

Indicator Description	Current			History - Year End (where available)		Comments
	1 Apr 2010 - 31 March 2011	1 Apr 2011 - 31 March 2012	Direction of Travel (where applicable)	2009/10	2010/11	
Number of affordable homes delivered	100	24	Contextual	111	100	5 flats delivered via Kickstart at Windsor Heights plus an additional mortgage rescue under reported from quarter two.
Number of British Crime Survey comparator crimes reported	3,241	3,296	☹	3,469	3,241	The number of BCS crimes in Redditch has decreased this quarter compared to Q3, however, the end of year outturn is up 2% (55 crimes) compared to 2010/11. This increase is mainly due to a slight spike in offending in the beginning of the year (Apr 2011) around dwelling burglary offences and violence against the person. After this the level of offending has been generally decreasing.
Number of people using the Dial-A-Ride service	35,196	34,720	☹	32,865	35,196	There has been a decrease in year end figures of 476 which is due to unplanned maintenance and downtime of vehicles, however new registrations are up by 10% on last years figures and it is anticipated that this will be reflected in an increase in next quarter 1 figures.
Number of people using the Shopmobility service	16,252	16,844	☺	19,238	16,252	A good end to the year with an increase of 592 customers when compared to the end of last year.
Visitors to the Palace Theatre	53,015	53,060	☺	44,857	53,015	Due to an increase in the number of performances hosted at the Palace Theatre, the number of visitors in the 4th quarter also increased, up by 3,006 when compared to same period of previous year.
Visitors to leisure centres	569,187	599,207	☺	565,157	569,187	There has been an increase of over 30,000 visitors when compared to the same period last year. This is due to the opening of the new Abbey Stadium. Increase in Health & Fitness Usage due to new equipment, increased advertising, large scale events, new exercise to music programme delivered through consultation and competitor analysis. In addition, there has been an increase in swimming lessons due to due to advertising, successful/well managed transfer of lessons from other sites, re-organisation of lessons through consultation and benchmarking. Likewise, there has been an increase in public swimming due to new programme delivery, through consultation and benchmarking.
Visitors to Museum and Bordesley Abbey Visitors Centre	21,347	21,562	☺	15,068	21,347	Although the venue was closed during January, there has been an increase in the number of visitors over the year. The wedding fayre in March increased the number of visitors in quarter 4 (Jan-Mar).
Household waste collection (kg per head)	90.19	84.55	☺	86.59	90.19	There has been a small decrease in the amount of waste collected over the 2011/12 period - reducing by 5.64 kg per head. This is an improvement when compared to the last 2 years.

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Residual waste per household (kgs)	569.17	*554.00	☺	574.94	569.17	There has been a reduction in the amount of residual household waste of more than 15kg per household when compared to the same period last year. A final audited figure from Waste Data Flow is expected within 6 months of the year end.
% of household waste re-used, recycled or composted	28.73%	*28.69%	☹	28.30%	28.73%	There appears to be a minimal reduction in the amount of household waste re-used, recycled or composted. A final audited figure from Waste Data Flow is expected within 6 months of the year end.