

**Quarterly Corporate Performance Management Report  
Summary for  
Select Committee on the Environment  
Quarter 2 (July to September 2010)**



# **Quarterly Corporate Performance Management Report**

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# Section 1

## Introduction

This Summary is taken from the second Quarterly Corporate Performance Management Report of 2010/11 highlighting performance for the period July to September 2010.

The report continues to be presented using the traditional performance framework while the Chief Executive's directorate work with colleagues across the Authority to undertake a review of the current arrangements, taking into account the changing national requirements.

Following consideration by Corporate Board, the Cabinet Performance Management Sub-Group and Cabinet, the full report will be made available to the public via the internet.

The main body of the report focuses on the seven priorities contained in the Council Plan and progress against the key performance indicators and activities used to determine our delivery of these priorities is included in **Section 3**.

A performance summary, incorporating the key service achievements and issues affecting Dudley MBC during quarter 2, is included in **Section 2**.

**Section 4** provides an update on community engagement activity.

To view copies of all Quarterly Corporate Performance Management Reports please use the link below:

<http://www.dudley.gov.uk/council--democracy/performance-matters-in-dudley/performance-reporting>

## **Section 2**

# **Performance Summary**

### **Quarter 2 2010/11**

This section summarises the performance information and key achievements and issues affecting the environment in Dudley that are addressed in detail in the main body of the report.

The pilot scheme to recycle plastic and cardboard was rolled out in various areas of the Borough during the quarter and early indications show that recycling rates are already increasing. And our continued success in dealing with litter, detritus, graffiti and fly-postings is evidenced as Dudley's street cleansing team was named best service team for streetscene and public realm in the Association of Public Service Excellence (APSE) Service Awards.

Following the confirmation of grant funding for Stage 1 of the regeneration of the North Priory Estate, remediation work is underway.

There follows a brief summary of performance for each Council Plan priority, including significant achievements and challenges and updates on the Major Projects Programme. The detail behind these headlines is included in Section 3 of the report.

# Environment and Housing

## Performance Review – Quarter 2

### Highlights

- The pilot scheme to recycle plastic and cardboard was rolled out in various areas of the Borough during the quarter and early indications show that recycling rates are already increasing.
- We are maintaining our excellent performance in the removal of litter, detritus, graffiti and fly-postings, with results confirming our continued top quartile position against other councils nationally.
- With grant funding for stage 1 of the North Priory regeneration confirmed, remediation work on the site commenced in August and discussions with local authority colleagues and the community regarding progressing the community centre are ongoing.
- The effective partnership arrangement with the CAB means that our Homelessness Service are increasing the number of people supported at an early stage with mortgage arrears problems and there are plans to extend this service further.

### Progress on the Major Projects

#### Extra Care Housing

- Discussions are ongoing regarding the third Extra Care scheme.
- Good progress towards identification of sites for the remaining two schemes continues and will now be supported through two research studies to look at further development of extra care.

#### North Priory Regeneration

- Grant funding for Stage 1 has been confirmed and grant agreement between HCA & Bromford / Keepmoat signed.
- Stage 1 conveyed to Bromford / Keepmoat in August 2010 and remediation work is underway.
- Draft local lettings plan presented to the Project Board in September 2010 for comments. Further work to be undertaken on the plan with the final version being presented at the next Project Board.
- Work on future governance arrangements will be led by Bromford and will commence nearer the time of the first completions.
- On-going discussions with local authority colleagues and the community regarding progressing the community centre.
- Regular reporting to quarterly Project Boards. The last meeting was held in September 2010.

#### A Green Dudley

- A Carbon Management Plan is in operation with new supporting management arrangements across all directorates.
- Actions planned to deliver carbon reduction initiatives are in place and are monitored through the Corporate Sustainability Group.

## Section 3




# Reporting on Council Action Plan Priorities

The Council Plan 2013 sets out the Authority's priorities for the three-year period 2010 to 2013. It provides a focus on where we want to be over the next three years and outlines how we are planning to meet the aspirations of the Community Strategy and the challenges of the Next Generation Local Area Agreement.

This section provides a detailed review of the progress of the key performance indicators and activities contained within the Council Action Plan.




Traffic light status indicators are used to denote performance as follows:

In terms of the **key activities** they represent the following progress:

-  Good (ahead of schedule)
-  Fair (on schedule)
-  Poor (behind schedule)

*NB: The Directorate of Children's Services provide narrative only and do not apply a performance alert.*

For **key performance indicators** they represent performance as:

-  Better than target limits
-  Within target limits
-  Worse than target limits

Comments are included for key performance indicators where performance is below target limits or where additional, useful intelligence is available.

The latest published Comparator data against all England councils and Metropolitan councils is included where available. The figures were taken from Oneplace, the Government website launched to provide information to the public on local authority performance nationally.

Where data is available, Dudley is also **ranked** against all England and Metropolitan councils. The rank calculation uses the Microsoft excel method of working out percentiles. It orders the data from highest to lowest value and assigns a percentage to each value.

**Average** figures are also shown for all England and Metropolitan councils for information. This represents the mean unless otherwise stated. The calculation is arrived at by adding up all areas' values for the performance indicator and dividing by the number of values available. Where an area does not have data in the range (that is; if the value is missing or not available) it is not used as part of this calculation.

For further information visit the Oneplace website at:

<http://oneplace.direct.gov.uk/infobyarea/region/area/Pages/areaoverview.aspx?region=55&area=340>

Use the link below to view the Council Action Plan 2013:

<http://www.dudley.gov.uk/council--democracy/plans-policies--strategies/councilplan>

## Jobs and Prosperity

### Priority 3 Create an attractive environment for people to live, work and invest in

#### Key Activities

Direct.	Ref.	Description	Q2 Status	Update	Lead Officer
DUE	JP3.3a	Delivery of transport initiatives	●	<ul style="list-style-type: none"> <li>Burnt Tree ongoing and Brierley Hill Sustainability Access Network final elements awaiting completion.</li> <li>Area Action Plan transport initiatives ongoing.</li> </ul>	Martyn Holloway
DACHS	JP3.4b	Provision of new build affordable housing in line with the Council House Building bid:			David Harris/ Ron Sims
		Scheme 1: Wood Road, Lower Gornal	★	<ul style="list-style-type: none"> <li>Tender documents completed and out for the first scheme – expected return 13/10/10.</li> </ul>	
		Scheme 2: Norwood Road, Brockmoor	●	<ul style="list-style-type: none"> <li>Tender documents in progress. Tender dates, start on site and completion dates planned.</li> </ul>	
		Scheme 3: Woodland Avenue, Quarry Bank	●	<ul style="list-style-type: none"> <li>As above.</li> </ul>	
		Scheme 4: Blackthorn Road, Wordsley	●	<ul style="list-style-type: none"> <li>As above.</li> </ul>	
		Scheme 5: Tenacre Lane, Upper Gornal	●	<ul style="list-style-type: none"> <li>As above.</li> </ul>	
		Scheme 6: Woodside Library, Woodside	●	<ul style="list-style-type: none"> <li>Condition report and estimate prepared for works to make roof and building watertight.</li> </ul>	

#### Key Performance Indicators


Direct.	Ref.	Definition	08/09 Actual	09/10 Actual	10/11 Target	Q1 Actual	Q2 YTD Target	Q2 YTD Actual	All England Average 2008/09	Met Council Average 2008/09
DUE	NI 154 (NGLAA)	Net increase over one year in the number of self-contained dwellings provided	542	150	564	Annually reported			475.57	787.14
									In best 20%	In best third
DACHS	NI 155 (NGLAA)	Gross number of affordable (social-rented and intermediate) homes delivered	200	196	97	Annually reported			158.1	208.33
									In best third	Average
DUE	NI 159 (NGLAA)	The total number of net additional dwellings that are deliverable as a % of the planned housing provision (in net additional dwellings) for the 5 year period	116.3%	105%	115%	Annually reported			132.17%	131.63%
									Average	In worst third



## Health and Wellbeing

### Priority 2 Tackle inequality in physical health and mental wellbeing

#### Key Activities

Direct.	Ref.	Description	Q2 Status	Update	Lead Officer
DUE	HW2.1a	Ensure access to clean and safe food and water and safe places of work		<ul style="list-style-type: none"> <li>97% of food safety inspections of high risk premises (400) and low risk premises (119) that were due were carried out.</li> <li>99% (198) of health and safety inspections of high and medium risk premises that were due were carried out.</li> </ul>	Nick Powell

#### Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Actual	10/11 Target	Q1 Actual	Q2 YTD Target	Q2 YTD Actual	All England Average	Met Council Average
DUE	DUE NI 184	% of food establishments in the area which are 'broadly compliant' with food hygiene law (Rating of 2 or more stars out of a total of 5)	79%	89%	89%	Annually reported			n/a – local PI	





## Environment and Housing

**Priority 1 Address the state of the Borough's environment through the responsible actions of individual people, groups and organisations**

### Key Activities

Direct.	Ref.	Description	Q2 Status	Update	Lead Officer
DUE	EH1.1a	To change public perception by giving support to waste minimisation and recycling education awareness, government campaigns and initiatives	●	<ul style="list-style-type: none"> <li>On target.</li> </ul>	Graham Bailey
DUE	EH1.1b	To review the Waste Management Strategy working with Black Country local authorities	●	<ul style="list-style-type: none"> <li>On target.</li> </ul>	Graham Bailey
DUE	EH1.2a	To improve air quality in the Borough through the Air Quality Action Plan	●	<ul style="list-style-type: none"> <li>The draft Air Quality Action Plan, approved by Government, is going through a period of consultation starting with the 5 Area Committees in June and July. The consultation process will finish on 30th November.</li> </ul>	Nick Powell
DUE	EH1.2b	Implementation of the Transport Asset Management Plan (TAMP) to manage and improve the Borough's highway network	●	<ul style="list-style-type: none"> <li>Work continues in accordance with Department for Transport guidelines regarding completion of the Transport Asset Management Plan (TAMP) and collation of information for the asset register.</li> </ul>	Garry Dean
DUE	EH1.2c	To reduce the impact of traffic congestion	●	<ul style="list-style-type: none"> <li>Black Country Joint Core Strategy awaiting outcome of the Examination in Public (EIP).</li> <li>Working on Smart Routes programme with Centro, which now includes congestion target delivery initiatives.</li> </ul>	Martyn Holloway
DUE	EH1.2d	To promote sustainable modes of travel	●	<ul style="list-style-type: none"> <li>Working with Centro to develop Smart Routes programme, which now includes Bus Showcase funding.</li> <li>Healthy Towns initiative on programme and approaching completion.</li> <li>Business travel plans on target for the year.</li> </ul>	Martyn Holloway
DUE	EH1.3a	To undertake project work to identify mitigating actions regarding proactive flood management	●	<ul style="list-style-type: none"> <li>Work is progressing with the Strategic and Operational Management Board on the preparation of the Surface Water Management Plans for June 2011.</li> </ul>	Garry Dean
DUE	EH1.4a	To improve the quality of the environment by early interventions through Street, Green Care and Waste Care	●	<ul style="list-style-type: none"> <li>Continue to work with community and faith groups in community litter picks.</li> </ul>	Garry Dean/ Graham Bailey
DUE	EH1.4b	To preserve and improve the environment through the formulation of policy and its delivery, and the application of enforcement actions	●	<ul style="list-style-type: none"> <li>On target.</li> </ul>	Graham Bailey
DACHS	EH1.4c	To reduce fuel poverty and CO <sub>2</sub> emissions for vulnerable and low income households living in the private sector	★	<ul style="list-style-type: none"> <li>Service Level Agreement with Hestia to continue to raise awareness agreed.</li> <li>External funding initiatives continue to be explored for their appropriateness for the sector.</li> </ul>	Ron Sims
DACHS	EH1.4d	To evaluate alternative funding streams to contribute towards improving energy efficiency and reducing carbon emissions in the Council's housing stock	★	<ul style="list-style-type: none"> <li>CERT (Carbon Emissions Reduction Target) - ongoing lofts and cavities.</li> <li>CESP (Community Energy Savings Programme) - Pensnett works set to begin 18/10 (approx £1.7m of works). Further surveys to commence shortly to confirm Kates Hill scheme.</li> </ul>	David Harris

## Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Actual	10/11 Target	Q1 Actual	Q2 YTD Target	Q2 YTD Actual	All England Average 2008/09	Met Council Average 2008/09
DUE	NI 168	% of authority's principal roads where maintenance should be considered	8%	8%	8%	Annually reported.			5.46%	4.94%
									In worst 25%	In worst 20%
DUE	NI 169	% of authority's non-principal roads where maintenance should be considered	7%	6%	7%	Annually reported.			7.78%	6.19%
									Average	Average
DUE	NI 186 (NGLAA)	% reduction in per capita CO <sub>2</sub> emissions in the local authority area	The latest available data released by DEFRA is as at September 2008, and shows a 3.6% increase in CO <sub>2</sub> emissions on the 2005 baseline of 5.6 tonnes per capita. All other Black Country authorities' emissions increased over the same period, except for Wolverhampton's, and Dudley's is the lowest per capita figure of the 4.						Not calculated	
DACHS	NI 187i	Tackling fuel poverty: % of people receiving income based benefits living in homes with low energy efficiency – SAP rating less than 35	3.71%	2.1%	2.1%	Results for this indicator are based on an annual survey of households in the Borough, inhabited by people claiming income based benefits. Given the changed Government requirements around national indicator set reporting, the cost of carrying out the survey means that the decision has been made not to run it during this financial year.			10.75%	5.72%
DACHS	NI 187ii	Tackling fuel poverty: % of people receiving income based benefits living in homes with high energy efficiency – SAP rating greater than 65	29.46%	35.8%	35.9%				In best 10%	In best third
									Not calculated	
DUE	NI 188	The level of preparedness reached by the Authority to manage risks to service delivery, the public, local communities, local infrastructure, businesses and the natural environment as a result of climate change (Grading 0-4; higher is better)	0	1	2	Annually reported.			0.49	0.53
									Not calculated	
DUE	NI 191	Number of kilograms of residual waste collected per household	748.46kg	736.87kg	745kg	171.07kg (Estimate)	Not profiled.	340.85kg (Estimate)	586.66kg	677.36kg
									In worst 10%	In worst 20%
DUE	NI 192 (NGLAA)	% of household waste sent for reuse, recycling and composting	30.01%	29.4%	36%	35.8%	36%	35.57%	37.15%	30.5%
									In worst third	Average
DUE	NI 193	% of municipal waste which is sent to landfill	15.5%	15.1%	15%	14.75% (Estimate)	15%	13.16% (Estimate)	Not calculated	
										

## Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Actual	10/11 Target	Q1 Actual	Q2 YTD Target	Q2 YTD Actual	All England Average 2008/09	Met Council Average 2008/09
DUE	NI 195a	% of relevant land and highways that is assessed as having deposits of litter that fall below an acceptable level	4%	3%	4%	-	4%	3%	5.73%	7.89%
								★	In best third	In best 20%
DUE	NI 195b	% of relevant land and highways that is assessed as having deposits of detritus that fall below an acceptable level	9%	6%	8%	-	8%	7%	11.86%	12.67%
								★	Average	In best 25%
DUE	NI 195c	% of relevant land and highways that is assessed as having deposits of graffiti that fall below an acceptable level	3%	2%	3%	-	3%	2%	2.76%	5.06%
								★	Average	In best third
DUE	NI 195d	% of relevant land and highways that is assessed as having deposits of fly-postings that fall below an acceptable level	0%	0%	0%	-	0%	0%	0.53%	0.5%
								★	In best 5%	In best 5%
DUE	NI 196	Grading procedure measuring the local authority's effectiveness in reducing the total number of fly-tipping incidents (rating Grade 4 poor – Grade 1 very effective)	Grade 2	Grade 2	Grade 1	Annually reported.			Not calculated	
DUE	NI 197	Improved local biodiversity – % of all Local Sites in the local authority area where positive conservation management has taken place up to 5 years prior to the reporting date	8%	19%	10%	Annually reported.			Not calculated	23.86%
										In worst 5%
DUE/DCS	NI 198 (NGLAA)	% of children usually travelling to school by car (including vans and taxis)	33.37%	34.1%	33%	Annually reported.			Not calculated	

## Environment and Housing

Priority 2 Improve and create neighbourhoods that enable people to live in appropriate homes, in safe and attractive environments, with access to amenities, services and places of employment

### Key Activities

Direct.	Ref.	Description	Q2 Status	Update	Lead Officer
DUE	EH2.1a	Continue to improve the Council's aging lighting stock and signage through the installation of more energy efficient systems	●	<ul style="list-style-type: none"> <li>Work continues to take place regarding Invest to Save opportunities and the allocation of Capital spending for 2011 to 2014.</li> </ul>	Garry Dean
DACHS	EH2.1b	Progress the regeneration of the North Priory Estate	★	<ul style="list-style-type: none"> <li>Grant funding for Stage 1 has been confirmed and grant agreement between the Homes and Communities Agency (HCA) &amp; Bromford / Keepmoat signed.</li> <li>Stage 1 conveyed to Bromford / Keepmoat in August 2010 and remediation work is underway.</li> <li>Draft local lettings plan presented to the Project Board in September 2010 for comments. Further work to be undertaken on the plan with the final version being presented at the next Project Board.</li> <li>Work on future governance arrangements will be led by Bromford and will commence nearer the time of the first completions.</li> <li>On-going discussions with local authority colleagues and the community regarding progressing the community centre.</li> <li>Regular reporting to quarterly Project Boards. The last meeting was held in September 2010.</li> </ul>	Ron Sims
DACHS	EH2.1c	To ensure all homes in the Council's Housing stock meet Decent Homes Standard by December 2010	★	<ul style="list-style-type: none"> <li>Decent Homes programme progressing and specific non-decent homes as assessed by Keystone monitored.</li> <li>Mid point check reported on target with 512 non-decent homes remaining.</li> </ul>	David Harris
DACHS	EH2.2a	Implement the policy and procedure in respect of Fire Safety in high/ low rise flats	●	<ul style="list-style-type: none"> <li>Procedure completed and implemented for fire safety checks on high and low rise blocks.</li> <li>Fire safety checks commenced on low rise blocks week commencing 11.2.2010.</li> <li>Further consultation planned on action to be taken on tenant items on communal landings.</li> <li>Work started on business continuity planning to reduce risks associated with weekend cover.</li> </ul>	Diane Channings
DACHS	EH2.2b	Complete an end-to-end lettings review, evaluate & implement changes	★	<ul style="list-style-type: none"> <li>Review commenced in August and the first stage (Diagnose &amp; Understand) was completed by the first week in October.</li> </ul>	Diane Channings
DACHS	EH2.3a	To complete two Extra Care housing schemes and progress the remaining three	★	<ul style="list-style-type: none"> <li>Discussions are ongoing regarding the third Extra Care Scheme.</li> <li>Good progress towards identification of sites for the remaining two schemes continues and will now be supported through two research studies to look at further development of extra care.</li> </ul>	Ron Sims

### Key Activities

Direct.	Ref.	Description	Q2 Status	Update	Lead Officer
DACHS	EH2.4a	To ensure that empty homes are brought back into use	★	<ul style="list-style-type: none"> <li>Properties continue to be brought back into use and awareness continues to be promoted.</li> </ul>	Ron Sims
DACHS	EH2.4b	Further develop partnership working to address all causes of homelessness within the Borough	★	<ul style="list-style-type: none"> <li>New on-line directory of services has been developed in partnership with the other three Black Country boroughs, and will be live during quarter 3.</li> </ul>	Diane Channings


### Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Actual	10/11 Target	Q1 Actual	Q2 YTD Target	Q2 YTD Actual	All England Average	Met Council Average
DACHS	NI 158	% of non-decent council homes (of the total Council housing stock)	9%	5%	0%	Annually reported			Not calculated	
DACHS	BV 064	Number of empty properties brought back into use or demolished as a result of local authority action	100	111	105	39	52	57	n/a – local PI	
						★		★		
DACHS	DACHS HM 011	Number of people where homelessness is prevented by intervention by Dudley MBC or a partner agency	New PI	476	500	142	250	302	n/a – local PI	
						★		★		
DACHS	DACHS HM 004	% of potential rent receipts lost through council homes standing void (the target is that void rent loss should be kept within 1.8% of total rent debit)	New PI	1.66%	1.8%	1.81%	1.8%	1.89%	n/a – local PI	
						●		●		
DUE	DUE EM 005	Number of lighting columns replaced or updated	387	956	365	231	180	415	n/a – local PI	
						★		★		

## Community Safety

### Priority 1 Strengthening trust and confidence by working to prevent and reduce crime and antisocial behaviour

#### Key Activities

Direct.	Ref.	Description	Q2 Status	Update	Lead Officer
DACHS	CS1.1g	Review working practices to tackle anti-social behaviour Corporate and Partnership levels		<ul style="list-style-type: none"><li>ASB Champions meeting reconvened to assist with review.</li><li>Corporate Board approval obtained with target to complete review by April 2011.</li><li>First Project Board meeting to kick start review scheduled in October 2010.</li></ul>	Diane Channings

## Quality Service

Priority 1 Ensure we provide efficient and effective services that demonstrate value for money for the people of the Borough

### Key Activities

Direct.	Ref.	Description	Q2 Status	Update	Lead Officer
DACHS	QS1.3d	Review tenant engagement in line with Tenant Services Authority (TSA) guidance and identify local standards and monitoring regimes	●	<ul style="list-style-type: none"> <li>Process has now been developed for the negotiation of local offers. This is contained within a workplan with identified timescales.</li> <li>The first meeting of the project team to be held on 20.10.10, with the working group due to meet on 30.11.10 to continue the negotiation process.</li> </ul>	Diane Channings

## Quality Service

Priority 2 Resource efficiency

### Key Activities

Direct.	Ref.	Description	Q2 Status	Update	Lead Officer
DACHS	QS2.3h	Working with tenants to develop local offers	●	<ul style="list-style-type: none"> <li>Draft Local Home Offer being developed for discussion at November 2010 Senior Management Team meeting.</li> </ul>	David Harris/ Diane Channings
DUE	QS2.4a	Reduce carbon emissions across Council services and operations through the Carbon Management Plan and National Indicator 185	●	<ul style="list-style-type: none"> <li>A Carbon Management Plan is operational with new supporting management arrangements across all directorates.</li> </ul>	Helen Martin

### Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Actual	10/11 Target	Q1 Actual	Q2 YTD Target	Q2 YTD Actual	All England Average	Met Council Average
DUE	NI 185	% reduction in CO <sub>2</sub> emissions from local authority operations, compared to the previous year	The 2008/09 baseline is 50,400 tonnes. See key activity above (QS2.4a).						Not calculated	



## Section 4

# Community Engagement

The Community Engagement Database exists as a corporate resource for the recording of all Community Engagement activity undertaken by the Council. It is a corporate requirement that the database be used to record engagement activity from its initial planning stages through to completion. Upon completion, officers are required to detail both the engagement findings and the impact of the engagement activity on Council policy, practice or services.

This section provides a summary of engagement activity undertaken in relation to the Council plan priorities during the first half of 2010/11. Further detail can be obtained by contacting the lead officer named against each engagement record or by accessing the database itself:

<http://appsrvr1/engagement/> (internal Council access)

or

<http://online.dudley.gov.uk/dudco/engagement/> (external Council access).

### Reporting Period 1<sup>st</sup> April to 30<sup>th</sup> September 2010

#### Health and Wellbeing

##### DACHS - Supporting People Five Year Strategy Update

We are updating our information on the need for low level housing related support. This support helps vulnerable people develop the skills needed for independent living and makes them less likely to become homeless or need institutional care.

##### Headline Findings:

There is a wide range of housing related support needs within the Borough. The needs differed depending upon the type of vulnerability a person had, for example the needs of households fleeing domestic abuse were different to older people who needed support to maintain their independent living arrangements.

##### Methodology:

Focus / Scrutiny Groups  
Discussion Groups / Forums  
Representative Panels  
Questionnaires / Postal Surveys  
Face-to-Face Interviews  
Service User Groups  
Written Reports / Circulation of Documents  
Community Based Groups  
Emails  
Letter with Response Form  
Open Requests for Feedback / Comment  
Planning / Steering Groups  
Printed Media (e.g. Newsletters, Magazines, Posters, Leaflets, Flyers etc)  
Workshops

Joanne Forbes

Starts: 01/04/2009

Ends: 31/05/2010

## Environment and Housing

### DACHS - Applicants on the Housing Register February 2010 - Results Available

To gain customer feedback on the housing application process and to make any improvement necessary

#### **Headline Findings:**

81.8% of housing applicants found the housing application form easy to complete. 72.7% of housing applicants understood the process for applying for council housing through the Dudley at Home Scheme.

#### **Methodology:**

Questionnaires / Postal Surveys

Sian Evans

Starts: 22/04/2010

Ends: 28/05/2010

### DACHS - New Tenants Satisfaction Survey

Postal satisfaction to new tenants asking for their feedback on the process of applying for council housing through to the moving in stage

#### **Headline Findings:**

90.5% of new tenants found the decorating allowance process, from obtaining the vouchers to purchasing their decorating goods, easy. 76.2% of new tenants described the general condition of their property as good.

#### **Methodology:**

Questionnaires / Postal Surveys

Sian Evans

Starts: 22/04/2010

Ends: 28/05/2010

### DACHS - Major Adaptations Customer Satisfaction Survey May 2010

Postal satisfaction survey to customers who have received major adaptation works to their property. Survey to gain their experience of having the works done and how the council could improve the way it works for all Dudley residents.

#### **Headline Findings:**

85.5% of survey respondents were satisfied with the experience of having a major adaptation. 93.5% respondents indicated the adaptation had improved their quality of life.

#### **Methodology:**

Questionnaires / Postal Surveys

Shobha Asar-Paul

Starts: 01/02/2010

Ends: 07/06/2010

## Community Safety

### DACHS - Mediation Service - User Satisfaction (Jan-June 2010)

A postal survey is sent to users who have referred cases to the mediation service.

**Headline Findings:**

Overall satisfaction with the way the cases were dealt with by the mediation officers were 100% "very satisfied".

**Methodology:**

Questionnaires / Postal Surveys

Owen Mcmillan

Starts: 01/01/2010

Ends: 30/06/2010

### DACHS - Anti-Social Behaviour Customer Satisfaction (Apr-Jun10)

Once an anti-social behaviour incident case is closed, the customer(s) who reported the incident is sent a postal survey.

**Headline Findings:**

Customer results showed 47% were either "very satisfied" or "satisfied" with the way their anti social behaviour complaint was dealt with. 41% of customers will use the service again.

**Methodology:**

Questionnaires / Postal Surveys

Nigel Collumbell

Starts: 01/04/2010

Ends: 16/07/2010