

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 30 Sep 2010	1 Apr 2011 - 30 Sep 2011	Direction of Travel (where applicable)	2009/10	2010/11	
Number of affordable homes delivered	<b>58</b>	<b>17</b>	Contextual	111	100	A total of 2 mortgage rescue properties and the last 13 shared equity homes (Homebuy Direct - Kickstart) at Windsor Road have been delivered. The Windsor Road site is now complete.
Number of racial incidents recorded by the authority per 100,000 population (contextual)	<b>19.05</b>	<b>7.62</b>	Contextual	24.15	29.21	There continues to be a reduction in reports across all reporting routes which is being addressed by the joint partnership, which will be delivering an updated publicity programme to increase awareness of a variety of reporting procedures.
% of racial incidents that resulted in further action (contextual)	<b>100%</b>	<b>100%</b>	Contextual	100%	100%	All racial incidents reported via the Hate Incident Reporting Scheme have further action taken ranging from liaison with the victim and witnesses and referral to the responsible agency to multi-agency case meetings through Redditch Anti Harrasment Partnership.
Adult re-offending rates for those under probation supervision	<b>TBC</b>	<b>TBC</b>	TBC	TBC	TBC	This is a new indicator at district level. Awaiting verification of data from Worcestershire County Council.
Number of British Crime Survey comparator crimes reported	<b>1,640</b>	<b>1,796</b>	☹	3,469	3,241	The total of 873 BCS comparator crimes in Q2 is slightly lower than Q1 (down 5% or 50 offences), however the longer term trends indicate an increasing trend with 64 (8%) more offences than Q2 last year, and a year to date increase of 10% (156 offences) compared to the same period in 2010/11. Furthermore, performance is significantly worse than peers, ranking 14th out of 15. Currently this performance is being investigated by the Redditch Community Safety Partnership to ascertain the reason why and what interventions can be put in place.
Number of people using the Dial-A-Ride service	<b>17,670</b>	<b>16,924</b>	☹	32,865	35,196	Slight reduction due to unplanned vehicle down time which has since been resolved. The service is also proactively publicising itself to increase new customer registrations.
Number of people using the Shopmobility service	<b>8,314</b>	<b>8,497</b>	☺	19,238	16,252	Slight increase on numbers for same period last year. Supervisor will be attending events and forums to promote the service.
% of lifeline calls answered within 1 minute	<b>99.40%</b>	<b>99.40%</b>	☹	NA	99.24%	This is within Telecare Services Association TSA target of 97.5%
% of CCTV incidents which are proactive monitoring	<b>NA</b>	<b>18.45%</b>	<b>NA</b>	NA	NA	2011/12 is the baseline year for this new performance indicator.
Number of CCTV evidential seizures	<b>NA</b>	<b>23</b>	<b>NA</b>	NA	NA	2011/12 is the baseline year for this new performance indicator (data has not previously been split by Council).
Number of attendances at community events	<b>49,151</b>	<b>40,550</b>	☹	44,364	62,073	Decrease from comparable period 2010/11 due to 2 annual funfaires not taking place (1 at Birchfield Road & 1 at Arrow Valley Countryside Centre which accounts for approximately 10,000 visits). The new events team developed through the shared service process will look to address the short fall in attendance in 2012/13.

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Attendance at community centres	87,391	88,064	☺	151,650	180,439	Increase from comparable period last year due to booking session running over the school holiday period.
Attendance at sports development sessions	29,556	22,858	☹	59,741	62,241	There have been over 22% fewer people attending sports development sessions when comparing the first two quarters in 2010/11 with 2011/12. Although the summer programme was successful, due to the loss of external funding relating to extended services and schools sports partnership there has been a reduction in attendance linked to a lower number of partnership programmes being delivered. The reduction in attendance is a concern given the well documented issues around health inequalities in Redditch and officers are developing programmes to re-start the Active Clubs with local partners on a sustainable delivery model/programme.
Attendance at arts development sessions	8,729	5,603	☹	9,851	14,236	Performance is down when compared to the same period last year as there has been no September Arts Festival (one off external funding).
Number of visitors to Palace Theatre	18,365	16,211	☹	44,857	53,015	There have been 846 users & 3 performances in the last quarter which is an improvement compared to the same quarter for last year. The implemented service structure changes are now beginning to take effect and the revised programming will start to develop larger audiences in the second half of the year.
Number of people visiting leisure centres	285,005	285,598	☺	565,157	569,187	Comparable with same period last year; a slight increase of 593 visitors.
Number of visitors to the Museum & Bordesley Abbey Visitors Centre	16,677	16,581	☹	15,068	21,347	Attendance slightly down in comparison to previous year performance due to the summer holiday shark exhibition proving 7% less popular than last years dinosaurs exhibition. Feedback gathered from the attendees will help shape next summers programme.
Number of visitors to the Abbey Stadium & Hewell Road Swimming Pool	162,231	154,855	☹	291,081	296,945	Decrease on comparable period from 2010/11 due to Abbey Stadium temporary building closures due to project work.
Household waste collection (kg per head)	90.58	87.82	☺	86.59	90.19	The amount of household waste collected per head of population has improved by 2.76kg when compared to the same period last year.
Residual waste per household (kgs)	297.95	284.54	☺	574.94	569.17	The amount of residual household waste has decreased by 13.41 kgs when compared to the same period last year. Recycling campaign runs from November - January.

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% of household waste re-used, recycled or composted	27.58%	27.30%	☹	28.30%	28.73%*	Increase on tonnage sent for recycling compared with last quarter (Q1 - 26.33%, Q2 - 28.27%), however the overall quantity also rose giving a very similar outturn to the same period last year.
Improved street and environmental cleanliness - levels of litter	NA	12.50%	NA	NA	NA	This is a new indicator. This performance indicator has previously been reported using a different methodology and as such the historic data is not comparable. Compared with Q1, the levels of litter appear almost unchanged (12.16% in Q1 and 12.96% in Q2).
Improved street and environmental cleanliness - levels of detritus	NA	25.78%	NA	NA	NA	This is a new indicator. This performance indicator has previously been reported using a different methodology and as such the historic data is not comparable. Compared with quarter 1, the number of surveys below standard has fallen quite significantly (from 25 in Q1 to 8 in Q2) resulting in the quarterly snapshot falling from 33.78% to 14.81%.
Number of fly-tipping incidents dealt with	672	*859	☹	NA	NA	An increase in the number of fly-tips may be due to a number of duplicate enquiries or enquiries relating to private land being included – the figure will be updated at the Q3 return.
Number of fly-tipping enforcement actions	94	85	☹	NA	NA	There are slightly fewer enforcement actions for Q1 & Q2 this year.

**Key to Terms and Symbols**

Improving performance compared to same period last year	☺	Positive Trend	+ve
Worsening performance compared to same period last year	☹	Negative Trend	-ve
No change in performance compared to same period last year	☺	To be confirmed	TBC
No data available for the period	#	Worcestershire Viewpoint Survey	(WVP)
Not applicable for this indicator/period	NA	Customer Service Centre	CSC
Data is provisional	*	West Midlands	WM