

Red	Critical - Way off target. Needs urgent attention
Amber	Changes identified - further work required to meet target
Green	Very Good Performance - direction of travel positive

2009/10 Performance Commentary

**Tier 1: Place Shaping Priorities**

Indicator	LAA Theme	Lead Officer	Lead Organisation	Reporting Officer (officer reporting data to LSP)	Data Owner (Person/organisation where data derived/held)	Updater	Data Source	Reporting period	Level of reporting (e.g. to Borough, Ward, SOA level)	Baseline Performance	2008/09 Target	2008/09 Actual	2009/10 Target	2009/10 Actual	2010/11 Target	2010/11 Actual	Good Is (High/Low)	Intervention Level	Quarter 1 Target	Quarter 1 Actual	Quarter 2 Target	Quarter 2 Actual	Quarter 3 Target	Quarter 3 Actual	Quarter 4 Target	Quarter 4 Actual	Current Position (As at quarter 2)
NI 1 % of people who believe people from different backgrounds get on well together in their local area *	SSC	Bruce Penhale		Naila Arshad (Interim)	Adele Small	Adele Small	Place Survey	Next data available mid Jan 09	Borough	50.4% 2008 Place Survey	50.6% - TO BE REVISED	50.4%	52.6%	54.6%				52.6% (same as target)									Oldham Lead - Bruce Penhale Direction of travel (improving/static/declining): RAG Rating: GREEN Interventions Recommended: Further develop cohesion work in support of Building Schools for the Future (BSF) programme. Increased promotion of successes. Management of risks to good race and community relations Current Activities/Projects: Community tension management and tackling hate incidents. Good Relations Oldham. Festivals programme
NI 5 Overall / general satisfaction with local area *	SSC	Colette Kelly		Naila Arshad (Interim)	Adele Small	Adele Small	Place Survey	Next data available mid Jan 09	Borough	66.7% 2008 Place Survey	66.6% - TO BE REVISED	66.7%	68.6%	70.6%				66.60%									Oldham Lead - Colette Kelly Direction of travel (improving/static/declining): RAG Rating: GREEN Interventions Recommended: Current Activities/Projects:
NI 15 Serious violent crime rate *	SSC	Stuart Goodwin	GMP	Julie Luckman	Julie Luckman	Julie Luckman	Home Office iQuanta	Quarterly	Borough																	Oldham Lead - Stuart Goodwin Direction of travel: Improving RAG Rating: RED Interventions Recommended: Current Activities/Projects: A Violent Crime Strategy is currently being written. The Violent Crime Problem Profile will be updated to provide up to date analysis to inform the Violent Crime Strategy.	
Homicides (including attempt)										9	9							0	4	0	6						
Acts endangering life										213	213						0	60	0	110							
GBH without intent										91	91					74	18	147	32								
Totals										313	313	295		275		74	82	147	148	221		295					
Serious violent crime rate (per 1,000 population)	1.4	1.4	1.1		1.2		0.30	0.37	0.60	0.68	1.00		1.30														
NI 16 Serious acquisitive crime rate *	SSC	Stuart Goodwin	GMP	Julie Luckman	Julie Luckman	Julie Luckman	Home Office iQuanta	Quarterly	Borough																	Oldham Lead - Stuart Goodwin Direction of travel: Declining RAG Rating: GREEN Interventions Recommended: Current Activities/Projects: Serious acquisitive crime is monitored through the monthly Safer Tasking Meeting. A vehicle crime action plan has been written. Although crime is down, small hotspots are monitored and dealt with locally.	
Domestic Burglary (includes aggravated)										2101	1951	1978	1925		1900			481	451	962	932	1443	1925				
Robbery of business property										69	60	89	55		50			14	19	28	30	42	55				
Robbery of personal property										437	410	479	400		395			100	96	200	210	300	400				
Vehicle taking (includes aggravated)										999	975	949	940		900			235	215	470	460	705	940				
Theft from a vehicle										2331	2160	2415	2070		1980			518	466	1035	1021	1553	2070				
Totals										5937	5556	5910	5390		5225 (12% cumulative reduction)			1348	1247	2695	3900	4043	5390				
Serious acquisitive crime rate (per 1,000 population)	27.2	25.3	26.9	24.5		23.8			6.1	5.68	12.3	12.11	18.4	24.5													
NI 17 Perceptions of anti-social behaviour *	SSC	Collette Kelly (Suggested by Gary Wheelhouse - check with Collett)		Karen Jones (N.B. Gary Wheelhouse suggested John Taylor for Reporting Officer confirm)	Adele Small	Adele Small	Place Survey	Next data available mid Jan 09	Borough	30.4% 2008 Place Survey	30.9% - TO BE REVISED	30.4%	29.2%	27.4%				6%									Oldham Lead - Martin O'Connell Direction of travel (improving/static/declining): RAG Rating: GREEN Interventions Recommended: Current Activities/Projects: A project tackling alcohol related ASB by young people has been launched. The Challenge and Support project includes officers from the police, Council ASB Unit and youth workers, working together to tackle the issues in communities.
NI 49 Number of primary fires and related fatalities and non-fatal casualties, excluding precautionary checks *	SSC	Geoff Harris		Steve Shaw	Geoff Harris	Geoff Harris		Quarterly		1021	790	676	731	694				6%	183	191	365	349	548	731		Oldham Lead - Geoff Harris Direction of travel: Improving RAG Rating: GREEN Interventions Recommended: Improved publicity campaign related to cooking related accidental dwelling fires. Community Engagement programme in Spindles, Fitting of CO detectors, Chip Pan Exchange Current Activities/Projects: Working to develop HFRA Referrals in partnership with Registered Social Landlords, Oldham Tobacco Alliance contact made to provide Fire awareness training to service users.	
No of Primary Fires/Population * 100																											



NI 11 Engagement in the arts	SSC	Sheena MacFarlane	Sheena MacFarlane	Annie O'Neill	Amanda Carpenter	Active People Survey	Next reporting period Apr 09 to Oct 09		37.4% Active People Survey 2 Apr 08 to Oct 08	36.60%	38.10%	42.80%	Annual Survey - APS 3 due end of Dec	46.00%	High	40.50%	42.80%	Annual Survey	42.80%	Annual Survey					Oldham Lead - Sheena Macfarlane Direction of travel (improving/static/declining): Improving RAG Rating: GREEN Interventions Recommended: Current Activities/Projects: Support programme for NI11 authorities now in place. Data analysis exercise underway and will report early December. This will help determine priority areas for action and inform the development of the strategy and action plan, future funding bids and local evaluation framework.
NI 23 Perceptions that people in the area treat one another with respect and dignity	SSC	Bruce Penhale	Naila Arshad (Interim)	Adele Small	Adele Small	Place Survey	Next data available mid Jan 09		40.4% 2008 Place Survey	40.5% - TO BE REVISED	40.4%	39.50%		38.50%									39.50%	Oldham Lead - Bruce Penhale Direction of travel (improving/static/declining): RAG Rating: GREEN Interventions Recommended: As NI 1. Encourage inter-generational work. Also links to work to tackle anti-social behaviour (ASB) Current Activities/Projects: As NI 1. Also activity to tackle ASB	
NI 26 Specialist support to victims of a serious sexual offence	SSC	Stuart Goodwin	Not yet agreed						Deferred until 2009/2010															Oldham Lead - Stuart Goodwin Direction of travel (improving/static/declining): RAG Rating: Interventions Recommended: Current Activities/Projects:	
NI 27 Understanding of local concerns about anti-social behaviour and crime by the local council and police	SSC	Bruce Penhale	Karen Jones	Adele Small	Adele Small	Place Survey	Next data available mid Jan 09		23.3% 2008 Place Survey	23.3% - TO BE REVISED	23.4%	26.10%		28.90%										Oldham Lead - Bruce Penhale Direction of travel (improving/static/declining): RAG Rating: GREEN Interventions Recommended: Current Activities/Projects:	
NI 35 Building resilience to violent extremism	SSC	Bruce Penhale	Naila Arshad (Interim)	Elliot Brown	Elliot Brown				2	2	2	3		4									3	Oldham Lead - Bruce Penhale Direction of travel: RAG Rating: GREEN Interventions Recommended: Action plan agreed with Government Office. Challenge and Innovation Fund bid submitted June 2009 for projects to engage communities in PVE work. Interventions in development to support people vulnerable to involvement in extremism. Training for front line staff being planned.	
NI 138 Satisfaction of people over 65 with both home and neighbourhood	SSC	Mark Reynolds & Paul Davies		Adele Small	Adele Small	Place Survey	Next data available mid Jan 09		74.7% 2008 Place Survey	74.7%	74.7%	75.70%		76.70%										Oldham Lead - Paul Davies Direction of travel (improving/static/declining): RAG Rating: GREEN Interventions Recommended: Current Activities/Projects:	
NI 140 Fair treatment by local services	SSC	Carolyn Wilkins	Naila Arshad (Interim) (Fakrul Choudhury?)	Adele Small	Adele Small	Place Survey	Next data available mid Jan 09		57.4% 2008 Place Survey	56.8% - TO BE REVISED	57.4%	57.80%		58.80%									57.80%	Oldham Lead - Carolyn Wilkins Direction of travel (improving/static/declining): RAG Rating: GREEN Interventions Recommended: Current Activities/Projects:	
NI 191 Residual household waste per head	SSC	Su Jones	Karen Jones	Su Jones	Su Jones	Waste Data Flow	Annual	Borough	700kg (07/08 estimate as new Indicator)	690kg	145.49	680kg		670kg										Oldham Lead - Su Jones Direction of travel (improving/static/declining): Recycling figures over a financial year will vary from quarter to quarter as we experience seasonal variations in the recycling tonnages which get collected. For example garden waste is high in summer months and very low in the winter months. RAG Rating: Green Interventions Recommended: Current Activities/Projects: Managed Weekly Collections have now been rolled out to the all properties (over 90,000 households). The key projects to build on the success include recycling for flats/hard to access properties, schools waste recycling (including food waste), wheeled bins for paper/cardboard, and the kerbside collection of textiles.	
NI 196 Improved street and environmental cleanliness fly-tipping	SSC	Carol Brown	Karen Jones	Peter Rafferty			Results in June 2009		2.00 (05/06)	Effective	Awaiting defra assessment	Effective		Effective										Oldham Lead - Carol Brown Direction of travel (improving/static/declining): Static RAG Rating: Interventions Recommended: Current Activities/Projects: Reporting monthly to Flycapture. Proposed to target adopted unadopted alleys with a Rapid Response Team.	

**Tier 3: Performance Monitoring**

Indicator	LAA Theme	Lead Officer	Lead Organisation	Reporting Officer (officer reporting data to LSP)	Data Owner (Person/organisation where data derived/held)	Updater	Data Source	Reporting period	Level of reporting (e.g. to Borough, Ward, SOA level)	Baseline Performance	2008/09 Target	2008/09 Actual	2009/10 Target	2009/10 Actual	2010/11 Target	2010/11 Actual	Good Is (High/Low)	Intervention Level	Quarter 1 Target	Quarter 1 Actual	Quarter 2 Target	Quarter 2 Actual	Quarter 3 Target	Quarter 3 Actual	Quarter 4 Target	Quarter 4 Actual	Current Position (As at quarter 2)									
NI 3 Civic participation in the local area	SSC	Colette Kelly		Naila Arshad (Interim)	Adele Small	Adele Small	Place Survey	Next data available mid Jan 09		16.5% 2008 Place Survey	16.7% - TO BE REVISED	16.5%	16.70%		16.70%											16.70%	Oldham Lead - Colette Kelly Direction of travel (improving/static/declining): RAG Rating: GREEN Interventions Recommended: Current Activities/Projects:									
NI 9 Use of public libraries	SSC	Andrea Ellison		Amanda Carpenter	Andrea Ellison	Amanda Carpenter	Active People Survey	Next reporting period Apr 09 to Oct 09		51.3% Active People Survey2 Apr 08 to Oct 08	16.1%	50.8%	51.3%	Annual Survey - APS 3 due end of Dec	56.0%		High	48.0%	51.30%	Annual Survey	51.30%	Annual Survey					Oldham Lead - Andrea Ellison Direction of travel (improving/static/declining): slightly declining RAG Rating: GREEN Interventions Recommended: Current Activities/Projects: The service is pleased with the result of this survey, when benchmarked with other libraries services across Greater Manchester we came out 3rd.									
NI 10 Visits to museums or galleries	SSC	Stephen Whittle		Amanda Carpenter	Stephen Whittle	Amanda Carpenter	Active People Survey	Next reporting period Apr 09 to Oct 09		45.2% Active People Survey2 2008 Apr 08 to Oct 08	30.0%	46.9%	40.0%	Annual Survey - APS 3 due end of Dec	45.8%		high	40.0%	40%	Annual Survey	40%	Annual Survey					Oldham Lead - Stephen Whittle Direction of travel (improving/static/declining): Improving RAG Rating: GREEN Interventions Recommended: Current Activities/Projects: Sunday opening commenced on schedule and is already bringing in additional visitors. The café development may be slightly delayed pending planning permission (currently with Unity partnership). Externally funded projects such as Great British watercolours and At The Edge are on target and in budget and should help to maintain the high level of visits to the gallery. The passport to Summer programme brought a large number of new visitors to the gallery.									
NI 14 Avoidable contact: The average number, of customer contacts per received customer request	SSC	Suzanne Heywood		Naila Arshad (Interim)	Suzanne Heywood	Suzanne Heywood		Next due 01/04/10		Work in progress to validate baseline figures		38.8%															Oldham Lead - Suzanne Heywood Direction of travel (improving/static/declining): RAG Rating: Interventions Recommended: Current Activities/Projects:									
NI 18 Adult re-offending rates for those under probation supervision	SSC	Paul Cavanagh		Christine Araya	Christine Araya	Christine Araya		Quarterly (next due 27/05/09)		Work in progress to validate baseline figures			10%														Oldham Lead - Paul Cavanah Direction of travel (improving/static/declining): RAG Rating: Interventions Recommended: Comments: Probation HQ do not currently measure performance on this indicator.									
NI 20 Assault with injury crime rate	SSC	Stuart Goodwin	GMP	Julie Luckman	Julie Luckman	Colin Cooper	Home Office iQuanta	Quarterly	Borough																	Oldham Lead - Stuart Goodwin Direction of travel: Improving RAG Rating: GREEN Interventions Recommended: Current Activities/Projects: Monitored monthly through the Safer Tasking Meeting. A Violent Crime Strategy is currently being written. The Violent Crime Problem Profile will be updated to provide up to date analysis to inform the Violent Crime Strategy.										
Actual bodily harm and other injury										1643	1568		1489		1412																					
Racially or religiously aggravated										29	26		26		26																					
Totals										1672	1594	1587	1515		1438 (14% cumulative reduction)				379	359	757	706	1136	1515												
No of assaults with less serious injury / total population x 1000										7.6	7.3	7.23	6.9		6.5				1.70	1.63	3.40	3.20	5.10		6.90											
NI 21 Dealing with local concerns about anti-social behaviour and crime by the local council and police	SSC	Bruce Penhale		Karen Jones	Adele Small	Adele Small	Place Survey	Next data available mid Jan 09		20.9% 2008 Place Survey	20.9% - TO BE REVISED	20.5%	23.40%		25.90%												Oldham Lead - Martin O Connell Direction of travel (improving/static/declining): RAG Rating: Interventions Recommended: Current Activities/Projects: Around one in five (21%) Oldham respondents agree that the police and other local public services are successfully dealing with local concerns about anti-social behaviour and crime. This is a new indicator, measured for the first time through the Place Survey. There are problems with the wording of this indicator, as we cannot identify which local public services additional to the police that respondents have in mind when answering the question. Compared with other areas, the proportion of Oldham respondents who agree is: • around the same as the average score of the AGMA councils (22%) • lower than the average for the North-West (26%) • lower than the overall result for England (26%).									





Number of domestic burglaries (LAA2b)	Stuart Goodwin	Colin Cooper	Colin Cooper	Colin Cooper	Home Office iQuanta	Quarterly	Borough	3,157 (2003/4)	2,115 (2,013)	2,329	1,831 (1,729)	2,109	228 (100%) 259 (60%)	228 (100%) 259 (60%)	405	456 (100%) 518 (60%)	934	686 (100%) 777 (60%)	1,463	915 (100%) 1036 (60%)	1978	Responsibility - Colin Cooper Direction of travel: Declining RAG Rating: RED Interventions Recommended: Current Activities/Projects: A Burglary Project target finished at the end of September. This project target offenders and provided security upgrades to victims of burglary. A project taking all SAC issues starts in October. The project will address enforcement, disruption and prevention activity.			
								Stretch Target: 1b)	Reduce the total number of domestic burglaries from 5,653 to 5,345 (a reduction of 308 burglaries over the three years of the LAA)																
Reduce the percentage of streetscapes falling below Grade B standard of cleanliness (BVPI199a)	Carol Brown	Colin Cooper	Peter Rafferty					22% (2004/5)	21% (20%)	17%	20% (17%)	Awaiting verification of data (18% Q3)	15% (13%)	13%							13.0%	Responsibility - Peter Rafferty (Karen Newton) Direction of travel (improving/static/declining): RAG Rating: GREEN Interventions Recommended: Current Activities/Projects:			
								Stretch Target: 1c)	Reduce the percentage of streetscapes falling below Grade B standard of cleanliness from 15% in 2008/9 to 13% in 2008/9 (an improvement of 2% in the third year of the Local Area Agreement)																
Number of accidental domestic dwelling fires (LAA20)	Geoff Harris	Colin Cooper	Geoff Harris	Geoff Harris	Fire and Rescue Service Statistics	Quarterly	Borough	321 (Average of 2002/3, 2003/4, 2004/5 totals)	321 (310)	236	321 (310)	187	321 (310)				77	49	77	60	77	43	79	45	Oldham Lead - Geoff Harris Direction of travel: Static RAG Rating: GREEN Interventions Recommended: Improved publicity campaign related to cooking related accidental dwelling fires. Community Engagement programme in Spindles, Fitting of CO detectors, Chip Pan Exchange Current Activities/Projects: Primary Fires Reduction Project, Home Fire Safety Team funded until September 09, HFRA Referrals Partnership with FCHO, Initial meeting with Domus Healthcare to provide Fire Safety training to carers, Oldham Tobacco Alliance contact made to provide Fire awareness training to service users
								Stretch Target: 2)	Reduce the total number of accidental domestic dwelling fires from 963 to 930 ( a reduction of 33 fewer accidental domestic fires over the three years of the LAA)																