



# **Quarterly Corporate Performance Management Report**

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**Summary for Community Safety and Community Services Scrutiny Committee.**

**Quarter 2 (July to September 2011)**

# Quarterly Corporate Performance Management Report

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## Contents

<b>Section 1: Introduction</b>	<b>Page 3</b>
<b>Section 2: Performance Summary Quarter 2 2011/12</b>	<b>Page 4</b>
<b>Section 3: Reporting on Council Action Plan Priorities</b>	<b>Page 5</b>
<b>Community Safety</b>	<b>Page6</b>

## Section 1: Introduction

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This Summary is taken from the second Quarterly Corporate Performance Management Report of 2011/12 highlighting performance for the period July to September 2011.

The report represents local people matters and priorities contained within a number of key activities and indicators. This report is the first under the new streamlined performance reporting regime, following the abolition of CAA and the national performance indicator framework. There has been a radical reduction in the number of indicators in the Council Plan, and a determination to operate a revised, slimmed down performance reporting system that focuses on the key local outcomes. Our aim is to reduce the bureaucracy of performance reporting but to make our local priorities and our performance more open and transparent.

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**.

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 2011/12**

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

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

### Section 3: Reporting on Council Action Plan Priorities

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The Council Plan 2013 sets out the Authority's priorities for the three year period 2010-2013. It provides a focus on where we want to be over the next three years and outlines how we are planning to meet a combination of key drivers:

- National priorities set by Central Government
- Aspirations of the Dudley Community Strategy 2020
- Issues that matter most to local people
- The unique challenges arising from the economic climate

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)

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.

Scrutiny Committees receive a summary of this report based on their areas of interest. For clarity, key performance indicator scorecards include reference to the Scrutiny Committee monitoring its performance.

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

## Community Safety

### Priority CS1 Maintaining Dudley as the safest borough in the West Midlands

#### Objective 1 Crime reduction: To maintain low levels of crime and seek opportunities to further reduce crime where possible


ref	Key Activities	Status	Progress	Lead Officer
CS1.1a	Ensure delivery of the Prolific and other Priority Offenders (PPO) scheme	●	Scheme progressing well.	Sue Haywood CEX
CS1.1b	To continue to improve security on local authority car parks through Park Mark Awards	●	Parking Management have received accreditation for the 16 <sup>th</sup> Council pay and display car park to the Safer Parking Award, for Penzer Street car park in Kingswinford.	Garry Dean DUE



#### Objective 2 Anti social behaviour: Contribute to the reduction of the number of anti social behaviour incidents reported within the borough

CS1.2a	Provide support and where appropriate co-ordinate partnership activities to reduce repeat incidents of anti social behaviour and hate crime	●	Work is underway to re-establish multi-agency cases conferences.	Andy Winning CEX
CS1.2b	Provide support and interventions to vulnerable victims and witness	●	Further work needs to be done in this area through the ASB review.	Andy Winning CEX
CS1.2c	To implement the outcomes of the corporate Anti Social Behaviour review	●	Re-design options and principles agreed. Customer and Stakeholder consultation planned for next quarter.	Diane Channings DACHS

#### Objective 3 Community Cohesion/Integration: Refine local approaches to cohesion and Integration and further develop tension monitoring

CS1.3a	Development of the Delivery Group for Community Cohesion /Integration and Tension Monitoring to include the planning and delivery of interventions	★	Delivery group ongoing – dealing with issues identified by Community Cohesion and Tension Monitoring Executive. Tension Monitoring and delivery of appropriate interventions ongoing.	Rosina Ottewell CEX
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CS1.3b	Respond to new Government guidelines on community integration		Guidelines to be published late 2011 according to current information.	Rosina Ottewell CEX
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Priority CS1 Maintaining Dudley as the safest borough in the West Midlands				
Objective 4 Drugs and alcohol: Increase the number of adults who misuse substances into treatment in order to improve health and crime reduction				
ref	Key Activities	Status	Progress	Lead Officer
CS1.4a	Ensure effective delivery of commissioned services		Services being delivered in line with Service Specification, delivery monitored through SLA meetings with Service Managers and Commissioning Manager.	Elaine Hopwood Dee Russell CEX
CS1.4b	Ensure the pathway that has been developed during 2010/11 for those who misuse alcohol from CRI and Cranstoun Drug Services to Aquarius is fully implemented		Pathways have been implemented, currently being audited to measure effectiveness.	Elaine Hopwood Dee Russell CEX

**Priority CS1 Maintaining Dudley as the safest borough in the West Midlands**

**Key Performance Indicators**

Direct	Ref	Definition	10/11 Target	10/11 Actual	11/12 Target	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Select Committee
CEX	SSCO1.1	Overall crime recorded	10,459	10,138	<10,138	2,167 ★	4,326 ★			Community Safety and Community Services
CEX	CEX CS NI 16	Number of serious acquisitive crimes per 1,000 population (population 305,400)	15	14.4	<14.4	2.87 ★	5.86 ★			Community Safety and Community Services
CEX	CEX CS NI 20	Number of assaults with less serious injury (including racially and religiously aggravated) offences per 1000 population	7.7	5.16	< 5.16	1.19 ●	2.42 ★			Community Safety and Community Services
CEX	CEX CS L23	Number of reported incidents of Anti social behaviour	new		-	70	153			Community Safety and Community Services
CEX	CEX CS NI 40	Number of Adult drug users into effective treatment	-	1,012	1,042	1,085 ★	1,075 ★			Community Safety and Community Services
DCS	DCS NI 111	First time entrants to the youth justice system	887	830	-	Data not yet available	Please see comment			Community Safety and Community Services

**Comment for NI 111;** The Minister of Justice/Youth Justice Board has changed the counting rules for this indicator; the data will be drawn from the Police National Computer (PNC) rather than YOS local data. Data for 2011/12 has not yet been released. Because of these changes the published target of 878 for Dudley as indicated in DCS DSP & Council Plan will be revised  
The 2010/11 outturn for Dudley as reported from the PNC is 193 actual First Time Entrants (FTE) which is well below that of the calculated figure of 640.  
( Calculation = number of actual FTE (193) divided by 10 – 17 year population figure for Dudley of 29,985 provides a final PNC rate per 100,000 of 640).