

Indicator Description	Indicator Reference	Current				Historic			Comments
		1 April 2009 30 Jun 2009	1 April 2010 30 Jun 2010	Direction of Travel	Annual Target 2010/11	Benchmark (where applicable)	2008/09	2009/10	
% of people who believe people from different backgrounds get on well together in their local area (Viewpoint Survey)	NI 001	NA	Viewpoint Survey	NA	+ve	81.90%	72% (P)	71.7%	Bi-ennial indicator (May and November - 3 month time lag)
Serious violent crime rate	NI 015	0.19	0.28	☹	0.98	NA	0.57	0.98	Although NI 15 rates have decreased by 7.5% compared to last quarter, this is only a decrease of two offences on what was one of the highest quarters of the last year. When compared to the same quarter of last year, rates have increased by 70.8% (9 offences more). Although volumes are small, it appears that we are starting this year with a much greater rate of offences compared to last year, with more than 1.5 times the number of offences this quarter compared to the same quarter last year. Therefore as rates remain high and decreases in volume are only slight, assessment remains red. On a positive note, MSFG rankings have moved in line with peers, and the year to date figures are in line with last year.
Serious acquisitive crime rate	NI 016	2.94	2.50	☺	11.50	NA	12.93	11.51	There has been an increase of 20% in the volume of offences between Q4 09/10 and Q1 10/11, with figures rising by 33 offences from 165 to 198 offences in Q1 10/11. However, Q4 09/10 was the lowest of the entire year by 68 offences, and Q1 10/11 is lower than any other quarters throughout the year. In fact, compared to Q1 09/10, there is a difference of 35 offences, representing a 15% reduction compared to the same time last year. In the light of all factors, assessment remains green.
Perceptions of anti-social behaviour (Viewpoint Survey)	NI 017	NA	Viewpoint Survey	NA	19.5% by 2011	13.6	21.1% (P)	12.9%	Bi-ennial indicator (May and November - 3 month time lag)
Dealing with local concerns about anti-social behaviour and crime issues by the local council and police (Viewpoint Survey)	NI 021	NA	Viewpoint Survey	NA	30.1% by 2011	30.8	24.8% (P)	30.5%	Bi-ennial indicator (May and November - 3 month time lag)
Understanding of local concerns about anti-social behaviour and crime issues by the local council and police (Viewpoint Survey)	NI 027	NA	Viewpoint Survey	NA	+ve	28.5	25.1% (P)	31.6%	Bi-ennial indicator (May and November - 3 month time lag)
Perceptions of drunk or rowdy behaviour as a problem (Viewpoint Survey)	NI 041	NA	Viewpoint Survey	NA	-ve	20.5	30.8% (P)	23.9%	Bi-ennial indicator (May and November - 3 month time lag)
Number of affordable homes delivered (gross)	NI 155	19	41	☺	64	250	10	111	A very good start to 2010/11. Had 34 rented units at Windsor Road. All affordable units have been delivered. Also 7 reported completions (Orbit HA) on same site on HomeBuy Direct
Residual household waste per household (kg)	NI 191	147.56	159.71	☹	570kg	480	566.74	574.93	Estimated figure used to calculate some 'bring bank' tonnages

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Percentage of household waste sent for reuse, recycling and composting	NI 192	28.22%	23.06%	☹	30%	51.91%	31.43%	28.30%	Estimated figure used to calculate some 'bring bank' tonnages and a high reject rate of 20% used for whole quarter - likely to be lower but recommendation from WCC is that we work on this for now
Improved street and environmental cleanliness - levels of litter	NI 195(a)	NA	N/A	NA	6%	0%	5%	8%	This indicator is collected 3 times per year with first data available during quarter 2.
Improved street and environmental cleanliness - levels of detritus	NI 195(b)	NA	N/A	NA	25%	1%	11%	26%	This indicator is collected 3 times per year with first data available during quarter 2.
Improved street and environmental cleanliness - graffiti	NI 195(c)	NA	N/A	NA	2%	0%	1%	2%	This indicator is collected 3 times per year with first data available during quarter 2.
Improved street and environmental cleanliness - fly-posting	NI 195(d)	NA	N/A	NA	0%	0%	0%	0%	This indicator is collected 3 times per year with first data available during quarter 2.
Improved street and environmental cleanliness – fly tipping (Level 1 - Good, Level 4 - Poor)	NI 196	NA	N/A	NA	Level 1	1	2	1	This indicator is collected 3 times per year with first data available during quarter 2.
The number of racial incidents recorded by the authority per 100,000 population	BV 174	6.35	10.16	☺	Contextual measure	NA	12.56	23.88	Continue to receive reports from a variety of sources i.e. direct calls in, visits to One Stop Shops and online. Additional publicity last qtr may have led to increase in reports in this period
The percentage of racial incidents that resulted in further action	BV 175	100%	100%	☺	Contextual measure	NA	100%	100%	All reports continue to have initial follow up call and referral to responsible agency. Where contact details are not supplied information is shared across partner agencies to raise awareness and identify potential trends
Number of British Crime Survey Comparator crimes reported	CS 002	935	831	☺	Contextual measure	NA	3,690	3,469	Assessment remains green for Q1 201011, volume is relatively stable (showing an increase of 16% on last quarter of 116 offences, and a decrease of 12% compared to the same quarter last year of 108 offences), and performance is in line with peers at 10.54
Number of people using the Dial-A-Ride service	WMO 016	8,416	8,574	☺	34,330	NA	NA	33,930	Increase of 158 customers for the same period last year is because we are providing certain times and days for groups of people to go shopping or to clubs. Which maximises the usage of our minibuses.
Number of people using the Shopmobility service	WMO 017	4,733	4,096	☹	19,238	NA	NA	19,238	Decrease of 637. In April this year Kingfisher Shopping centre introduced car parking charges for those who use the Shopmobility service which has affected the usage.
Morton Stanley Park - number of visitors to the festival	CG 001	NA	Annual	NA	Baseline year	NA	NA	NA	Festival to take place in August 2010
Satisfaction with parks and open spaces (%)	CG 002	NA	Viewpoint Survey	NA	Baseline year	NA	NA	NA	This indicator is included in the Worcestershire Viewpoint Survey which is carried out bi-ennially (May and November) with a 3 month time lag
Number of visitors to the Abbey Stadium and Hewell Road Swimming Pool	EC 005	67,071	78,073	NA	296,903	NA	NA	291,081	Increase due to special events at Abbey Stadium. Youth Sports Festival 2000 people and Schools/Club Athletics Events

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Number of visitors to the Palace Theatre	EC 006	12,893	13,540	NA	45,756	NA	NA	44,857	Introduction of on line booking and payment and increased promotional material is expected to increase attendances at the Palace Theatre
Number of visitors to leisure centres	EC 007	130,615	131,720	NA	576,460	NA	NA	565,157	Increase from previous month due to special events at Abbey Stadium. Youth Sports Festival and Schools Athletics Events
Number of visitors to the Museum and Bordesley Abbey Visitors Centre	EC 008	5,200	7,350	☺	15,369	NA	NA	15,068	Increase from same period in 09/10 due to increase in event attendances. 2000 attendees for Farm Day, and additional 200 for Medieval Festival.
Number of over 60's swimming usage	EC 009	1,967	2,704	NA	9,176	NA	NA	8,996	Increase in June due to May closures at Kingsley for essential maintenance (led to reduction in figure for May)
Number of under 16's swimming usage	EC 010	6,955	4,804	NA	23,667	NA	NA	23,203	Increase in June due to May closures at Kingsley for essential maintenance (led to reduction in figure for May)
Attendance at community events	EC 011	10,414	14,714	☺	43,248	NA	NA	42,400	Increase on previous year by 4300 attendances due to the warmest spring since records began. No events for this period were cancelled due to poor weather conditions.
Attendance at community centres	EC 012	41,969	50,349	☺	154,683	NA	NA	151,650	Increase of 8380 compared with previous year due to increase in hires. Four new regular hires from April 10.
Attendance at sports development sessions	EC 013	#	18,095	NA	60,935	NA	NA	59,741	Increase on previous month due to special events. Youth Sports Festival 2000 people.
Attendance at arts development sessions	EC 014	2,105	3,210	NA	10,048	NA	NA	9,851	Slight decrease in June due to event programming
Number of visits to Arrow Valley Countryside Centre	EC 015	81,000	106,717	☺	341,726	NA	NA	335,025	Increase by 25717 through visitor attendance at Centre and attendance at events due to weather conditions

**Key to Terms and Symbols**

Improving performance compared to same period last year	☺	Positive Trend	+ve	Place Survey	(P)
Worsening performance compared to same period last year	☹	Negative Trend	-ve	Recovery plan in place	(RP)
No change in performance compared to same period last year	☺☹	Data is provisional	*	Lower Super Output Area	LSOA
No data available for the period	#	To be confirmed	TBC	West Midlands	WM
Not applicable for this indicator/period	NA				