

Place Directorate

Selly Oak District




Performance Report Quarter 1 2015/16

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

Date: 18.08.15 Version: 1.6

| <u>Contents</u> | <u>Page Number</u> |
|--|---------------------------|
| Sport & Leisure | 3 |
| Community Libraries | 5 |
| Neighbourhood Advice and Information | 7 |
| Youth Service | 9 |
| Community Safety | 11 |
| Regulation & Enforcement | 13 |
| Parks and Grounds Maintenance | 19 |
| Highways | 23 |
| Refuse Collection and Street Cleansing | 29 |
| Birmingham Residents Tracker Survey | 31 |

Colour coding to Charts

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

Sport & Leisure

Selly Oak District

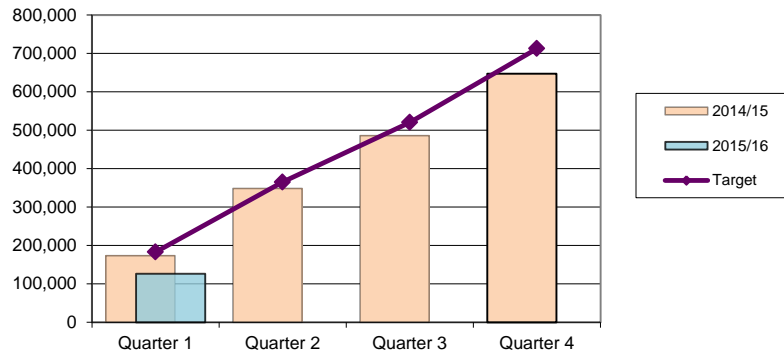
Contact - Dave Wagg

Quarter 1

Total attendance by District

RAG

Red



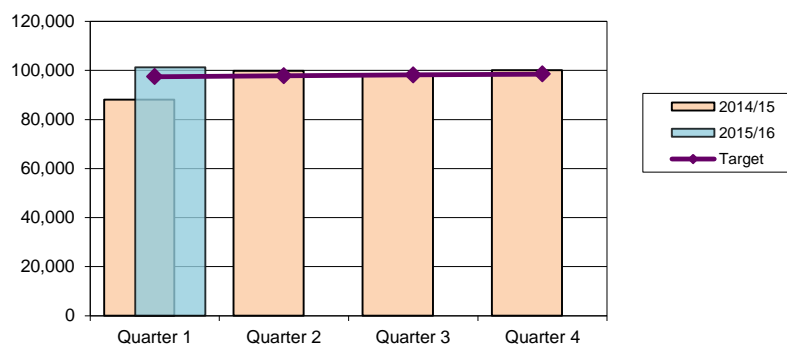
| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 173,574 | 348,552 | 486,414 | 647,027 |
| 2015/16 | 126,399 | | | |
| Target | 183,182 | 364,930 | 520,410 | 712,703 |

| 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



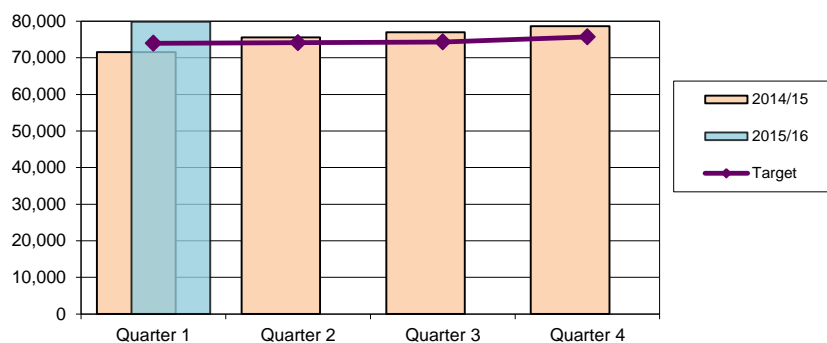
| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 88,084 | 99,834 | 98,404 | 100,146 |
| 2015/16 | 101,288 | | | |
| Target | 97,428 | 97,795 | 98,163 | 98,531 |

| 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 | 71,583 | 75,637 | 76,977 | 78,684 |
| 2015/16 | 79,869 | | | |
| Target | 73,953 | 74,137 | 74,321 | 75,708 |

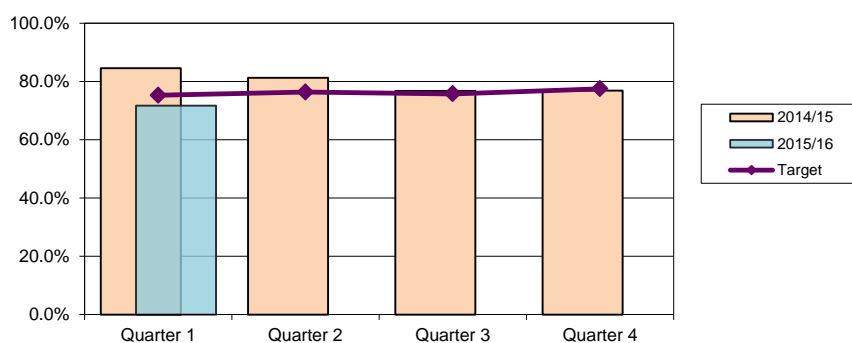
| City | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|--------|-----------|-----------|-----------|-----------|
| City | 442,495 | | | |
| Target | 403,989 | 405,099 | 406,105 | 419,146 |

Percentage satisfied with Sport & Leisure facilities

Birmingham Residents Tracker

RAG

Amber



| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 84.6% | 81.2% | 76.8% | 76.8% |
| 2015/16 | 71.7% | | | |
| Target | 75.2% | 76.4% | 75.8% | 77.5% |

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

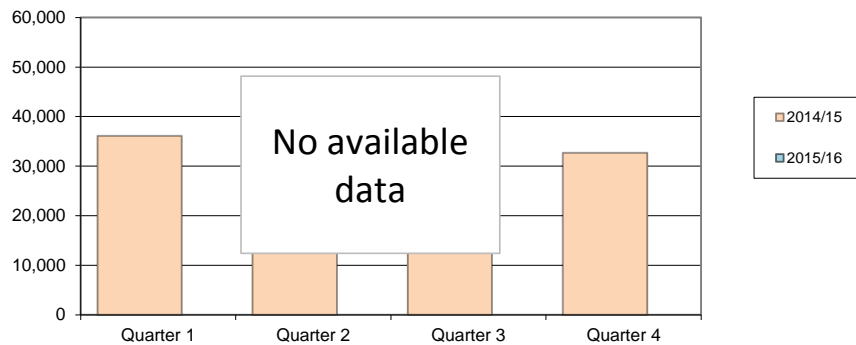
Community Libraries

Selly Oak District

Contact - Kevin Duffy

Quarter 1

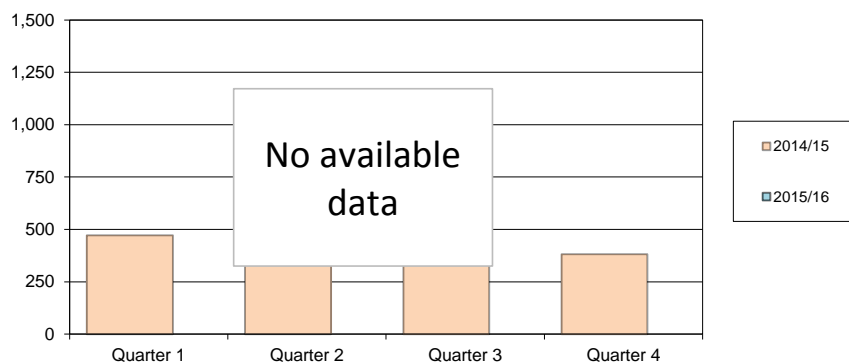
Number of books and audio visual / electronic items issued



| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | YTD |
|----------|-------------------|-----------|-----------|-----------|---------|
| 2014/15 | 36,100 | 37,603 | 30,993 | 32,730 | 137,426 |
| 2015/16 | No available data | | | | |

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

New members

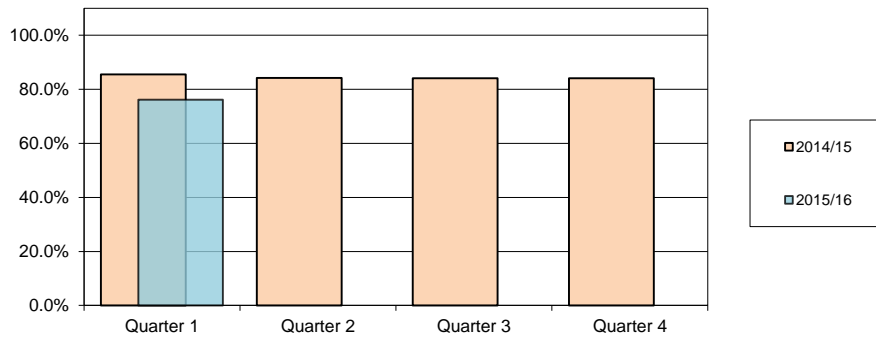


| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | YTD |
|----------|-------------------|-----------|-----------|-----------|-------|
| 2014/15 | 471 | 581 | 379 | 381 | 1,812 |
| 2015/16 | No available data | | | | |

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

Percentage satisfied with Libraries

Birmingham Residents Tracker



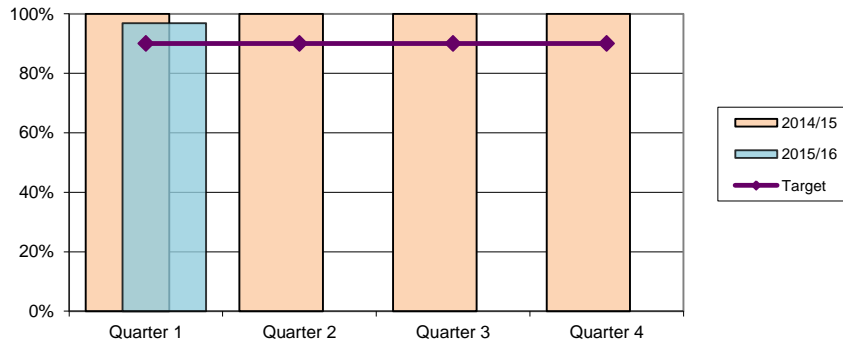
| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 85.5% | 84.3% | 84.1% | 84.1% |
| 2015/16 | 76.2% | | | |

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

Percentage of appointments offered within 10 days

RAG

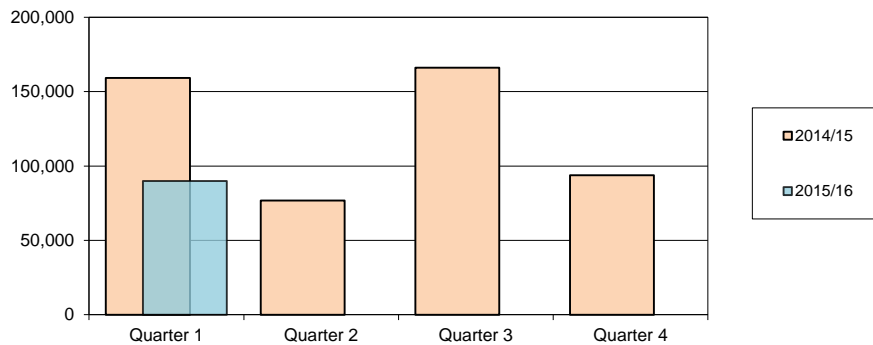
Green



| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 100% | 100% | 100% | 100% |
| 2015/16 | 97% | | | |
| Target | 90% | 90% | 90% | 90% |

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

Benefit Take-Up

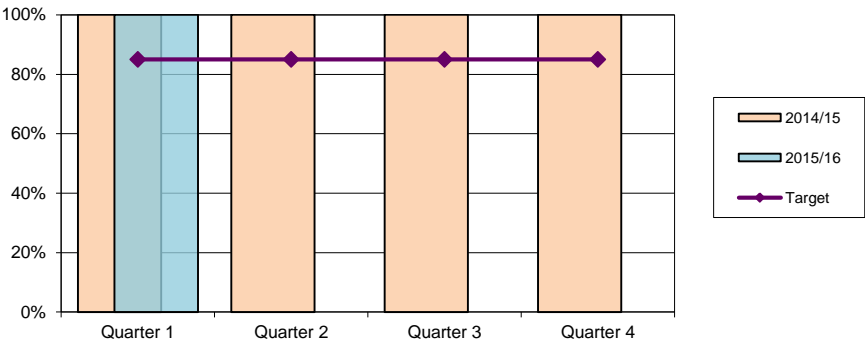


| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 159,143 | 76,804 | 166,009 | 93,677 |
| 2015/16 | 89,923 | | | |

| 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% | 100% | 100% |
| 2015/16 | 100% | | | |

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

Youth Service

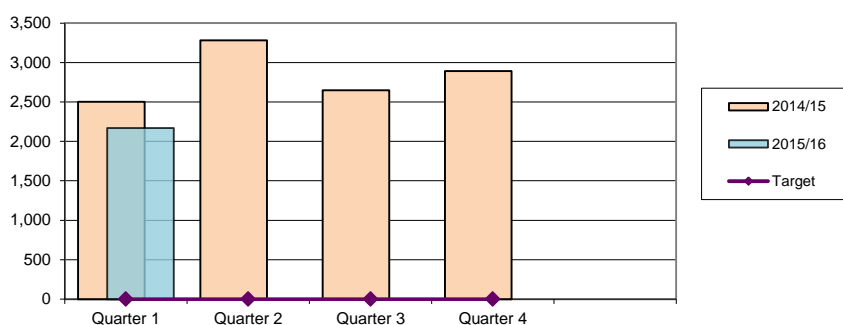
Selly Oak District

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

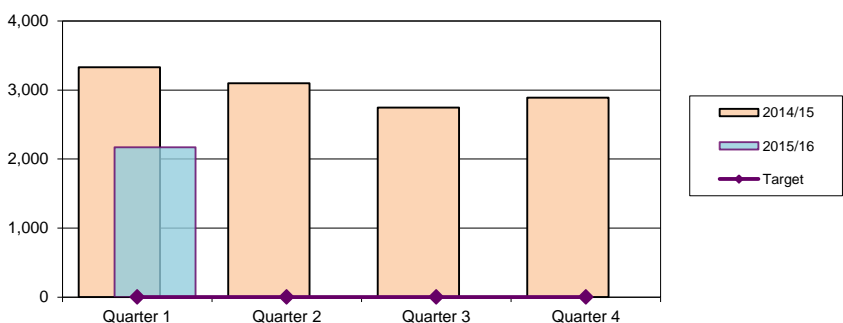


| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | YTD |
|----------|-----------|-----------|-----------|-----------|--------|
| 2014/15 | 2,503 | 3,280 | 2,648 | 2,892 | 11,323 |
| 2015/16 | 2,170 | | | | |
| Target | 0 | 0 | 0 | 0 | 11,000 |

| 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

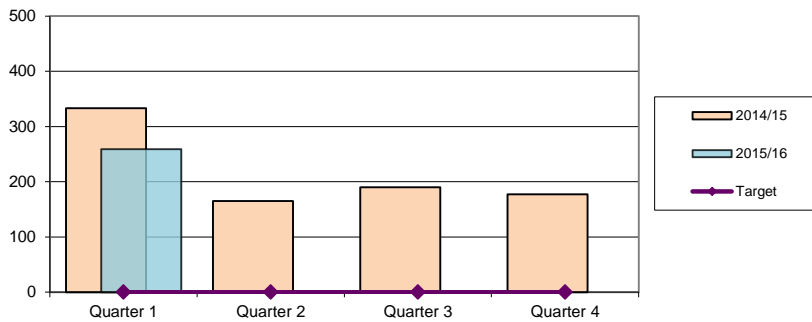


| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | YTD |
|----------|-----------|-----------|-----------|-----------|--------|
| 2014/15 | 3,332 | 3,098 | 2,744 | 2,892 | 12,066 |
| 2015/16 | 2,170 | | | | |
| Target | 0 | 0 | 0 | 0 | 11,500 |

| 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

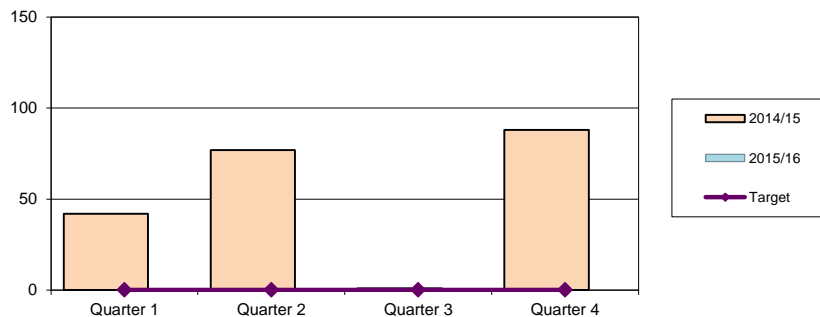


| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | YTD |
|----------|-----------|-----------|-----------|-----------|-----|
| 2014/15 | 333 | 165 | 190 | 177 | 865 |
| 2015/16 | 259 | | | | |
| Target | 0 | 0 | 0 | 0 | 900 |

| 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 | 42 | 77 | 1 | 88 | 208 |
| 2015/16 | 0 | | | | |
| Target | 0 | 0 | 0 | 0 | 540 |

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

Community Safety

Selly Oak District

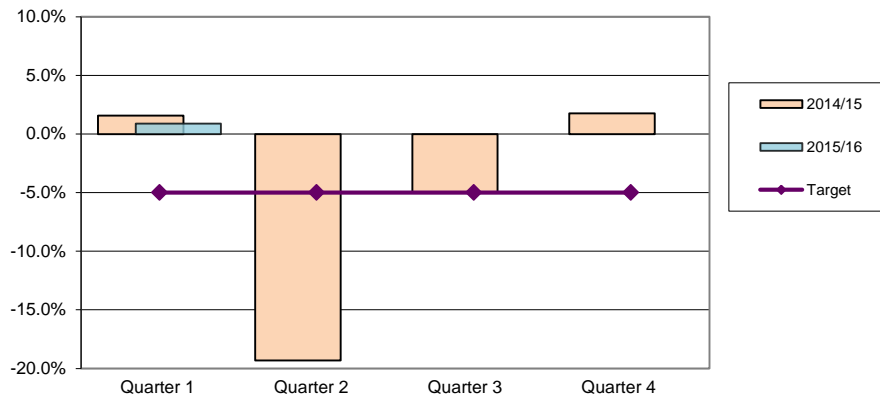
Contact - Rahila Mann

Quarter 1

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

RAG

Red



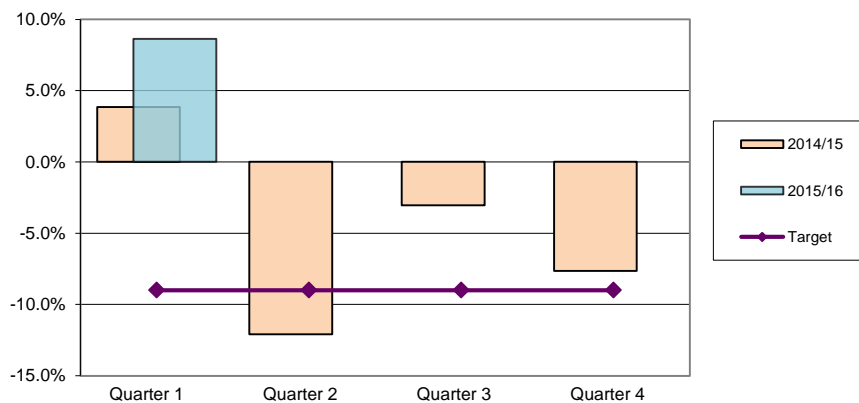
| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 1.6% | -19.3% | -5.0% | 1.8% |
| 2015/16 | 0.9% | | | |

| 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 | 3.8% | -12.1% | -3.0% | -7.6% |
| 2015/16 | 8.6% | | | |

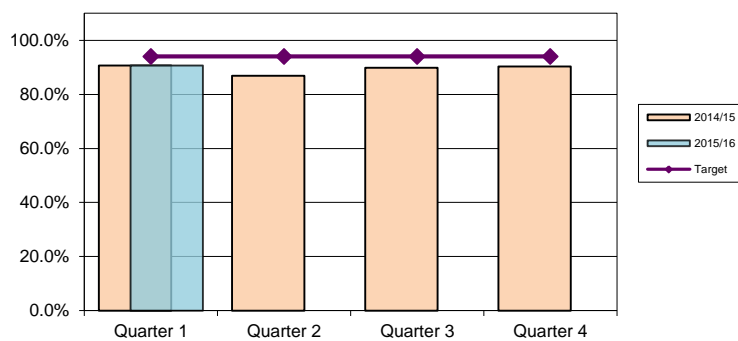
| City | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|--------|-----------|-----------|-----------|-----------|
| City | 14.3% | | | |
| Target | -9.0% | -9.0% | -9.0% | -9.0% |

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 | 90.6% | 86.9% | 89.8% | 90.3% |
| 2015/16 | 90.7% | | | |

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

Regulation and Enforcement

Selly Oak District

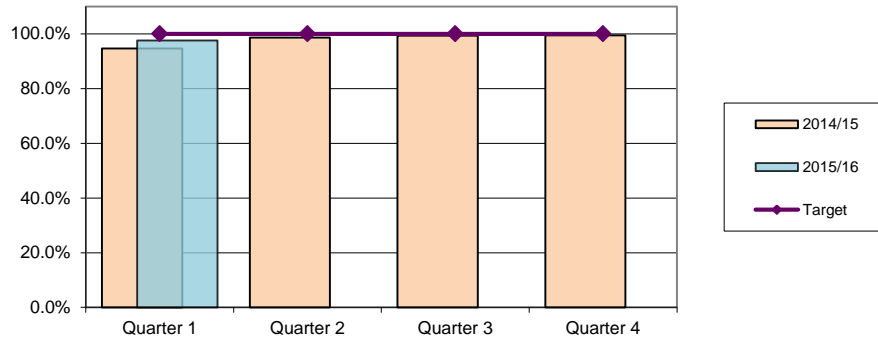
Contact - Jenny Millward

Quarter 1

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

RAG

Amber



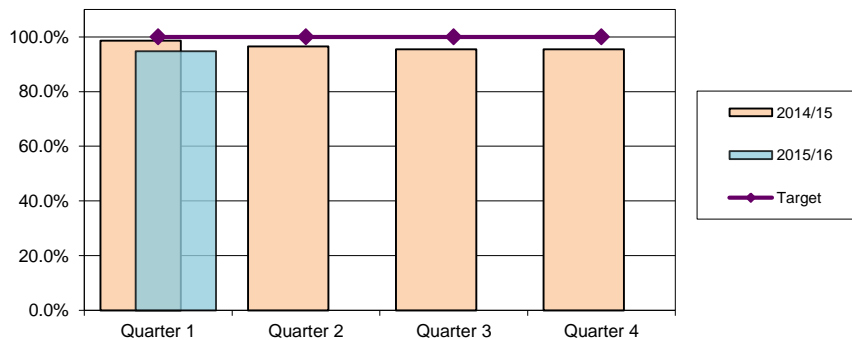
| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 94.7% | 98.7% | 99.4% | 99.5% |
| 2015/16 | 97.6% | | | |
| Target | 100.0% | 100.0% | 100.0% | 100.0% |

| 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 | 98.5% | 96.6% | 95.5% | 95.5% |
| 2015/16 | 94.8% | | | |
| Target | 100.0% | 100.0% | 100.0% | 100.0% |

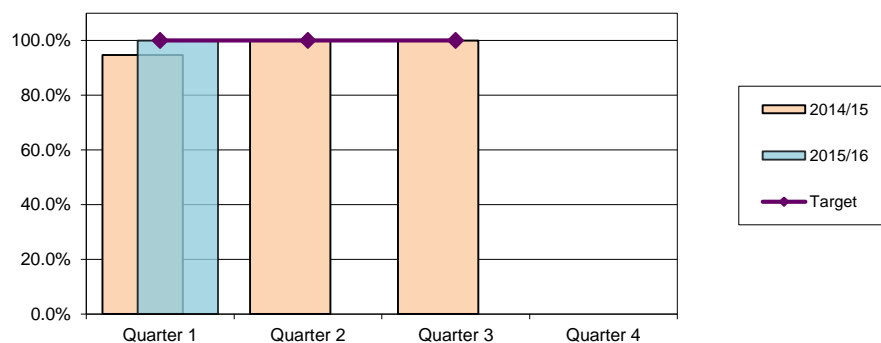
| City | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|---------|-----------|-----------|-----------|-----------|
| 2015/16 | 92.4% | | | |
| Target | 100.0% | 100.0% | 100.0% | 100.0% |

Percentage of wasps requests dealt with by next working day

(Subject to an appointment being made)

RAG

Green

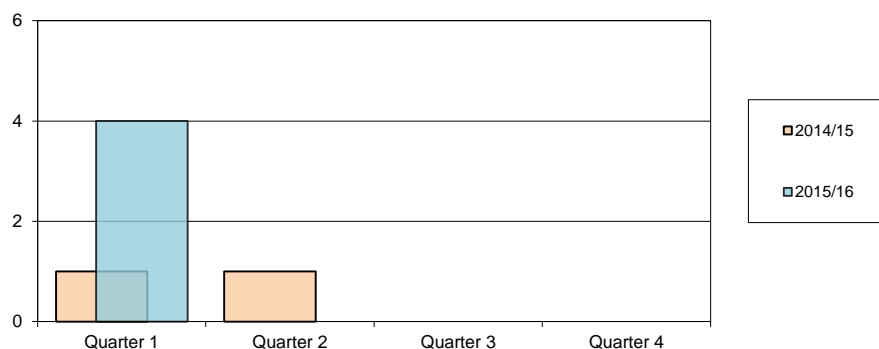


| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|------------------|
| 2014/15 | 94.6% | 100.0% | 100.0% | No wasp requests |
| 2015/16 | 100.0% | | | |
| Target | 100.0% | 100.0% | 100.0% | 100.0% |

| 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

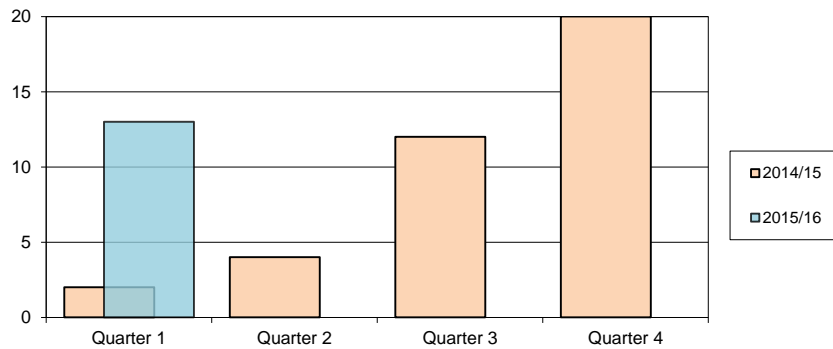


| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | YTD |
|----------|-----------|-----------|-----------|-----------|-----|
| 2014/15 | 1 | 1 | 0 | 0 | 2 |
| 2015/16 | 4 | | | | |

| 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

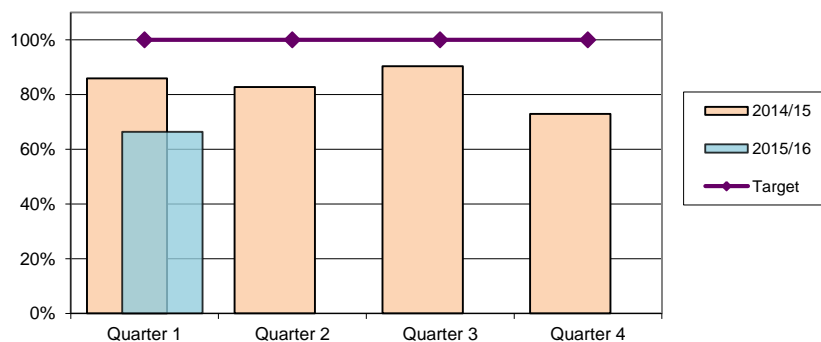


| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | YTD |
|----------|-----------|-----------|-----------|-----------|-----|
| 2014/15 | 2 | 4 | 12 | 20 | 38 |
| 2015/16 | 13 | | | | |

| 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**

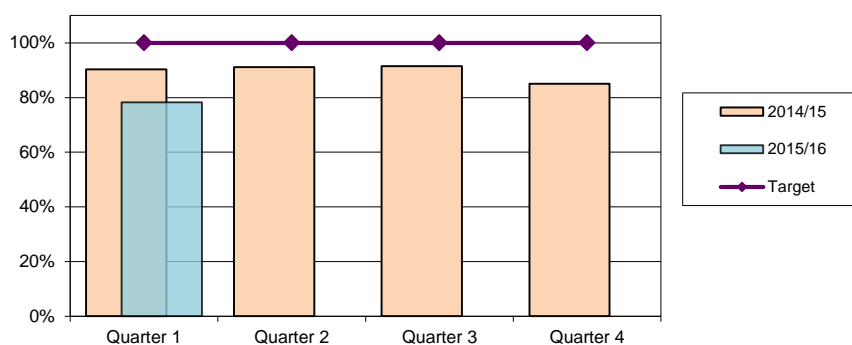


| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 86.0% | 82.8% | 90.4% | 72.9% |
| 2015/16 | 66.4% | | | |
| Target | 100.0% | 100.0% | 100.0% | 100.0% |

| 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**

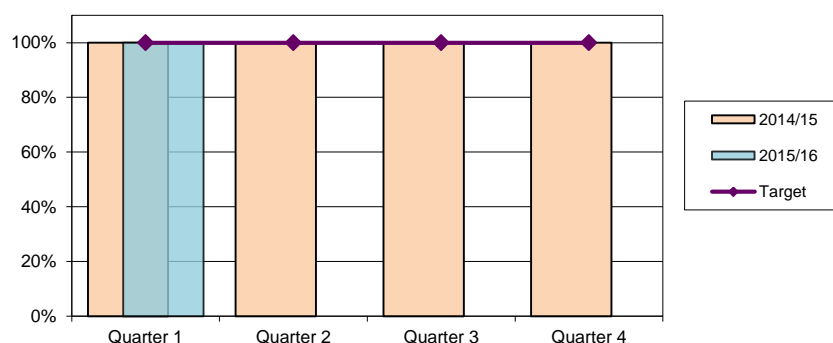


| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 90.3% | 91.2% | 91.5% | 85.0% |
| 2015/16 | 78.3% | | | |
| Target | 100.0% | 100.0% | 100.0% | 100.0% |

| 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**

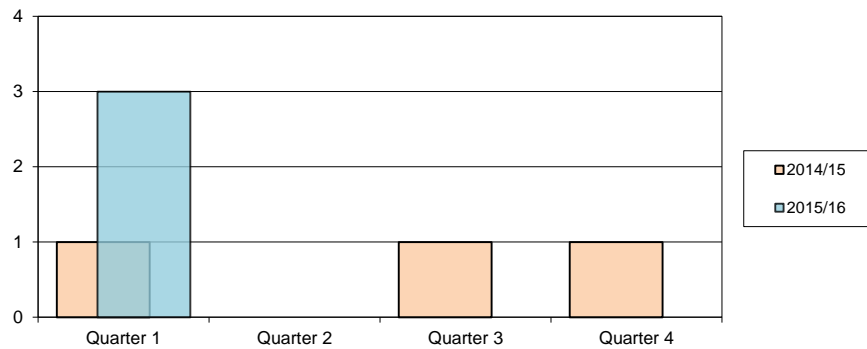


| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 100.0% | 100.0% | 100.0% | 100.0% |
| 2015/16 | 100.0% | | | |
| Target | 100.0% | 100.0% | 100.0% | 100.0% |

| 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

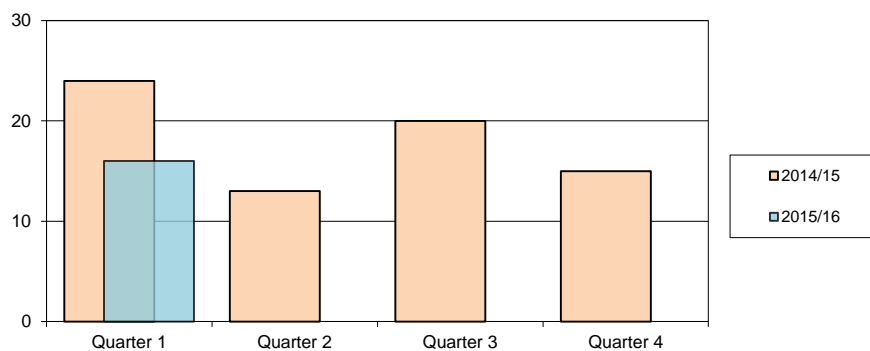
No targets for this measure - Reactive Service



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

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

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



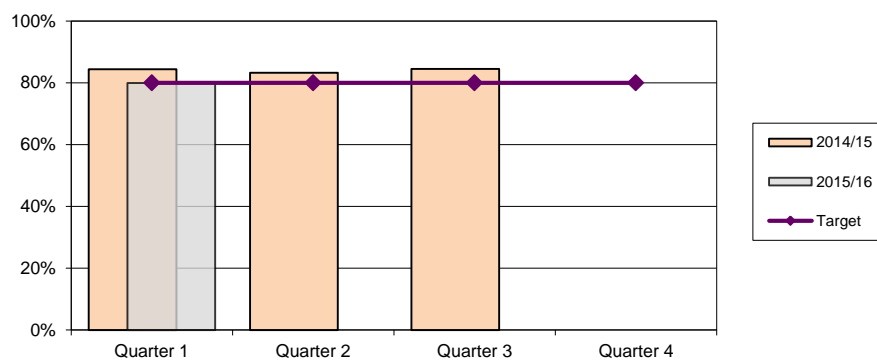
| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | YTD |
|----------|-----------|-----------|-----------|-----------|-----|
| 2014/15 | 24 | 13 | 20 | 15 | 72 |
| 2015/16 | 16 | | | | |

| 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

Selly Oak District

Contact - Valerie Lecky

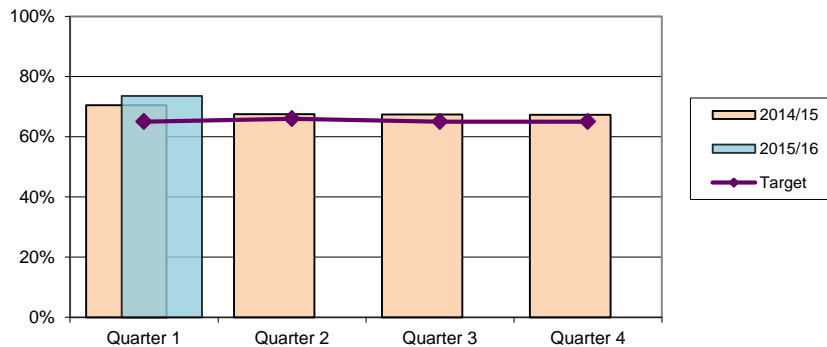
Quarter 1

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 | 70.4% | 67.5% | 67.4% | 67.3% |
| 2015/16 | 73.6% | | | |
| Target | 65.0% | 66.0% | 65.0% | 65.0% |

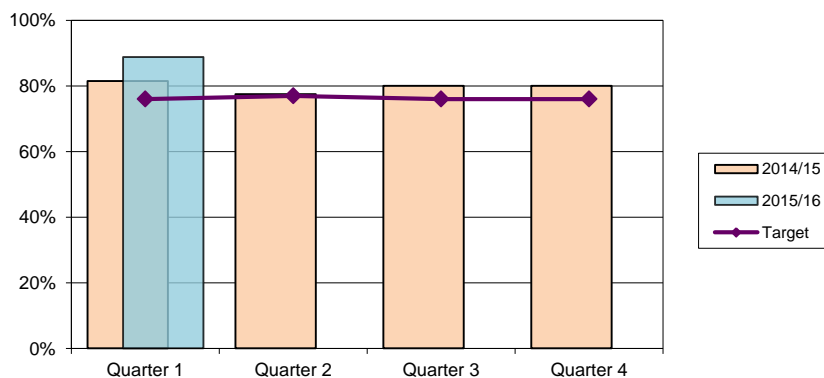
| City | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|------------------|-----------|-----------|-----------|-----------|
| 2015-16 Citywide | 72.4% | | | |
| Target | 65.0% | 66.0% | 65.0% | 65.0% |

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 | 81.6% | 77.5% | 80.0% | 80.0% |
| 2015/16 | 88.9% | | | |
| Target | 76.0% | 77.0% | 76.0% | 76.0% |

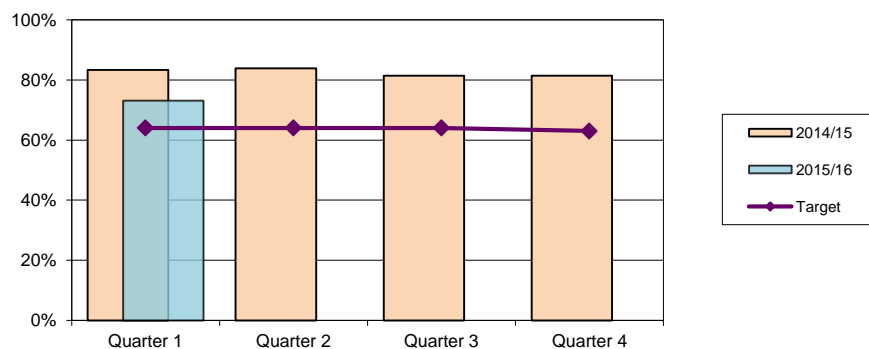
| City | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|--------|-----------|-----------|-----------|-----------|
| City | 80.4% | | | |
| Target | 76.0% | 77.0% | 76.0% | 76.0% |

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 | 83.4% | 83.9% | 81.4% | 81.4% |
| 2015/16 | 73.1% | | | |
| 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

Selly Oak District

Contact - Alison Malik

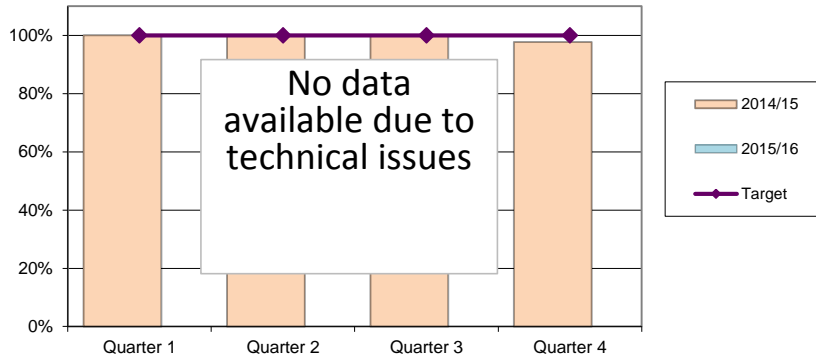
Quarter 1

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

Dangerous defects made safe within 1 hour

RAG

No available data



| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-------------------|-----------|-----------|-----------|
| 2014/15 | 100.0% | 100.0% | 100.0% | 97.7% |
| 2015/16 | No available data | | | |

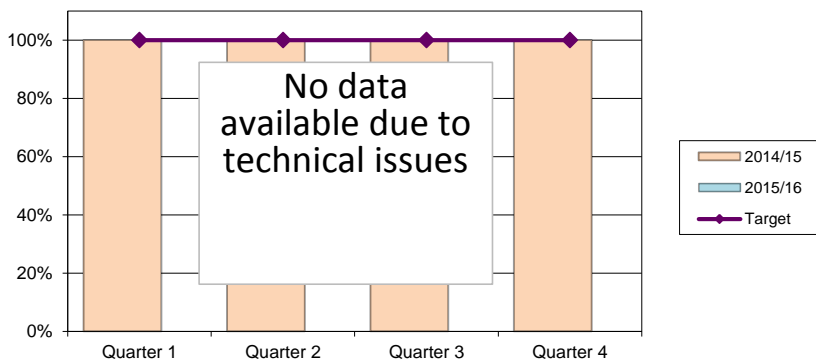
| City | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|--------|-------------------|-----------|-----------|-----------|
| City | No available data | | | |
| Target | 100.0% | 100.0% | 100.0% | 100.0% |

Dangerous defects fully repaired within 28 days

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

RAG

No available data



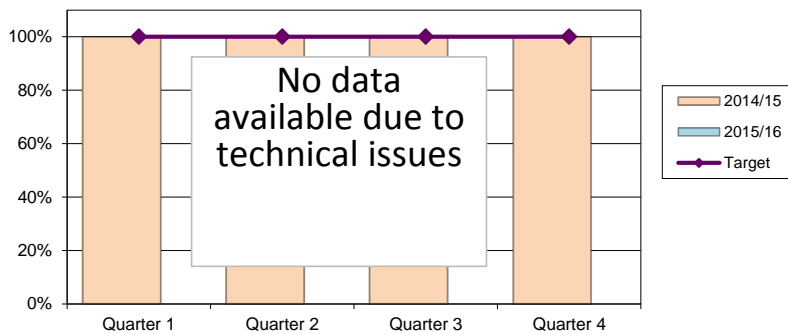
| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-------------------|-----------|-----------|-----------|
| 2014/15 | 100.0% | 100.0% | 100.0% | 100.0% |
| 2015/16 | No available data | | | |

| 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 available data |
|------------|-------------------|



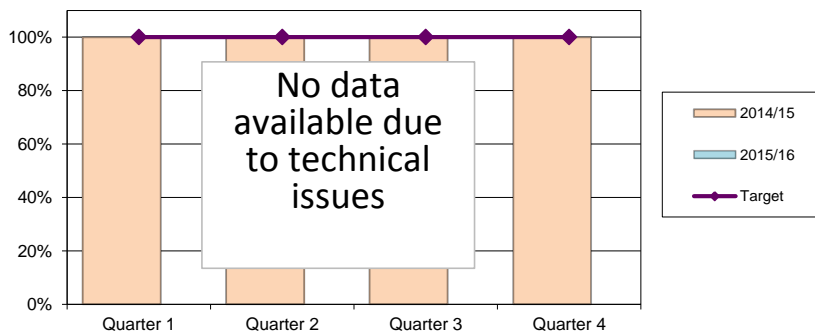
| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-------------------|-----------|-----------|-----------|
| 2014/15 | 100.0% | 100.0% | 100.0% | 100.0% |
| 2015/16 | No available data | | | |

| 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 available data |
|------------|-------------------|



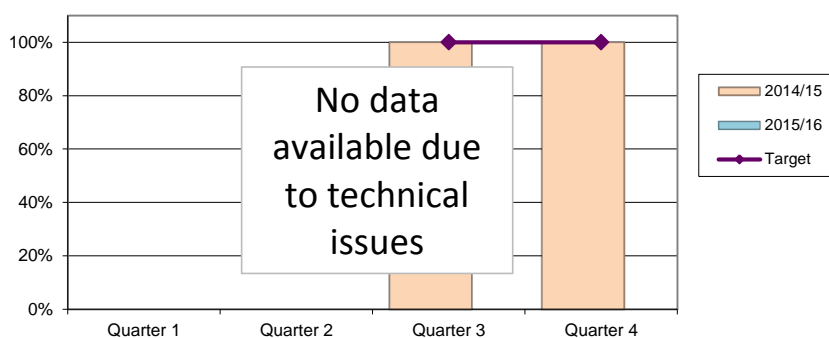
| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-------------------|-----------|-----------|-----------|
| 2014/15 | 100.0% | 100.0% | 100.0% | 100.0% |
| 2015/16 | No available data | | | |

| 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 available data |
|------------|-------------------|



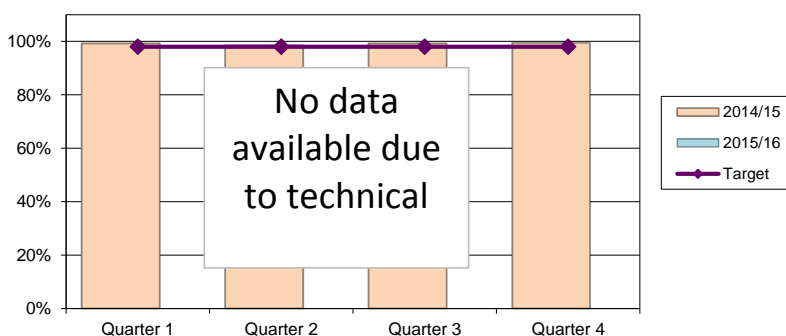
| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|------------------------|-----------|-----------|-----------|
| 2014/15 | Seasonal Activity Only | | 100.0% | 100.0% |
| 2015/16 | | | | |

| 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 available data |
|------------|-------------------|



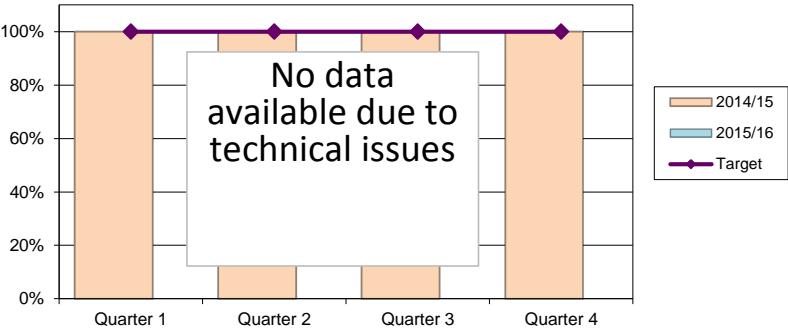
| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-------------------|-----------|-----------|-----------|
| 2014/15 | 99.3% | 98.6% | 99.2% | 99.5% |
| 2015/16 | No available data | | | |

| 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 available data |
|------------|-------------------|



| 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

Selly Oak District

Contact - Kevin Mitchell

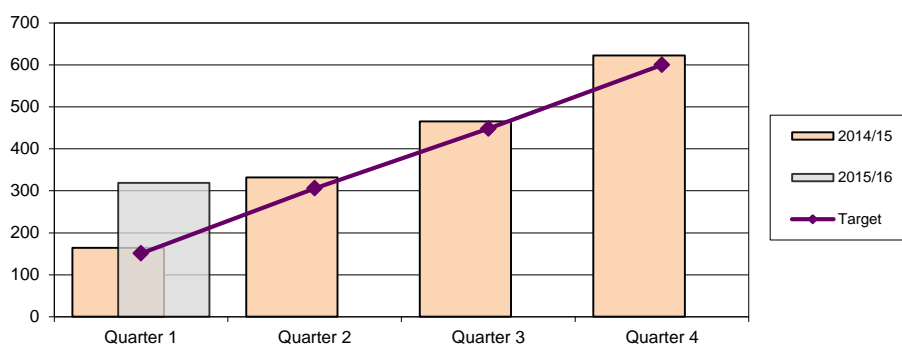
Quarter 1

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 |

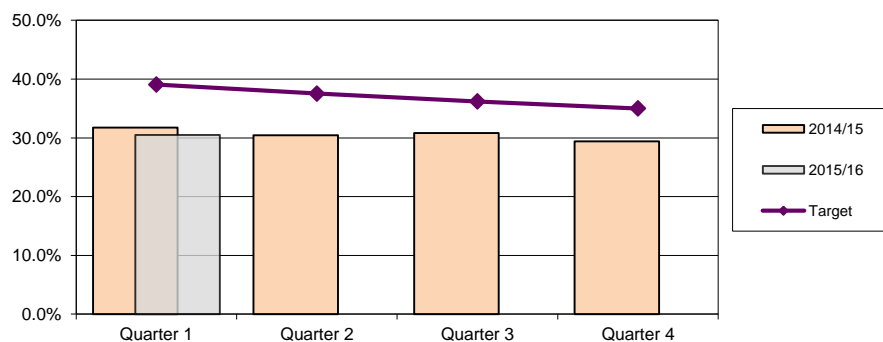
Percentage of household waste reused, recycled and composted

City figure

(CBP Measure)

RAG

Red



Bigger is better

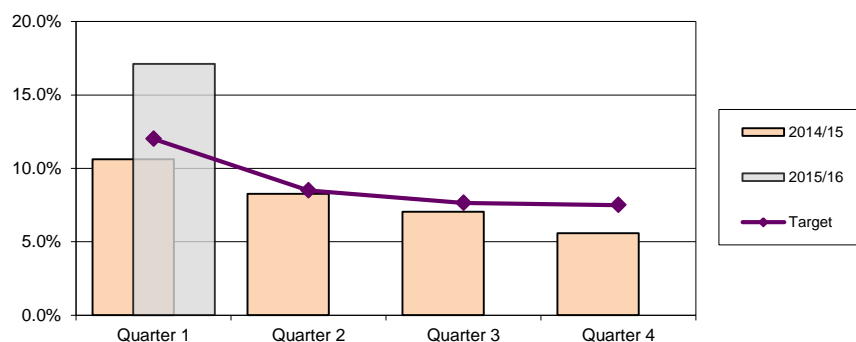
| City | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|---------|-----------|-----------|-----------|-----------|
| 2014/15 | 31.74% | 30.44% | 30.81% | 29.40% |
| 2015/16 | 30.49% | | | |
| Target | 39.06% | 37.54% | 36.18% | 35.00% |

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% |

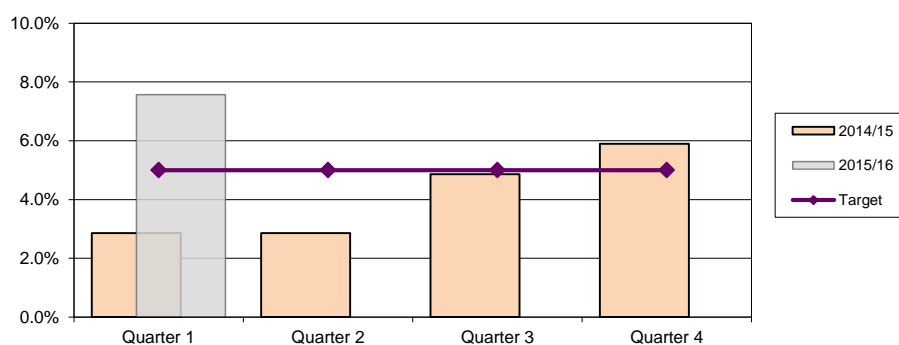
Improved street and environmental cleanliness (Level of Litter)

City figure

(CBP Measure)

RAG

Red



Smaller is better

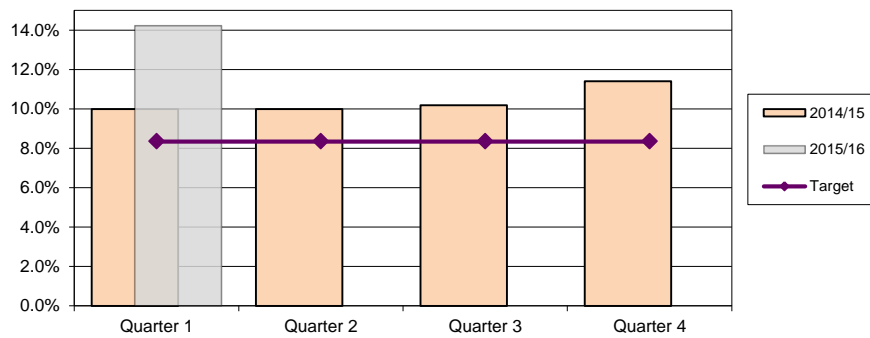
| City | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|---------|-----------|-----------|-----------|-----------|
| 2014/15 | 2.86% | 2.86% | 4.86% | 5.90% |
| 2015/16 | 7.57% | | | |
| Target | 5.00% | 5.00% | 5.00% | 5.00% |

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% |

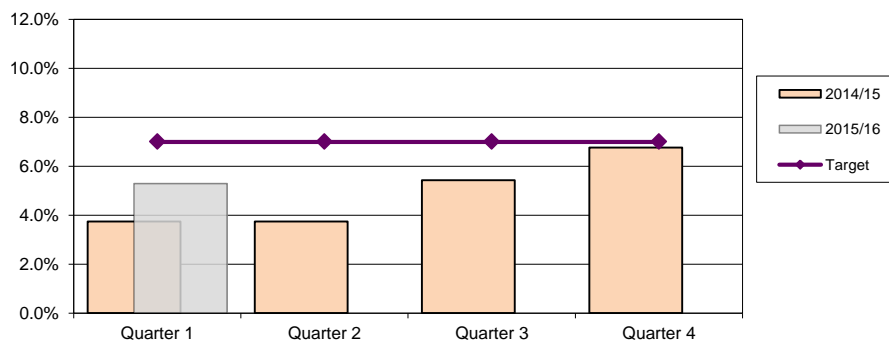
Improved street and environmental cleanliness (Level of Graffiti)

City figure

(CBP Measure)

RAG

Green



Smaller is better

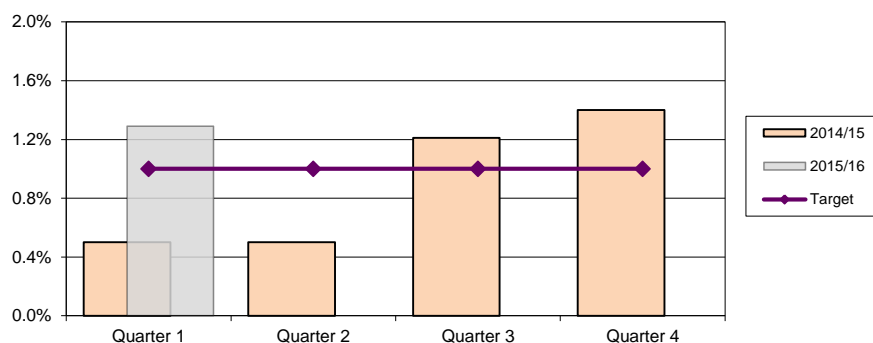
| City | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|---------|-----------|-----------|-----------|-----------|
| 2014/15 | 3.75% | 3.75% | 5.43% | 6.76% |
| 2015/16 | 5.29% | | | |
| Target | 7.00% | 7.00% | 7.00% | 7.00% |

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

City figure

RAG

Red



Smaller is better

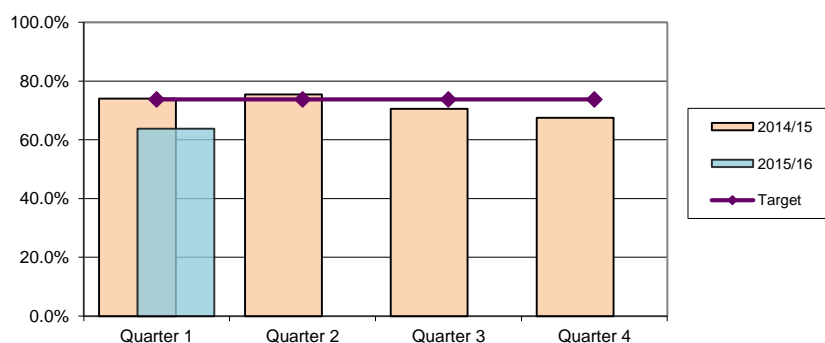
| City | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|---------|-----------|-----------|-----------|-----------|
| 2014/15 | 0.5% | 0.5% | 1.2% | 1.4% |
| 2015/16 | 1.29% | | | |
| Target | 1.0% | 1.0% | 1.0% | 1.0% |

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 | 74.1% | 75.5% | 70.5% | 67.4% |
| 2015/16 | 63.8% | | | |
| Target | 73.7% | 73.7% | 73.7% | 73.7% |

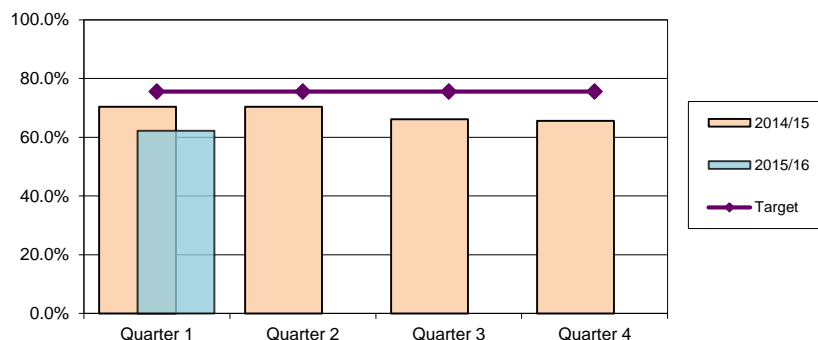
| City | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|---------|-----------|-----------|-----------|-----------|
| 2015/16 | 51.2% | | | |
| Target | 68.6% | 68.6% | 68.6% | 68.6% |

Percentage satisfied with street cleanliness

Birmingham Residents Tracker Survey

RAG

Red



| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 70.4% | 70.4% | 66.1% | 65.6% |
| 2015/16 | 62.2% | | | |
| Target | 75.6% | 75.6% | 75.6% | 75.6% |

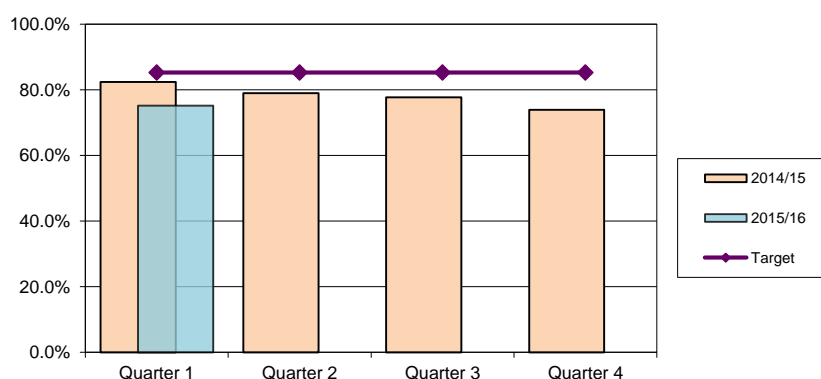
| City | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|---------|-----------|-----------|-----------|-----------|
| 2015/16 | 56.5% | | | |
| Target | 66.6% | 66.6% | 66.6% | 66.6% |

Percentage satisfied with the weekly collection of general household waste

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

RAG

Red



| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 82.4% | 78.9% | 77.7% | 73.9% |
| 2015/16 | 75.2% | | | |
| Target | 85.2% | 85.2% | 85.2% | 85.2% |

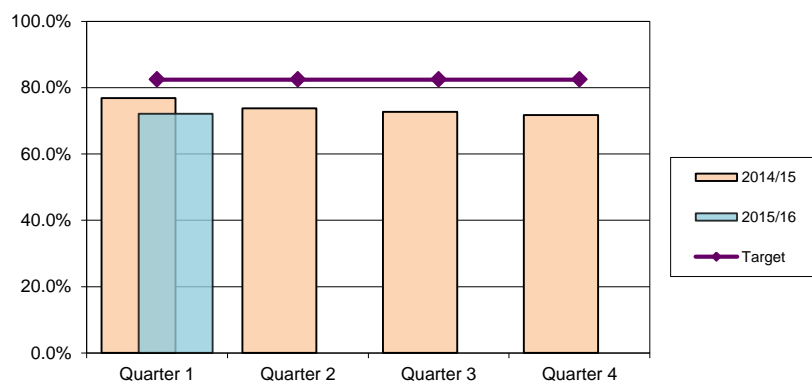
| City | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|--------|-----------|-----------|-----------|-----------|
| City | 87.1% | | | |
| Target | 80.9% | 80.9% | 80.9% | 80.9% |

Percentage satisfied with the fortnightly collection of recyclable material

Birmingham Residents Tracker Survey

RAG

Red



| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 76.8% | 73.8% | 72.7% | 71.8% |
| 2015/16 | 72.2% | | | |
| Target | 82.5% | 82.5% | 82.5% | 82.5% |

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

Birmingham Residents Tracker

Selly Oak District

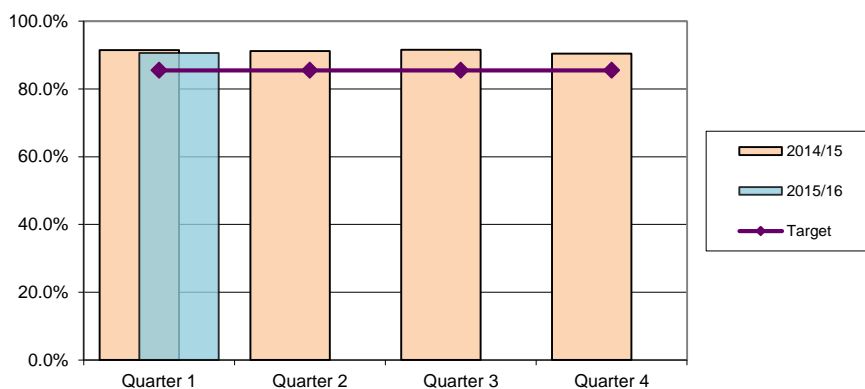
Contact - Rosie Smithson
Susan Keung

Quarter 1

Percentage satisfied with the local area

RAG

Green



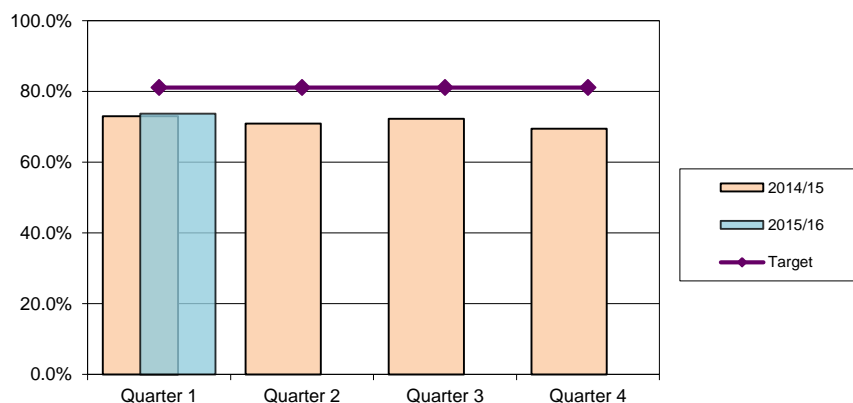
| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 91.5% | 91.2% | 91.6% | 90.5% |
| 2015/16 | 90.6% | | | |

| 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

Red



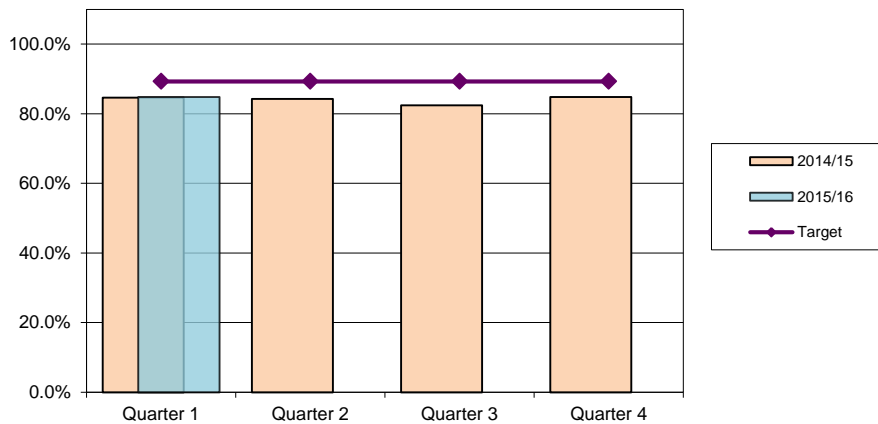
| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 73.0% | 70.9% | 72.3% | 69.5% |
| 2015/16 | 73.8% | | | |

| 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

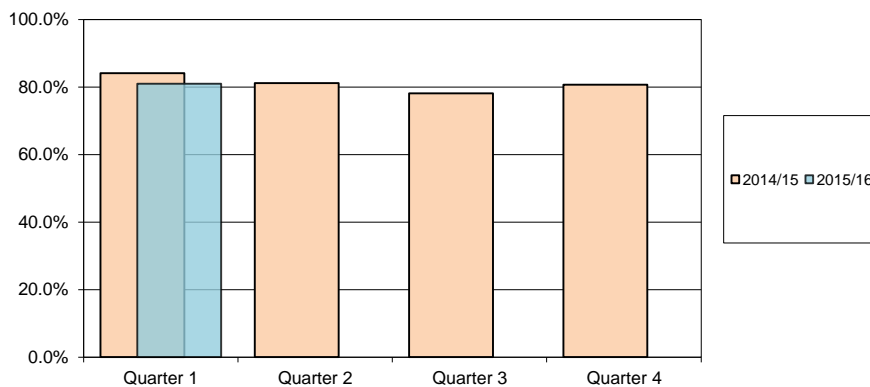
Amber



| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 84.7% | 84.3% | 82.4% | 84.8% |
| 2015/16 | 84.8% | | | |

| 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



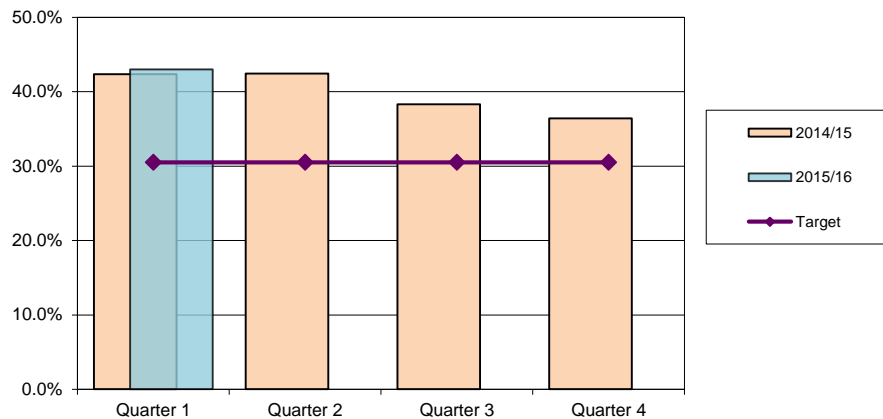
| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 84.1% | 81.1% | 78.1% | 80.7% |
| 2015/16 | 81.0% | | | |

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

Percentage that trust young people in the local area

RAG

Green



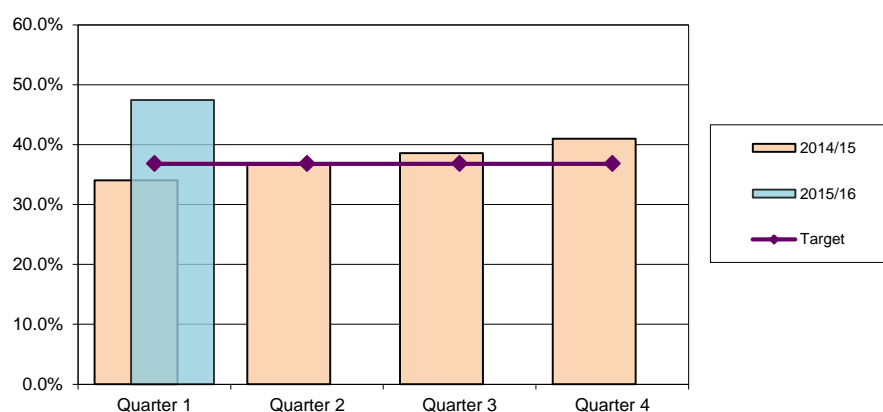
| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 42.4% | 42.5% | 38.3% | 36.4% |
| 2015/16 | 43.0% | | | |

| 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



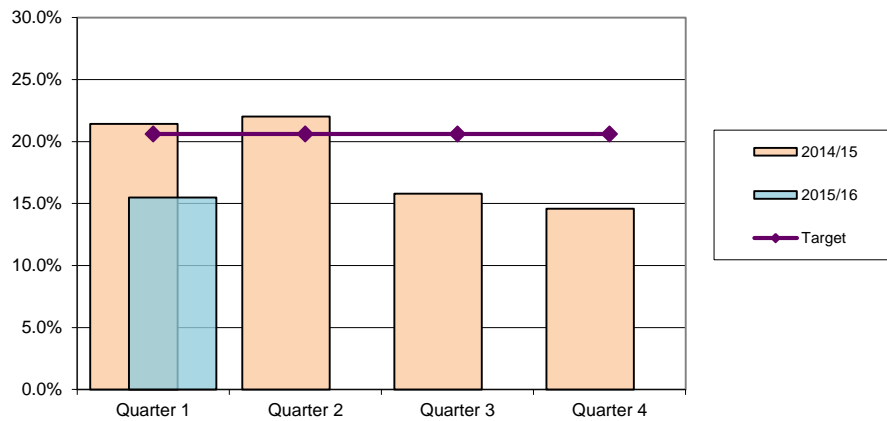
| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 34.1% | 36.6% | 38.6% | 41.0% |
| 2015/16 | 47.5% | | | |

| 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



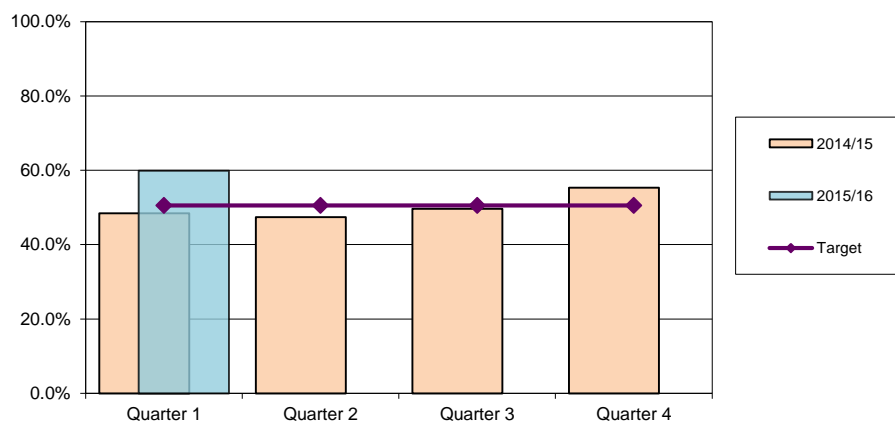
| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 21.4% | 22.0% | 15.8% | 14.6% |
| 2015/16 | 15.5% | | | |

| 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



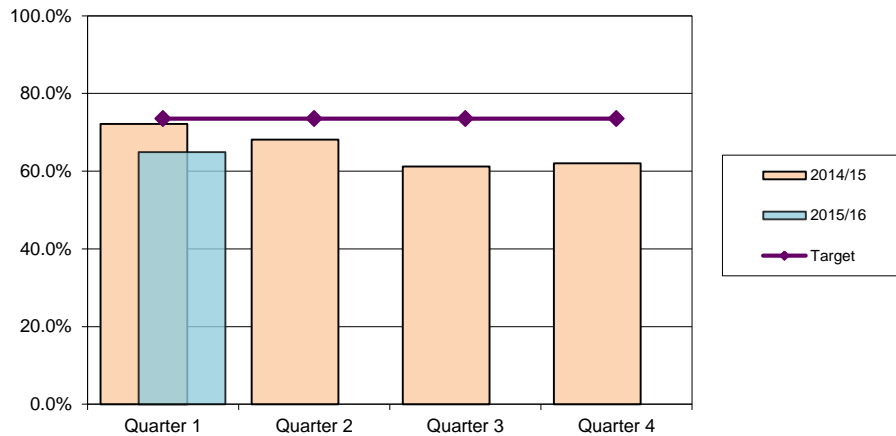
| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 48.5% | 47.4% | 49.6% | 55.3% |
| 2015/16 | 59.9% | | | |

| 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



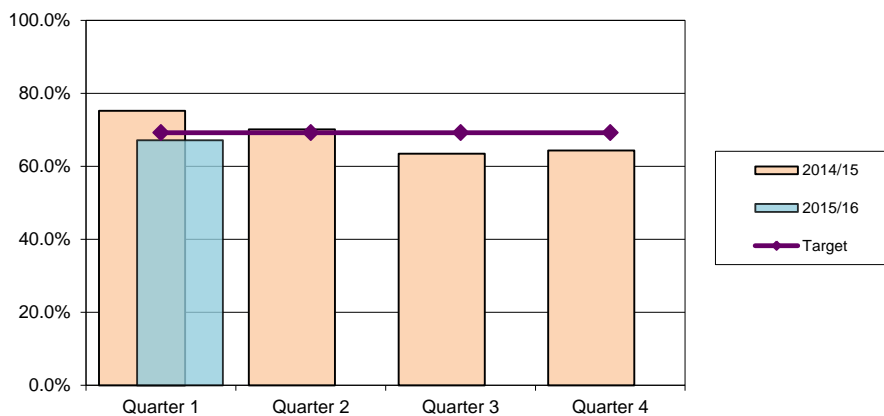
| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 72.2% | 68.1% | 61.2% | 62.1% |
| 2015/16 | 65.0% | | | |

| 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

Amber



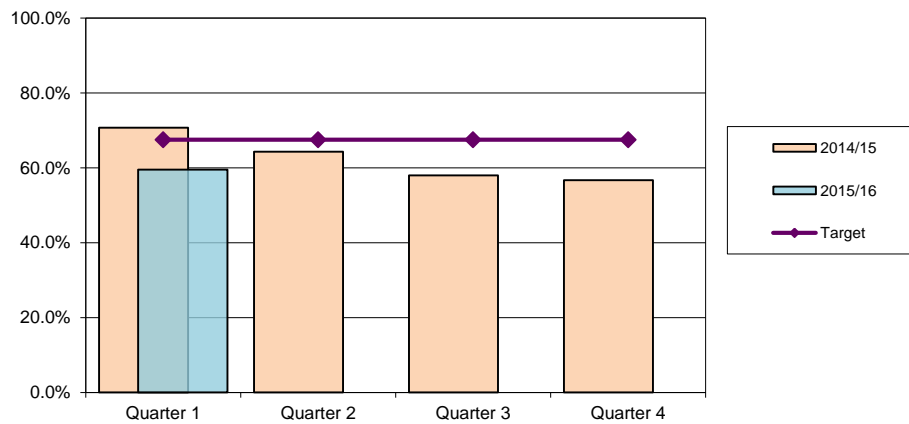
| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 75.3% | 70.2% | 63.5% | 64.3% |
| 2015/16 | 67.2% | | | |

| 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



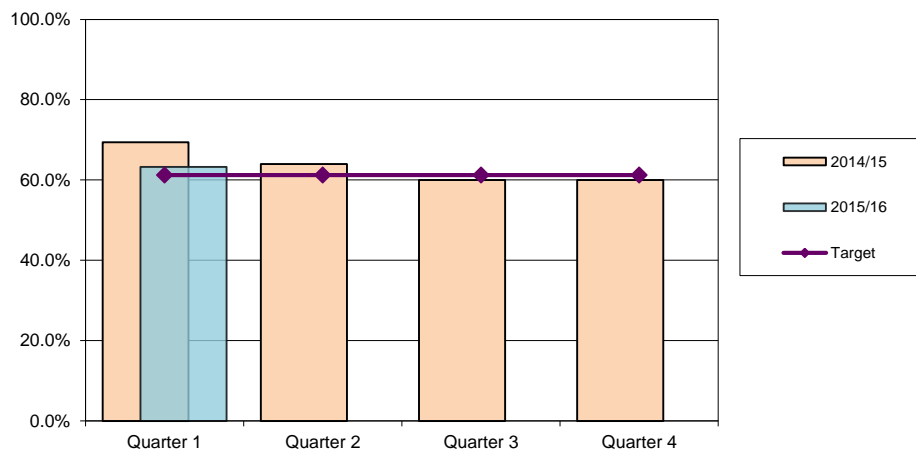
| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 70.7% | 64.3% | 58.0% | 56.7% |
| 2015/16 | 59.5% | | | |

| 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



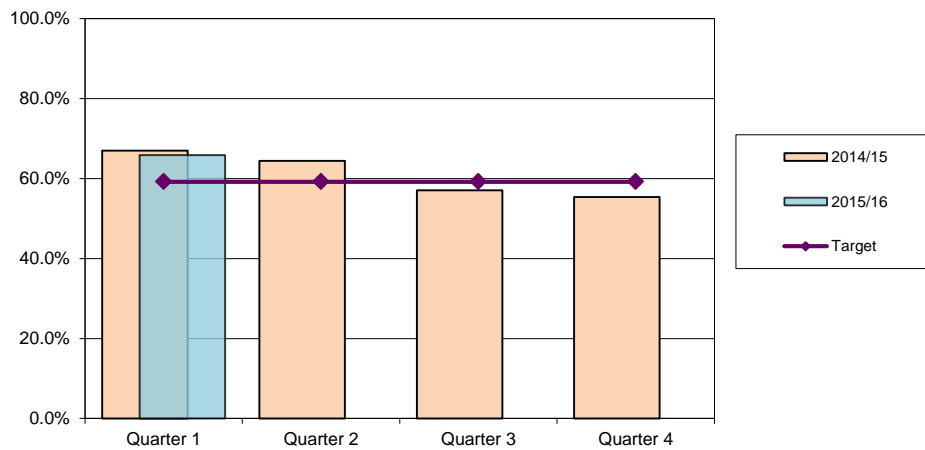
| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 69.4% | 64.0% | 60.0% | 60.0% |
| 2015/16 | 63.3% | | | |

| 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



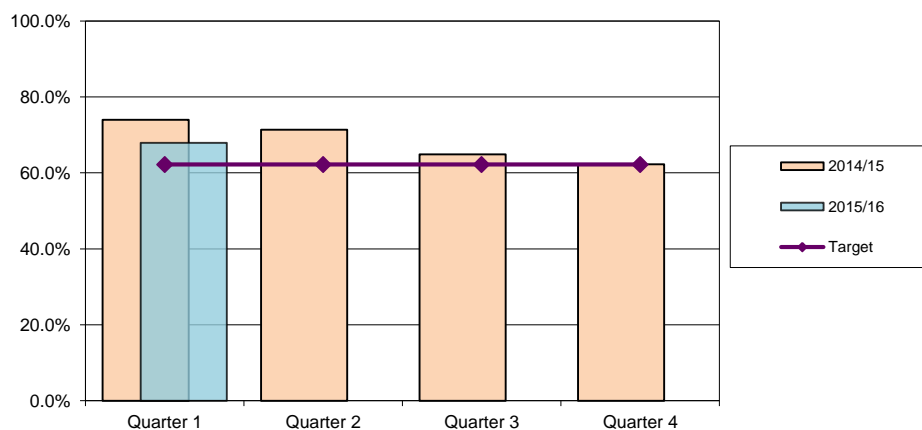
| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 67.0% | 64.5% | 57.1% | 55.4% |
| 2015/16 | 65.9% | | | |

| 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

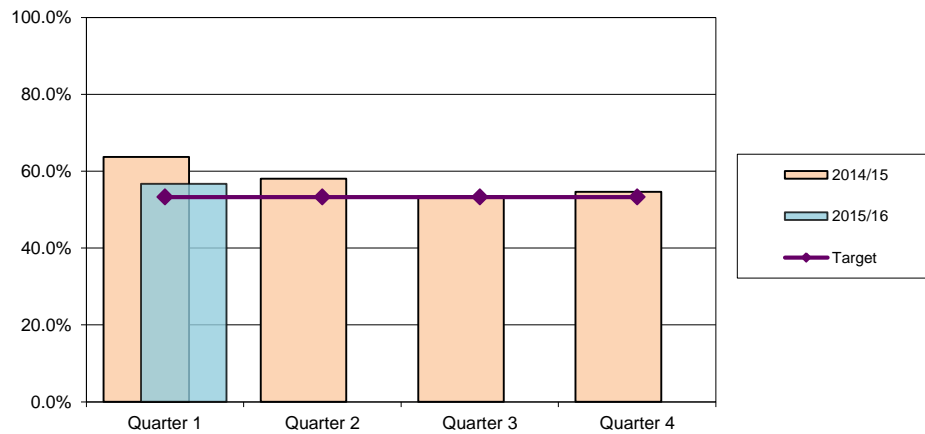


| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 74.0% | 71.4% | 64.9% | 62.3% |
| 2015/16 | 67.9% | | | |

| 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**

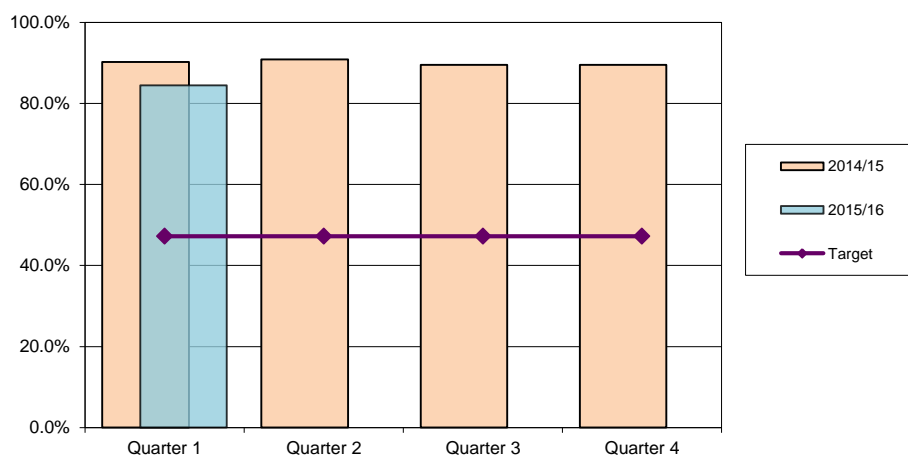


| District | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
|----------|-----------|-----------|-----------|-----------|
| 2014/15 | 63.7% | 58.0% | 53.6% | 54.7% |
| 2015/16 | 56.7% | | | |

| 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 | 90.2% | 90.8% | 89.5% | 89.5% |
| 2015/16 | 84.5% | | | |

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