

Place Directorate

Sutton 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

Sutton District

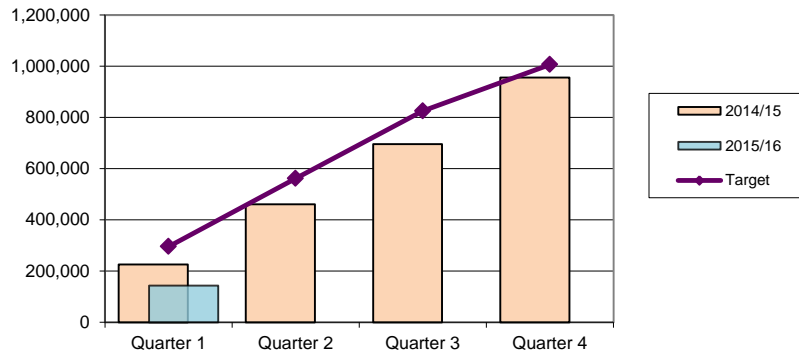
Contact - Dave Wagg

Quarter 1

Total attendance by District

RAG

Red



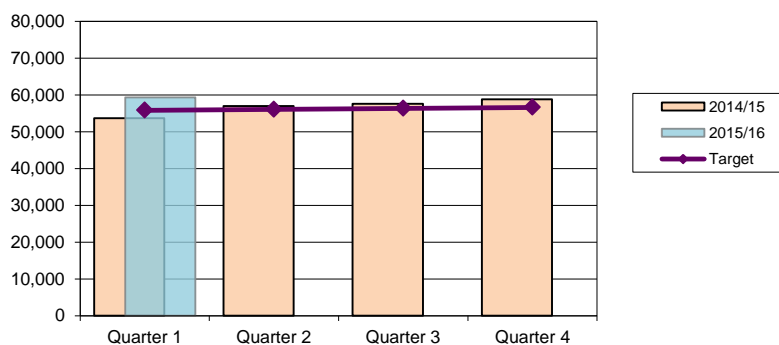
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	226,392	460,991	696,123	956,445
2015/16	144,163			
Target	295,896	561,632	825,085	1,006,730

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



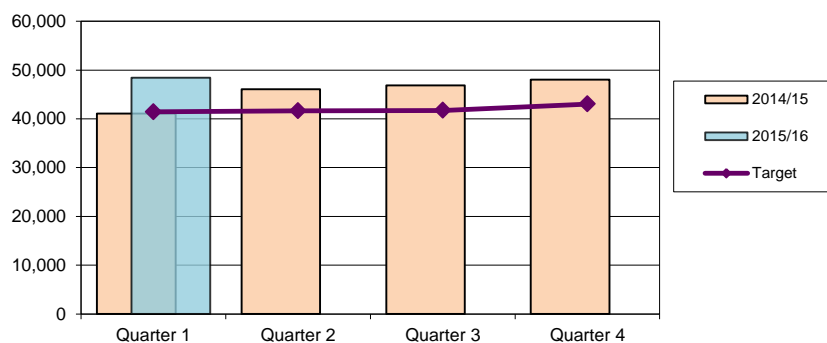
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	53,655	57,038	57,654	58,823
2015/16	59,329			
Target	55,849	56,113	56,377	56,641

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	41,105	46,096	46,855	48,011
2015/16	48,421			
Target	41,421	41,628	41,731	43,038

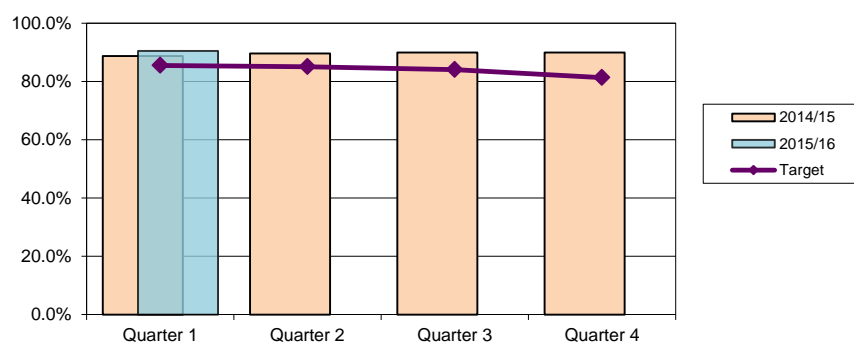
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	442,495			
Target	403,989	405,099	406,105	419,146

Percentage satisfied with Sport & Leisure facilities

Birmingham Residents Tracker

RAG

Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	88.8%	89.6%	89.9%	89.9%
2015/16	90.5%			
Target	85.5%	85.0%	84.0%	81.3%

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

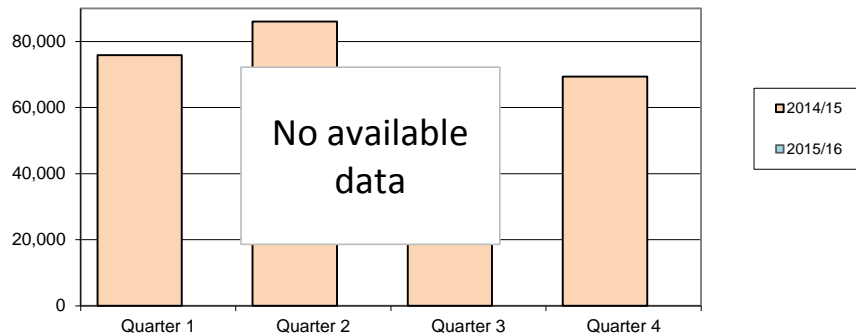
Community Libraries

Sutton District

Contact - Kevin Duffy

Quarter 1

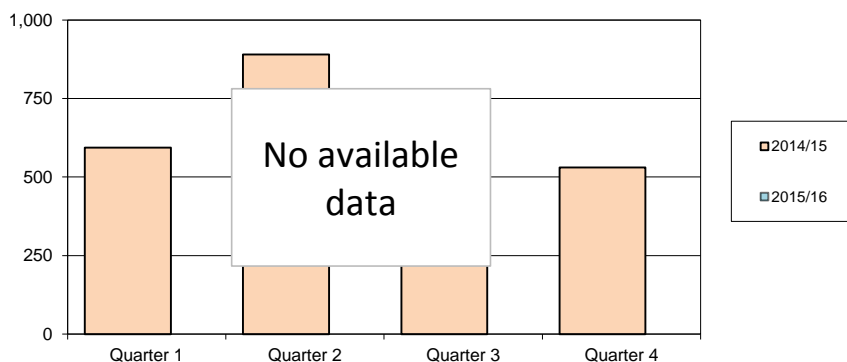
Number of books and audio visual / electronic items issued



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	75,846	86,068	66,707	69,351	297,972
2015/16	No available data				

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

New members

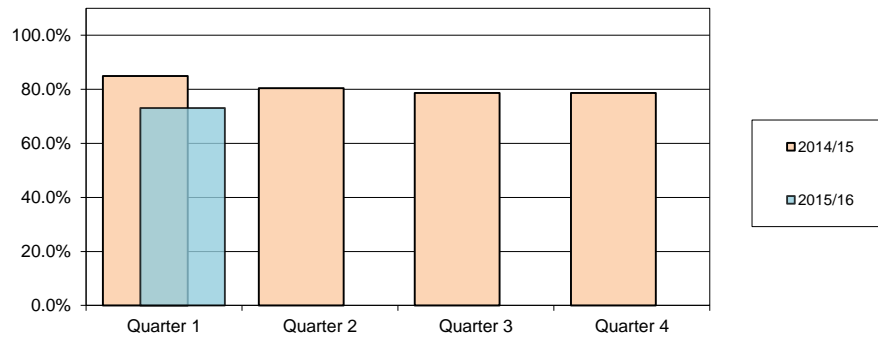


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	594	890	490	530	2,504
2015/16	No available data				

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	85.0%	80.5%	78.7%	78.7%
2015/16	73.1%			

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

Neighbourhood Advice and Information

Sutton District

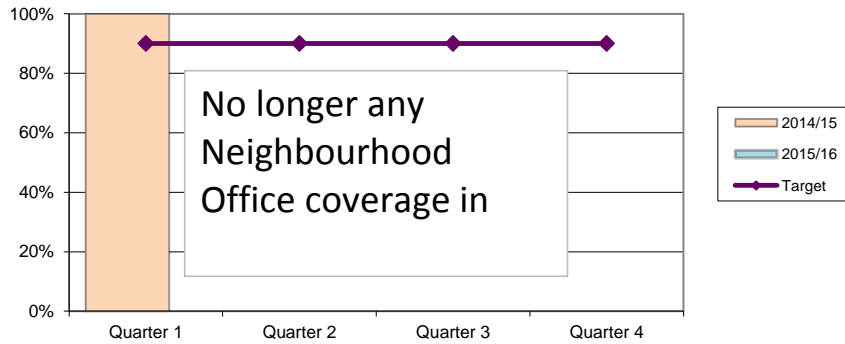
Contact - Chris Jordan

Quarter 1

Percentage of appointments offered within 10 days

RAG

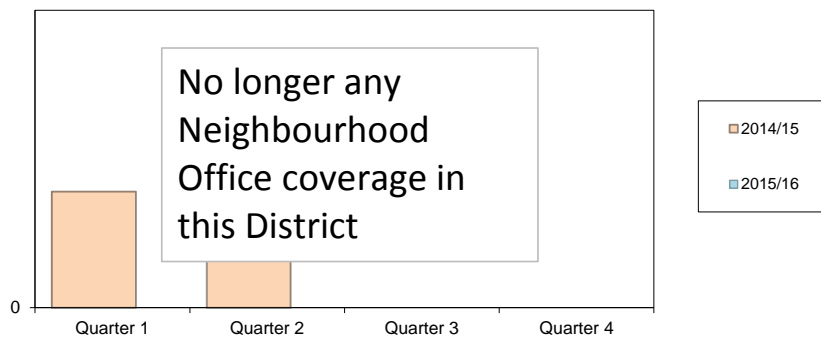
Green



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

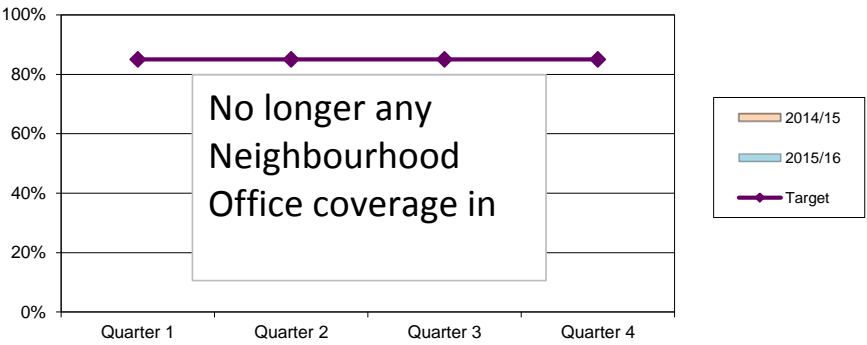


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	390	160	0	0
2015/16	0			

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	N/A	N/A	N/A

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

Youth Service

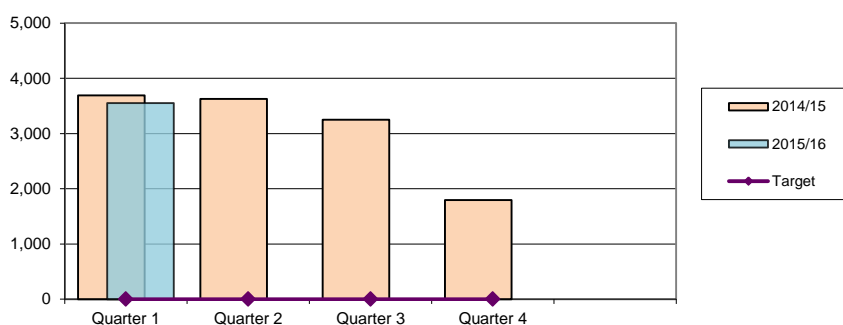
Sutton District

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

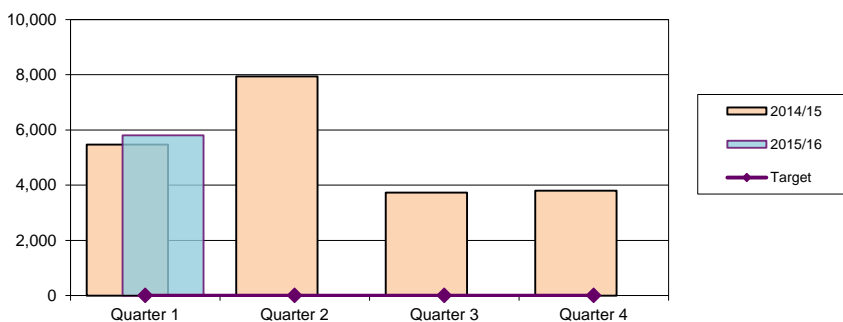


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	3,689	3,625	3,248	1,795	12,357
2015/16	3,550				
Target	0	0	0	0	9,000

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

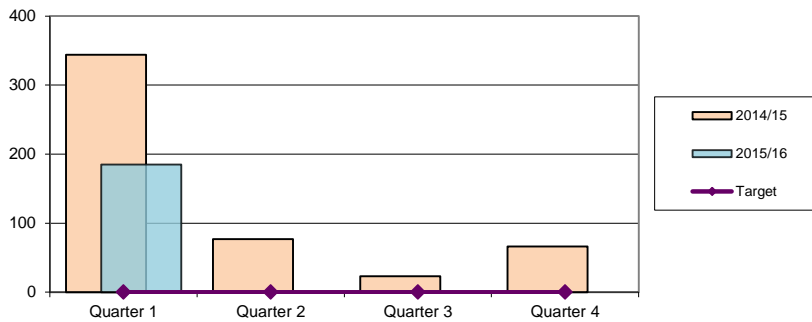


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	5,471	7,941	3,726	3,800	20,938
2015/16	5,800				
Target	0	0	0	0	19,000

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

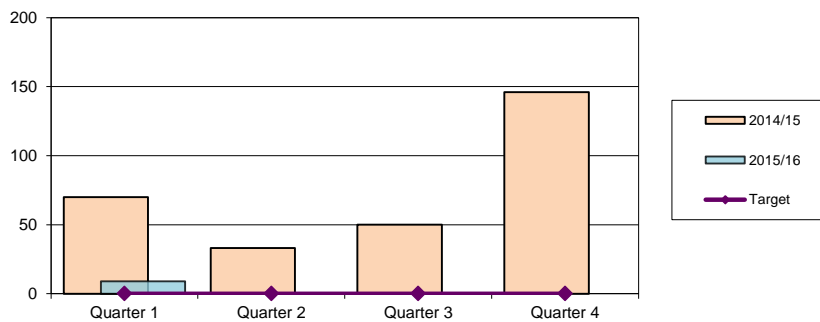


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	344	77	23	66	510
2015/16	185				
Target	0	0	0	0	700

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

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

RAG No Activity



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	70	33	50	146	299
2015/16	9				
Target	0	0	0	0	420

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

Community Safety

Sutton District

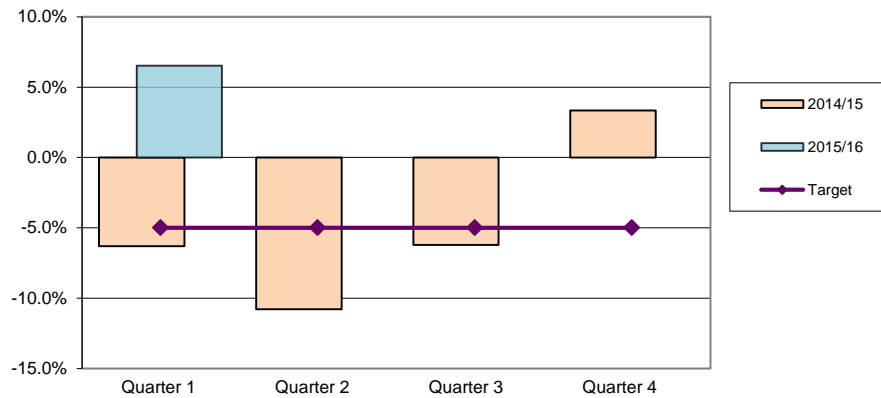
Contact - Rahila Mann

Quarter 1

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

RAG

Red



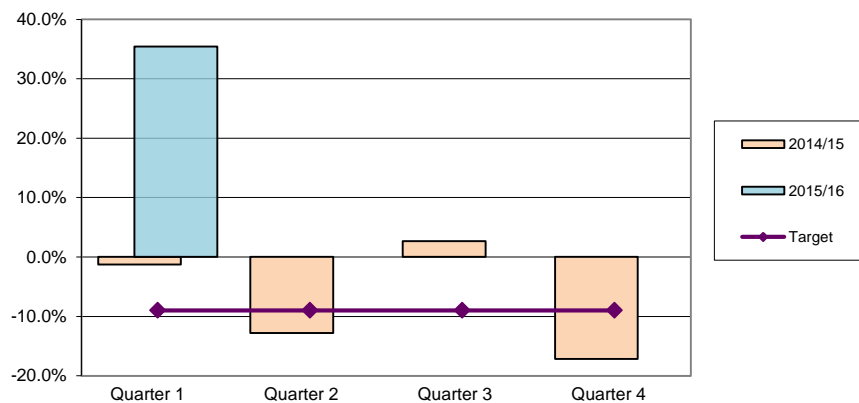
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	-6.3%	-10.8%	-6.2%	3.4%
2015/16	6.5%			

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	-1.3%	-12.8%	2.6%	-17.2%
2015/16	35.4%			

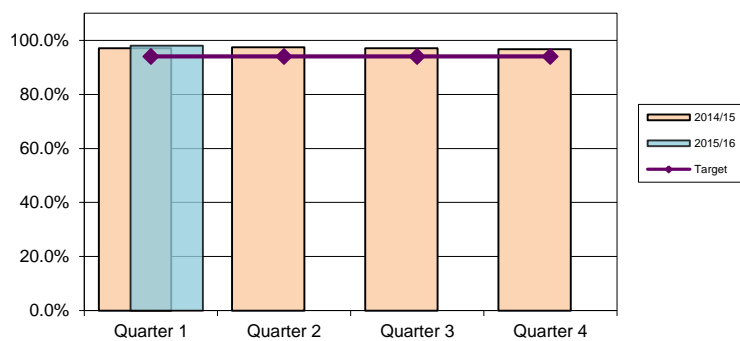
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	14.3%			
Target	-9.0%	-9.0%	-9.0%	-9.0%

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

Birmingham Residents Tracker

RAG

Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	97.0%	97.4%	97.1%	96.7%
2015/16	98.0%			

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

Regulation and Enforcement

Sutton District

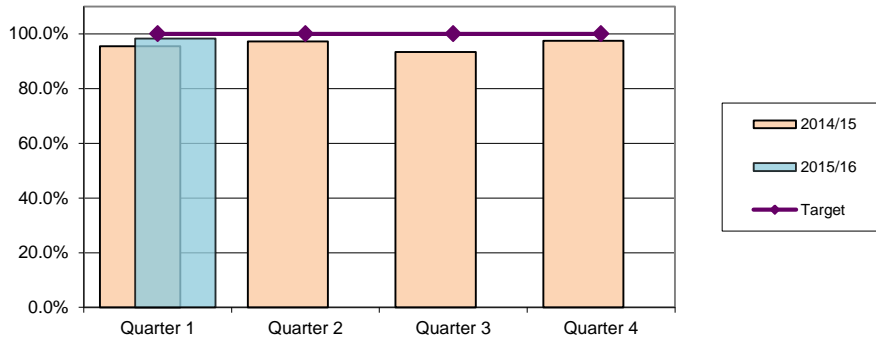
Contact - Jenny Millward

Quarter 1

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

RAG

Amber



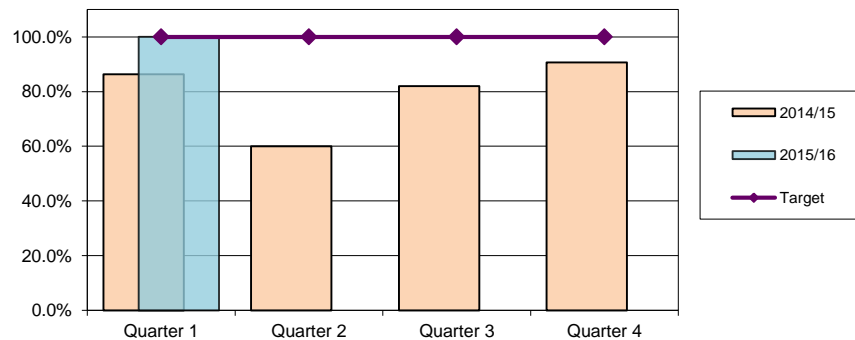
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	95.5%	97.2%	93.3%	97.5%
2015/16	98.2%			
Target	100.0%	100.0%	100.0%	100.0%

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

Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	86.4%	60.0%	82.0%	90.6%
2015/16	100.0%			
Target	100.0%	100.0%	100.0%	100.0%

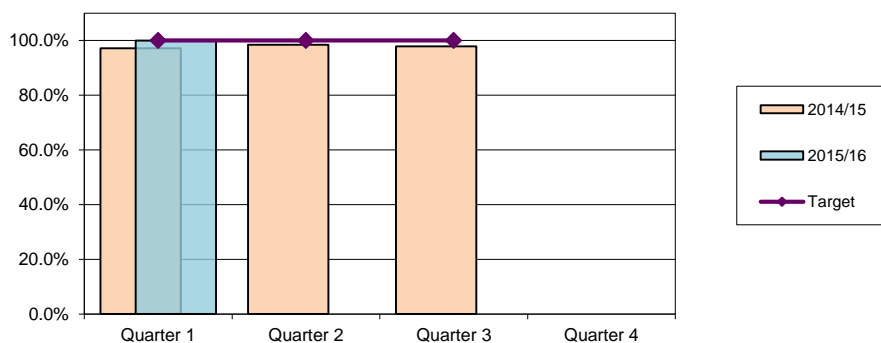
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	92.4%			
Target	100.0%	100.0%	100.0%	100.0%

Percentage of wasps requests dealt with by next working day

(Subject to an appointment being made)

RAG

Green

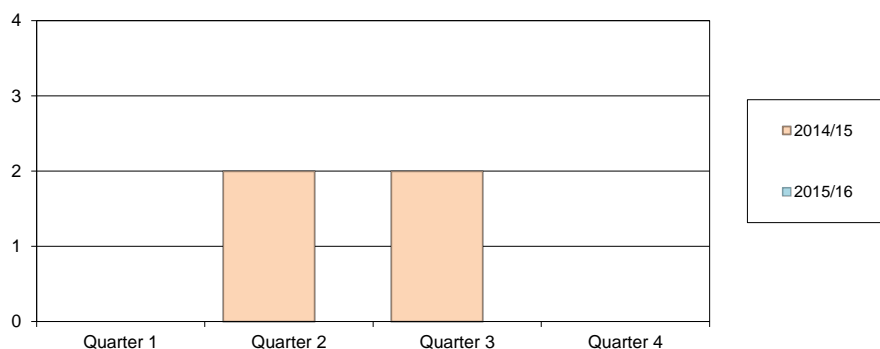


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	97.1%	98.5%	97.9%	No wasp requests
2015/16	100.0%			
Target	100.0%	100.0%	100.0%	100.0%

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

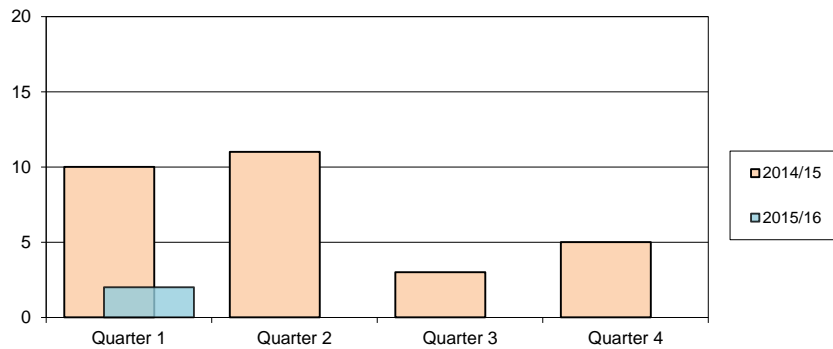


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	0	2	2	0	4
2015/16	0				

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

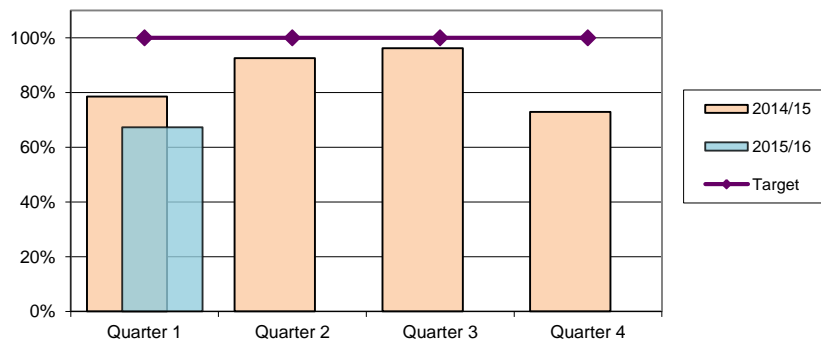


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	10	11	3	5	29
2015/16	2				

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

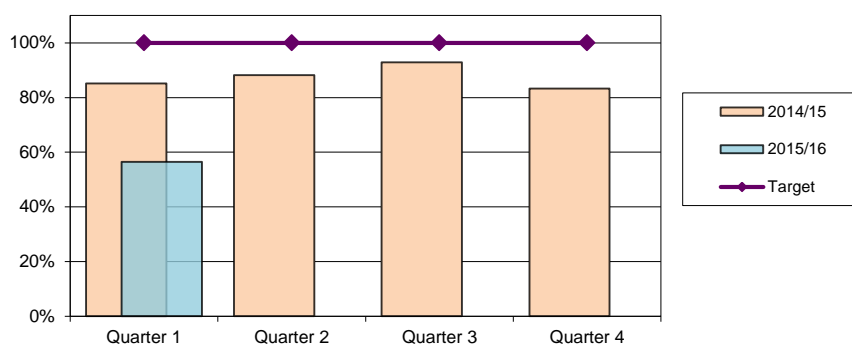


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	78.6%	92.6%	96.3%	73.0%
2015/16	67.4%			
Target	100.0%	100.0%	100.0%	100.0%

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**

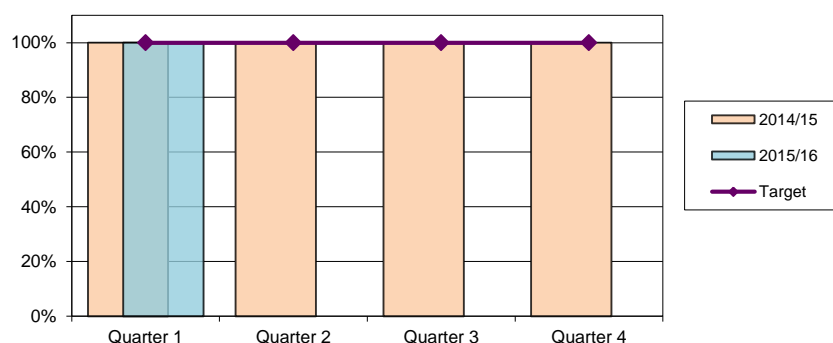


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	85.2%	88.2%	92.9%	83.3%
2015/16	56.5%			
Target	100.0%	100.0%	100.0%	100.0%

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**

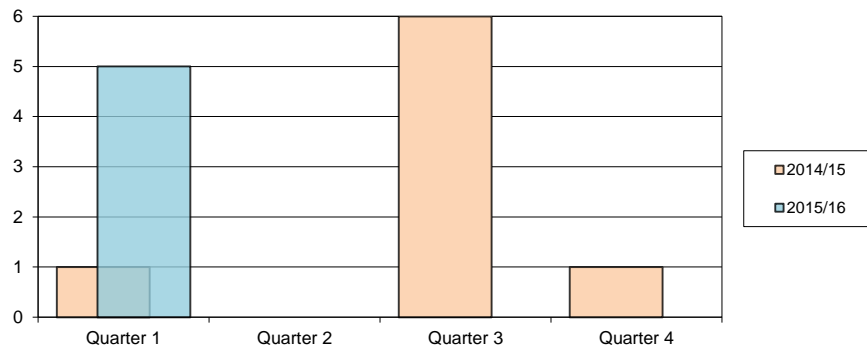


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	100.0%	100.0%	100.0%
2015/16	100.0%			
Target	100.0%	100.0%	100.0%	100.0%

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

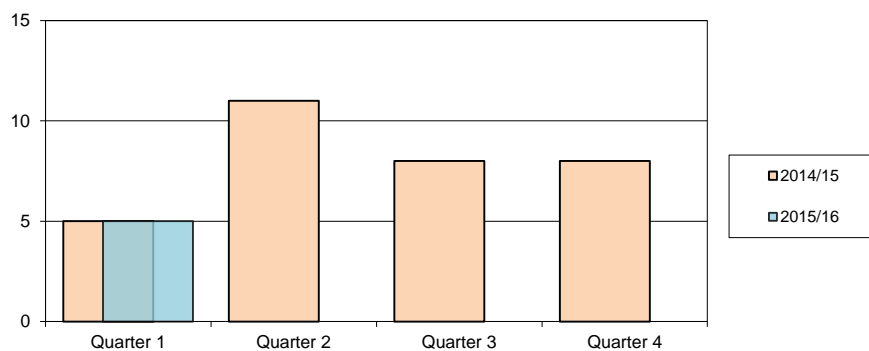
No targets for this measure - Reactive Service



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	1	0	6	1	8
2015/16	5				

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

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



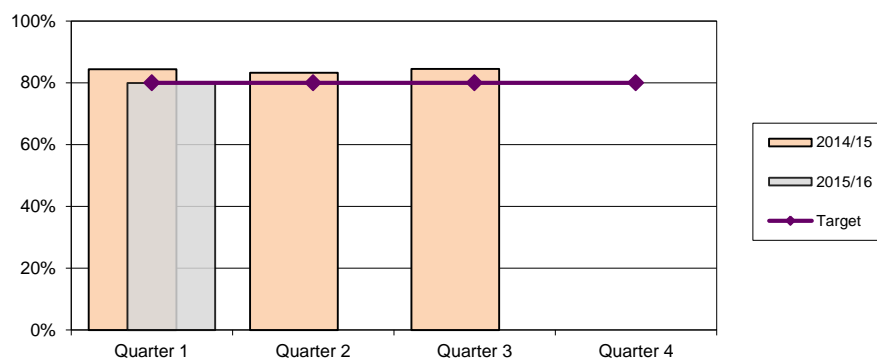
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	5	11	8	8	32
2015/16	5				

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

Sutton District

Contact - Valerie Lecky

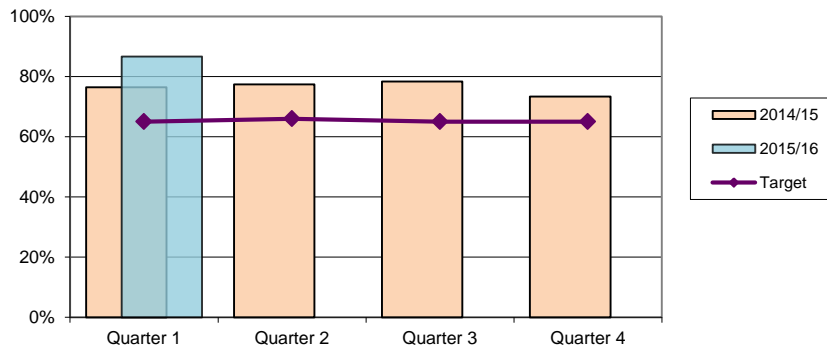
Quarter 1

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	76.4%	77.4%	78.4%	73.3%
2015/16	86.7%			
Target	65.0%	66.0%	65.0%	65.0%

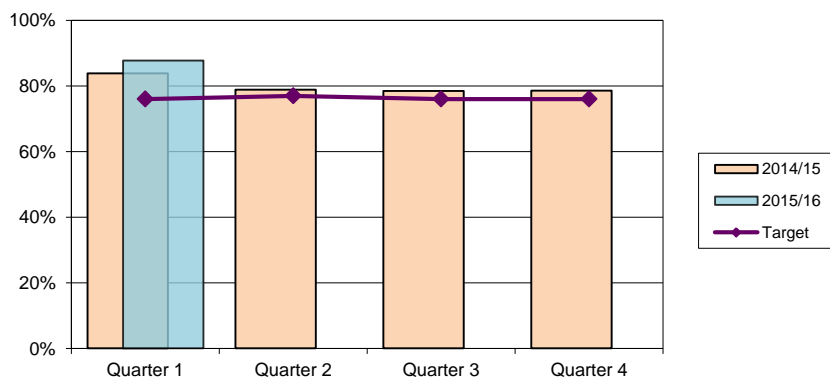
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015-16 Citywide	72.4%			
Target	65.0%	66.0%	65.0%	65.0%

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	83.8%	78.9%	78.5%	78.5%
2015/16	87.7%			
Target	76.0%	77.0%	76.0%	76.0%

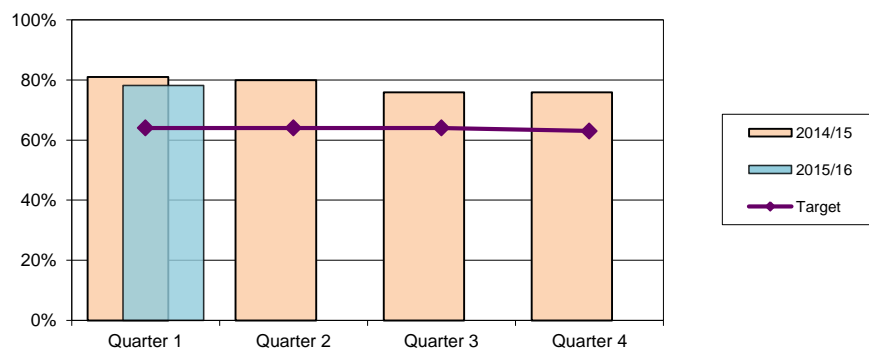
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	80.4%			
Target	76.0%	77.0%	76.0%	76.0%

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	81.0%	79.9%	75.9%	75.9%
2015/16	78.2%			
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

Sutton District

Contact - Alison Malik

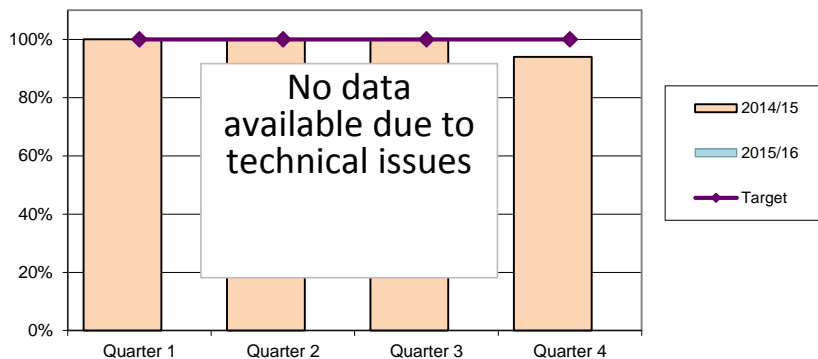
Quarter 1

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%	94.0%
2015/16	No available data			

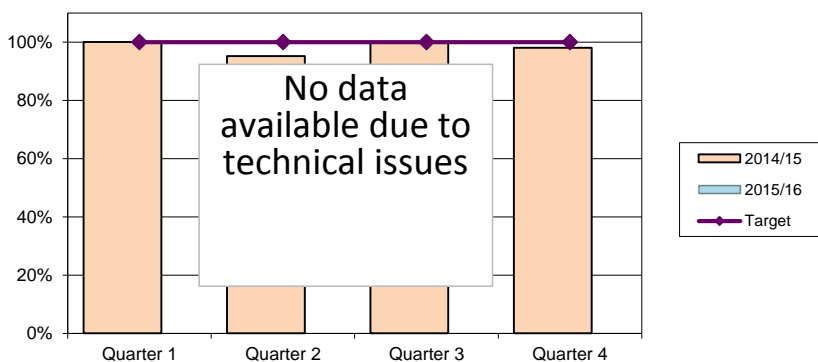
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	No available data			
Target	100.0%	100.0%	100.0%	100.0%

Dangerous defects fully repaired within 28 days

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

RAG

No available data



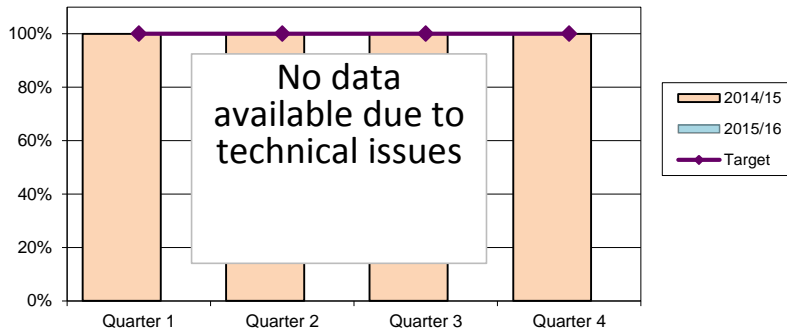
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	95.2%	100.0%	98.0%
2015/16	No available data			

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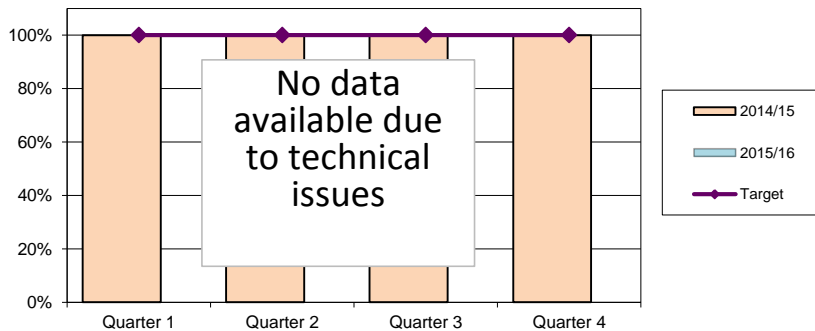
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	100.0%	100.0%	100.0%
2015/16	No available data			

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

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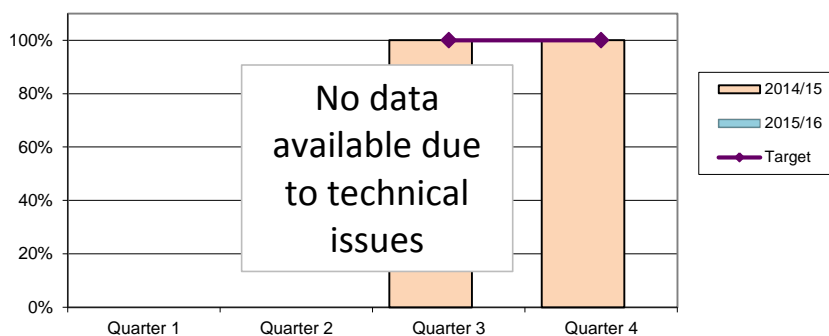
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	100.0%	100.0%	100.0%
2015/16	No available data			

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

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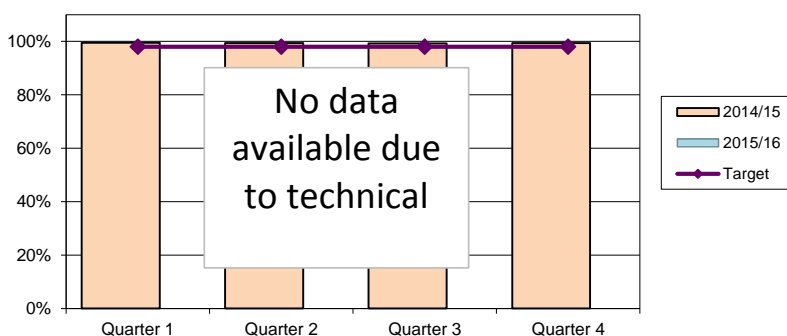
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	Seasonal Activity Only		100.0%	100.0%
2015/16				

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

RAG	No available data
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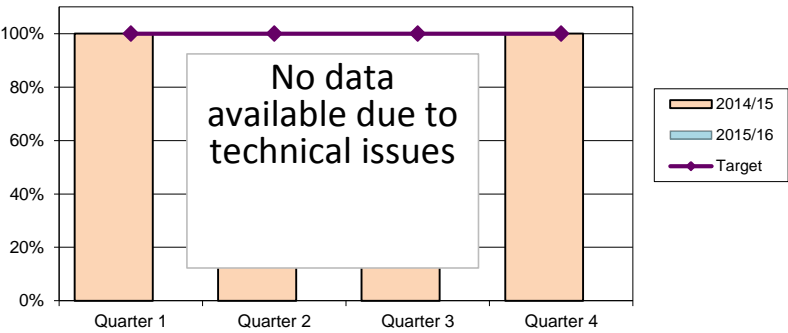
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	99.5%	99.3%	99.2%	99.4%
2015/16	No available data			

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
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District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	71.4%	71.4%	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

Sutton District

Contact - Kevin Mitchell

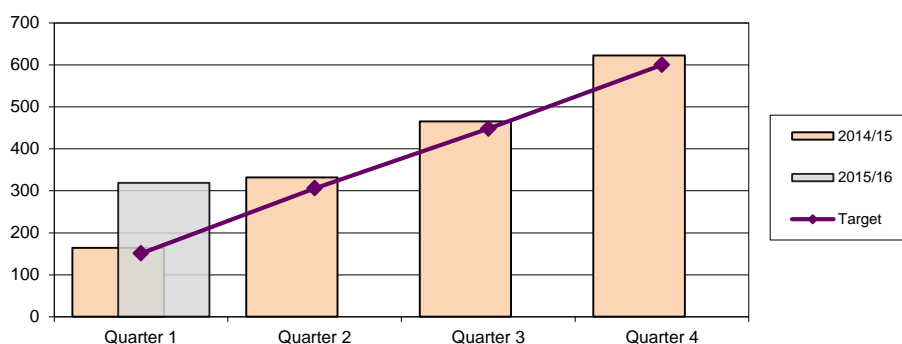
Quarter 1

Residual household waste per household - City figure

Council Business Plan Measure (CBP Measure)

RAG

Red



Smaller is better

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

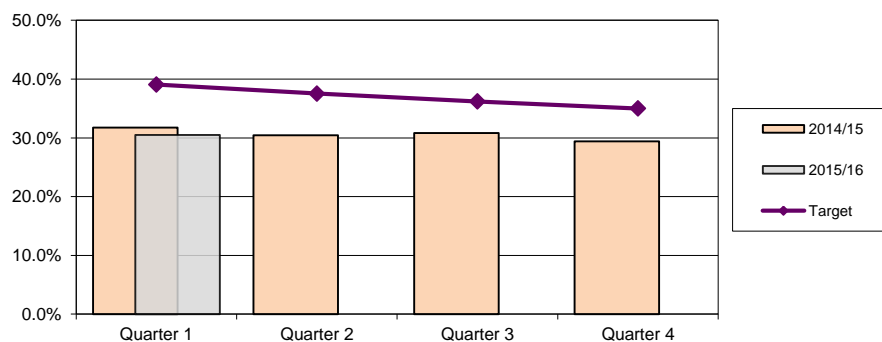
Percentage of household waste reused, recycled and composted

City figure

(CBP Measure)

RAG

Red



Bigger is better

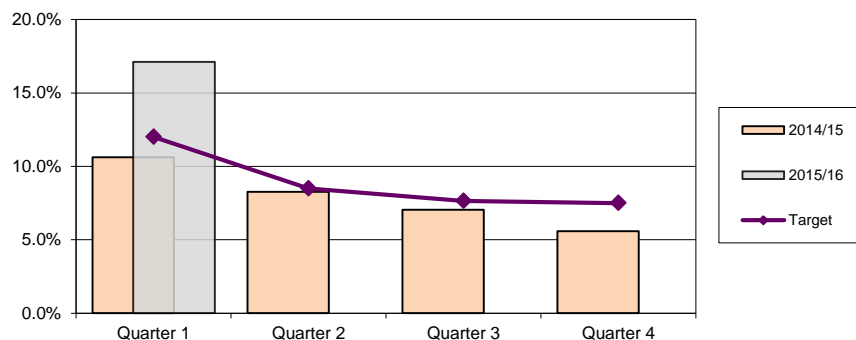
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	31.74%	30.44%	30.81%	29.40%
2015/16	30.49%			
Target	39.06%	37.54%	36.18%	35.00%

Percentage of municipal waste to landfill - City figure

(CBP Measure)

RAG

Red



Smaller is better

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

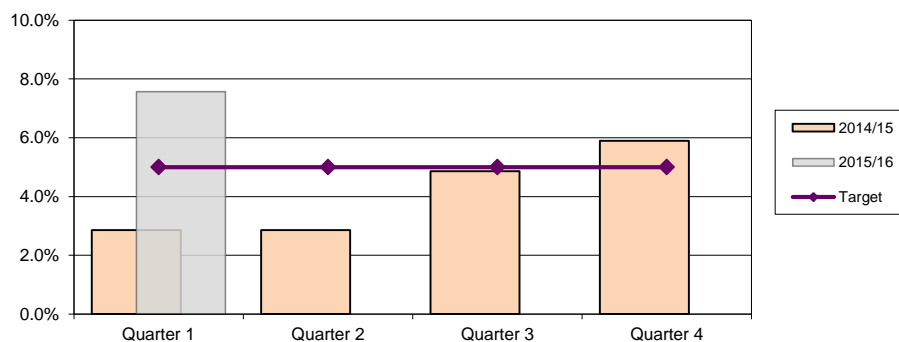
Improved street and environmental cleanliness (Level of Litter)

City figure

(CBP Measure)

RAG

Red



Smaller is better

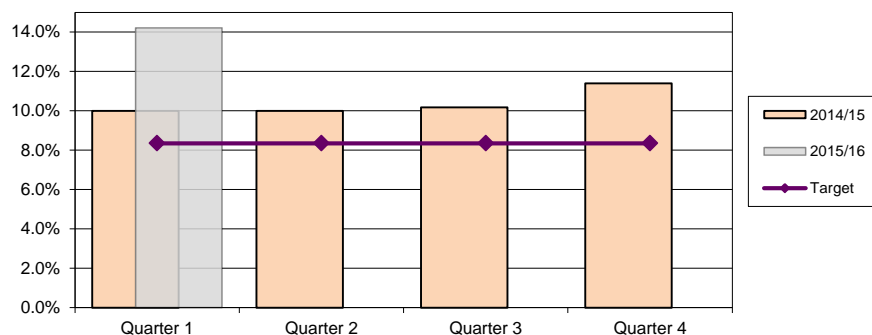
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	2.86%	2.86%	4.86%	5.90%
2015/16	7.57%			
Target	5.00%	5.00%	5.00%	5.00%

Improved street and environmental cleanliness (Level of Detritus)

City figure

RAG

Red



Smaller is better

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

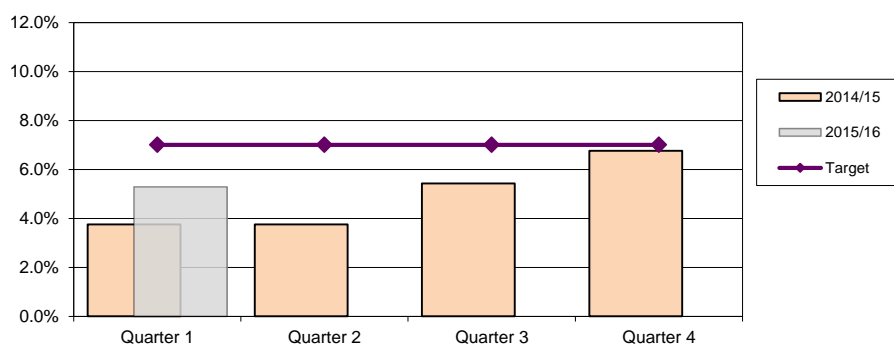
Improved street and environmental cleanliness (Level of Graffiti)

City figure

(CBP Measure)

RAG

Green



Smaller is better

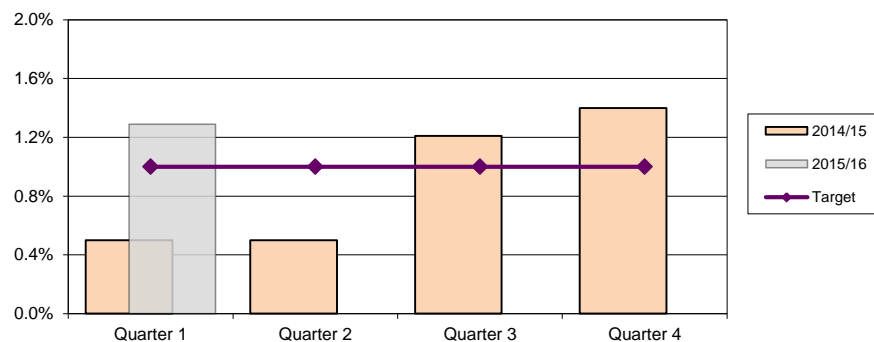
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	3.75%	3.75%	5.43%	6.76%
2015/16	5.29%			
Target	7.00%	7.00%	7.00%	7.00%

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

City figure

RAG

Red



Smaller is better

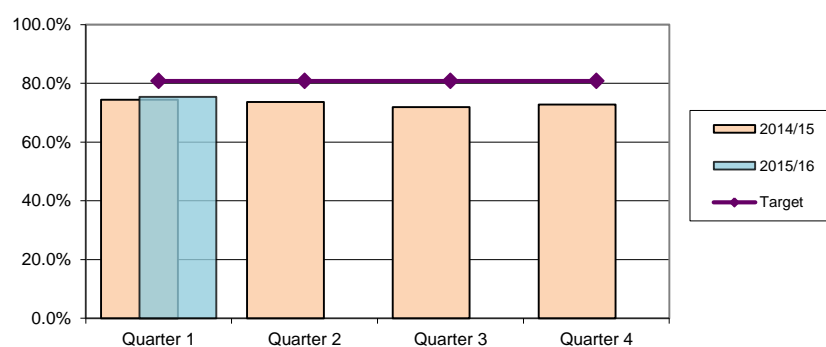
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	0.5%	0.5%	1.2%	1.4%
2015/16	1.29%			
Target	1.0%	1.0%	1.0%	1.0%

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

Birmingham Residents Tracker Survey

RAG

Amber



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	74.4%	73.6%	71.9%	72.8%
2015/16	75.4%			
Target	80.8%	80.8%	80.8%	80.8%

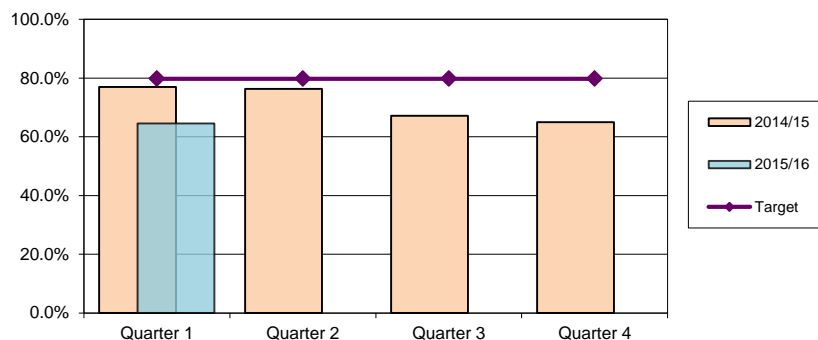
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	51.2%			
Target	68.6%	68.6%	68.6%	68.6%

Percentage satisfied with street cleanliness

Birmingham Residents Tracker Survey

RAG

Red



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	76.9%	76.4%	67.2%	65.0%
2015/16	64.6%			
Target	79.8%	79.8%	79.8%	79.8%

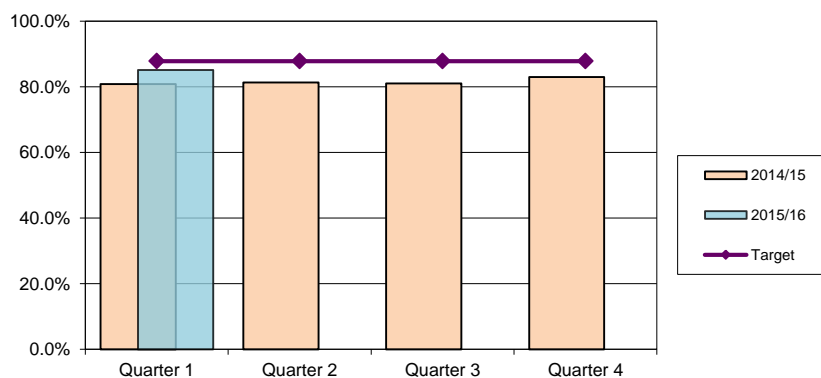
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	56.5%			
Target	66.6%	66.6%	66.6%	66.6%

Percentage satisfied with the weekly collection of general household waste

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

RAG

Amber



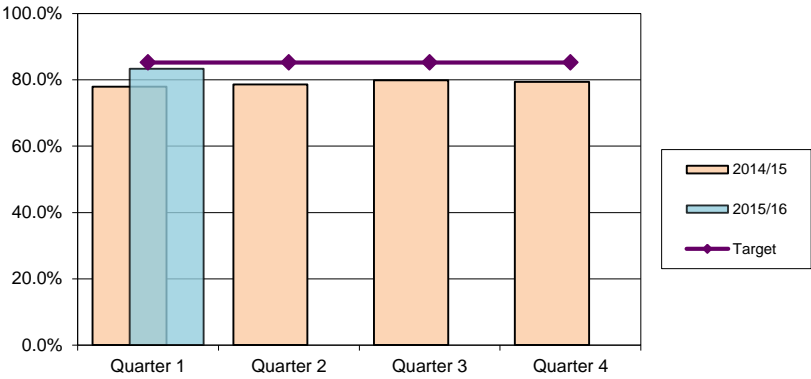
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	80.8%	81.3%	81.0%	82.9%
2015/16	85.1%			
Target	87.8%	87.8%	87.8%	87.8%

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

Amber



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	78.0%	78.6%	79.9%	79.4%
2015/16	83.4%			
Target	85.3%	85.3%	85.3%	85.3%

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

Birmingham Residents Tracker

Sutton District

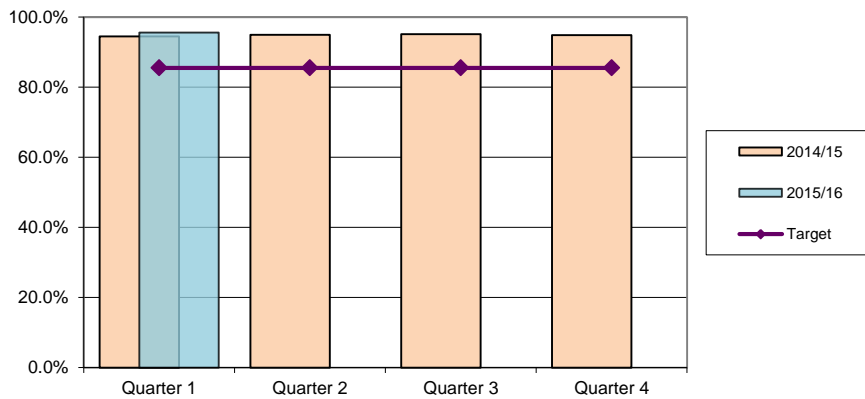
Contact - Rosie Smithson
Susan Keung

Quarter 1

Percentage satisfied with the local area

RAG

Green



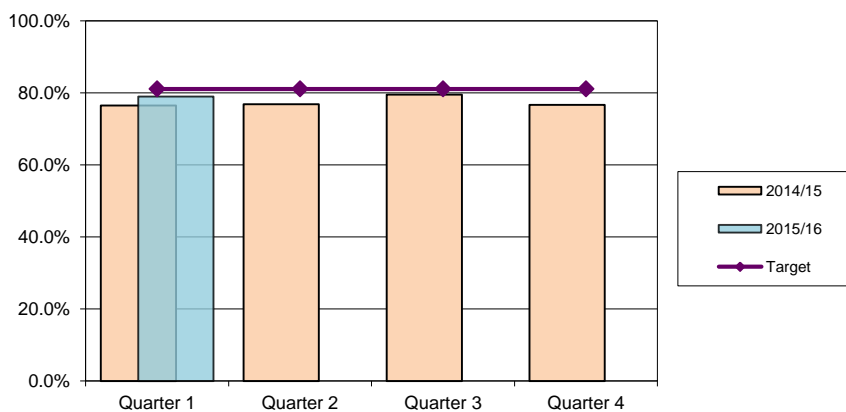
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	94.5%	94.9%	95.1%	94.8%
2015/16	95.6%			

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

Amber



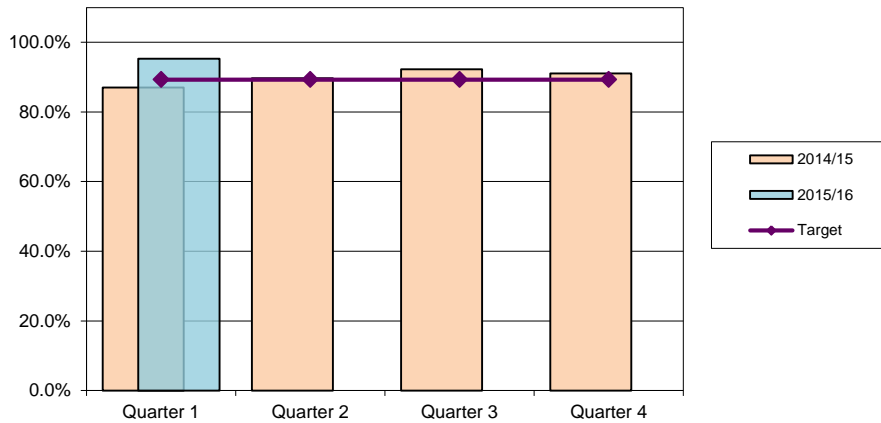
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	76.5%	76.9%	79.5%	76.7%
2015/16	79.0%			

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

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

RAG

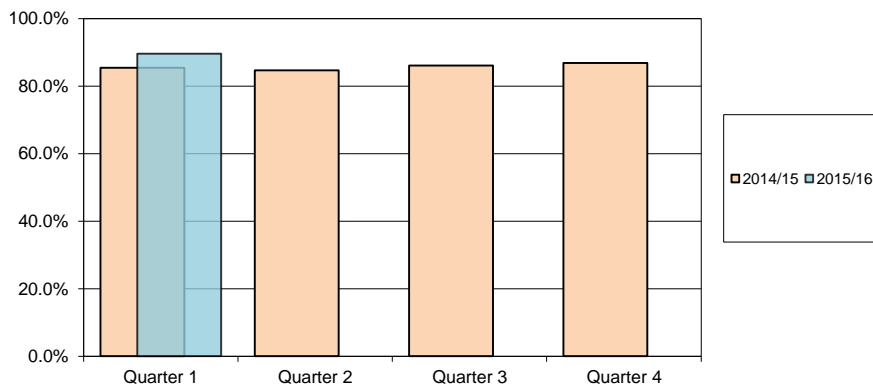
Green



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	87.0%	89.7%	92.3%	91.0%
2015/16	95.3%			

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



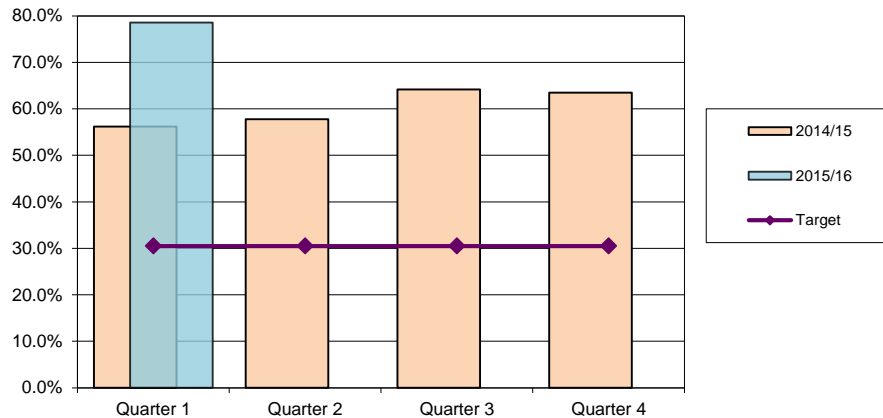
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	85.4%	84.6%	86.1%	86.8%
2015/16	89.6%			

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

Percentage that trust young people in the local area

RAG

Green



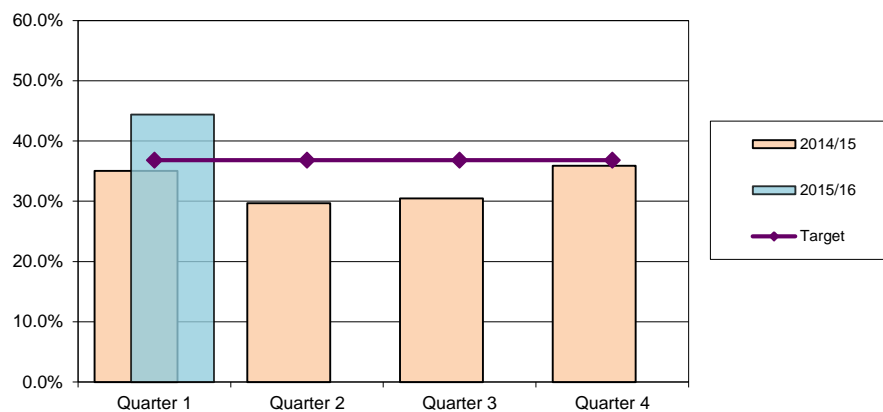
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	56.2%	57.8%	64.2%	63.5%
2015/16	78.6%			

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



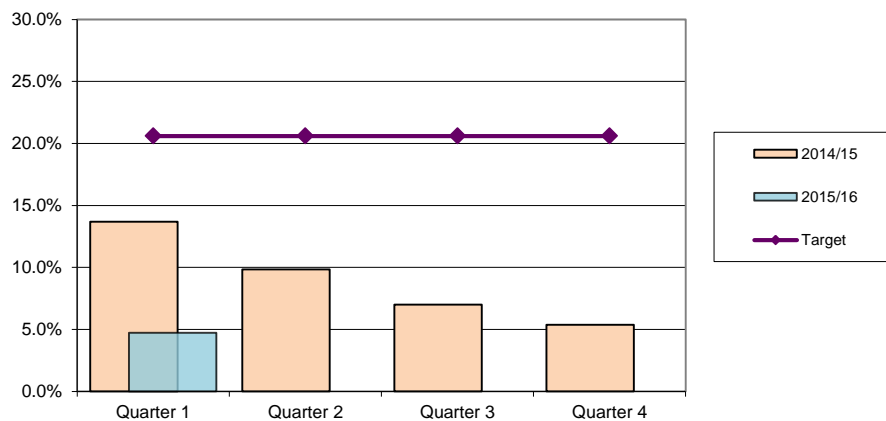
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	35.1%	29.7%	30.5%	35.9%
2015/16	44.4%			

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



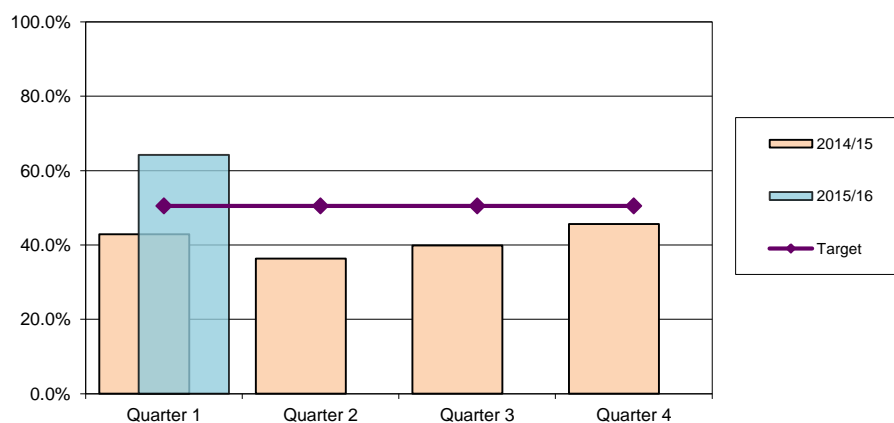
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	13.7%	9.8%	7.0%	5.4%
2015/16	4.7%			

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



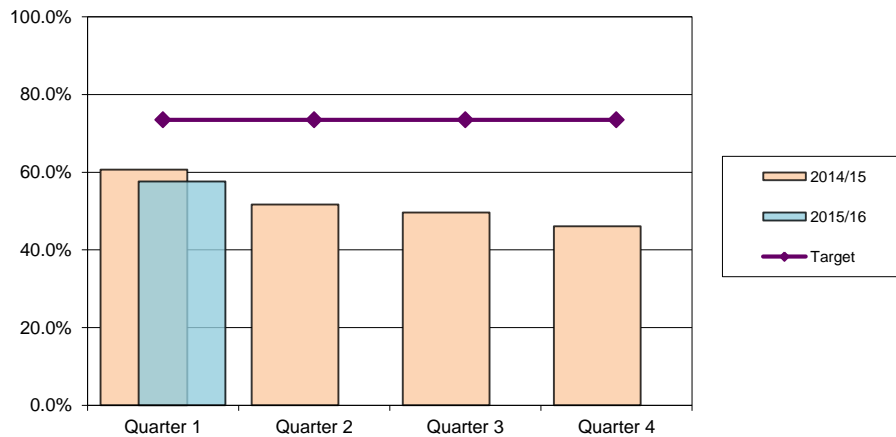
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	42.9%	36.4%	39.9%	45.7%
2015/16	64.3%			

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



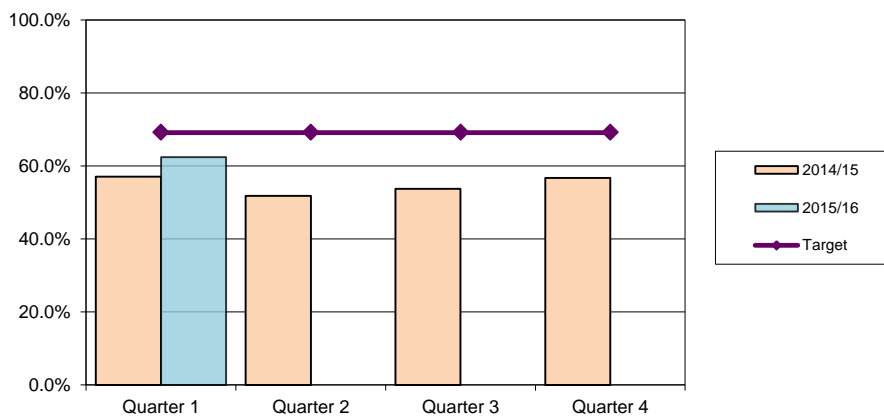
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	60.7%	51.7%	49.6%	46.1%
2015/16	57.6%			

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

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

RAG

Red



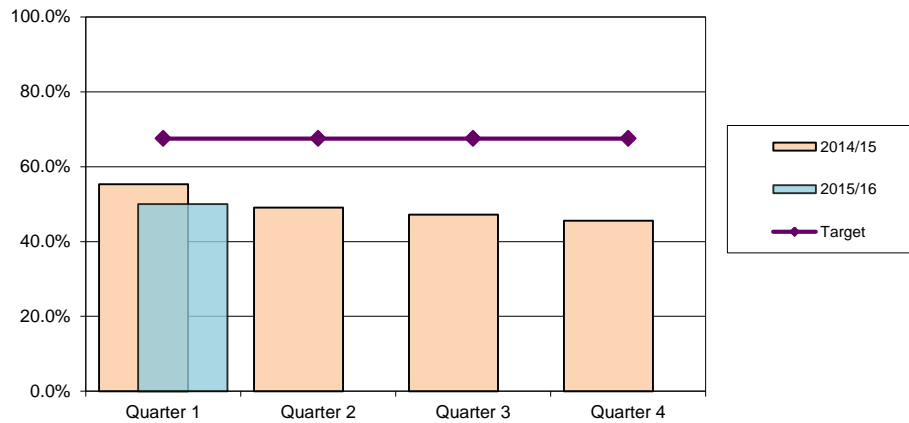
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	57.1%	51.8%	53.8%	56.7%
2015/16	62.4%			

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



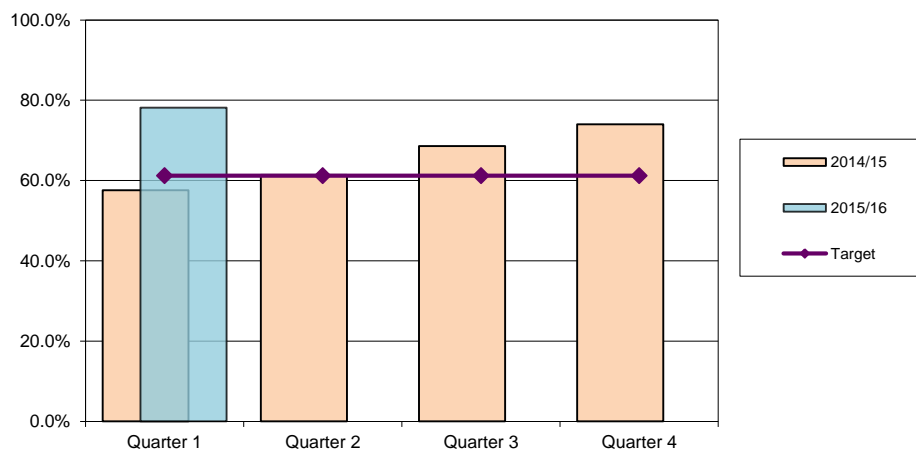
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	55.3%	49.0%	47.2%	45.6%
2015/16	50.0%			

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



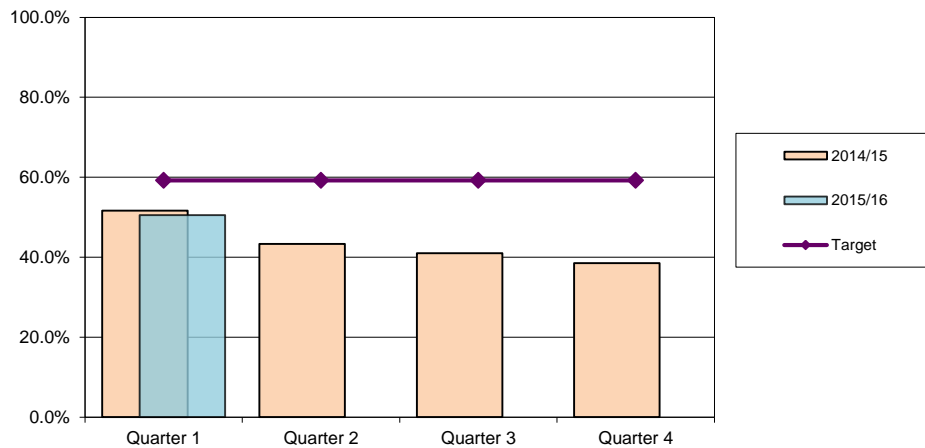
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	57.6%	61.4%	68.6%	74.0%
2015/16	78.2%			

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

Red



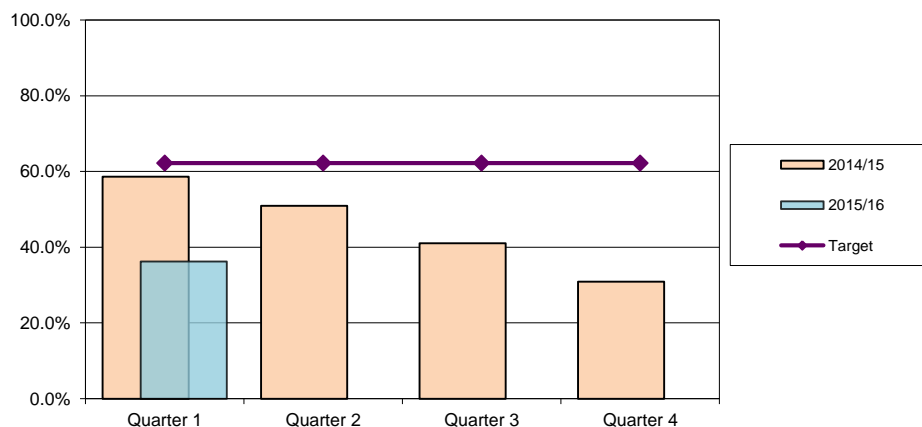
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	51.7%	43.3%	41.0%	38.5%
2015/16	50.6%			

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

Red



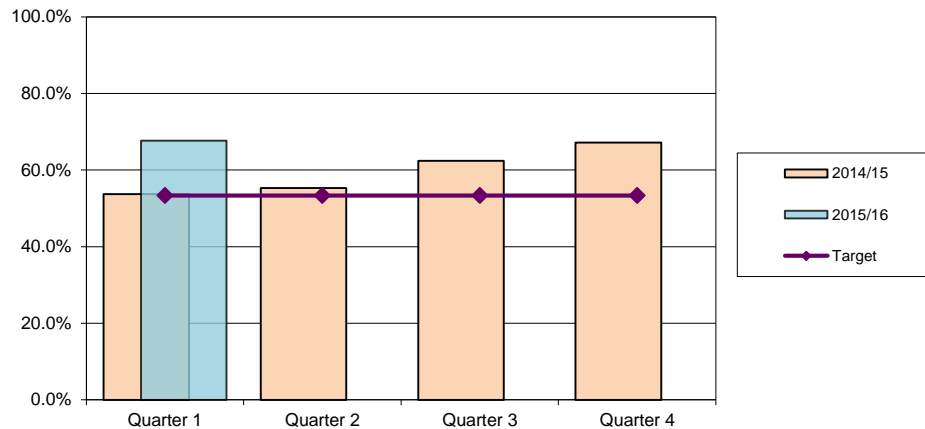
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	58.6%	50.9%	41.0%	30.9%
2015/16	36.2%			

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



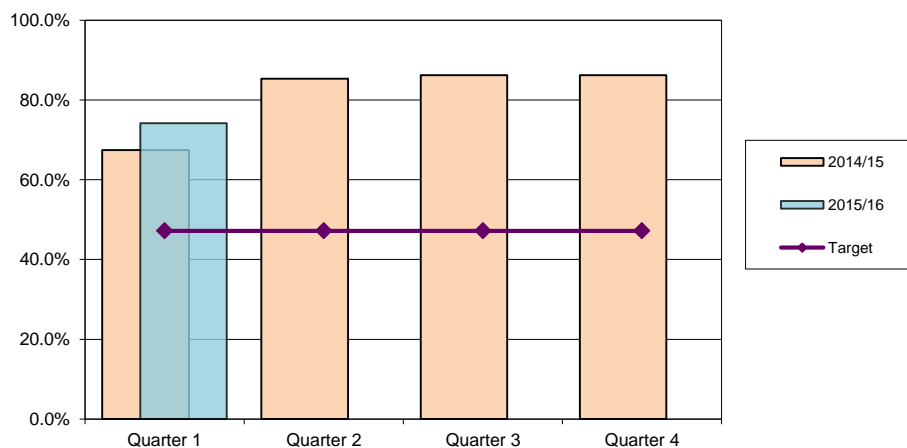
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	53.7%	55.3%	62.4%	67.2%
2015/16	67.7%			

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	67.4%	85.4%	86.2%	86.2%
2015/16	74.2%			

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