

Place Directorate

Ladywood District




Performance Report Quarter 1 2015/16

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

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<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

Ladywood District

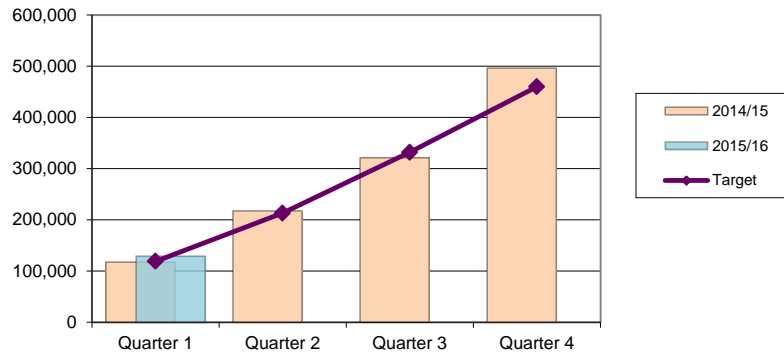
Contact - Dave Wagg

Quarter 1

Total attendance by District

RAG

Green



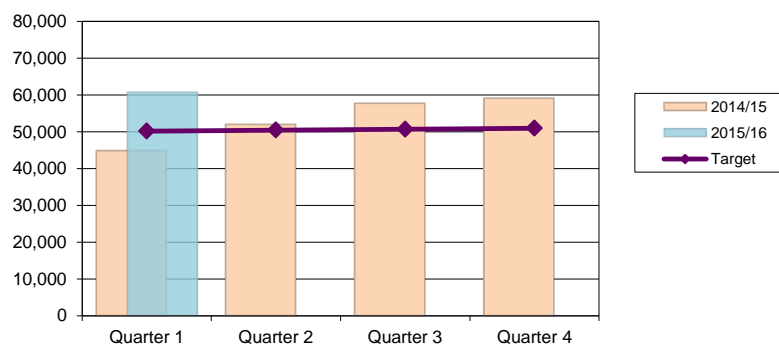
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	117,993	217,814	321,571	496,230
2015/16	129,427			
Target	119,033	213,114	331,982	460,111

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



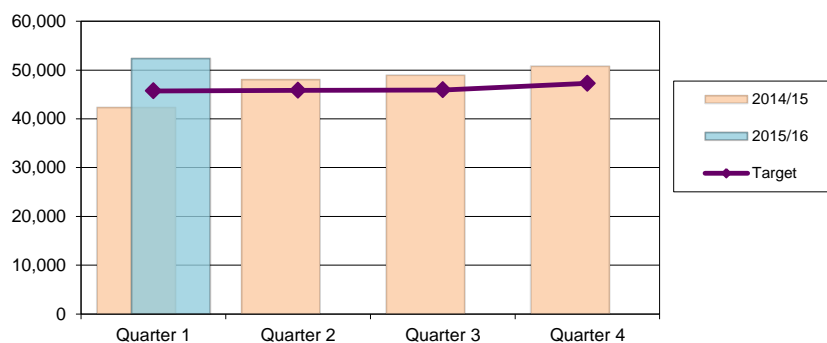
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	44,936	52,078	57,750	59,211
2015/16	60,810			
Target	50,185	50,435	50,685	50,935

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	42,351	48,037	48,966	50,780
2015/16	52,381			
Target	45,709	45,822	45,936	47,253

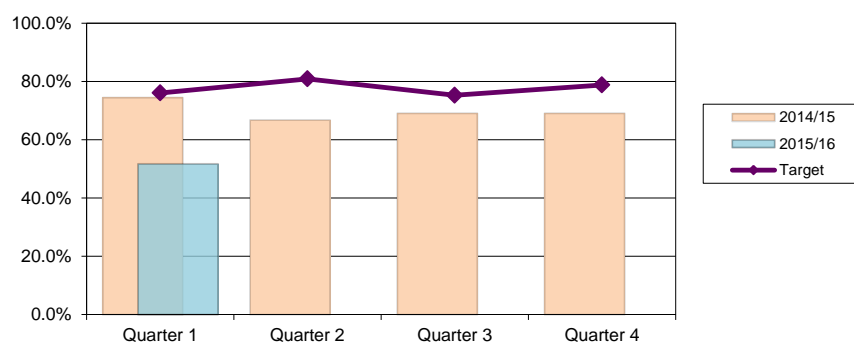
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	442,495			
Target	403,989	405,099	406,105	419,146

Percentage satisfied with Sport & Leisure facilities

Birmingham Residents Tracker

RAG

Red



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	74.5%	66.8%	69.1%	69.1%
2015/16	51.7%			
Target	76.1%	80.9%	75.2%	78.8%

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

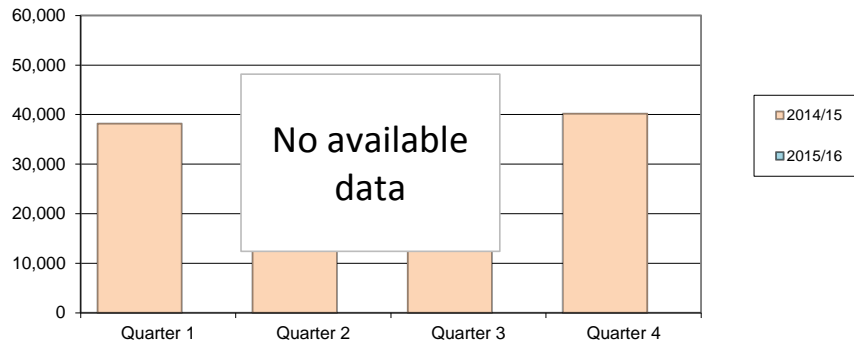
Community Libraries

Ladywood District

Contact - Kevin Duffy

Quarter 1

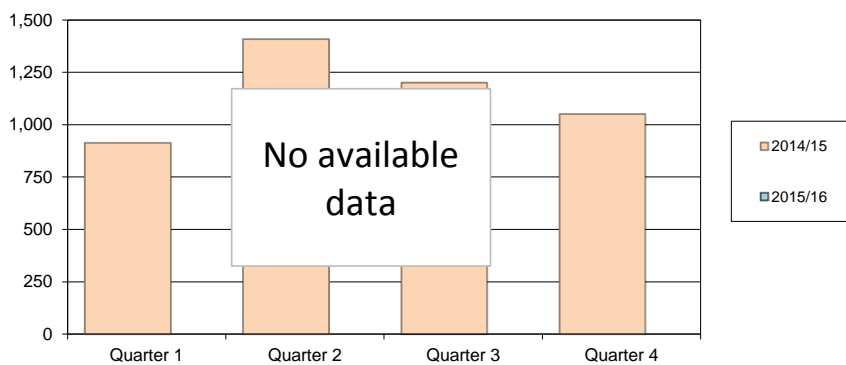
Number of books and audio visual / electronic items issued



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	38,215	42,119	38,491	40,213	159,038
2015/16	No available data				

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

New members

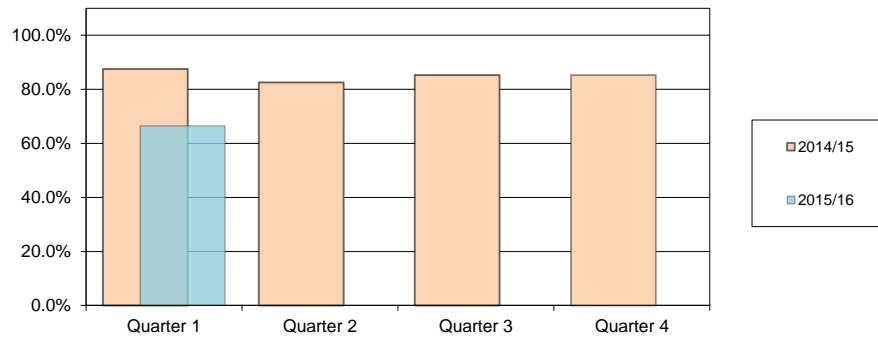


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	913	1,408	1,201	1,051	4,573
2015/16	No available data				

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

Percentage satisfied with Libraries

Birmingham Residents Tracker



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	87.6%	82.5%	85.3%	85.3%
2015/16	66.5%			

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

Neighbourhood Advice and Information

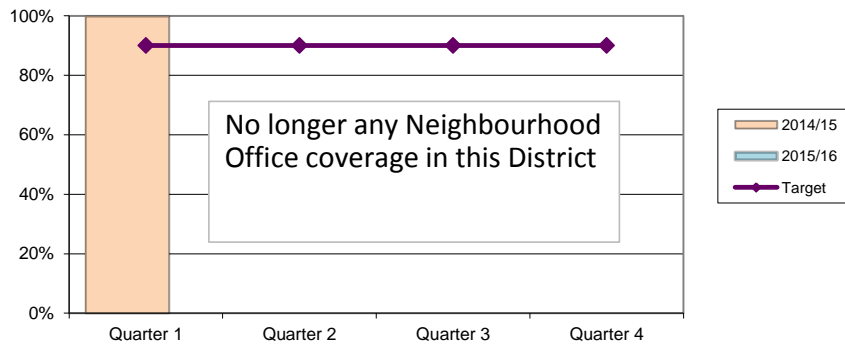
Ladywood District

Contact - Chris Jordan

Quarter 1

Percentage of appointments offered within 10 days

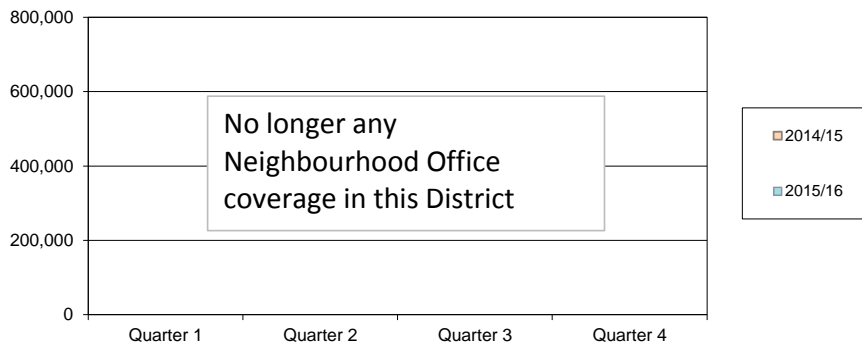
RAG



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

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

Benefit Take-Up



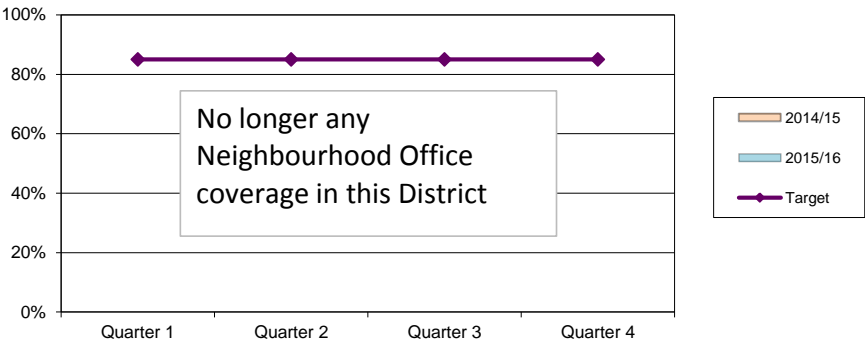
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	1,449,628	n/a	n/a	n/a
2015/16	n/a			

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

Customer satisfaction with Neighbourhood Offices

RAG

Green



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

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

Youth Service

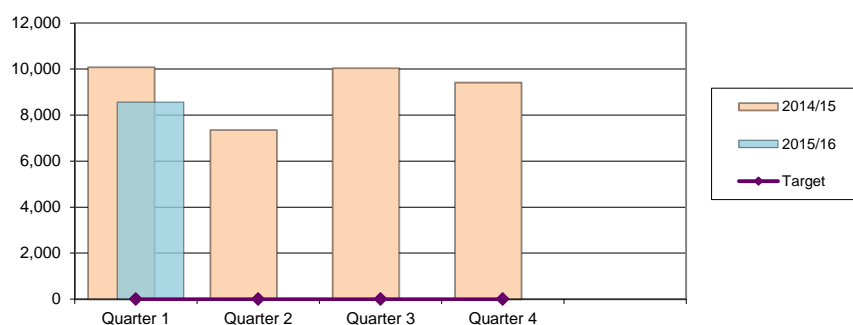
Ladywood District

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

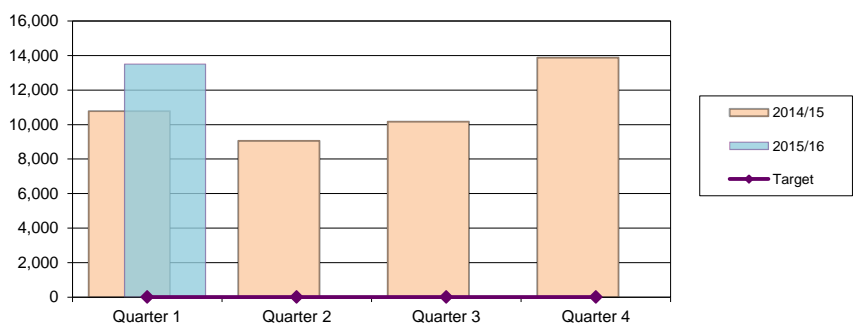


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	10,084	7,355	10,043	9,408	36,890
2015/16	8,560				
Target	0	0	0	0	34,250

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

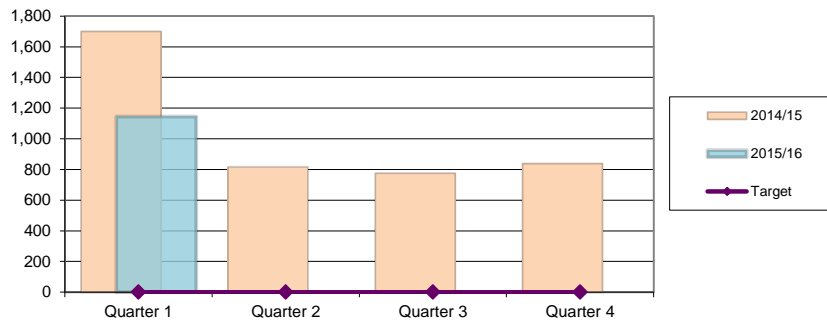


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	10,788	9,057	10,172	13,871	43,888
2015/16	13,507				
Target	0	0	0	0	42,250

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

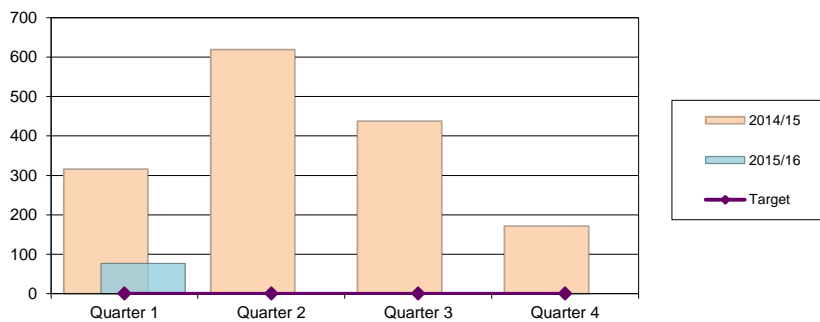


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	1,700	817	775	839	4,131
2015/16	1,145				
Target	0	0	0	0	3,075

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	316	619	438	172	1,545
2015/16	77				
Target	0	0	0	0	1,845

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

Community Safety

Ladywood District

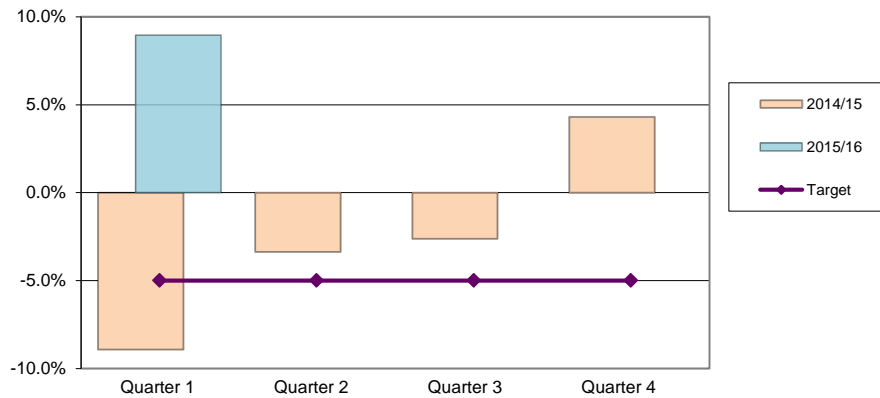
Contact - Rahila Mann

Quarter 1

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

RAG

Red



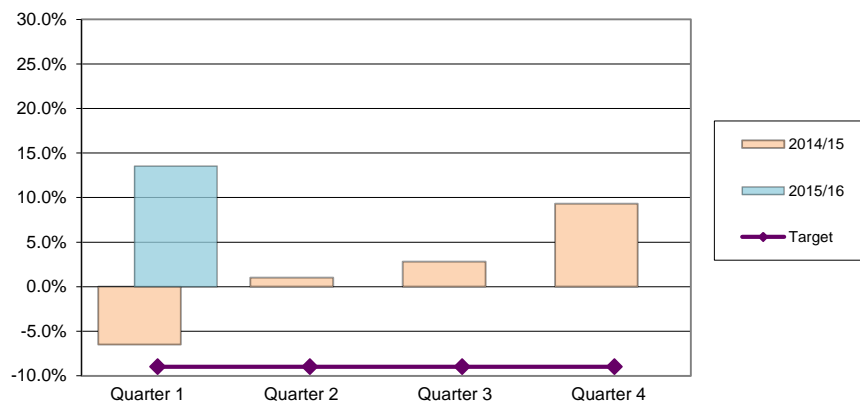
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	-8.9%	-3.4%	-2.6%	4.3%
2015/16	9.0%			

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	-6.5%	1.0%	2.8%	9.3%
2015/16	13.5%			

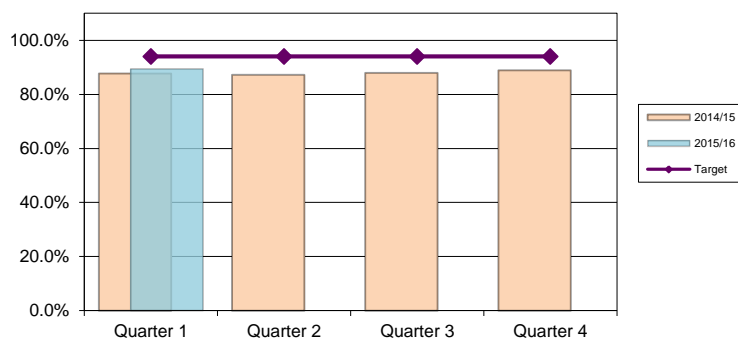
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	14.3%			
Target	-9.0%	-9.0%	-9.0%	-9.0%

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	87.7%	87.2%	87.9%	88.9%
2015/16	89.5%			

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

Regulation and Enforcement

Ladywood District

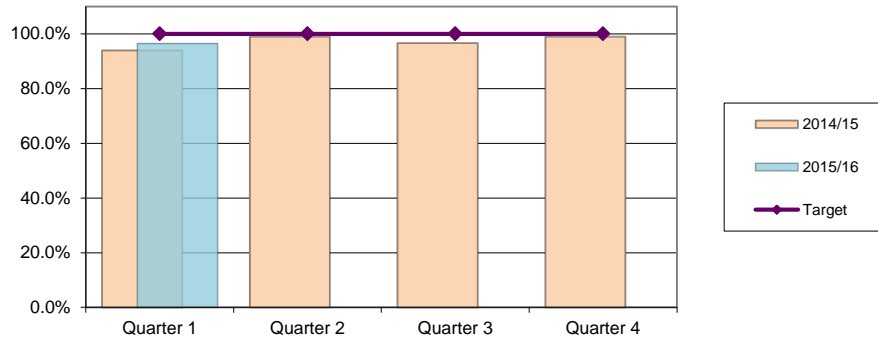
Contact - Jenny Millward

Quarter 1

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

RAG

Amber



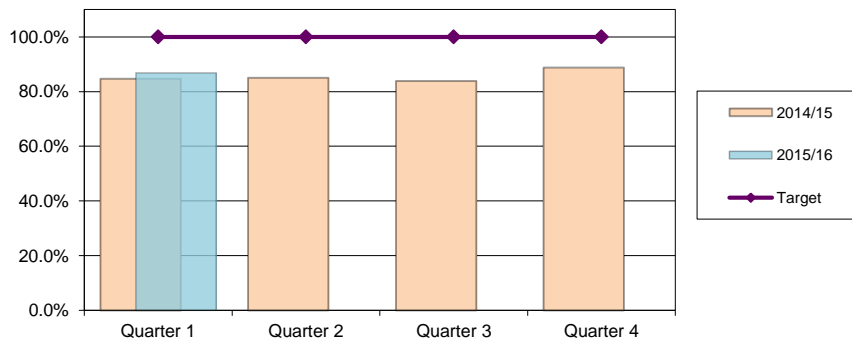
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	94.0%	99.1%	96.7%	99.0%
2015/16	96.5%			
Target	100.0%	100.0%	100.0%	100.0%

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

Red



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	84.7%	85.0%	83.8%	88.8%
2015/16	86.9%			
Target	100.0%	100.0%	100.0%	100.0%

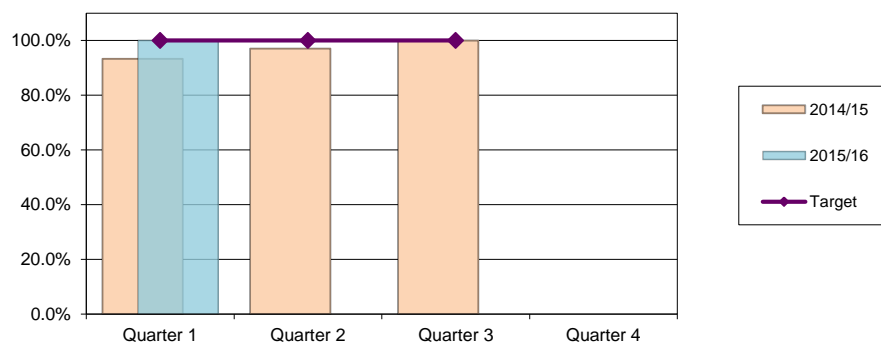
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	92.4%			
Target	100.0%	100.0%	100.0%	100.0%

Percentage of wasps requests dealt with by next working day

(Subject to an appointment being made)

RAG

Green

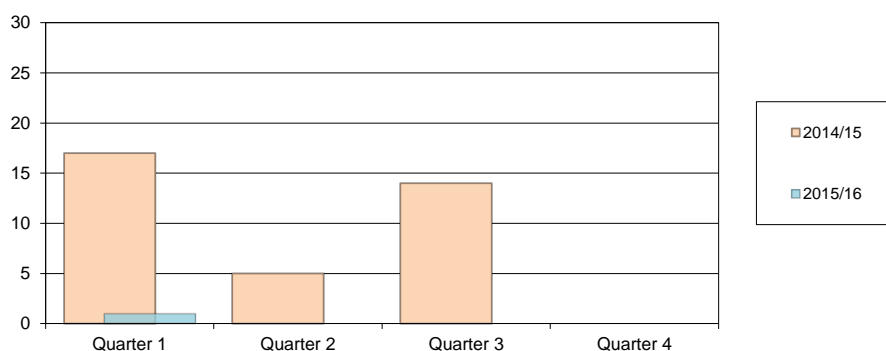


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	93.3%	97.1%	100.0%	No wasp requests
2015/16	100.0%			
Target	100.0%	100.0%	100.0%	100.0%

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

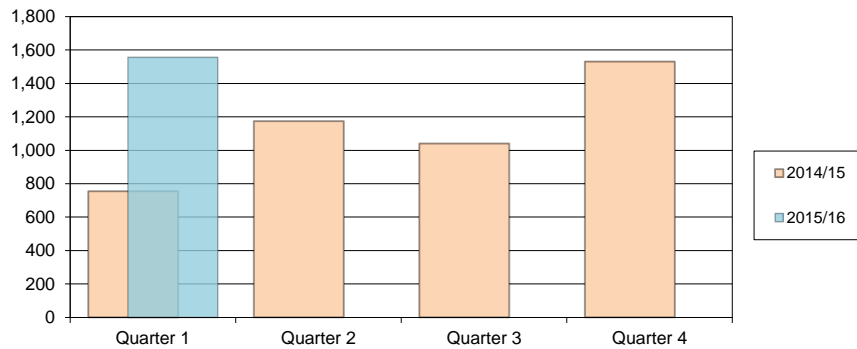


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	17	5	14	0	36
2015/16	1				

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

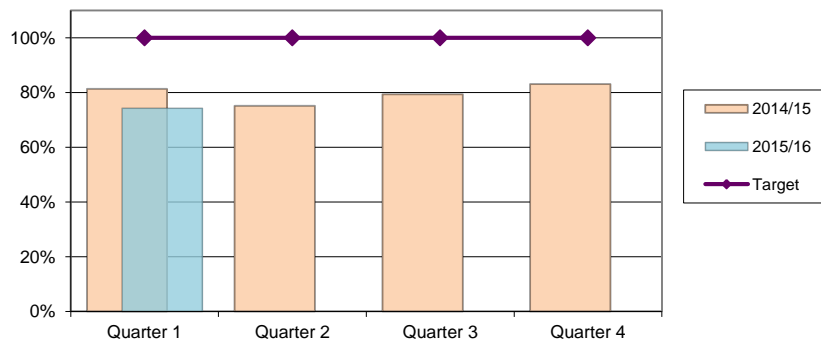


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	755	1,175	1,041	1,530	4,501
2015/16	1,556				

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**

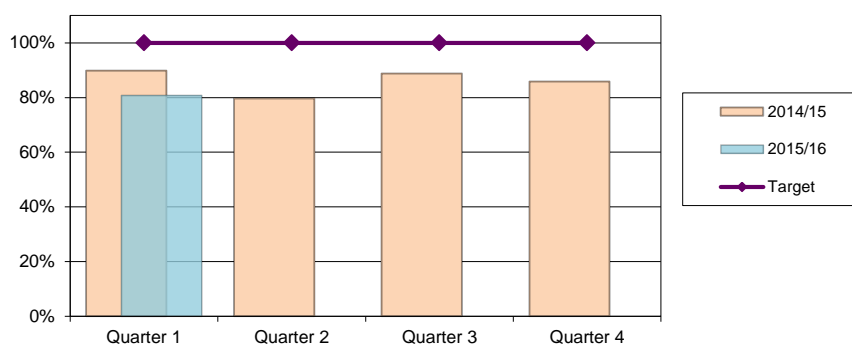


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	81.4%	75.2%	79.3%	83.1%
2015/16	74.3%			
Target	100.0%	100.0%	100.0%	100.0%

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**

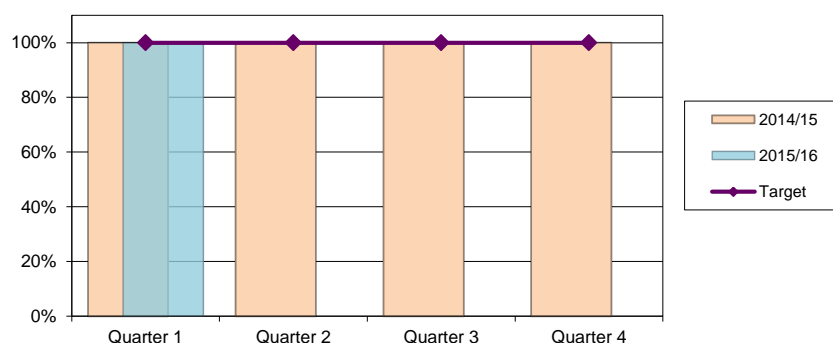


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	89.8%	79.6%	88.8%	85.8%
2015/16	80.7%			
Target	100.0%	100.0%	100.0%	100.0%

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

Percentage of dog fouling complaints dealt with within 5 days

RAG **Green**

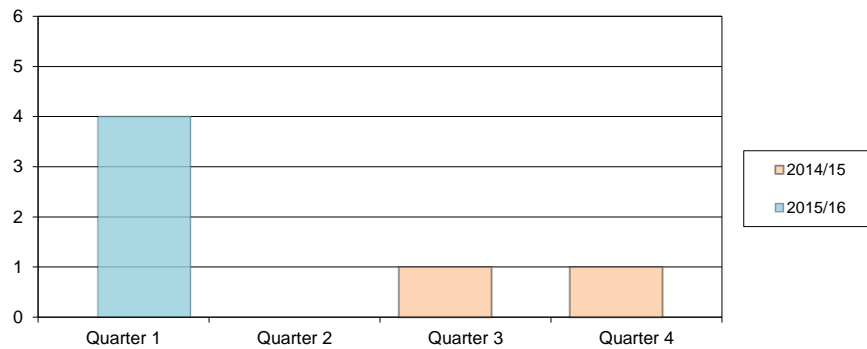


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	100.0%	100.0%	100.0%
2015/16	100.0%			
Target	100.0%	100.0%	100.0%	100.0%

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

Number of proactive dog fouling exercises carried out

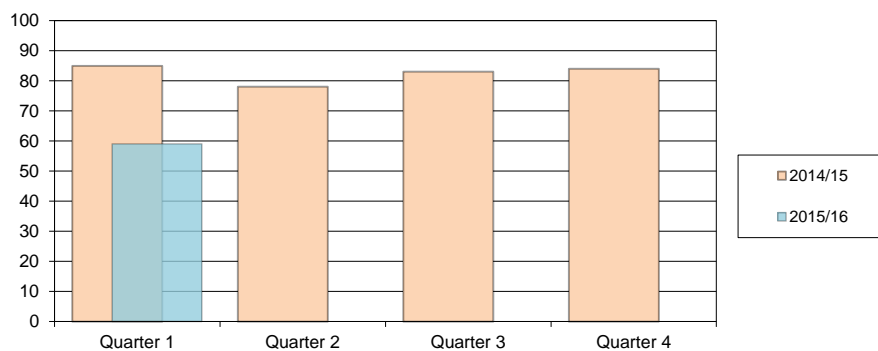
No targets for this measure - Reactive Service



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

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

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

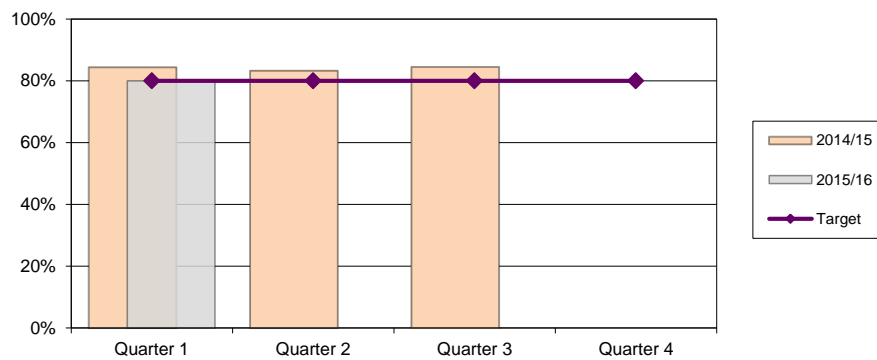


District	Quarter 1	Quarter 2	Quarter 3	Quarter 4	YTD
2014/15	85	78	83	84	330
2015/16	59				

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

Ladywood District

Contact - Valerie Lecky

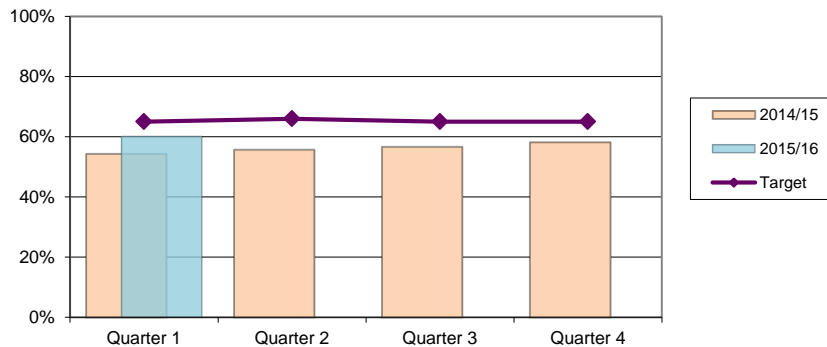
Quarter 1

Percentage who feel safe outside in local parks and play areas

Birmingham Resident's Tracker Survey

RAG

Amber



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	54.4%	55.7%	56.6%	58.1%
2015/16	60.1%			
Target	65.0%	66.0%	65.0%	65.0%

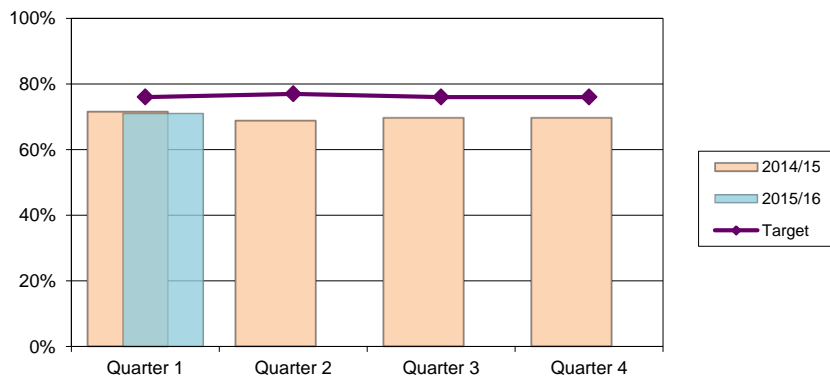
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015-16 Citywide	72.4%			
Target	65.0%	66.0%	65.0%	65.0%

Percentage satisfied with parks, open spaces

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

RAG

Amber



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	71.6%	68.8%	69.7%	69.7%
2015/16	71.0%			
Target	76.0%	77.0%	76.0%	76.0%

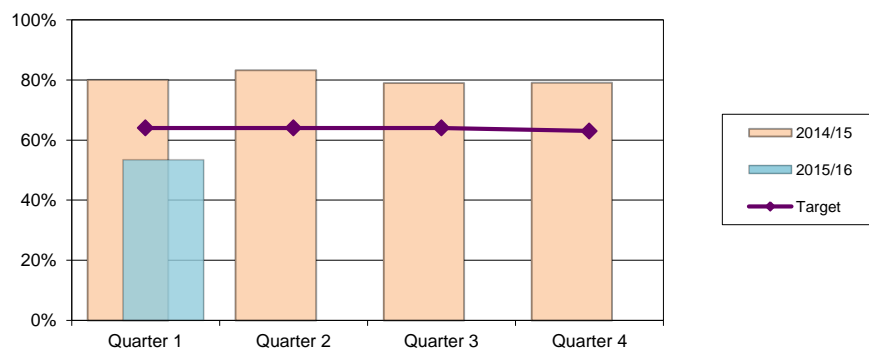
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	80.4%			
Target	76.0%	77.0%	76.0%	76.0%

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

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

RAG

Red



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	80.0%	83.2%	79.0%	79.0%
2015/16	53.4%			
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

Ladywood District

Contact - Alison Malik

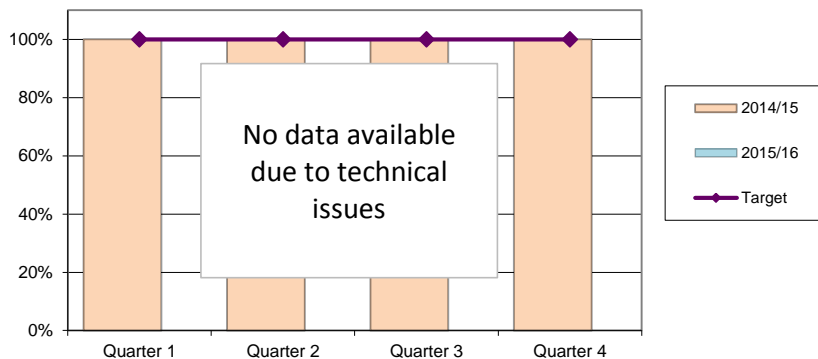
Quarter 1

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

Dangerous defects made safe within 1 hour

RAG

No data available



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

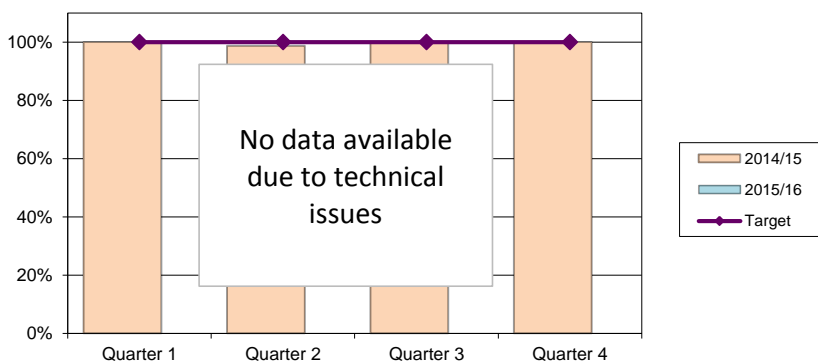
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	No available data			
Target	100.0%	100.0%	100.0%	100.0%

Dangerous defects fully repaired within 28 days

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

RAG

No data available



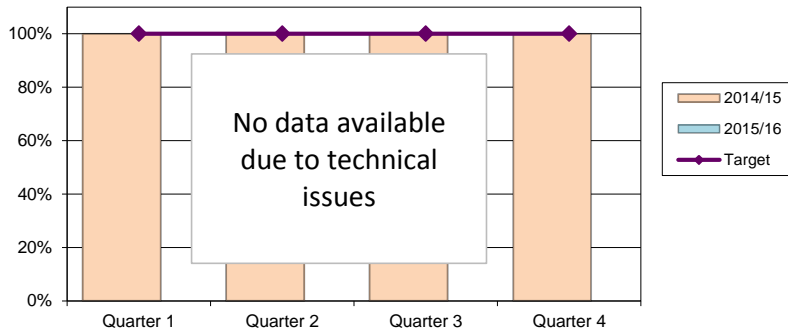
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	98.8%	100.0%	100.0%
2015/16	No available data			

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

Belisha Beacons repaired within 2 hours

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

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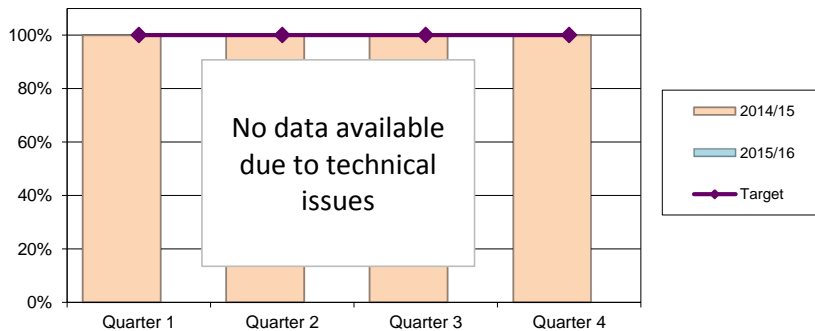
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	100.0%	100.0%	100.0%
2015/16	No available data			

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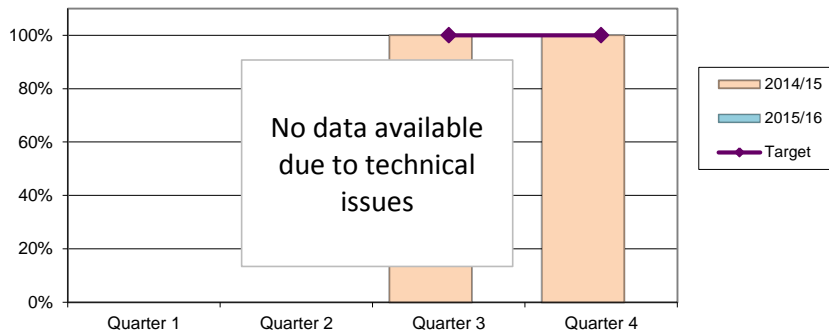
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100.0%	100.0%	100.0%	100.0%
2015/16	No available data			

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

Priority gritting routes treated within 4 hours

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

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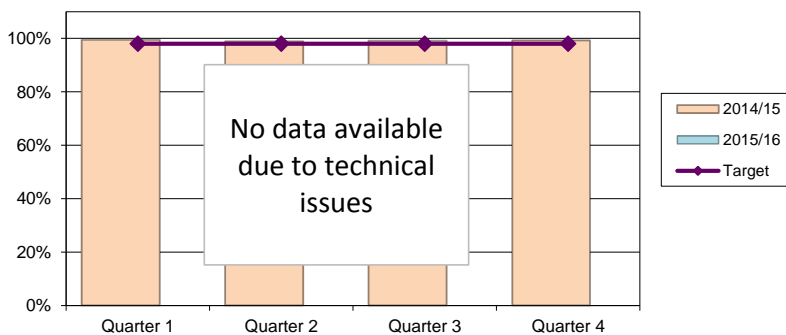
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	Seasonal Activity Only		100.0%	100.0%
2015/16				

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

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

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

RAG	No data available
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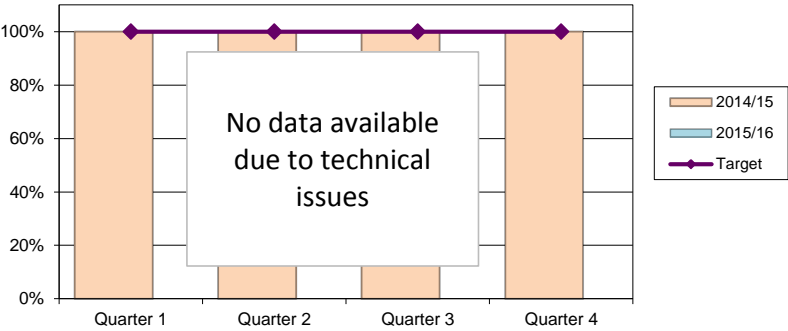
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	99.5%	98.9%	99.1%	99.3%
2015/16	No available data			

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

Urgent aspect lamp failures replaced within 2 hours

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

RAG	No data available
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District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	100%	100%	100%	100%
2015/16	No available data			

City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	No available data			
Target	100%	100%	100%	100%

Refuse Collection & Street Cleansing

Ladywood District

Contact - Kevin Mitchell

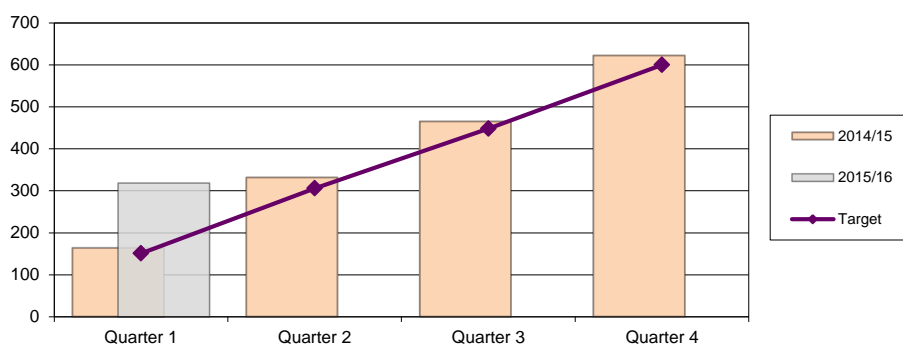
Quarter 1

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

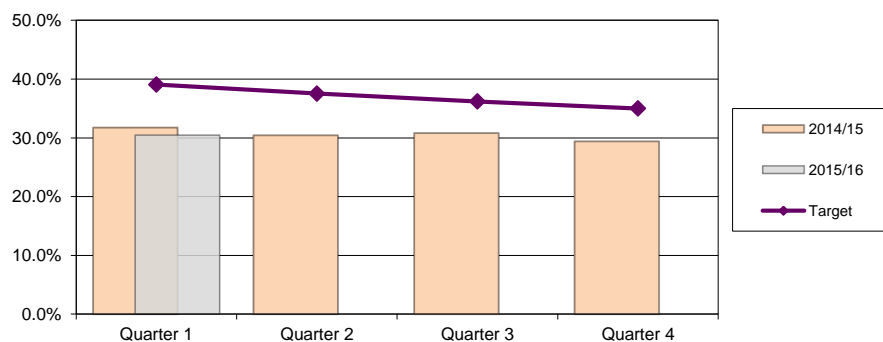
Percentage of household waste reused, recycled and composted

City figure

(CBP Measure)

RAG

Red



Bigger is better

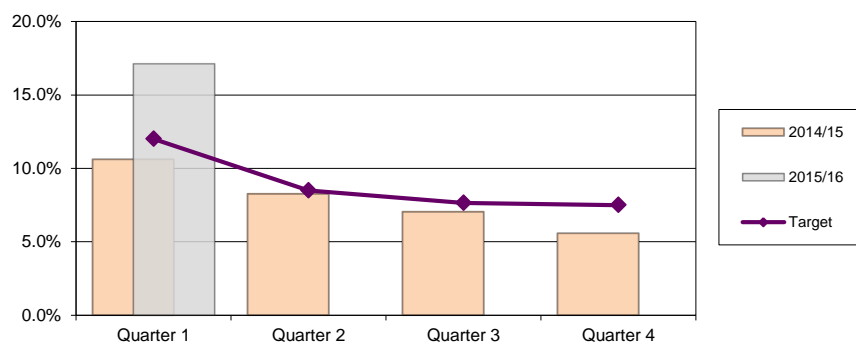
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	31.74%	30.44%	30.81%	29.40%
2015/16	30.49%			
Target	39.06%	37.54%	36.18%	35.00%

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%

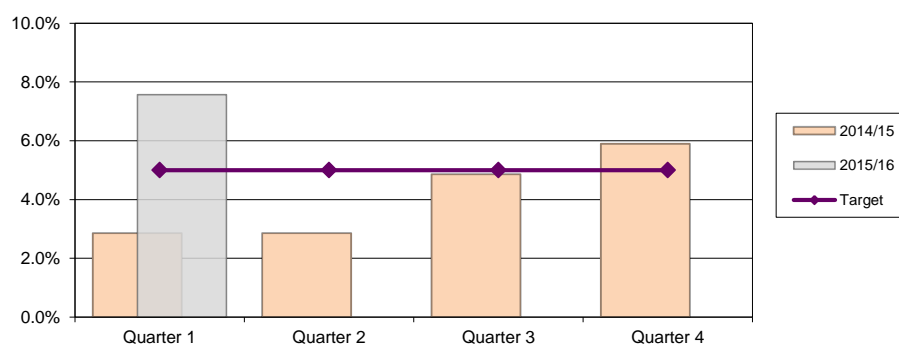
Improved street and environmental cleanliness (Level of Litter)

City figure

(CBP Measure)

RAG

Red



Smaller is better

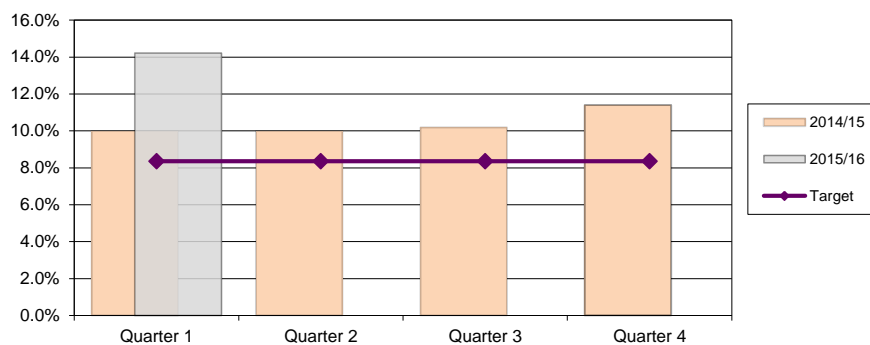
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	2.86%	2.86%	4.86%	5.90%
2015/16	7.57%			
Target	5.00%	5.00%	5.00%	5.00%

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%

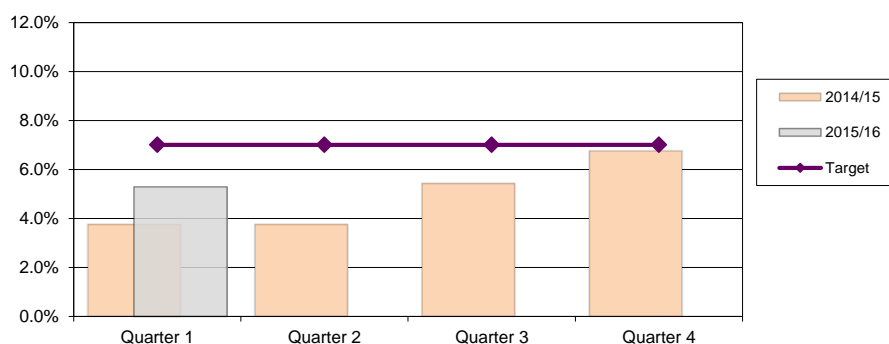
Improved street and environmental cleanliness (Level of Graffiti)

City figure

(CBP Measure)

RAG

Green



Smaller is better

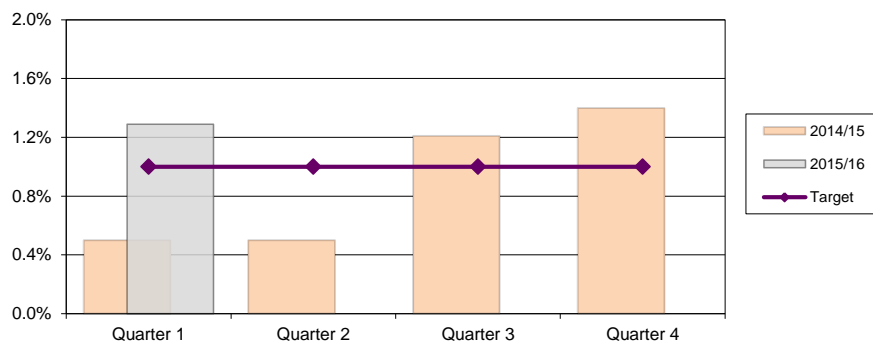
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	3.75%	3.75%	5.43%	6.76%
2015/16	5.29%			
Target	7.00%	7.00%	7.00%	7.00%

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

City figure

RAG

Red



Smaller is better

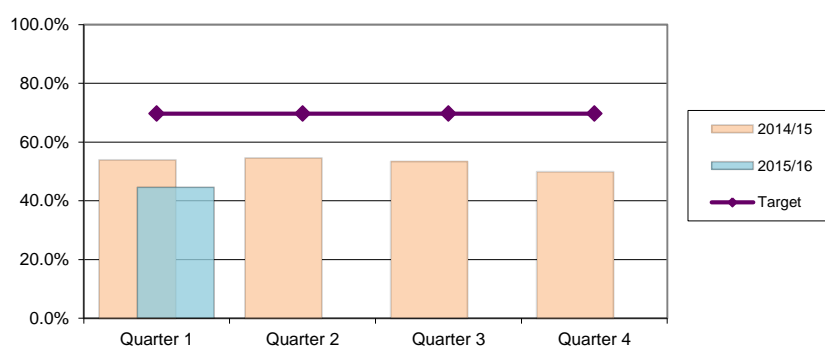
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	0.5%	0.5%	1.2%	1.4%
2015/16	1.29%			
Target	1.0%	1.0%	1.0%	1.0%

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	54.0%	54.6%	53.4%	49.9%
2015/16	44.6%			
Target	69.7%	69.7%	69.7%	69.7%

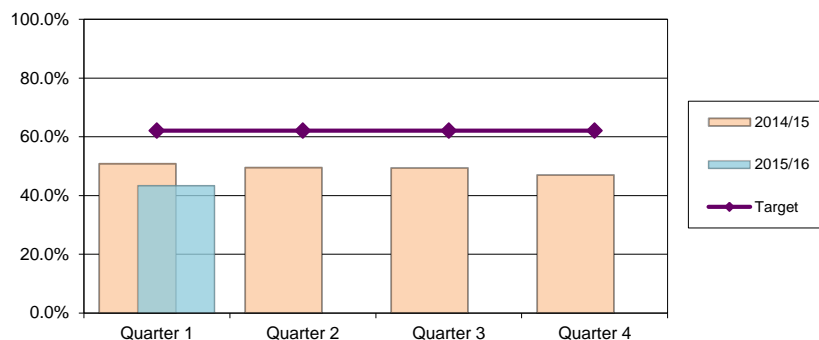
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	51.2%			
Target	68.6%	68.6%	68.6%	68.6%

Percentage satisfied with street cleanliness

Birmingham Residents Tracker Survey

RAG

Red



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	50.9%	49.6%	49.4%	47.0%
2015/16	43.4%			
Target	62.1%	62.1%	62.1%	62.1%

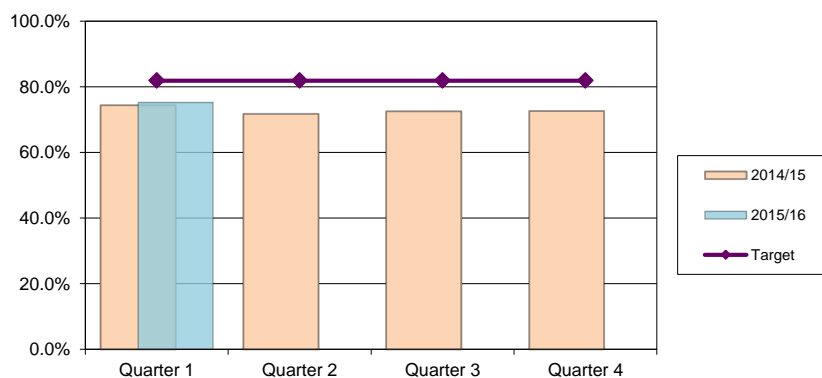
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2015/16	56.5%			
Target	66.6%	66.6%	66.6%	66.6%

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	74.4%	71.8%	72.5%	72.6%
2015/16	75.2%			
Target	81.9%	81.9%	81.9%	81.9%

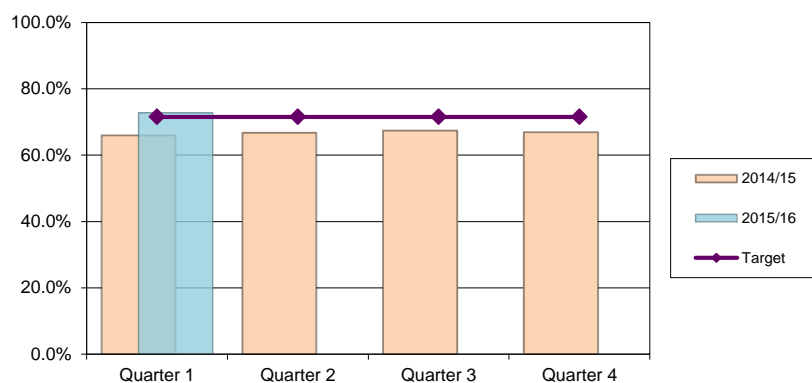
City	Quarter 1	Quarter 2	Quarter 3	Quarter 4
City	87.1%			
Target	80.9%	80.9%	80.9%	80.9%

Percentage satisfied with the fortnightly collection of recyclable material

Birmingham Residents Tracker Survey

RAG

Green



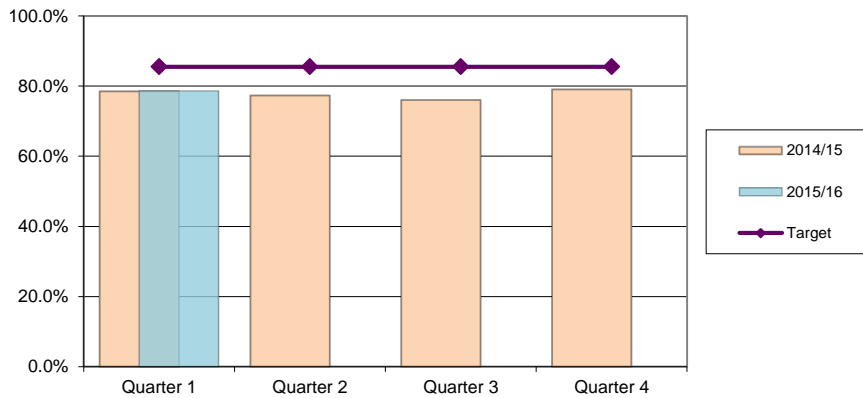
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	66.0%	66.7%	67.4%	66.9%
2015/16	72.8%			
Target	71.6%	71.6%	71.6%	71.6%

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

Percentage satisfied with the local area

RAG

Amber



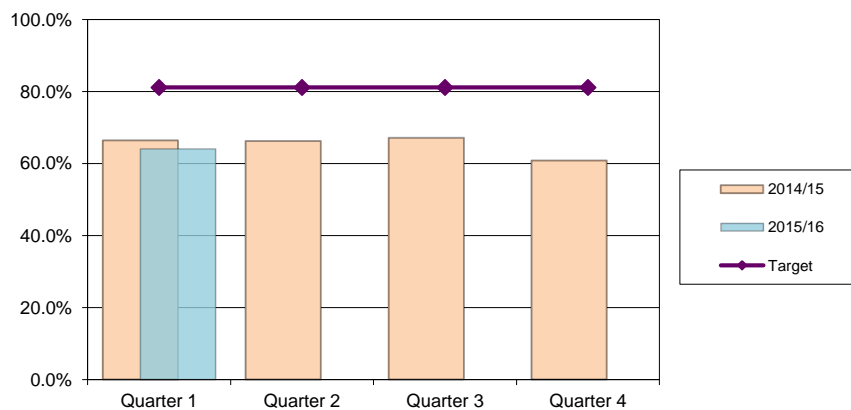
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	78.5%	77.3%	76.1%	79.1%
2015/16	78.7%			

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



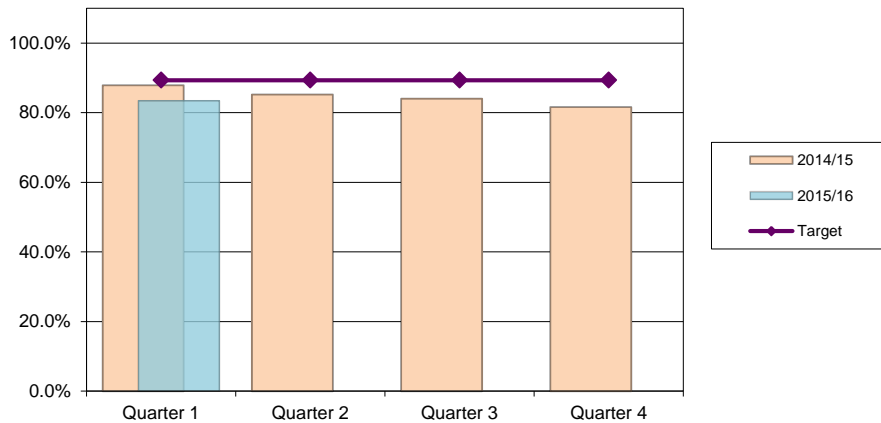
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	66.4%	66.2%	67.1%	60.8%
2015/16	64.1%			

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

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

RAG

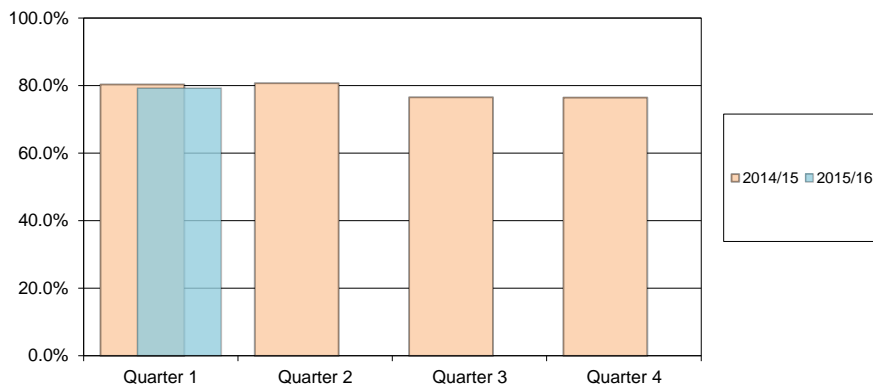
Red



District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	87.9%	85.2%	84.0%	81.6%
2015/16	83.4%			

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



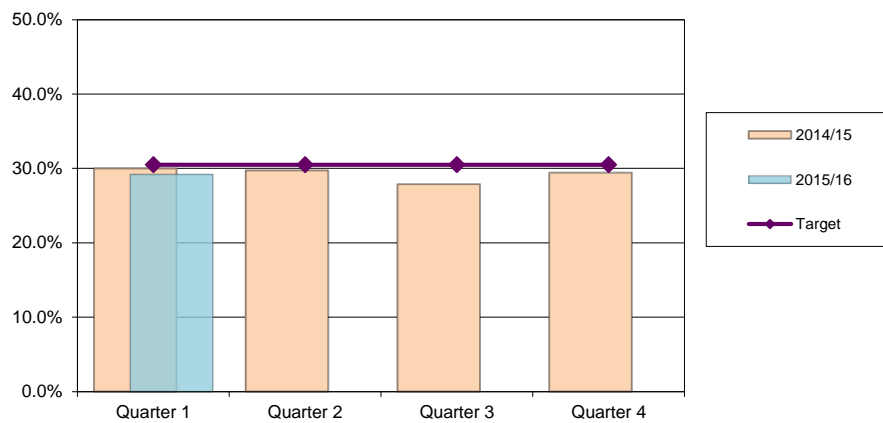
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	80.3%	80.7%	76.5%	76.5%
2015/16	79.2%			

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

Percentage that trust young people in the local area

RAG

Amber



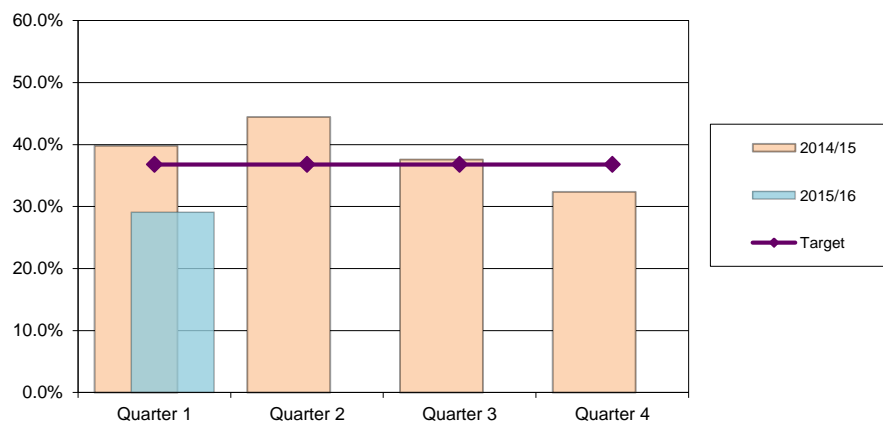
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	30.0%	29.7%	27.9%	29.4%
2015/16	29.2%			

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

Red



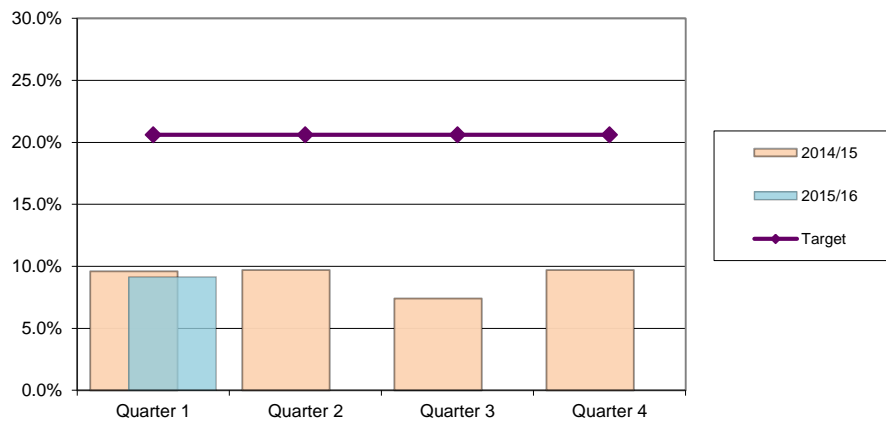
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	39.8%	44.4%	37.6%	32.4%
2015/16	29.1%			

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



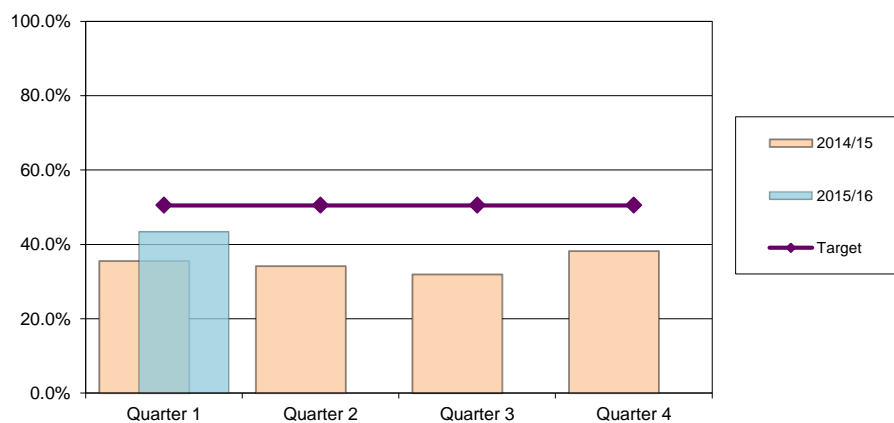
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	9.6%	9.7%	7.4%	9.7%
2015/16	9.1%			

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

Red



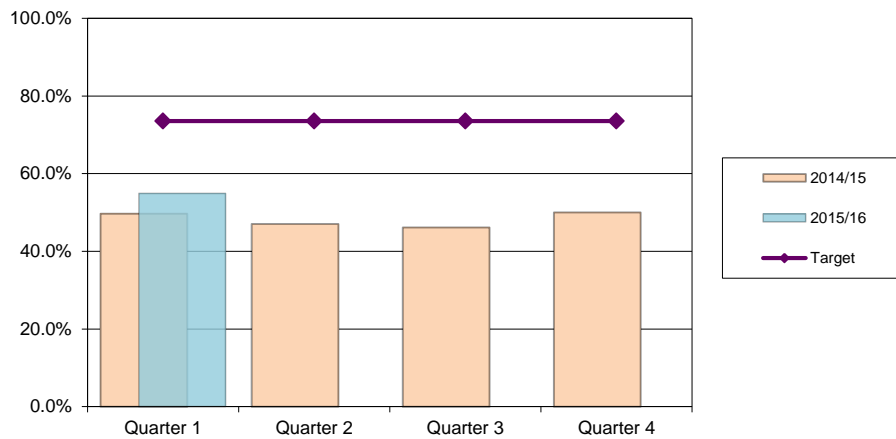
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	35.5%	34.2%	31.9%	38.2%
2015/16	43.4%			

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



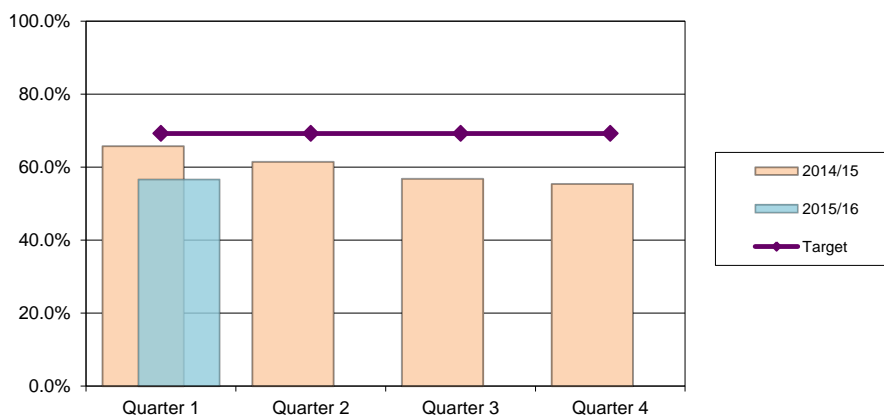
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	49.7%	47.1%	46.1%	50.0%
2015/16	54.9%			

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



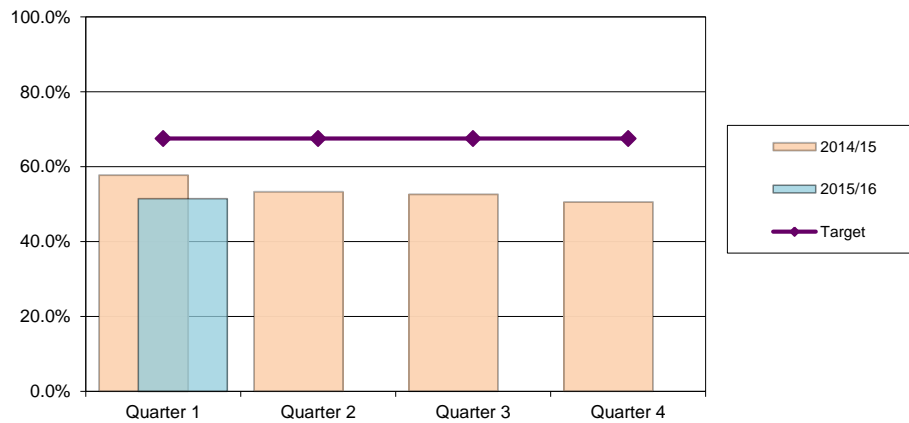
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	65.7%	61.5%	56.8%	55.4%
2015/16	56.6%			

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



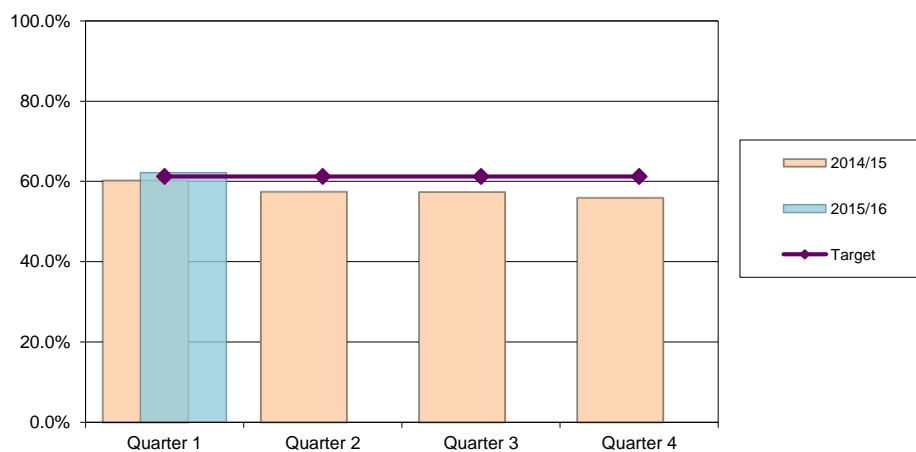
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	57.7%	53.3%	52.6%	50.6%
2015/16	51.5%			

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



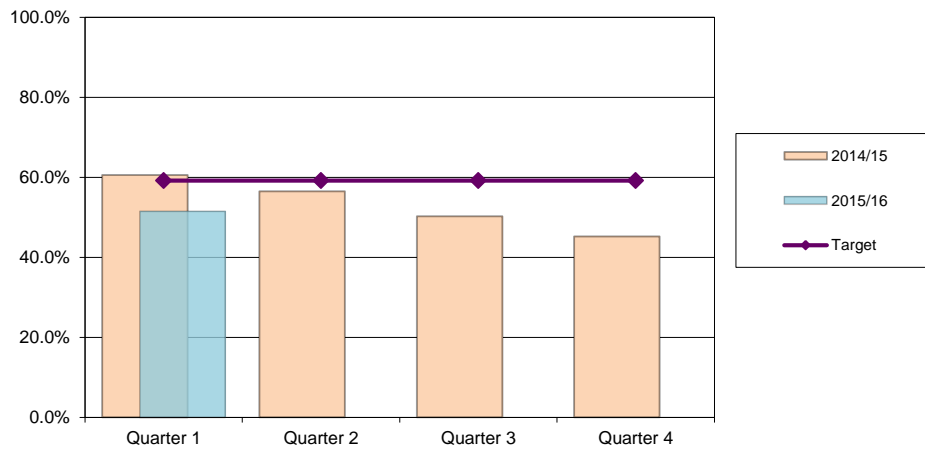
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	60.3%	57.5%	57.4%	55.9%
2015/16	62.2%			

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



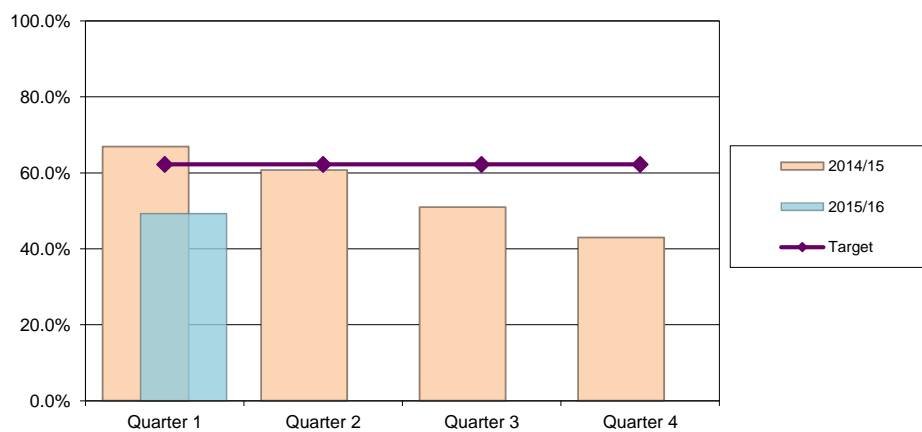
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	60.6%	56.5%	50.3%	45.2%
2015/16	51.5%			

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



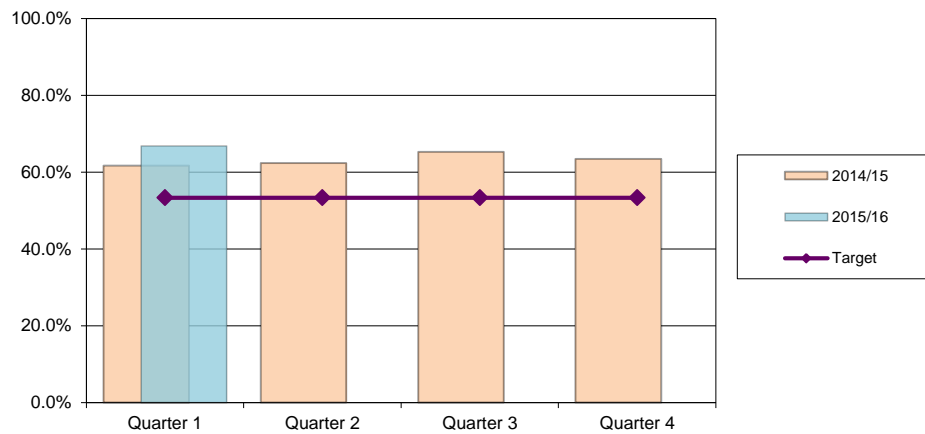
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	67.0%	60.8%	51.0%	43.0%
2015/16	49.2%			

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



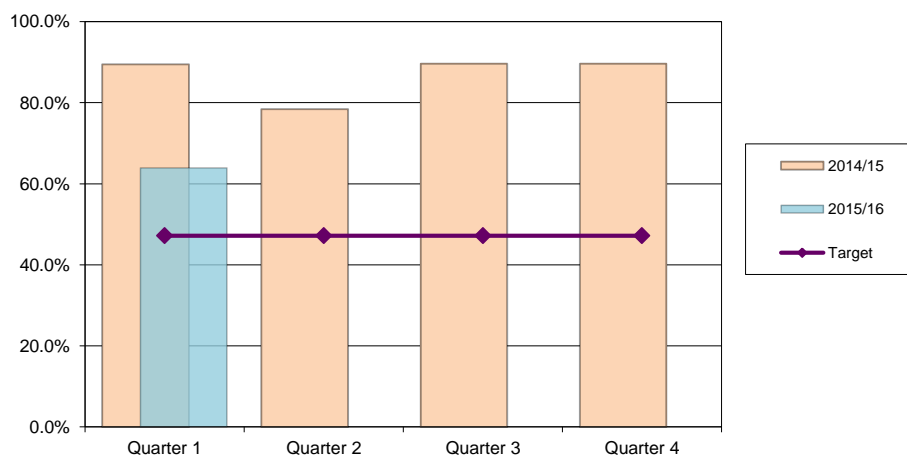
District	Quarter 1	Quarter 2	Quarter 3	Quarter 4
2014/15	61.7%	62.4%	65.3%	63.4%
2015/16	66.8%			

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	89.4%	78.4%	89.6%	89.6%
2015/16	63.9%			

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