

## Appendix A - Quarterly Performance Report

### Medium Term Plan Indicators

#### Quarter 3 2013/14

Report comparison - Depends on the nature of the indicator		Performance Judgement			
		Direction of travel (DoT)		RAG score (Standard scoring rules unless the indicator specifies alternative scoring arrangements)	
<b>Seasonal</b>	Compared to the same time period in the previous year	↓	Performance is reducing	<b>R</b>	RED - target missed / off target - Performance at least 10% below the required level of improvement
<b>Quarter on quarter</b>	Compared to the previous quarter	↔	Performance remains unchanged	<b>A</b>	AMBER - target missed / off target - Performance less than 10% below the required level of improvement
<b>Annual</b>	Compared to one fixed point in the previous year	↑	Performance is improving	<b>G</b>	GREEN - Target achieved or performance on track to achieve target

## Overview of performance

Ref	Indicator	Performance will be reported:	Performance information being reported this quarter		
			Time period	Performance	
<b>Enhance your local community</b>					
A 2 MTP	Central Bedfordshire's Employment rate (People in employment aged 16 to 64)	Quarterly	Latest data Jun 2013	↑	A
A 3 MTP	% of approved residential development applications of 10 or more units having CABE excellent design status	Quarterly	Quarter 3 2013/14	↔	G
A 4 MTP	Number of Serious Acquisitive Crimes.	Quarterly	Quarter 3 2013/14	↓	A
A 5 MTP	Number of recorded Anti-social Behaviour incidents.	Quarterly	Quarter 3 2013/14	Monitor only	Monitor only
<b>Better infrastructure</b>					
D1a MTP	Percentage resident satisfaction with road maintenance	Quarter 1 & Quarter 2	Res Survey Spring 2013	NEW	A
D1b MTP	Percentage resident satisfaction with pavement maintenance	Quarter 1 & Quarter 2	Res Survey Spring 2013	NEW	A
D 2 MTP	Percentage of Central Bedfordshire with access to superfast broadband	Annually in Quarter 4			
D 3 MTP	Percentage of Central Bedfordshire with access to at least 2Mb broadband	Annually in Quarter 4			
<b>Great universal services</b>					
E 1 MTP	Percentage of household waste sent for reuse, recycling and composting	Quarterly	Latest data Quarter 2	↑	G
E 2 MTP	Percentage of adults in Central Bedfordshire taking part in sport or active recreation (Active People Survey)	Quarter 1 & Quarter 3	APS 7 Survey	↓	A
E 3 MTP	Satisfaction of adults with library services	Annually Quarter 1	2013 adult Plus Survey	↑	G
E 4 MTP	Number of visits to libraries	Annually in Quarter 1	Outturn 2012/13	↓	R



A3 MTP Percentage of approved applications for residential developments of ten or more units having CABE excellent design status																		
Unit	Good is	All data is cumulative for the financial year to the close of the quarter	2011/12	2012/13				2013/14				Latest comparator group average	N/A	Report comparison	Seasonal	Performance Judgement	↔	G
%	High		Outturn	Qu 1	Qu 2	Qu 3	Qu 4 / Outturn	Qu 1	Qu 2	Qu 3	Qu 4 / Outturn							
Number of approved applications for residential developments of ten or more units			8	6	4	3	4 / Outturn 17	9	6	8								
Number of approved applications for residential developments of ten or more units having CABE excellent design status			8	6	4	3	4 / Outturn 17	9	6	8								
Percentage of approved applications with CABE excellent design status		Target	100	100	100	100	100	100	100	100	100	100						
		Actual	100	100	100	100	100	100	100	100	100	100						
<p><b>Comment: Current Performance Quarter 3 2013/14</b> Performance remains at 100% in Quarter 3 of 2013/14.</p> <p><b>Planned Actions:</b> Continue to provide Planning Performance Agreements and Pre-Application service to ensure early negotiation of residential development schemes occur to achieve planning application submissions of excellent quality and continue with current processes to ensure that the 100% target is maintained.</p>													<p>This indicator assesses residential developments of ten units or more against the Building for Life 12 Design Quality Criteria which has been launched by the Commission for Architecture and the Built Environment (CABE) in partnership with Home Builders Federation and Design for Homes. This covers the functionality, design and sustainability of buildings. It uses twelve questions to evaluate the quality of new housing developments, with planning proposals assessed against the following headings: Integrating into the neighbourhood; Creating a place and Street &amp; Home.</p> <p>The Building for Life 12 Design Quality Criteria reflects our vision of what new housing developments should be: attractive, functional and sustainable places. It is based on the new National Planning Policy Framework and the Government's commitment to build more homes, better homes and involve local communities in planning.</p> <p>Each planning application which falls within the criteria is assessed as part of the determination process.</p>					

A 4 MTP Number of serious acquisitive crimes – (Serious acquisitive crime (SAC) includes domestic burglary, robbery, theft of motor vehicle and theft from motor vehicle)																																					
Unit	Good is	Outturn		2012/13					2013/14					Latest comparator group average	Report comparison	Seasonal	Performance Judgement	↓	A																		
Number	Low	2010/11	2011/12	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Qu 1	Qu 2	Qu 3	Qu 4	Outturn																								
Target								13.3	2.8	2.8	3.0	3.2	11.8																								
Rate per 1,000 population		13.1	10.6	1.9	2.0	2.7	3.1	9.7	2.6	2.5	3.1																										
Number of SAC crimes				488	506	682	789	2465	671	650	792																										
Population figure				255.6	255.6	255.6	255.6	255.6	255.6	255.6	255.6																										
<p><b>Comment: Current Performance Quarter 3 2013/14.</b> Serious acquisitive crime (SAC) includes domestic burglary, robbery, theft of motor vehicle and theft from motor vehicle. 2013/14 continues to show an increasing trend with levels of SAC offences in Q3 being 16% higher than Q3 last year. Comparing Q3 2013/14 to Q3 2012/13 decreases were seen in both the levels of robbery offences which have decreased by 22% and TFMV offences which have decreased by 4%. There has been significant increases for the same time period in domestic burglary which has increased by 40% (90 offences) and TOMV which has increased by 94% (44 offences).</p> <p><b>Planned actions:</b> The Community Safety Partnership strategic assessment for 2013/14 has identified Burglary as one of its priorities. Good progress has been made on the new partnership arrangements for IOM in Bedfordshire and these are now being implemented through an IOM Project Board chaired by the Council's Chief Executive. The Integrated Offender Management (IOM) accommodation project has identified additional accommodation units for IOM offenders and these units are now being used by IOM clients. Floating support is also being provided to ensure that offenders continue with their rehabilitation. Specific policing operations are being undertaken to address the increase in burglary rates and the CSP has supported this work through communications about securing property etc. The CSP Plan for 2014/15 will set out its approach to reducing burglary in 2014/15.</p>															<p><b>Rate of Serious Acquisitive Crimes</b></p> <table border="1"> <caption>Rate of Serious Acquisitive Crimes Data</caption> <thead> <tr> <th>Period</th> <th>Target (YTD)</th> <th>Actual (YTD)</th> </tr> </thead> <tbody> <tr> <td>to Dec 2012</td> <td>2.8</td> <td>3.2</td> </tr> <tr> <td>to Mar 2013</td> <td>2.8</td> <td>3.2</td> </tr> <tr> <td>to Jun 2013</td> <td>2.8</td> <td>3.2</td> </tr> <tr> <td>to Sep 2013</td> <td>2.8</td> <td>3.2</td> </tr> <tr> <td>to Dec 2013</td> <td>2.8</td> <td>3.2</td> </tr> </tbody> </table>					Period	Target (YTD)	Actual (YTD)	to Dec 2012	2.8	3.2	to Mar 2013	2.8	3.2	to Jun 2013	2.8	3.2	to Sep 2013	2.8	3.2	to Dec 2013	2.8	3.2
Period	Target (YTD)	Actual (YTD)																																			
to Dec 2012	2.8	3.2																																			
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to Sep 2013	2.8	3.2																																			
to Dec 2013	2.8	3.2																																			

A 5 MTP		Number of recorded Anti-social Behaviour incidents																
Unit	Good is	Outturn		2012/13				2013/14					Latest comparator group average	Report comparison	Seasonal	Performance Judgement	Monitor only	Monitor only
Number	Low	2010/11	2011/12	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Qu 1	Qu 2	Qu 3	Qu 4	Outturn					
Target 10% reduction from 2011/12								10,452										
Actual number of recorded incidents		12,132	10,720	2,530	2,833	1,843	1,796 Estimate	NA	1,805	2,145	1,558							

  

**Recorded Anti-Social Behaviour incidents**

Period	Actual	Target
to Dec 2012	1805	1805
to Mar 2013	2145	1700
to Jun 2013	1558	1800
to Sep 2013	1796	2100
to Dec 2013	10720	1550

**Comment: Current Performance: Quarter 3 2013/14.** The number of Anti-social behaviour incidents fell by 587 in Quarter 3 compared with Quarter 2. This larger than expected fall is thought to be related to the wet weather conditions experienced during the period.

**Planned actions:** The Community Safety Partnership Strategic Assessment for 2013/14 has identified reducing the number of victims of ASB and supporting those who are most vulnerable as a priority for 2014/15. OSC has recommended that Council Executive support this priority for Central Bedfordshire.

The CSP will continue to improve the risk assessment case conference process. Following a review the CSP is implementing the actions ensuring that the most vulnerable are a priority. The CSP will also be focusing on the introduction of new ASB legislation, ensuring that required partnership processes are in place.

**Better infrastructure** - improved roads, broadband reach and transport

<b>D 1a MTP Percentage resident satisfaction with road maintenance.</b> (Data taken from Resident's Survey undertaken twice a year in April and September )												
Unit	Good is		Baseline Spring 2013 Reported Quarter 1 2013/14	Actual Autumn 2013 Reported Quarter 2 2013/14	Actual Spring 2014 Reported Quarter 1 2013/14	Latest comparator group average	N/A	Report comparison	Seasonal April and September	Performance Judgement	NEW	A
%	High											
Percentage resident satisfaction with road maintenance		Target	30%	30%	32%	The original indicator used to monitor this aspect of the Medium Term Plan was <b>D1 MTP Percentage resident satisfaction with road and pavement repairs</b> , monitored through the Resident's Survey. To aid interpretation of the results this indicator in the latest Resident's Survey (April 2013) has been separated into two indicators. <ul style="list-style-type: none"> <li>• <b>D1a MTP Percentage resident's satisfaction with road maintenance</b></li> <li>• <b>D1b MTP Percentage resident's satisfaction with pavement maintenance</b></li> </ul> Whilst not directly comparable the Resident's Survey results for <b>D1 MTP Percentage resident satisfaction with road and pavement repairs</b> are included in the table below.						
		Actual	26%									
<p><b>Comment:</b> Previously we asked about satisfaction with roads and pavements, we have now split this question to ask about roads and pavements separately so that we can compare our result to the national LGA poll. Asking about roads and pavements separately has shown that roads are more of an issue for our residents with only 26% being satisfied.</p> <p>The targets are based on achieving a resident's satisfaction rate of 36% for road maintenance by 2015/16</p>												
						Baseline 2011		Sept 2012				
Percentage resident satisfaction with road and pavement repairs						26%		31%				

<b>D 1b MTP Percentage resident satisfaction with pavement maintenance.</b> (Data taken from Resident's Survey undertaken twice a year in April and September )												
Unit	Good is		Baseline Spring 2013 Reported Quarter 1 2013/14	Actual Autumn 2013 Reported Quarter 2 2013/14	Actual Spring 2014 Reported Quarter 1 2013/14	Latest comparator group average	N/A	Report comparison	Seasonal April and September	Performance Judgement	NEW	A
%	High											
Percentage resident satisfaction with road maintenance		Target	53%	53%	55%	The original indicator used to monitor this aspect of the Medium Term Plan was <b>D1 MTP Percentage resident satisfaction with road and pavement repairs</b> , monitored through the Resident's Survey. To aid interpretation of the results this indicator in the latest Resident's Survey (April 2013) has been separated into two indicators. <ul style="list-style-type: none"> <li>• <b>D1a MTP Percentage resident's satisfaction with road maintenance</b></li> <li>• <b>D1b MTP Percentage resident's satisfaction with pavement maintenance</b></li> </ul> Whilst not directly comparable the Resident's Survey results for <b>D1 MTP Percentage resident satisfaction with road and pavement repairs</b> are included in the table below.						
		Actual	51%									
<p><b>Comment:</b> Previously we asked about satisfaction with roads and pavements, we have now split this question to ask about roads and pavements separately so that we can compare our result to the national LGA poll. Asking about roads and pavements separately has shown that pavements are not as much of an issue for our residents with 51% being satisfied. Nationally satisfaction with pavements is 57% (2012 LGA poll).</p> <p>The targets are based on achieving a resident's satisfaction rate of 57% for pavement maintenance by 2015/16</p>												
						Baseline 2011		Sept 2012				
Percentage resident satisfaction with road and pavement repairs						26%		31%				

Indicators D2 MTP and D3 MTP are both annual indicators reported in Quarter 4. The performance tables for both these indicators are shown this quarter as there are updates to the commentary supporting both these measures.

D 2 MTP Percentage of Central Bedfordshire with access to superfast broadband													
Unit	Good is	Estimated Roll Out		Performance reported in Quarter 4			Latest comparator group average	N/A	Report comparison	Seasonal	Performance Judgement	↑	Monitor only
%	High	2011/12	2012/13	2013/14	2014/15	2015/16							
Percentage of Central Bedfordshire with access to superfast broadband – estimated private sector roll out by 2015	Target				90								
	Number												
	Denominator												
	Actual	73.8	75.5										
<b>Comment:</b>													
<p>The Council has been working closely with existing broadband infrastructure providers to maximise their current rollout plans. As such BT has already upgraded exchanges in Biggleswade, Leighton Buzzard, Sandy, Dunstable and Stotfold, and has recently announced the upgrade of the Woburn Sands, Whipsnade and Shefford exchanges. These recent announcements will have the impact of increasing the access.</p> <p>The Council has published a joint local broadband plan with Milton Keynes and Bedford Councils setting out its vision to achieve 90% coverage of Next Generation Access (NGA – Speeds greater than 24 megabits per second) and ensure 100% access to speeds of 2 mega bits per second by 2015. The council is currently utilising the Broadband Delivery UK national procurement framework to select a private sector partner to install the necessary infrastructure to meet our goals. The outcome of this process is expected by the end of August 2013.</p>													

D 3 MTP Percentage of Central Bedfordshire with access to at least 2Mb broadband													
Unit	Good is	2011/12 Outturn	2012/13 (Reported in Qu4 report)	2013/14 (Reported in Qu4 report)	2014/15 (Reported in Qu4 report)	2015/16 (Reported in Qu4 report)	Latest comparator group average	N/A	Report comparison	Seasonal	Performance Judgement	↑	Monitor only
%	High												
Percentage of Central Bedfordshire with access to at least 2Mb broadband – estimated private sector roll out by 2015	Target				100		<p>This indicator measures the number of residential and non-residential premises which are supported by the necessary infrastructure to enable them to access broadband services operating at 2 Megabits per second or faster. This is converted into a percentage against the total number of residential and non residential premises in Central Bedfordshire. It is not a measure of the broadband performance of individual broadband users. Updated data is available annually. The figures used are estimates based on the predicted roll out plans of private service providers to 2015. For 2011/12 this was estimated to be 89.5% and for 2012/13 was estimated to be 97.8%. As companies announce changes to plans the figures will be updated.</p>						
	Number												
	Denominator												
	Actual	89.5	97.8										
<b>Comment:</b>													
<p>The Council has published a joint local broadband plan with Milton Keynes and Bedford Councils setting out its vision to achieve 90% coverage of Next Generation Access (NGA – Speeds greater than 24 megabits per second) and ensure 100% access to speeds of 2 mega bits per second by 2015. The council is currently utilising the Broadband Delivery UK national procurement framework to select a private sector partner to install the necessary infrastructure to meet our goals. The outcome of this process is expected by the end of August 2013.</p>													

Great universal services - Bins, leisure and libraries

E 1 MTP		Percentage of household waste sent for recycling																									
Unit	Good is																			Latest comparator group average	47.8% PWC 2009/10	Report comparison	Seasonal	Performance Judgement	↑	G	
%	High		2009/10	2010/11	2011/12				2012/13					2013/14													
			Outturn	Outturn	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Qu 1	Qu 2	Qu 3	Qu 4	Outturn	Qu 1	Qu 2	Qu 3	Qu 4	Outturn								
		Household waste sent for recycling, reuse or composting								16,381 tonnes	16,988 tonnes	12,773 tonnes	10,752 tonnes	56,894 tonnes	16,431 tonnes												
		Total Household waste collected (residual and recycling)								30,712 tonnes	30,988 tonnes	26,021 tonnes	24,566 tonnes	112,288 tonnes	31,382 tonnes												
		Target							51					51													
		Actual	50.30	51.6	53.2	54.2	50.2	46.4	51.1	53.3	54.8	49.1	43.8	50.7	52.4												
<p><b>Comment: Quarter 2 update (reported in Quarter 3)</b></p> <p>Due to the external verification of data through the Waste Data Flow system the 13/14 Quarter 2 figures are provisional. The reduced performance reflected in Quarter 2, is as a result of lower green waste collected from both kerbside collections and HWRCs due to the bad weather reducing growth.</p> <p><b>Planned Actions: Quarter 2 update (reported in Quarter 3)</b></p> <p>The target in the MTFP is to reach 60% by 2020 which is being delivered through improvements to existing collection scheme; the redevelopment of 3 HWRC's and the development of a new HWRC for Dunstable; the interim/new residual treatment and disposal contracts and the roll out of food waste collection to the south of the area.</p>																											



E 2 MTP		Percentage of adults in Central Bedfordshire taking part in sport or active recreation. (Data taken from the Active People's Survey )																		
Unit	Good is		APS4/ 5 Oct 2008 to Oct 2011	APS 5/6 Oct 2010 to Oct 2012	APS5 Q3 to APS7 Q2 APS 7 Apr 2011 to Apr 2013 (Rolling 24 Month Period)	APS 6/7 Oct 2011 to Oct 2013	Latest comparator group average	Report comparison	Seasonal	Performance Judgement	↓	A								
%	High																			
Percentage of adults in Central Bedfordshire taking part in sport or active recreation			22.5%	24.7%	23.4%	23.6%														
All English authorities	Best performing		30.8%	31.8%	31.6%	33.3%														
	Average		22.3%	22.6%	22.3%	24.8%														
	Worst performing		13.4%	14.3%	14.7%	16.0%														
Target to remain above national average			0.2% above	2.1% above	1.1% above	1.2% below														
Tolerance			Green if equals to or above National average, red if below National average	Data Collection (ie Number / Denominator)	Percentage only															
<p><b>Comment: : Quarter 3 - 2013/14</b></p> <p>Full Active People Survey 7 results (Oct 11 - Oct 13) were published in December 2013 with a result of 23.6% a slight increase from previous results of 23.4% (Apr 11 - Apr 13).</p> <p>However, performance against target has reduced from 1.1% above to 1.2% below the national average.</p> <p><b>Planned Actions:</b> Chapter 4 of the Leisure Strategy has been approved – The Physical Activity Strategy with 5 key strategic themes to increase participation. The team has also applied for funding from Sport England – Community Sports Activation Fund. 3yr programme to increase participation 14yrs + specifically targeting groups with additional needs. Central Beds is also part of an Inspired bid also to Sport England to increase participation for people with disabilities. We will find out if we are successful in both bids by the end of March 2014.</p> <p>Chapters 1,2,3 are currently being finalised and will provide the infrastructure to increase participation amongst our residents. This will work closely with Chapter 4 to communicate to our residents the opportunities that are currently available to them with regards to staying active.</p> <p>A large amount of capital investment is currently being implemented within the Leisure facilities. This will improve our exercise referral programme (GP referral) and increase throughput generally.</p> <p>The new leisure management contract has been awarded which has more of a focus on increasing participation for all abilities and not just focusing on those who want to. This will also work closely with Chapter 4 to communicate and work with out residents to make them aware of the opportunities currently available, break down any barriers to participation and provide structured pathways for people to sustain an active lifestyle.</p>																				
							<table border="1"> <caption>Percentage of adults in Central Bedfordshire taking part in sport or active recreation</caption> <thead> <tr> <th>Period</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>to Dec 2012</td> <td>23.4%</td> </tr> <tr> <td>to Jun 2013</td> <td>23.4%</td> </tr> <tr> <td>to Dec 2013</td> <td>23.6%</td> </tr> </tbody> </table> <p>The Active People Survey (APS), carried out by Sport England, is the largest survey of sport and active recreation undertaken in Europe. It identifies how participation in sport and active recreation varies from place to place and between different groups in the population.</p> <p>The measure shows the percentage of the adult population (age 16 years and over) in Central Bedfordshire who participate in sport and active recreation, at moderate intensity, for at least 30 minutes on at least 12 days out of the last 4 weeks (equivalent to 30 minutes on 3 or more days a week).</p>						Period	Percentage	to Dec 2012	23.4%	to Jun 2013	23.4%	to Dec 2013	23.6%
Period	Percentage																			
to Dec 2012	23.4%																			
to Jun 2013	23.4%																			
to Dec 2013	23.6%																			

E 3 MTP Satisfaction of adults with the Library Service.																						
Unit	Good is		Baseline Library Service's own Adult plus Survey 2011 (Restricted to library users)	No Library Service Adult Plus Survey to be undertaken in 2012	Library Service's own Adult plus Survey 2013 (Restricted to library users)	Resident's Survey (If included in Survey it would include non-library users)	Latest comparator group average	N/A	Report comparison	Seasonal April and September	Performance Judgement	↑	G									
%	High																					
Percentage of adults satisfied with the Library Service.	Target				93	Target set against the new baseline	<p style="text-align: center;"><b>Percentage satisfaction of adults with the Library Service</b></p> <table border="1"> <caption>Percentage satisfaction of adults with the Library Service</caption> <thead> <tr> <th>Month</th> <th>Actual (YTD)</th> <th>Target (YTD)</th> </tr> </thead> <tbody> <tr> <td>Mar 2012</td> <td>93</td> <td>93</td> </tr> <tr> <td>Mar 2013</td> <td>95</td> <td>93</td> </tr> </tbody> </table>							Month	Actual (YTD)	Target (YTD)	Mar 2012	93	93	Mar 2013	95	93
Month	Actual (YTD)	Target (YTD)																				
Mar 2012	93	93																				
Mar 2013	95	93																				
	Actual	93			95	Would form a new baseline																
Number satisfied																						
Total number surveyed		4152			3509																	
New Target required – when next survey programmed					93																	

**Comment:** The Library Service undertook the Adult Plus Survey in Quarter 1 2013/14. The survey found that satisfaction with library services has improved in all areas between 2009 and 2013. The MTP target to maintain customer satisfaction at 93% and has been exceeded, with the service having an overall satisfaction rate of 95%. We believe this result is due to the continued commitment of staff to the service and their customers throughout a period of considerable change, the investments made in our library buildings, along with the installation of self service and no reductions in opening hours all demonstrating a commitment to the future of the Library Service across Central Bedfordshire.

**Planned Actions:**  
The Library service is currently developing a new set of service KPIs and framework for monitoring them. Using the Residents Survey as a way of capturing wider resident's views on the Library Service forms part of this work. The Residents Survey in September 2014 will be used to indicate ongoing performance with the Library Service.

This indicator is currently monitored through the Adult Plus element of the Library Survey, this element is not undertaken annually. We anticipate that the next Adult Plus survey will be undertaken between Quarter 3 2014/15 and Quarter 1 2015/16.

E 4 MTP		Library usage									
Unit	Good is	2010/11	2011/12	2012/13	Latest comparator group average	Report comparison	Seasonal	Performance Judgement	↓	R	
Number of visitors	High	Outturn	Outturn	Outturn							
Target				REVISED BASELINE & TARGETS 2010/11 +20% by Yr 2015/16 = 1,331,091 Previous target 2010/11 + 20 % by Yr 2015/16 = 1,351,246							
Actual		REVISED 1,109,243 (Previously 1,126,038)	REVISED 1,086,002 (Previously 1,247,914)	<b>988,893</b>			2011/12 (revised)	2012/13			
<p><b>Comment:</b> The development of the Library Service KPIs and performance framework and subsequent investigation into previous years CIPFA reporting has identified administrative errors in the online recording system that has been used for several years. These errors have now been corrected, and we are working closely with the Library Service hub based at Bedford Borough to ensure accurate data recording and reporting moving forward. However, as a result of these errors the Library visit figures for 2010/11 and 2011/12 have had to be revised down and re-submitted to CIPFA. In 2010/11 the number of visits in person was 1,109,243 and in 2011/12 1,086,002.</p> <p>Library visit figures for 2012/13 are being reported for the first time and are 988,893. There has been a reduction in overall footfall from the revised 2011/12 figures to the 2012/13 figures. This reduction is in part, due to closure periods for capital refurbishments and installation of self service, (22 weeks in total). Two of the longest closures were in Dunstable and Leighton Buzzard libraries which generate the most footfall and issues for the service. In addition, work on the Dunstable-Luton Guided Busway had a detrimental effect on Dunstable Library. During 2012/13 Dunstable Library saw a drop of nearly 50,000 visits and 40,000 issues.</p> <p>Overall the visits reduction between 2011/12 and 2012/13 were, excluding the impact of guided bus works in Dunstable around the levels we were expecting based on the extensive closure periods in each library.</p>					All libraries						
					Number of visits to libraries in person		1,086,002	988,893			
					Number of books issued		1,466,739	1,292,307			
					Number of audio visual and other issues		76,315	68,814			
					Number of enquiries (in person)		60,880	43,561			
					Number of active users		41,817	37,261			
					Number of housebound readers		944	873			
					Individual library						
					Busiest library in terms of visits	Leighton Buzzard 244,360	Leighton Buzzard 216,272				
					<p><b>Planned Actions:</b></p> <p>As the way in which people access Library Services is changing, we have for the first time in 2012/13 been able to record the number of Central Bedfordshire residents visiting the Virtual library to use the online information services (e-books, e-newspapers etc). In 2012/13 there were 8,523 visits to these areas of the virtual library. Over the coming months we will also be able to report the number of Central Bedfordshire residents using the Virtual Library to access other services such as renewals, reservations and requests and we will begin to report this figures in due course.</p> <p>In addition to the footfall figures outlined above the Library Service supports customers at the Arlesey Resource access libraries services, in 2012/13 there were 10,801 visits.</p> <p>Agree revised Library Service 2010/11 baseline figures and revised 2015/ 16 target.</p> <p>The Library Service Level Agreement with Bedford Borough will be changed to include KPIs related to regular, accurate data recording. The KPIs are discussed and reviewed at quarterly meetings.</p> <p>Roll out of Library Service Performance Framework which will emphasis the importance of accurate, regular reporting of data and individuals roles and responsibilities in this area.</p>						