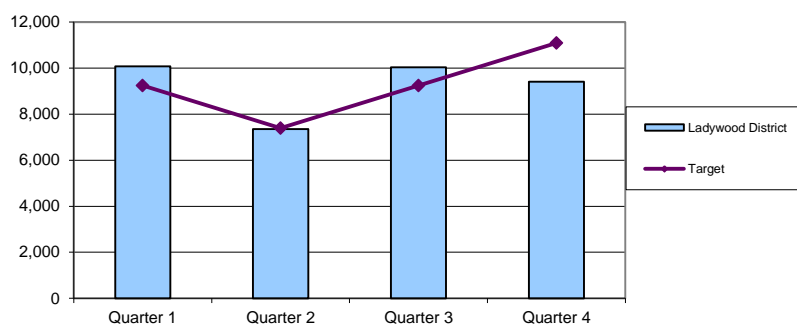
Ladywood District

Contact - Mark Shaw

Quarter 4

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

RAG **Red**

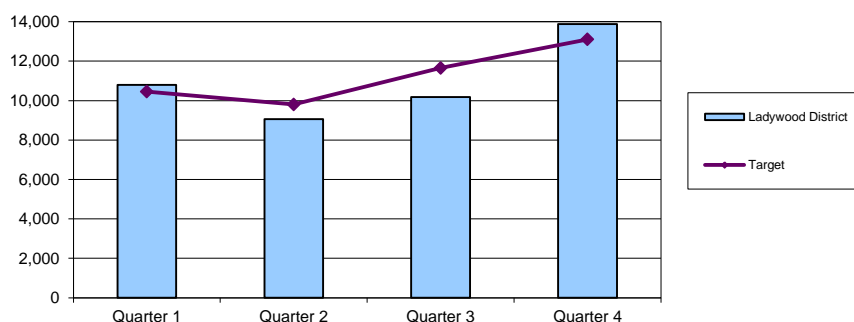


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
Ladywood District	10,084	7,355	10,043	9,408	36,890
Target	9,250	7,400	9,250	11,100	37,000

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
City	33,719	36,214	34,332	32,689	136,954
Target	31,725	25,580	30,725	36,870	124,900

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

RAG **Green**

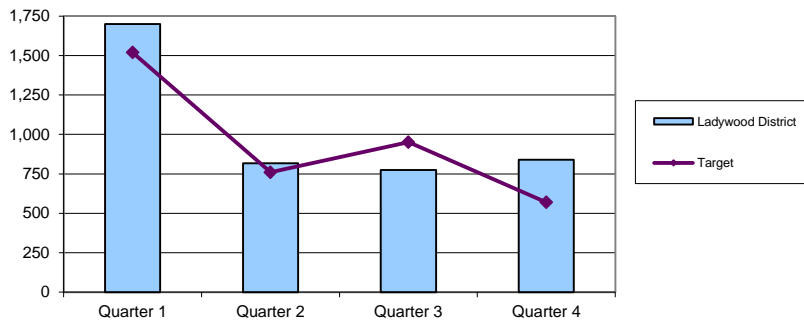


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
Ladywood District	10,788	9,057	10,172	13,871	43,888
Target	10,450	9,800	11,650	13,100	45,000

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
City	43,359	48,779	44,697	48,994	185,829
Target	38,519	39,167	44,312	48,193	170,191

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

RAG **Green**

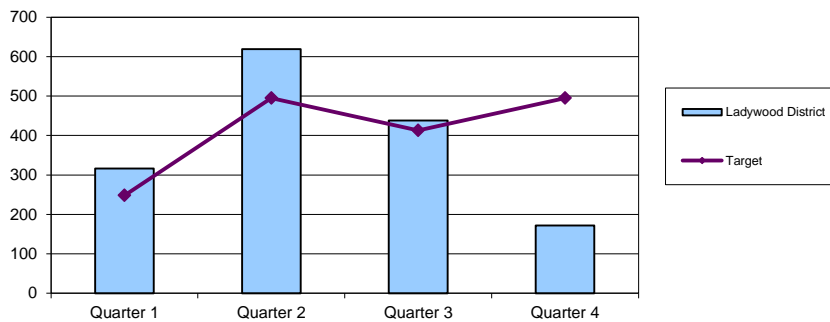


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
Ladywood District	1,700	817	775	839	4,131
Target	1,520	760	950	570	3,800

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
City	5,229	3,777	2,448	2,285	13,739
Target	4,610	2,305	2,820	1,692	11,427

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

RAG **Red**



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
Ladywood District	316	619	438	172	1,545
Target	248	495	413	495	1,651

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
City	1,188	1,637	1,233	1,326	5,384
Target	845	1,686	1,365	1,635	5,531

Community Safety

Ladywood District

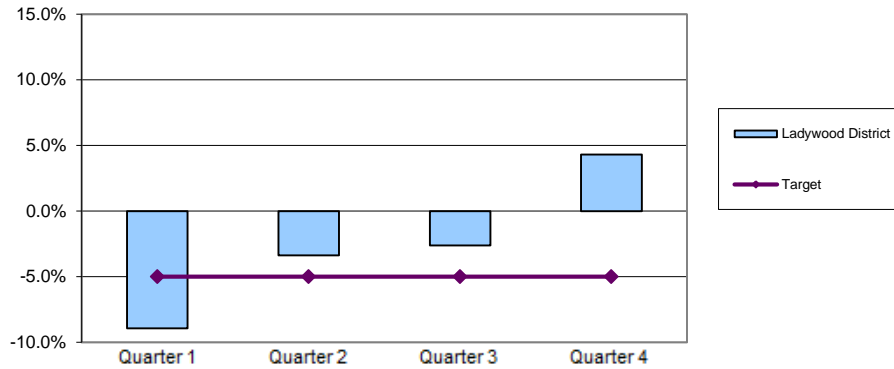
Contact - Rahila Mann

Quarter 4

Total recorded crime - Year to Date Reduction on 2013/14

RAG

Red



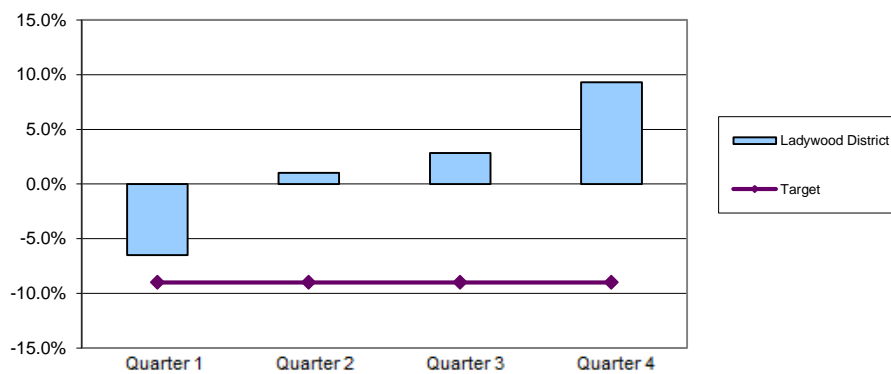
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	-8.9%	-3.4%	-2.6%	4.3%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	-2.8%	-3.9%	-0.2%	0.7%
Target	-5.0%	-5.0%	-5.0%	-5.0%

Reduction in Violence with injury - Year to Date Reduction on 2013/14

RAG

Red



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	-6.5%	1.0%	2.8%	9.3%

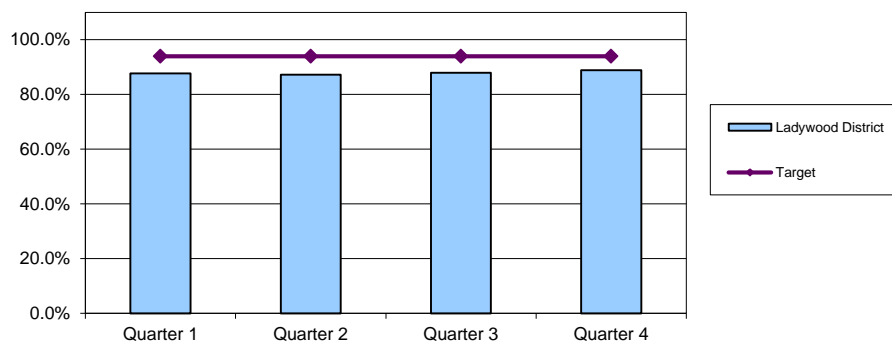
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	-3.8%	-0.3%	2.4%	4.2%
Target	-9.0%	-9.0%	-9.0%	-9.0%

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

Birmingham Residents Tracker

RAG

Red



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	87.7%	87.2%	87.9%	88.9%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	92.6%	91.0%	92.1%	92.0%
Target	94.0%	94.0%	94.0%	94.0%

Community & Play

Ladywood District

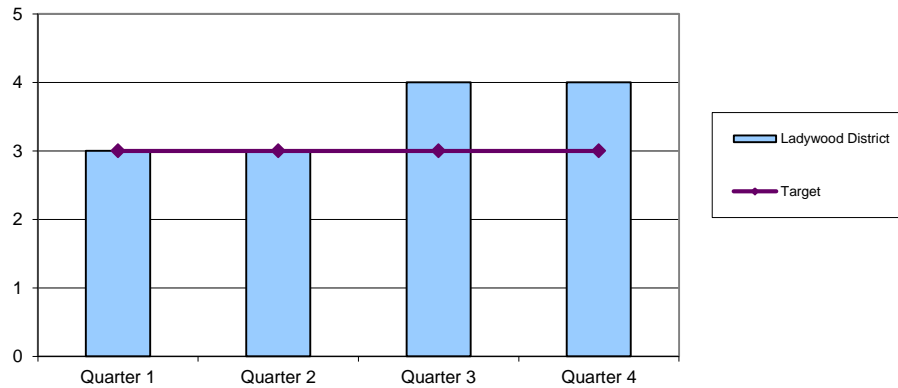
Contact - Chris Jordan

Quarter 4

Number of Coproduced Projects

RAG

Green



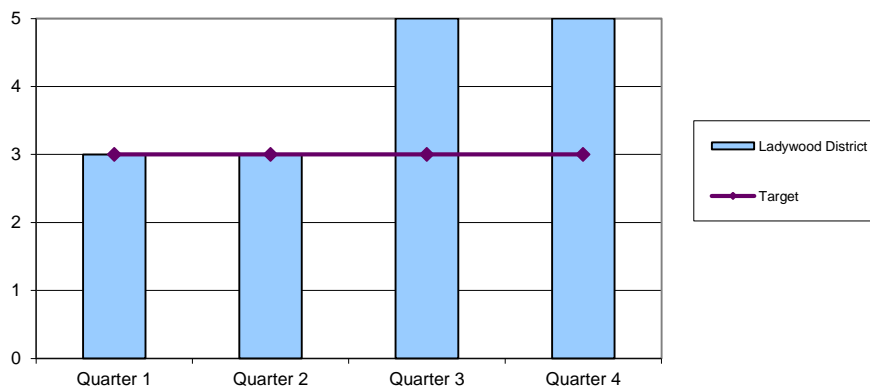
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	3	3	4	4
Target	3	3	3	3

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	30	30	32	31
Target	30	30	30	30

Support & Capacity Building

RAG

Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	3	3	5	5
Target	3	3	3	3

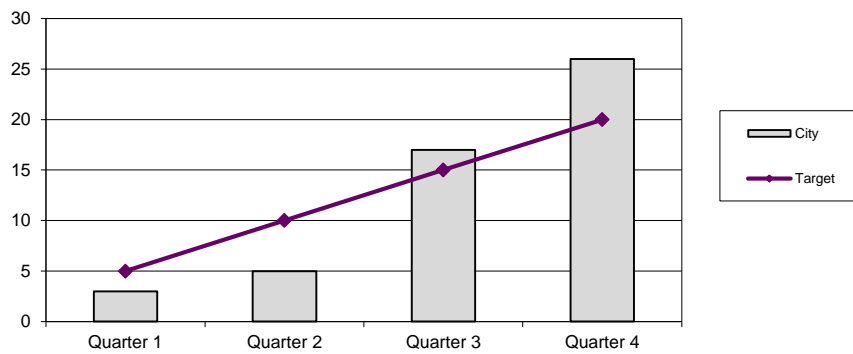
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	30	30	34	32
Target	30	30	30	30

Community Asset Transfers / Leases Progressed

City figure

RAG

Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	0	0	6	0

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	3	5	17	26
Target	5	10	15	20

Regulation and Enforcement

Ladywood District

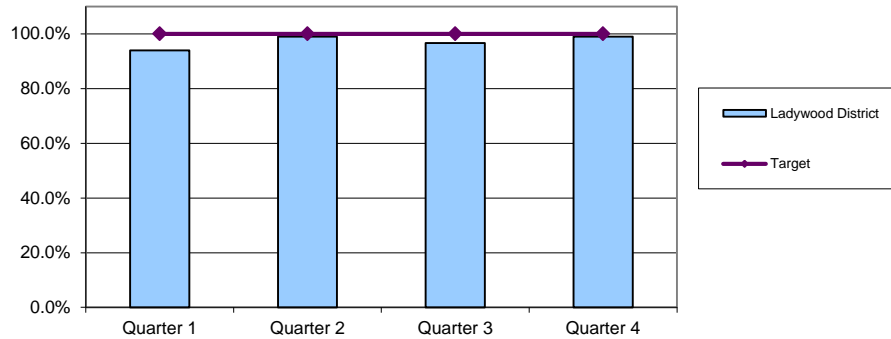
Contact - Jenny Millward

Quarter 4

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

RAG

Amber



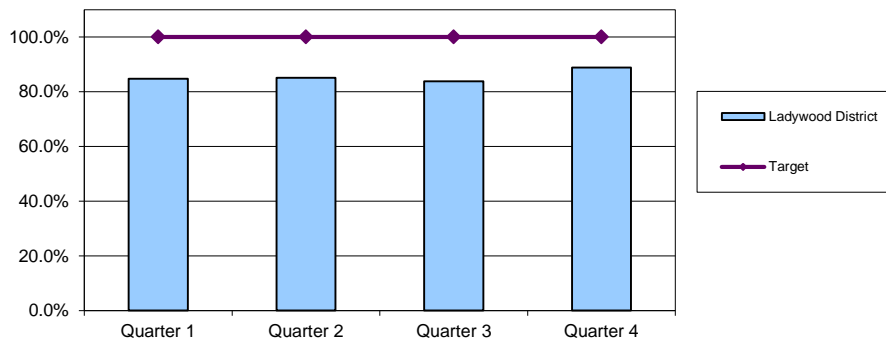
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	94.0%	99.1%	96.7%	99.0%
Target	100.0%	100.0%	100.0%	100.0%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	95.4%	97.8%	98.0%	98.1%
Target	100.0%	100.0%	100.0%	100.0%

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

RAG

Red



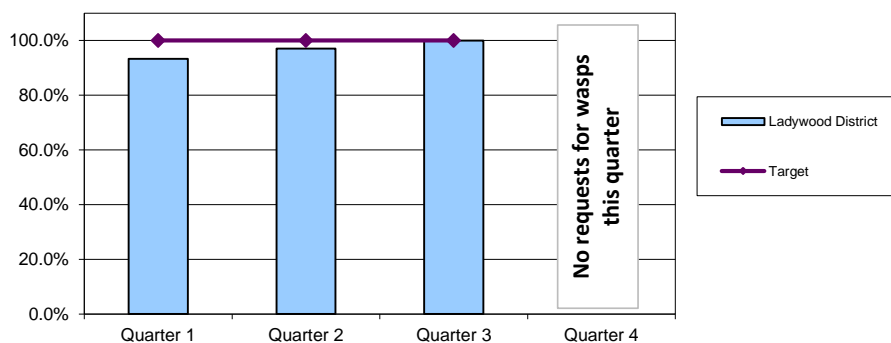
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	84.7%	85.0%	83.8%	88.8%
Target	100.0%	100.0%	100.0%	100.0%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	90.9%	87.9%	86.0%	95.0%
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

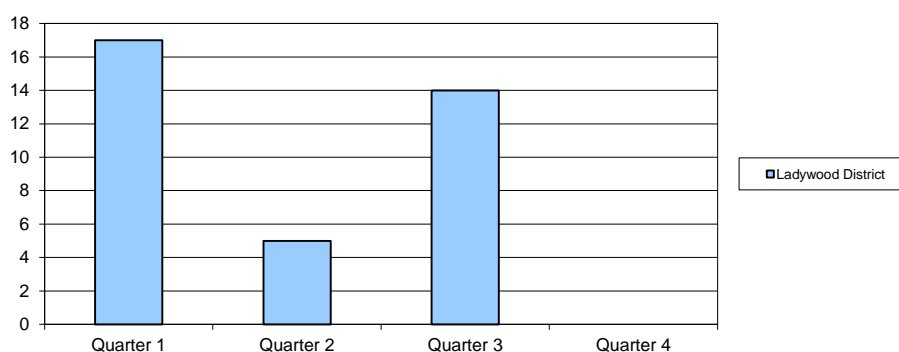


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	93.3%	97.1%	100.0%	No wasp requests this quarter
Target	100.0%	100.0%	100.0%	

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	95.7%	99.0%	97.0%	No wasp requests this quarter
Target	100.0%	100.0%	100.0%	

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

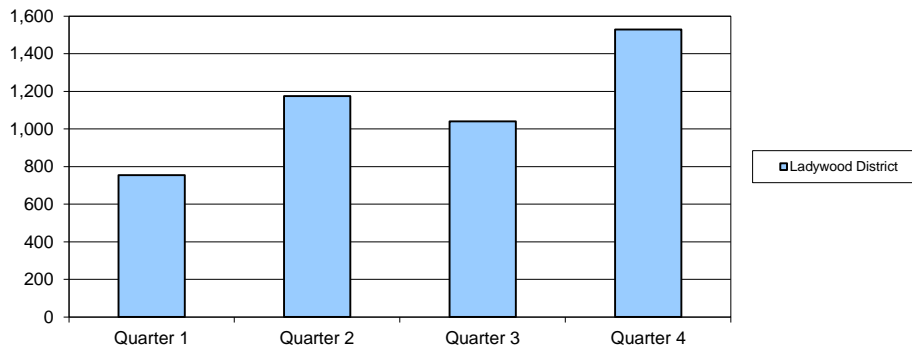
(No targets for this measure - Reactive Service)



	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
Ladywood District	17	5	14	0	36
City	90	57	60	14	221

Number of Fixed Penalty Notices served

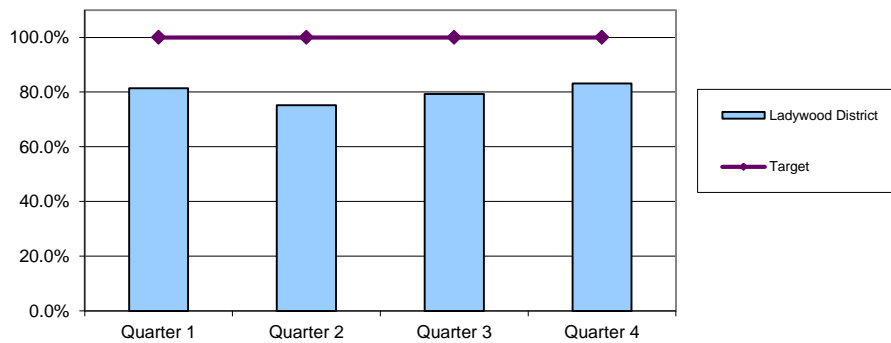
No targets for this measure - Reactive Service



	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
Ladywood District	755	1,175	1,041	1,530	4,501
City	793	1,207	1,150	1,674	4,824

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

RAG **Red**

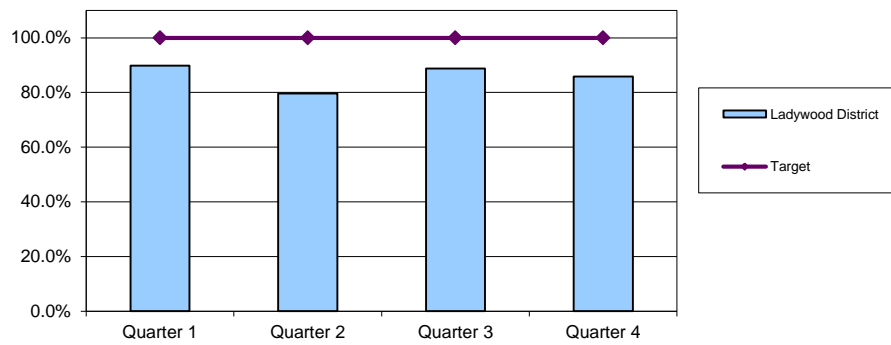


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	81.4%	75.2%	79.3%	83.1%
Target	100.0%	100.0%	100.0%	100.0%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	87.3%	87.0%	88.5%	80.7%
Target	100.0%	100.0%	100.0%	100.0%

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

RAG **Red**

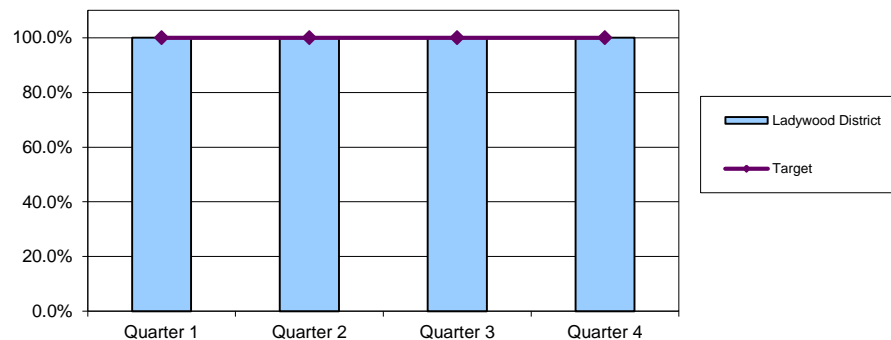


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	89.8%	79.6%	88.8%	85.8%
Target	100.0%	100.0%	100.0%	100.0%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	87.9%	89.8%	89.8%	84.1%
Target	100.0%	100.0%	100.0%	100.0%

Percentage of dog fouling complaints dealt with within 5 days

RAG **Green**

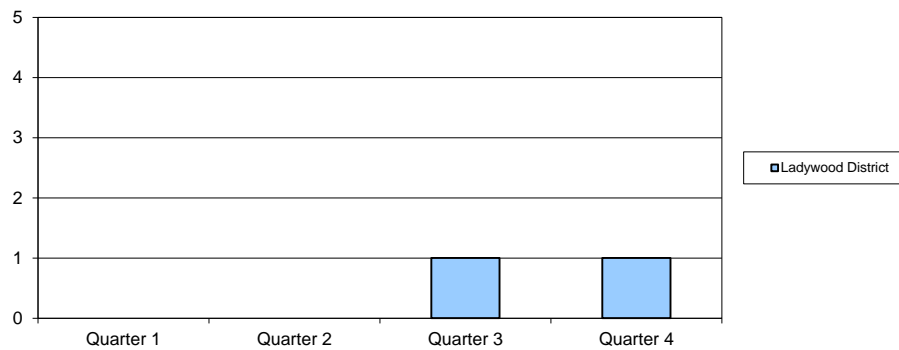


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	100.0%	100.0%	100.0%	100.0%
Target	100.0%	100.0%	100.0%	100.0%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	100.0%	100.0%	100.0%	100.0%
Target	100.0%	100.0%	100.0%	100.0%

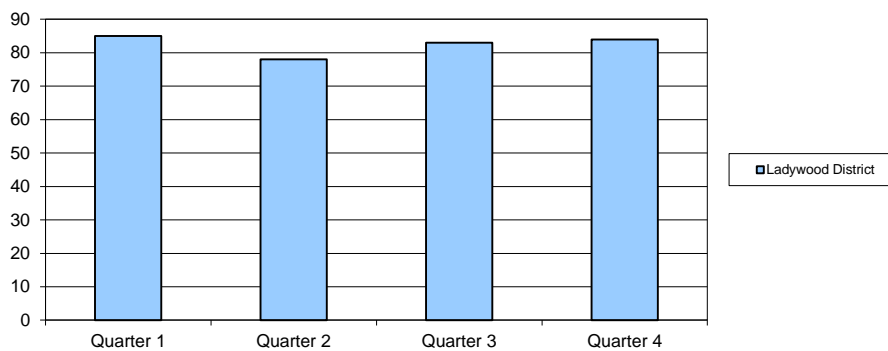
Number of proactive dog fouling exercises carried out

No targets for this measure - Reactive Service



	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
Ladywood District	0	0	1	1	2
City	5	5	25	21	56

Seizure of stray dogs

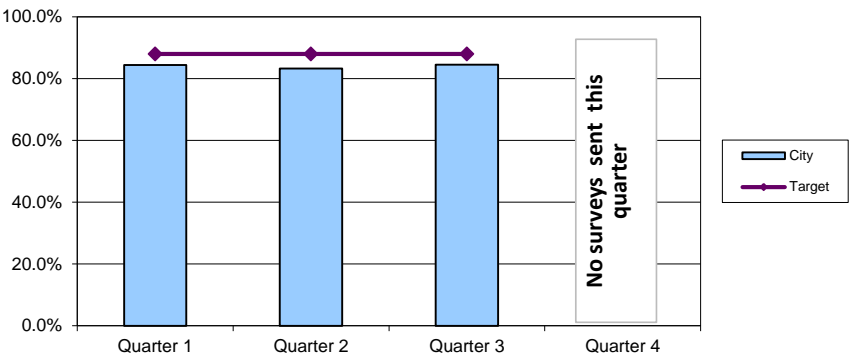


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
Ladywood District	85	78	83	84	330

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
City	317	293	313	280	1,203

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

RAG	
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City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	84.4%	83.3%	84.6%	No surveys sent this Quarter
Target	88.0%	88.0%	88.0%	

Parks and Grounds Maintenance

Ladywood District

Contact - Valerie Lecky

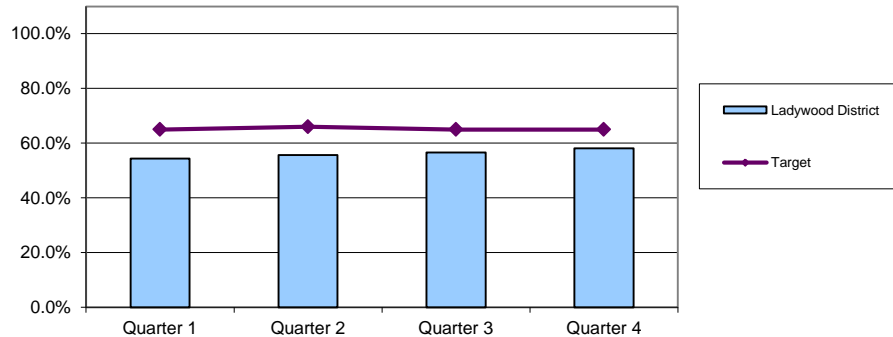
Quarter 4

Percentage who feel safe outside in local parks and play areas

Birmingham Resident's Tracker Survey

RAG

Red



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	54.4%	55.7%	56.6%	58.1%
Target	65.0%	66.0%	65.0%	65.0%

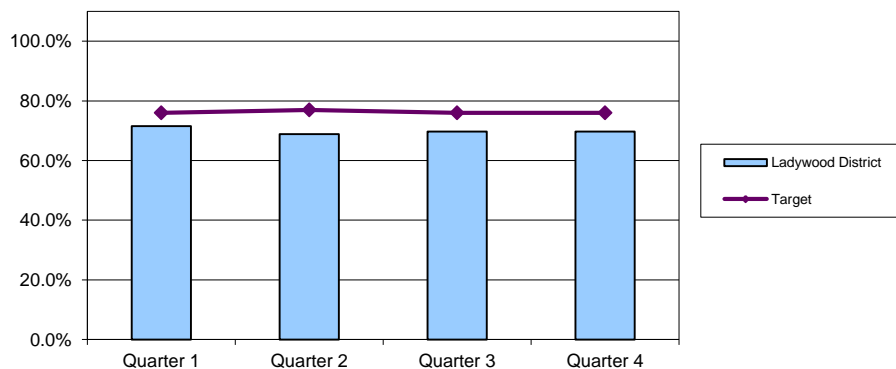
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	65.4%	63.7%	63.9%	64.2%
Target	65.0%	66.0%	65.0%	65.0%

Percentage satisfied with parks, open spaces and grounds maintenance

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

RAG

Amber



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	71.6%	68.8%	69.7%	69.7%
Target	76.0%	77.0%	76.0%	76.0%

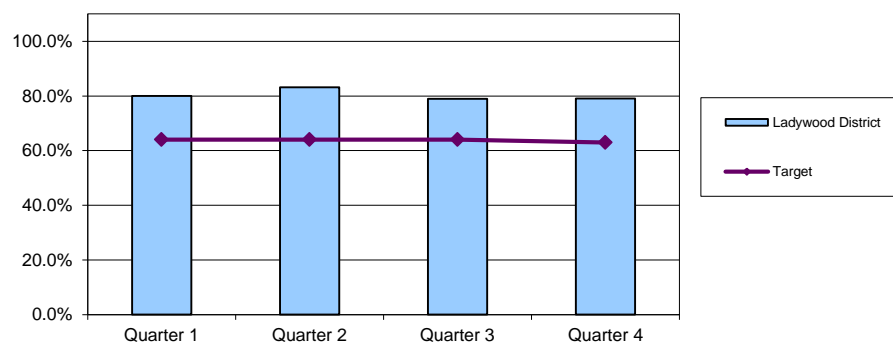
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	77.3%	73.8%	73.9%	73.9%
Target	76.0%	77.0%	76.0%	76.0%

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
Ladywood District	80.0%	83.2%	79.0%	79.0%
Target	64.0%	64.0%	64.0%	63.0%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	78.8%	79.3%	75.9%	75.9%
Target	64.0%	64.0%	64.0%	63.0%

Highways

Ladywood District

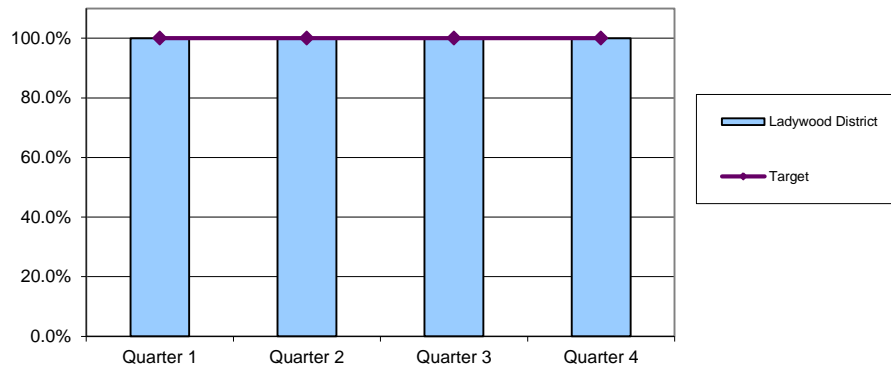
Contact - Alison Malik

Quarter 4

Dangerous defects made safe within 1 hour

RAG

Green

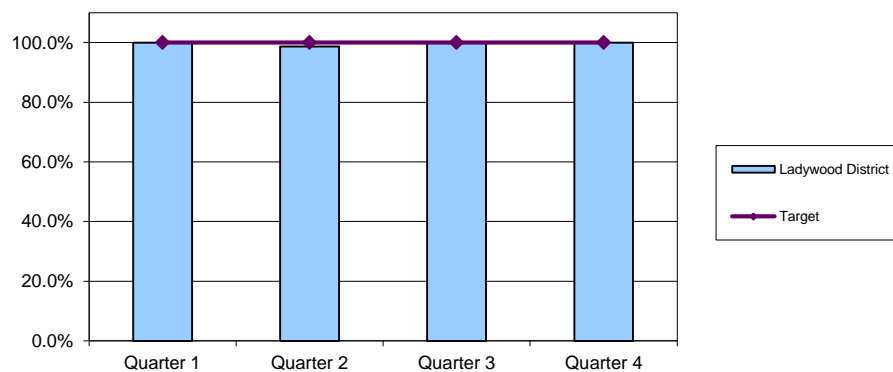


	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	100.0%	100.0%	100.0%	100.0%
City	100.0%	100.0%	100.0%	99.0%
Target	100.0%	100.0%	100.0%	100.0%

Dangerous defects fully repaired within 28 days

RAG

Green

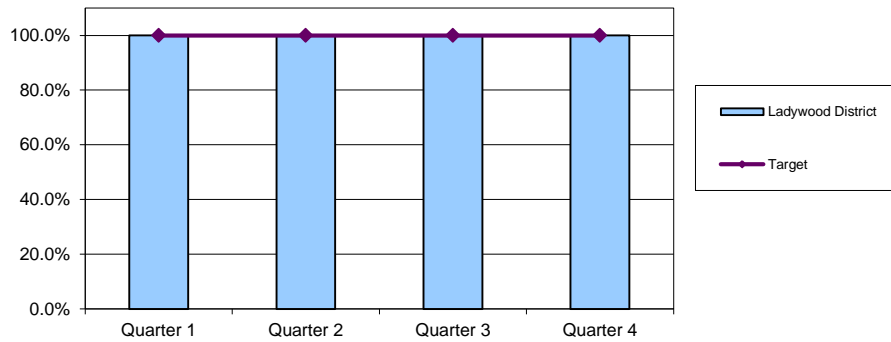


	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	100.0%	98.8%	100.0%	100.0%
City	100.0%	99.0%	100.0%	99.7%
Target	100.0%	100.0%	100.0%	100.0%

Belisha Beacons repaired within 2 hours

RAG

Green

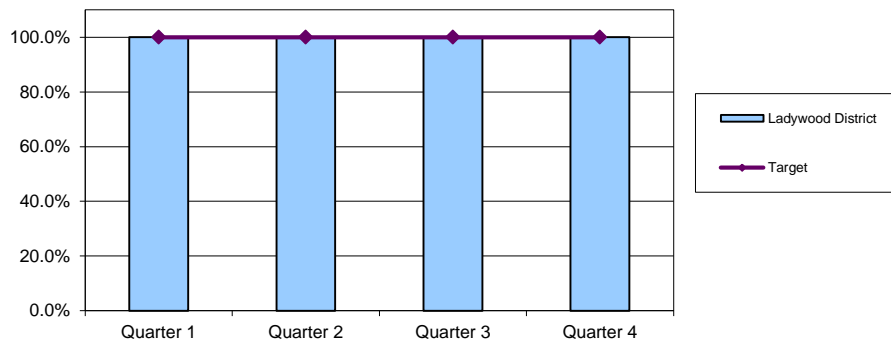


	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	100.0%	100.0%	100.0%	100.0%
City	100.0%	100.0%	100.0%	100.0%
Target	100.0%	100.0%	100.0%	100.0%

Traffic Signals repaired within 24 hours

RAG

Green

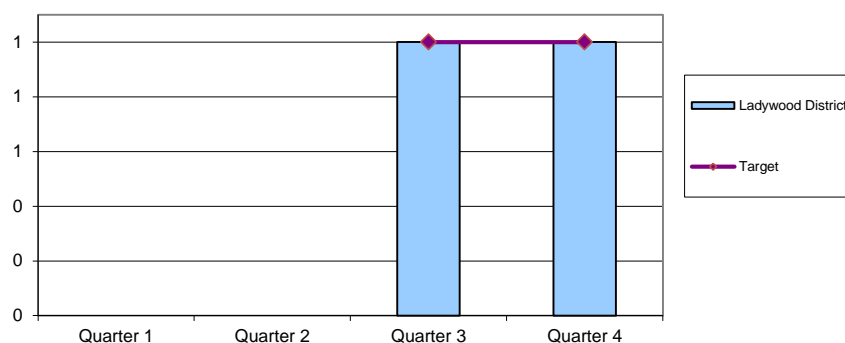


	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	100.0%	100.0%	100.0%	100.0%
City	100.0%	100.0%	100.0%	100.0%
Target	100.0%	100.0%	100.0%	100.0%

Priority gritting routes treated within 4 hours

RAG

Green

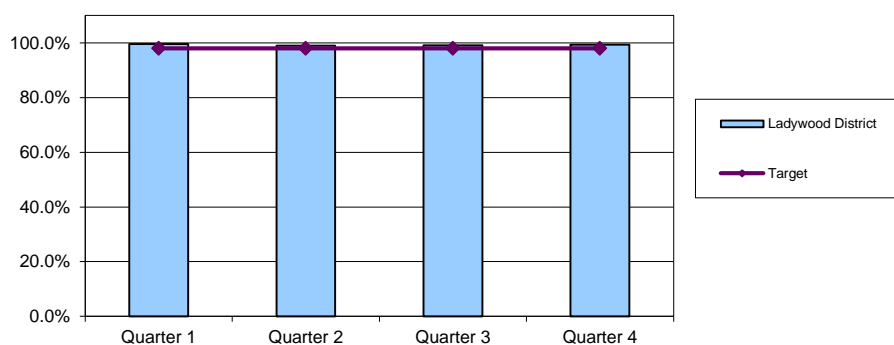


	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	Seasonal Activity Only		100.0%	100.0%
City			100.0%	100.0%
Target			100.0%	100.0%

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

RAG

Green

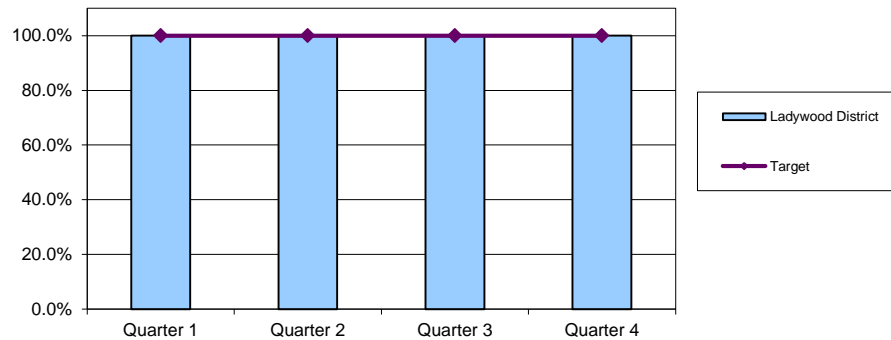


	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	99.5%	98.9%	99.1%	99.3%
City	99.4%	99.1%	99.2%	99.3%
Target	98.0%	98.0%	98.0%	98.0%

Urgent aspect lamp failures replaced within 2 hours

RAG

Green

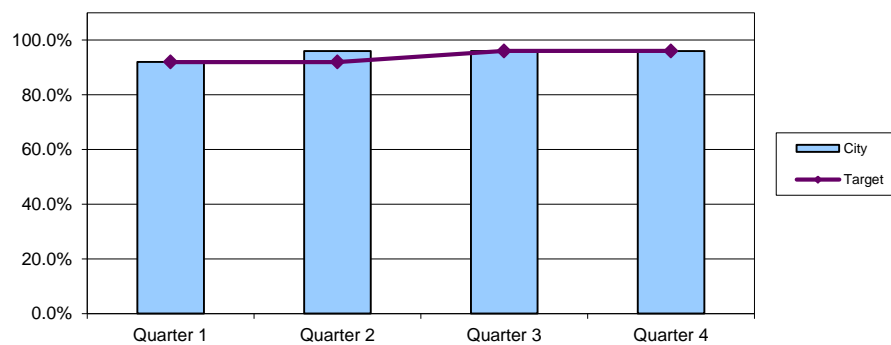


	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	100.0%	100.0%	100.0%	100.0%
City	100.0%	96.8%	96.7%	100.0%
Target	100.0%	100.0%	100.0%	100.0%

Percentage of Highways Management and Maintenance PFI core investment period completed

RAG

Green



	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	92.0%	96.0%	96.0%	96.0%
Target	92.0%	92.0%	96.0%	96.0%

Refuse Collection & Street Cleansing

Ladywood District

Contact - Kevin Mitchell

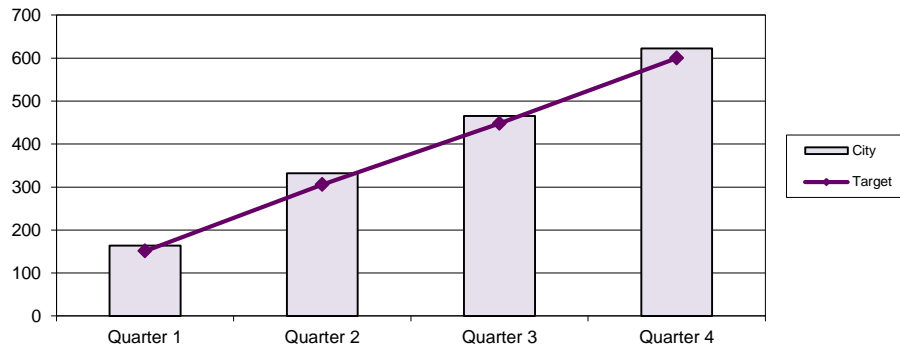
Quarter 4

Residual household waste per household - City figure

Council Business Plan Measure **(CBP Measure)**

RAG

Amber



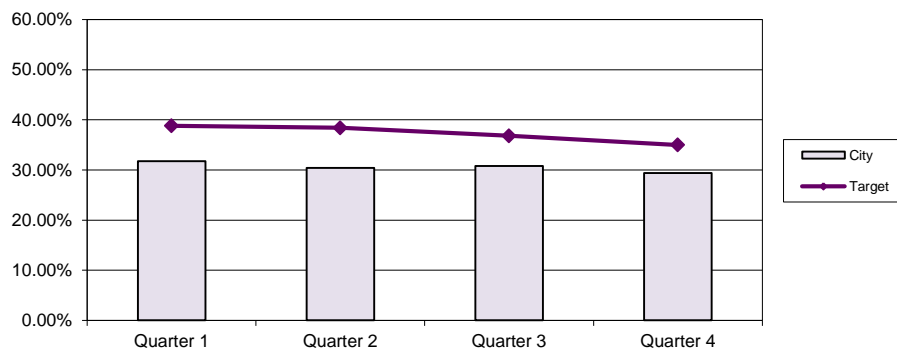
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	164	332	466	622
Target	151	306	448	600

Percentage of household waste reused, recycled and composted

City figure **(CBP Measure)**

RAG

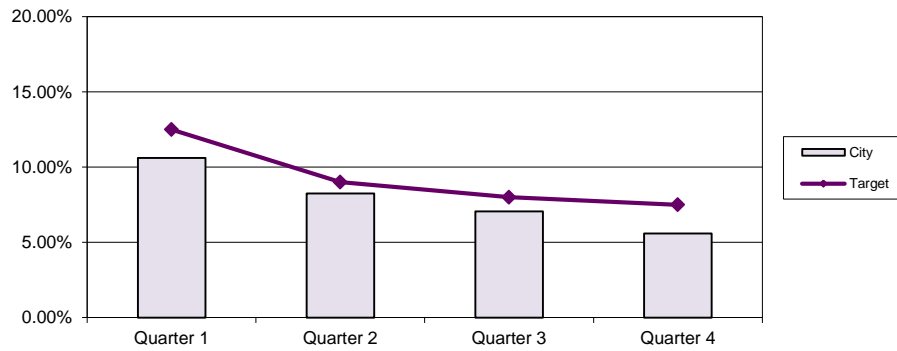
Red



	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	31.74%	30.44%	30.81%	29.40%
Target	38.80%	38.40%	36.80%	35.00%

Percentage of municipal waste to landfill - City figure
(CBP Measure)

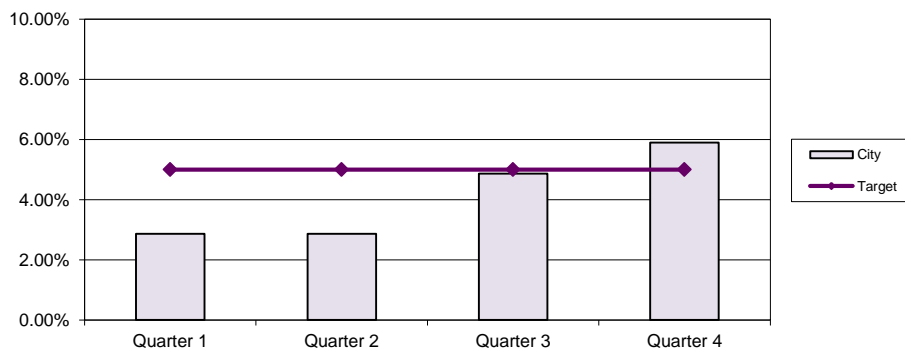
RAG **Green**



	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	10.62%	8.26%	7.05%	5.59%
Target	12.50%	9.00%	8.00%	7.50%

Improved street and environmental cleanliness (Level of Litter)
City figure (CBP Measure)

RAG **Red**



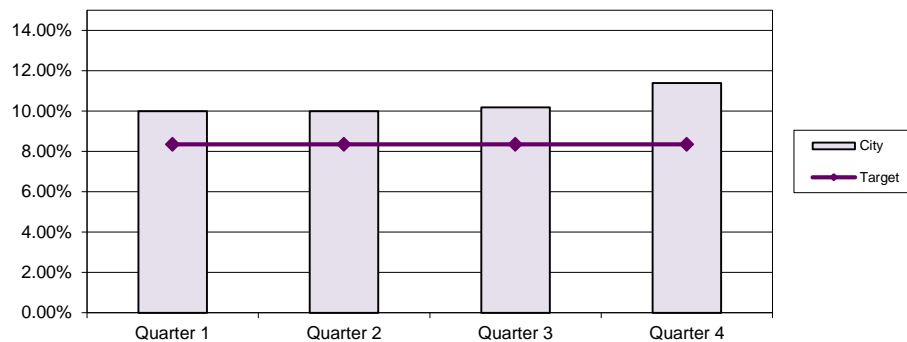
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	2.86%	2.86%	4.86%	5.90%
Target	5.00%	5.00%	5.00%	5.00%

Improved street and environmental cleanliness (Level of Detritus)

City figure

RAG

Red



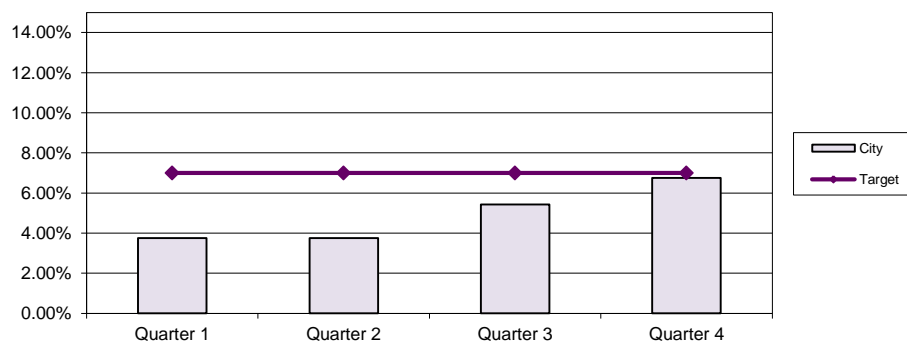
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	10.00%	10.00%	10.18%	11.40%
Target	8.35%	8.35%	8.35%	8.35%

Improved street and environmental cleanliness (Level of Graffiti)

City figure (CBP Measure)

RAG

Green

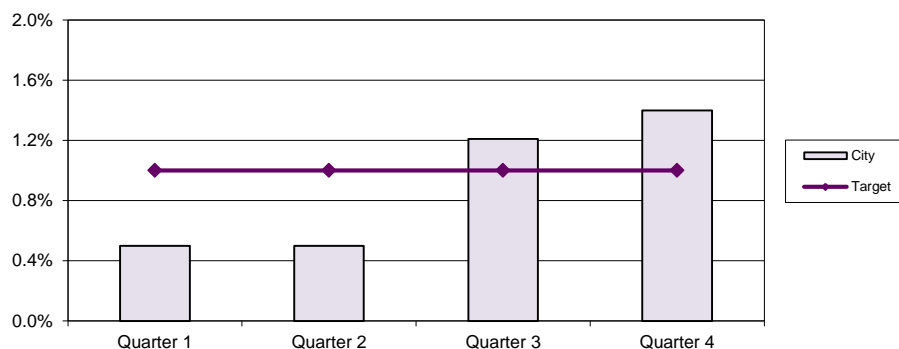


	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	3.75%	3.75%	5.43%	6.76%
Target	7.00%	7.00%	7.00%	7.00%

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

City figure

RAG **Red**

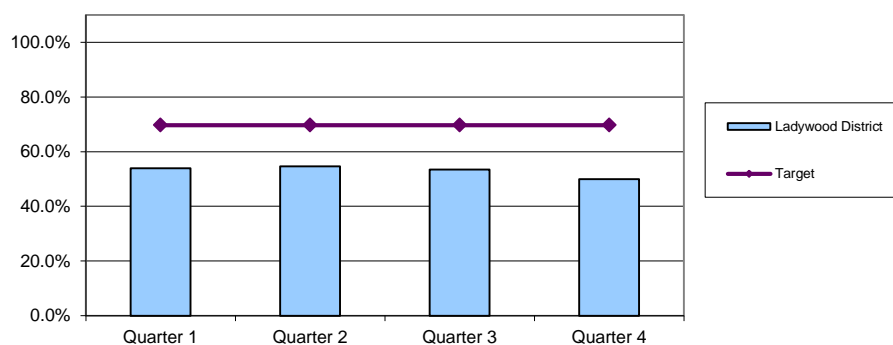


	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	0.5%	0.5%	1.2%	1.4%
Target	1.0%	1.0%	1.0%	1.0%

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
Ladywood District	54.0%	54.6%	53.4%	49.9%
Target	69.7%	69.7%	69.7%	69.7%

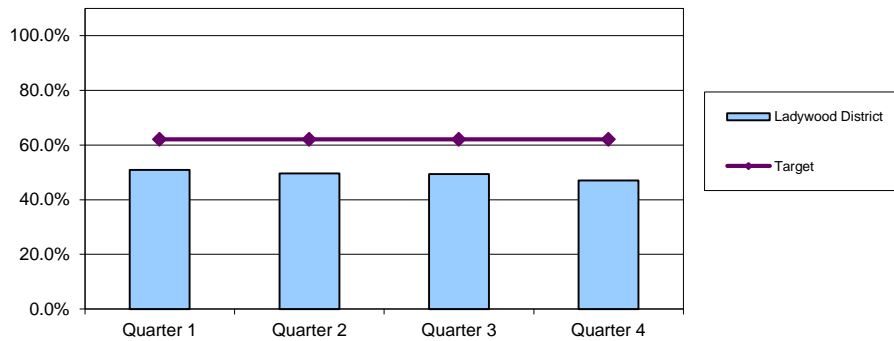
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	65.6%	65.4%	62.6%	58.8%
Target	68.6%	68.6%	68.6%	68.6%

Percentage satisfied with street cleanliness

Birmingham Residents Tracker Survey

RAG

Red



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	50.9%	49.6%	49.4%	47.0%
Target	62.1%	62.1%	62.1%	62.1%

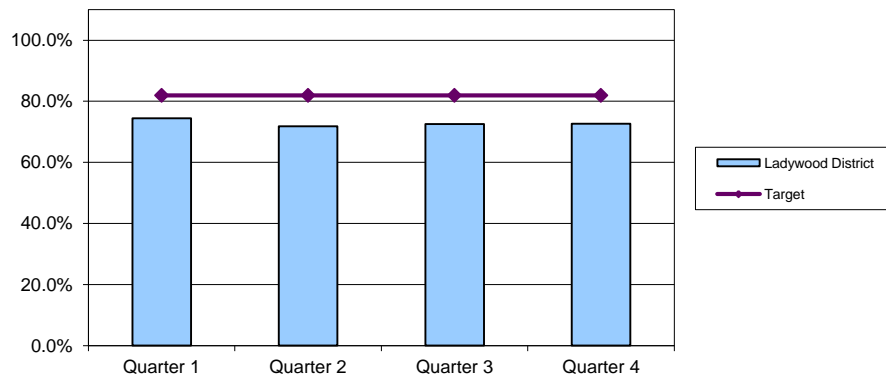
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	60.9%	59.4%	56.8%	55.3%
Target	66.6%	66.6%	66.6%	66.6%

Percentage satisfied with the weekly collection of general household waste

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

RAG

Red



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	74.4%	71.8%	72.5%	72.6%
Target	81.9%	81.9%	81.9%	81.9%

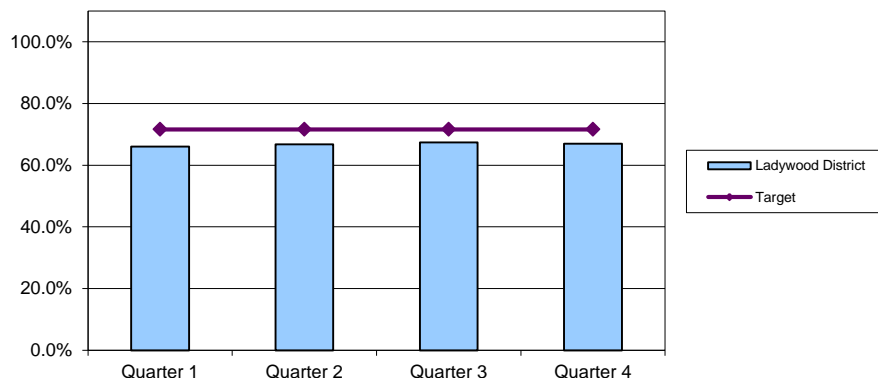
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	78.8%	76.2%	76.8%	76.4%
Target	80.9%	80.9%	80.9%	80.9%

Percentage satisfied with the fortnightly collection of recyclable material

Birmingham Residents Tracker Survey

RAG

Amber



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	66.0%	66.7%	67.4%	66.9%
Target	71.6%	71.6%	71.6%	71.6%

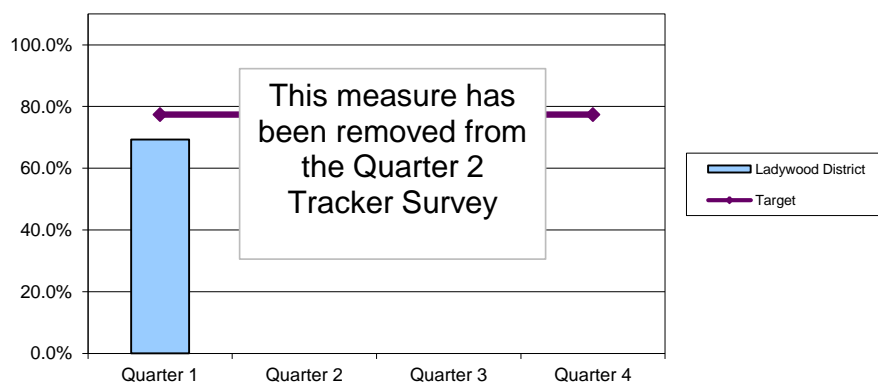
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	74.5%	72.2%	72.5%	72.8%
Target	76.5%	76.5%	76.5%	76.5%

Percentage satisfied with waste collection services in general

Birmingham Residents Tracker Survey

RAG

n/a



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	69.3%	n/a	n/a	n/a
Target	77.4%	77.4%	77.4%	77.4%

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	76.3%	n/a	n/a	n/a
Target	79.1%	79.1%	79.1%	79.1%

Birmingham Residents Tracker

Ladywood District

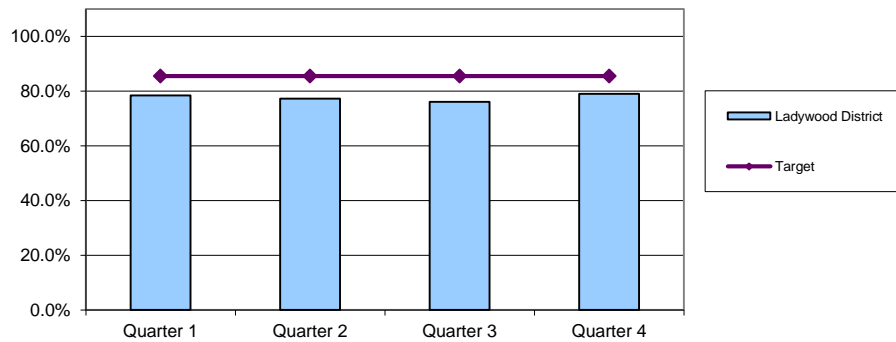
Contact - Rosie Smithson
Susan Keung

Quarter 4

Percentage satisfied with the local area

RAG

Amber

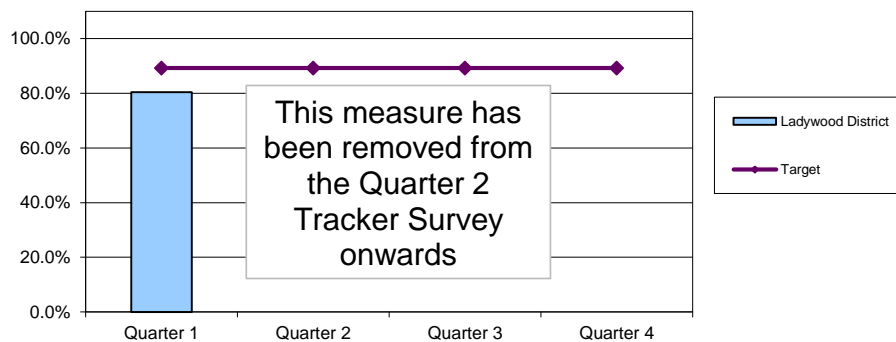


	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	78.5%	77.3%	76.1%	79.1%
City	87.2%	86.5%	86.4%	85.3%
Target	85.5%	85.5%	85.5%	85.5%

Percentage satisfied with home

RAG

n/a



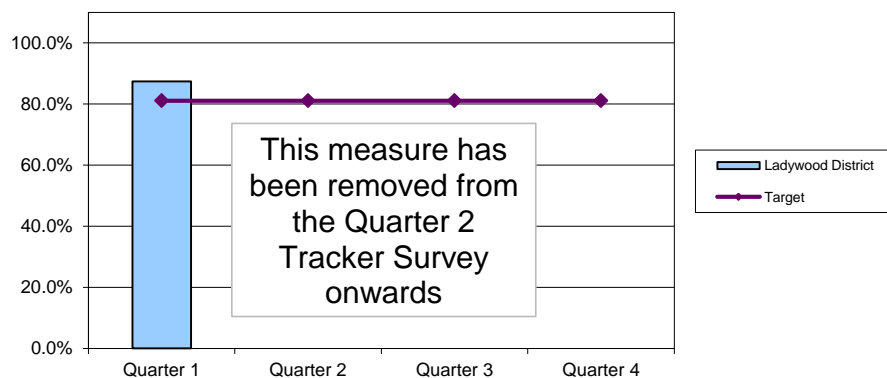
	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	80.4%	n/a	n/a	n/a
City	87.7%	n/a	n/a	n/a
Target	89.2%	89.2%	89.2%	89.2%

Percentage satisfied with quality of life

(Subject to an appointment being made)

RAG

n/a

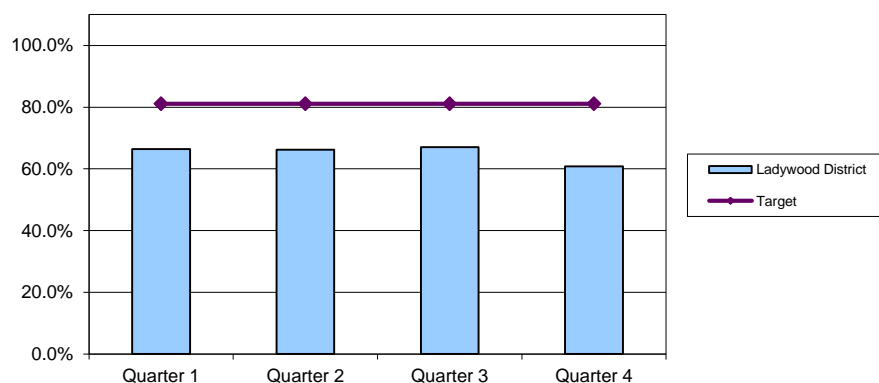


	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	87.4%	n/a	n/a	n/a
City	90.5%	n/a	n/a	n/a
Target	81.1%	81.1%	81.1%	81.1%

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

RAG

Red

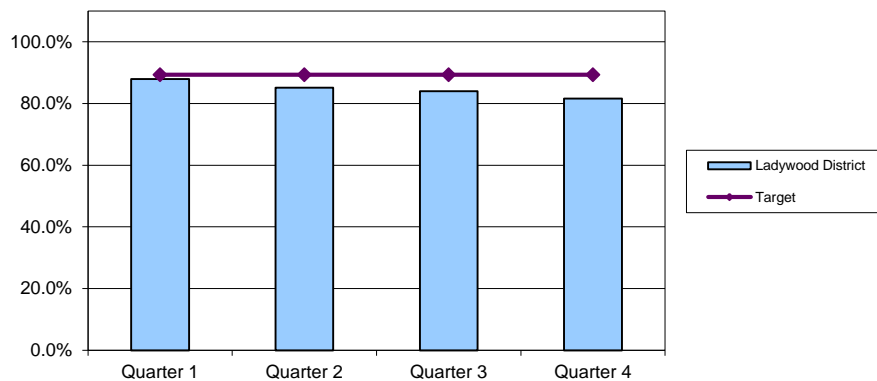


	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	66.4%	66.2%	67.1%	60.8%
City	68.6%	68.1%	68.5%	65.2%
Target	81.1%	81.1%	81.1%	81.1%

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

RAG

Red

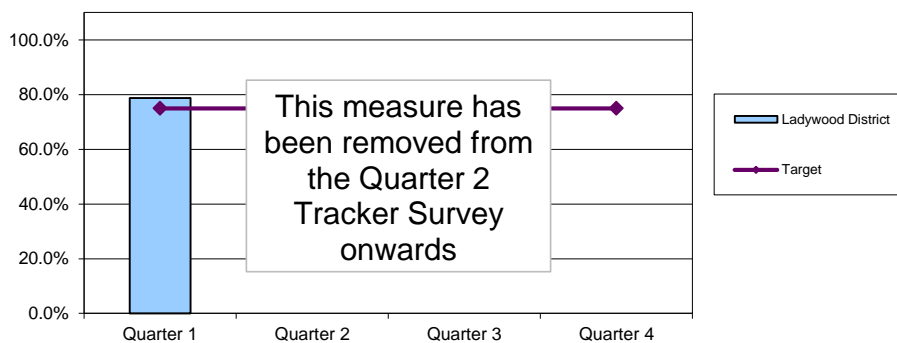


	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	87.9%	85.2%	84.0%	81.6%
City	85.6%	84.3%	84.2%	83.7%
Target	89.3%	89.3%	89.3%	89.3%

Percentage that agree the local area has a good sense of community

RAG

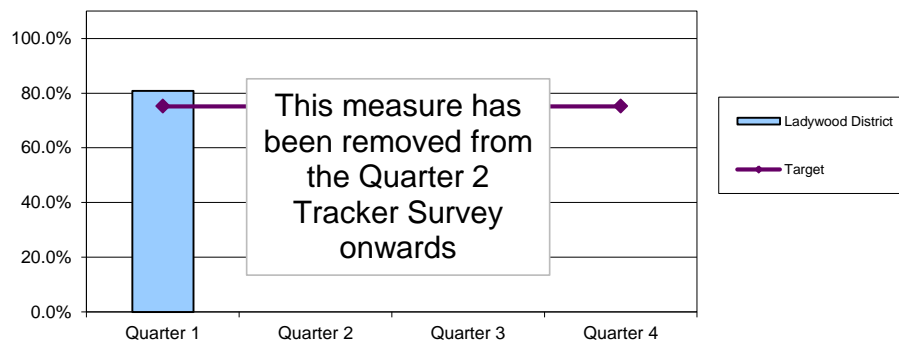
n/a



	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	78.8%	n/a	n/a	n/a
City	79.4%	n/a	n/a	n/a
Target	74.9%	74.9%	74.9%	74.9%

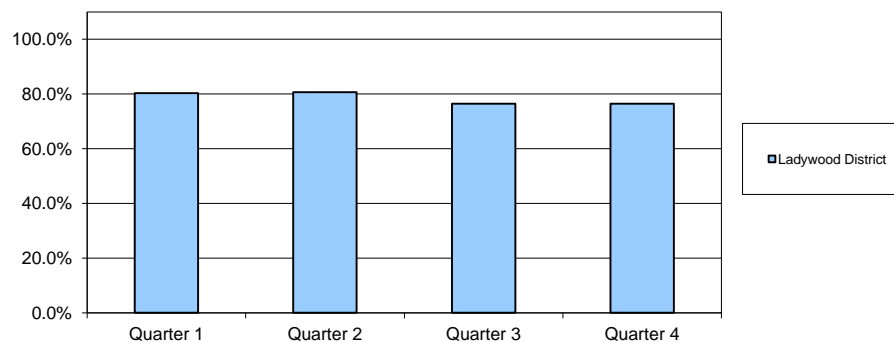
Percentage that agree they feel valued by society

RAG	n/a
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	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	80.9%	n/a	n/a	n/a
City	81.5%	n/a	n/a	n/a
Target	75.2%	75.2%	75.2%	75.2%

Percentage that strongly feel they belong to their local area

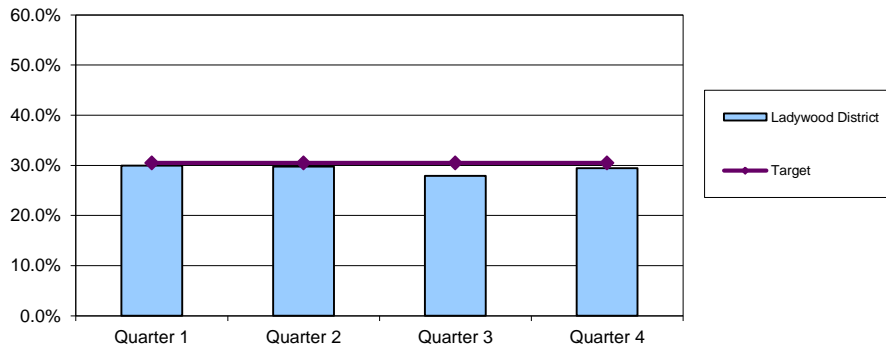


	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	80.3%	80.7%	76.5%	76.5%
City	85.0%	83.2%	82.2%	81.5%
Target	n/a	n/a	n/a	n/a

Percentage that trust young people in the local area

RAG

Amber

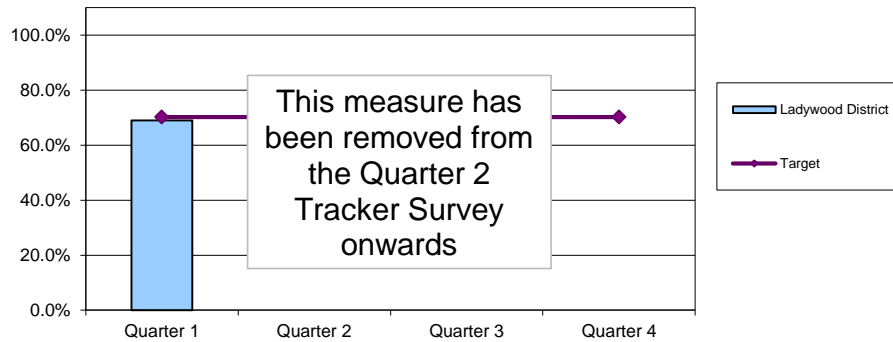


	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	30.0%	29.7%	27.9%	29.4%
City	39.6%	38.7%	36.8%	35.6%
Target	30.5%	30.5%	30.5%	30.5%

Percentage that trust police officers in the local area

RAG

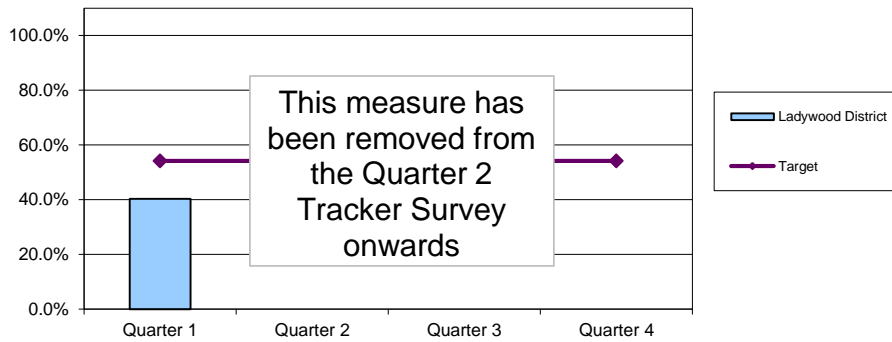
n/a



	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	69.1%	n/a	n/a	n/a
City	68.1%	n/a	n/a	n/a
Target	70.2%	70.2%	70.2%	70.2%

Percentage satisfied with the opportunities for participation in local decision making provided by local public services

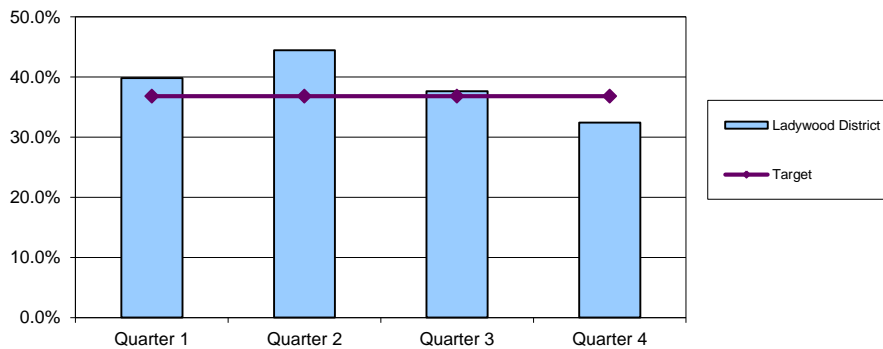
RAG	n/a
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	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	40.3%	n/a	n/a	n/a
City	45.5%	n/a	n/a	n/a
Target	54.2%	54.2%	54.2%	54.2%

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

RAG	Amber
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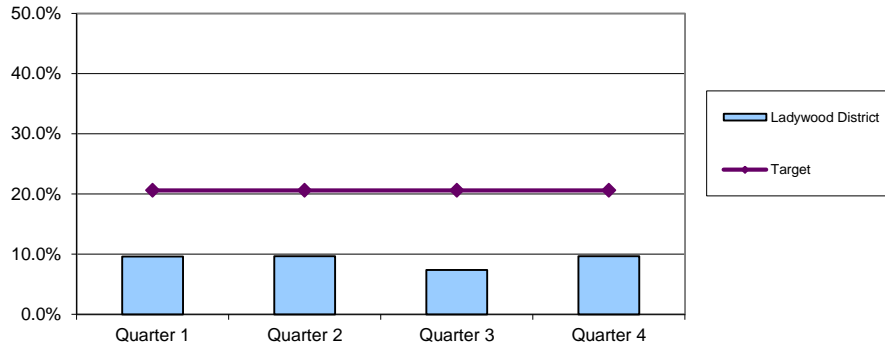


	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	39.8%	44.4%	37.6%	32.4%
City	34.6%	37.2%	36.6%	37.0%
Target	36.8%	36.8%	36.8%	36.8%

Percentage that agree they are involved in local decision making

RAG

Red

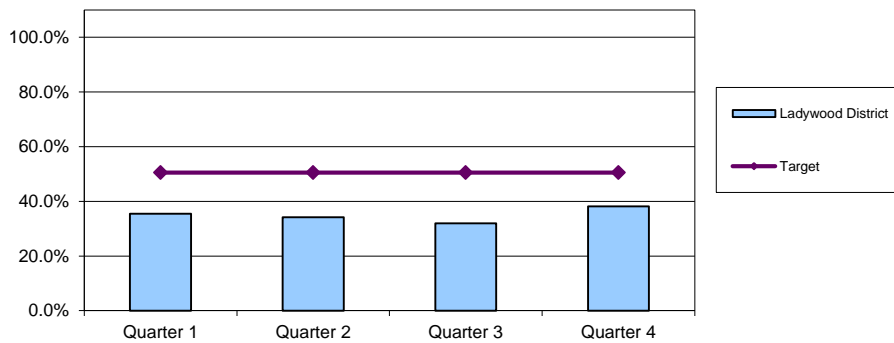


	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	9.6%	9.7%	7.4%	9.7%
City	15.2%	14.4%	12.4%	12.2%
Target	20.6%	20.6%	20.6%	20.6%

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

RAG

Red

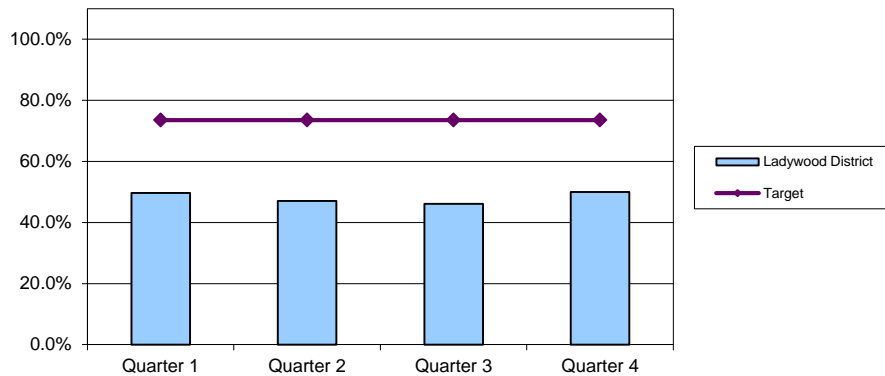


	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	35.5%	34.2%	31.9%	38.2%
City	42.0%	39.9%	40.4%	45.4%
Target	50.5%	50.5%	50.5%	50.5%

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

RAG

Red

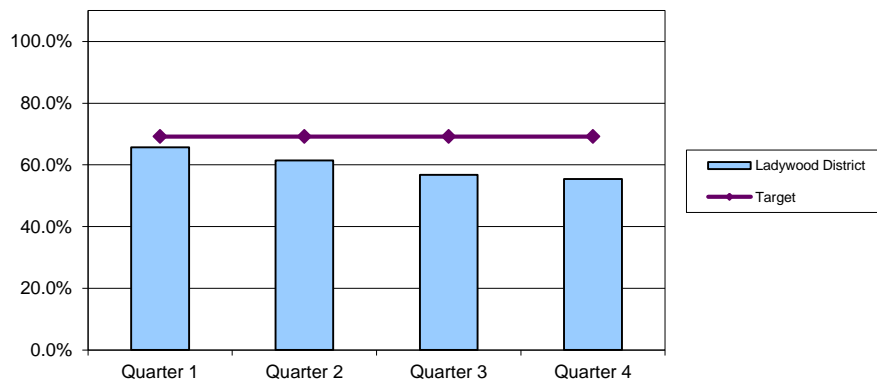


	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	49.7%	47.1%	46.1%	50.0%
City	62.1%	55.4%	52.7%	53.6%
Target	73.5%	73.5%	73.5%	73.5%

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

RAG

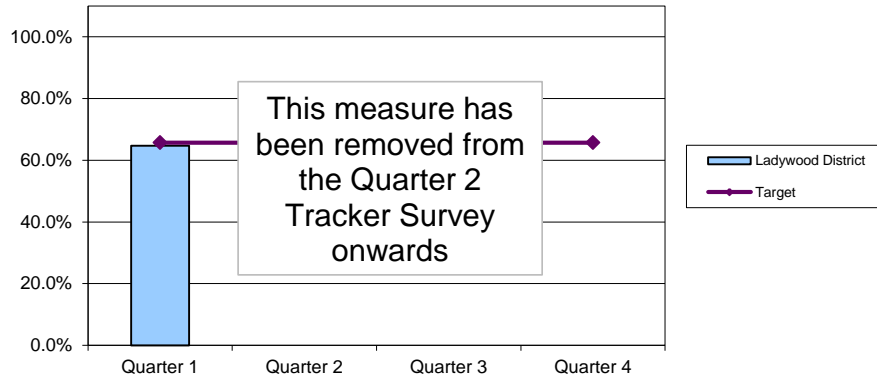
Red



	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	65.7%	61.5%	56.8%	55.4%
City	65.9%	61.4%	59.3%	58.0%
Target	69.2%	69.2%	69.2%	69.2%

Percentage that think BCC is making the area safer

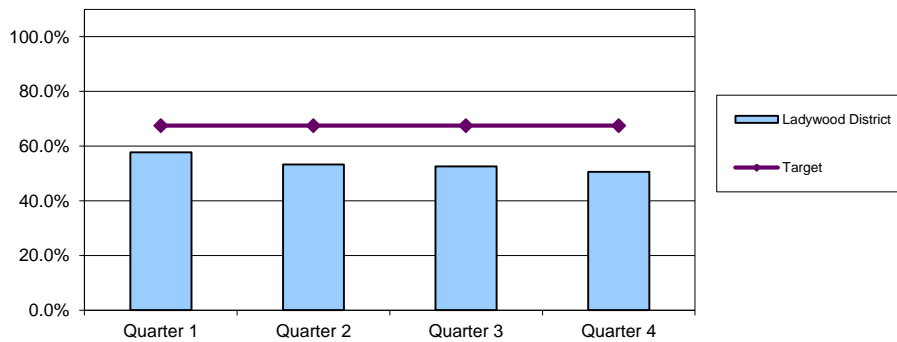
RAG	n/a
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	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	64.6%	n/a	n/a	n/a
City	62.5%	n/a	n/a	n/a
Target	65.7%	65.7%	65.7%	65.7%

Percentage that think BCC is making the area cleaner and greener

RAG	Red
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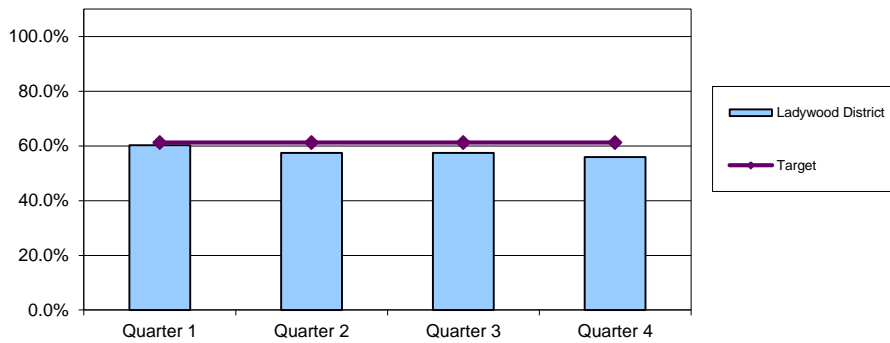


	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	57.7%	53.3%	52.6%	50.6%
City	60.0%	55.9%	53.0%	51.8%
Target	67.5%	67.5%	67.5%	67.5%

Percentage that think BCC acts on the concerns of local residents

RAG

Red

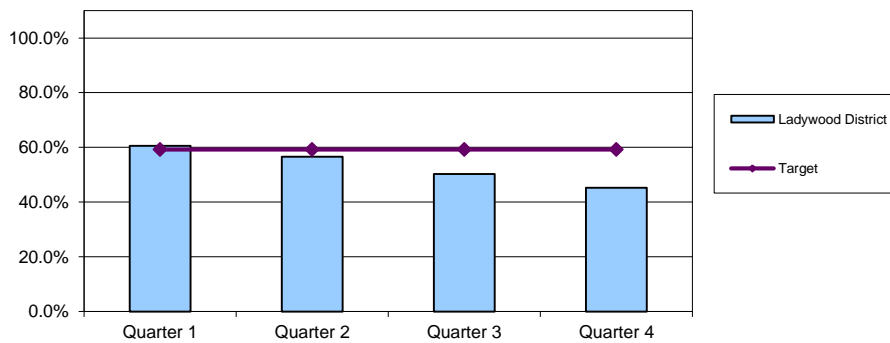


	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	60.3%	57.5%	57.4%	55.9%
City	61.1%	59.7%	59.9%	58.9%
Target	61.2%	61.2%	61.2%	61.2%

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

RAG

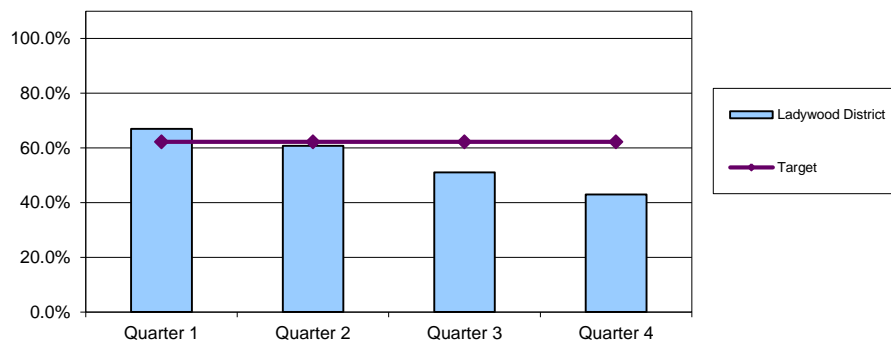
Red



	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	60.6%	56.5%	50.3%	45.2%
City	57.9%	54.8%	50.5%	46.7%
Target	59.2%	59.2%	59.2%	59.2%

Percentage that think BCC is accessible and responds to individuals need

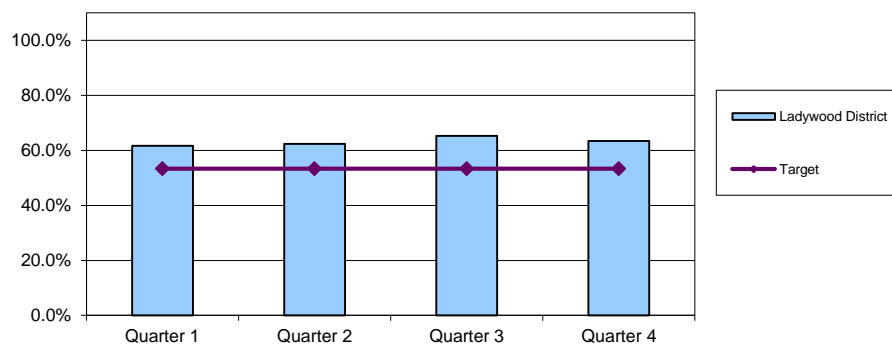
RAG **Red**



	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	67.0%	60.8%	51.0%	43.0%
City	64.3%	60.5%	54.1%	47.6%
Target	62.2%	62.2%	62.2%	62.2%

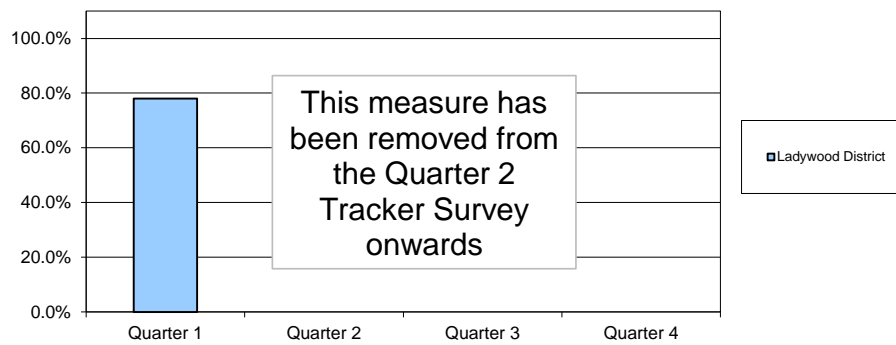
Percentage that feel well informed about the council and its activities

RAG **Green**



	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	61.7%	62.4%	65.3%	63.4%
City	57.5%	56.4%	57.4%	58.7%
Target	53.3%	53.3%	53.3%	53.3%

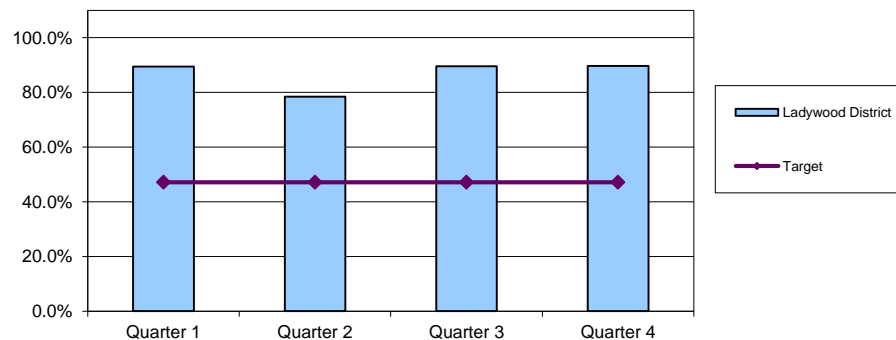
Percentage satisfied with theatres and concert halls



	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	78.0%	n/a	n/a	n/a
City	82.7%	n/a	n/a	n/a
Target	n/a	n/a	n/a	n/a

Percentage satisfied with museums and galleries

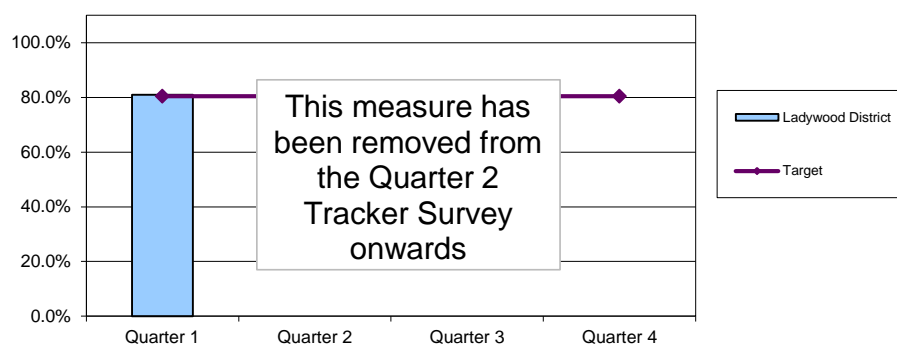
RAG **Green**



	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	89.4%	78.4%	89.6%	89.6%
City	83.4%	84.2%	85.9%	85.9%
Target	47.2%	47.2%	47.2%	47.2%

Percentage that think they are treated fairly by local public services most or all of the time

RAG	n/a
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	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Ladywood District	80.9%	n/a	n/a	n/a
City	81.7%	n/a	n/a	n/a
Target	80.4%	80.4%	80.4%	80.4%