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**Quarterly Corporate Performance Management Report  
Summary for  
Select Committee on the Environment  
Quarter 4 (January to March 2010)**

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# **Quarterly Corporate Performance Management Report**

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# Section 1

## Introduction

This Summary is taken from the final Quarterly Corporate Performance Management Report of 2009/10 highlighting performance for the period January to March 2010.

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

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

A performance summary, incorporating the key service achievements and issues affecting Dudley MBC during quarter 4, is included in **Section 2**.

**Section 4** provides an update on community engagement activity and customer satisfaction.

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 4 2009/10**

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.

We continue to improve the Borough's environment, with a continuing reduction in the number of fly-tipping incidents and a steady increase in the number of food establishments compliant with food hygiene law. By focussing on the homes of the most vulnerable people living in the worst properties in the Borough, we have successfully reduced the overall number of households falling into fuel poverty. There has been excellent delivery in the number of affordable home completions, with significant developments to come through the delivery of additional extra care schemes, new council houses and the first phase of the North Priory regeneration project.

There follows a brief summary of performance for each Council Plan theme, 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.

## **Caring Matters Performance Review – Quarter 4**

### **Progress on the Major Projects:**

#### **Extra Care Housing**

- Good progress is being made on the development of the Russell's Hall and Whitehouse Street Extra Care Housing Schemes.

## **Regeneration Matters Performance Review – Quarter 4**

### **Progress on the Major Projects:**

#### **North Priory Regeneration**

- Site ready for redevelopment.
- Road closure orders obtained February 2010.

## Environment Matters

### Performance Review – Quarter 4

#### Achievements:

- The impact of increased enforcement actions over the last 2 years has been a continued reduction in the number of fly-tipping incidents. (See page 11).
- 89% of food establishments in the Borough are compliant with food hygiene law and there are now around 1,900 food hygiene inspections listed on the Scores on the Doors website. (See page 12).
- This year has seen a significant improvement in the numbers of households in receipt of income-based benefits occupying homes with a high energy efficiency rating, as well as a reduction in the number of households occupying homes with low energy efficiency levels, reducing the overall number of households falling into fuel poverty. Current programmes for private sector housing are directed towards the most vulnerable people living in the worst properties in the Borough, where basic measures of loft insulation, central heating and double glazing form the basis of these improvements. This action has clearly had an impact as only 2.10% of people receiving income-based benefits are living in homes with low energy ratings. Within the public sector, Dudley has less than 150 council homes (less than 1%) with a low SAP rating and over 9,000 homes with a SAP over 65 (around 40%). (See page 15).
- There has been excellent delivery for the past 2 years with a cumulative total of 396 affordable home completions – against a target of 240. While the number of affordable completions for 2010/11 is expected to fall (we are currently forecasting that there will be 97 next year), it is anticipated that for the following year (2011/12) there will be a significant increase as a result of significant HCA investment in the Borough which will help to deliver two extra care schemes, 81 new council houses and the first phase of the North Priory regeneration project. (See page 17).
- During 2009/10 a total of 109 private sector homes, many of which were contributing to area decline, were returned to occupation or demolished as a result of action by the Authority, exceeding the target set in our Empty Homes Strategy. This is particularly significant when considered alongside the current economic climate, which has affected the property industry in particular through the reduction in the availability of financial investment. (See page 18).
- The Homelessness Service has again increased the proportion of referrals where homelessness is prevented. Performance on preventing mortgage repossessions has been particularly good, and has been used as an example of good practice by CLG in promoting national mortgage rescue schemes to other authorities.

#### Challenges:

- Performance is currently below target for the percentage of potential rent receipts lost through council homes standing void. Housing Management and Building Services both reviewed their organisational arrangements and workflow processes in 2008/9 in order to improve performance in 2009/10. Despite this, the outturn for 2009/10 has been 1.66%, and the decision has been taken to conduct an end-to-end review of voids and lettings in 2010/11, using a systems thinking/LEAN management methodology. (See page 17).

#### Progress on the Major Projects:

##### A Green Dudley

- A Carbon Management Plan will be coming into operation in spring 2010 with new supporting management arrangements across all directorates.

## Section 3




# Reporting on Council Action Plan Priorities for 2009-10

The 2009 review of the Council Action Plan 2010 sets out the Authority's priorities for 2009-10. It 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 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 the Comprehensive Area Assessments published in December 2009.

**Direction of travel** arrows compare latest performance with the previous year, where available or appropriate:

-  Improving
-  No change
-  Deteriorating

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 2010 and the 2009 review:

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

## Caring Matters Priority CM1 – To improve people’s health, well-being and quality of life





### Outcome 2 Reduced number of overcrowded households















Key Activities								
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer
DACHS	C1.2a	To develop a strategic approach to reducing overcrowding in the Borough, through participating in the CLG Overcrowding Pathfinder Programme	●	★	★	★	<ul style="list-style-type: none"> <li>Grant funding has been renewed for the 1st half of 2010/11</li> <li>First 9 months' data indicates that overcrowding is increasing</li> <li>Proposals for an incentive scheme to support under-occupying tenants to downsize have been discussed at DHOG and will be shortly implemented</li> </ul>	Andrew Leigh/ Sian Evans





Key Performance Indicators											
Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 YTD Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	All England Average	Met Councils Average	Direction of Travel
DACHS	DACHS HM 002	Number of overcrowded households on council & Registered Social Landlords (RSL) waiting lists for whom a solution was identified through targeted housing options intervention	New PI	Baseline to be established	0	17	20	28	n/a – local PI		
					●	●	●	●			
DACHS	DACHS HM 003	Number of under-occupying households on council & Registered Social Landlords (RSL) waiting lists assisted to relocate	New PI	Baseline to be established	25	40	60	83	n/a – local PI		
					●	●	●	●			


## Environment Matters Priority EM1 – Improve the overall appearance of the Borough

### Outcome 1 Improving the quality of public spaces

Key Activities								
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer
DUE	E1.1a	Improved street and environmental cleanliness					<ul style="list-style-type: none"> <li>Targets for removal of graffiti in recreation areas and other areas of the public highway are ahead of target</li> <li>NI 195b (detritus) (see Key Performance Indicators below) fell below target in the final quarter due to the severe weather and the use of gritting material on roads</li> <li>Joint working with the police, recreation and enforcement sections has enabled a sharing of information and resources</li> </ul>	Garry Dean

Key Performance Indicators											
Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 YTD Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	All England Average 2008/09	Met Councils Average 2008/09	Direction of Travel
DUE	NI 195a	% of relevant land and highways that is assessed as having deposits of litter that fall below an acceptable level	4%	4%	-	3%	3%	4%	5.73%	7.89%	Not calculated
					-				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	8%	8%	-	7%	6%	9%	11.86%	12.67%	Not calculated
					-			 See comment	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%	3%	-	3%	2%	2%	2.76%	5.06%	Not calculated
					-				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%	Not calculated
					-				In best 5%	In best 5%	

Key Performance Indicators											
Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 YTD Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	All England Average 2008/09	Met Councils Average 2008/09	Direction of Travel
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 1	Grade 1	Annually reported 2009/10 data available May 2010				Not calculated		
DUE	DUE NI 196(i)	Number of incidents of fly-tipping	New PI	900	215	434	625	817	n/a – local PI		
											
DUE	DUE NI 196(ii)	Number of fly-tipping enforcement actions	New PI	Not targeted	222	590	953	1430	n/a – local PI		

Direct.	Ref.	Definition	 Comment
DUE	NI 195b	% of relevant land and highways that is assessed as having deposits of detritus that fall below an acceptable level	The severe winter has resulted in extra detritus being deposited in the form of gritting material

## Outcome 2 Improved hygiene standards for food premises in the Borough

Key Activities								
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer
DUE	E1.2a	Improve food hygiene standards in the Borough through advice, inspection and by raising awareness of the public to standards through the 'Scores on the Doors' food hygiene star rating web site	★	★	★	★	<ul style="list-style-type: none"> <li>There were circa 1900 inspections listed on the 'Scores on the Doors' food hygiene star rating web site</li> <li>89% of food premises at last inspection were found to be broadly compliant with food hygiene legislation (rating of 2 or more stars) against a target of 80% (see Key Performance Indicators below)</li> </ul>	Nick Powell

Key Performance Indicators											
Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 YTD Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	All England Average	Met Councils Average	Direction of Travel
DUE	DUE NI 184a	% 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%	80%	85.5%	88%	88%	89%	n/a – local PI		
			★		★	★	★	★			

## Environment Matters Priority EM2 – Reducing our impact on the environment

### Outcome 1 Improved waste handling through increased recycling







Key Activities								
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer
DUE	E2.1a	Increasing participation in recycling schemes					<ul style="list-style-type: none"> <li>Doorstep canvassing work is continuing to stimulate increased participation in kerbside recycling. However it is likely recycling rates will experience a dip in performance nationally linked to the recession (see Key Performance Indicators below)</li> </ul>	Graham Bailey

Key Performance Indicators											
Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 YTD Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	All England Average 2008/09	Met Councils Average 2008/09	Direction of Travel
DUE	NI 192 NGLAA	% of household waste sent for reuse, recycling and composting	30.01%	32%	35.09%	33.31%	31.54%	28.97%	37.15%	30.5%	
								 See comment	Worst third	Average	

Direct.	Ref.	Definition	Comment
DUE	NI 192 NGLAA	% of household waste sent for reuse, recycling and composting	<p>The quarter 4 outturn is based on quarter 3 figures and is to be confirmed by Waste Data Flow (WDF)</p> <p>NI 192 is a combined national indicator for dry waste recycling and green waste composting (formerly BV82a &amp; BV82b) with a combined target of 32%. Dry waste recycling has been consistently under-performing this year (scoring 12% against a target of 15%) due to the recession. One of the biggest impacts has been the reduction in the number of magazines and newspapers purchased, therefore less paper to recycle.</p> <p>Green waste composting has been performing on or above the target for quarters 1, 2 &amp; 3 (scoring 22% against a target of 17%) which has propped up the performance of the indicator overall. During quarter 4, however, green waste composting dropped significantly due to the adverse weather conditions and the reduced green waste recycling collections, hence overall performance is below target.</p>

## Outcome 2 Reduced impact on climate change

Key Activities								
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer
DUE	E2.2a	Actions to secure strategy buy-in to the climate change agenda and undertake climate change impact assessment for the local authority	●	●	●	●	<ul style="list-style-type: none"> <li>Measures are in place and continue to be developed to ensure that the Council is mitigating and adapting to climate change through implementation measures on National Indicators 185, 186 and 188</li> </ul>	Helen Martin
DUE	E2.2b	Encourage parents to use more sustainable modes of transport for home to school journeys	●	●	●	▲	<ul style="list-style-type: none"> <li>All schools will have completed a Travel Plan and schools are being signed up to the School Travel Wise web site</li> <li>Cycle and pedestrian training schemes are in place to provide skills to encourage active travel to school</li> <li>Safer routes schemes are introduced to make the infrastructure more conducive to walking and cycling including campaigns such as Walk to school, Walk Once a Week and Bike week</li> <li>It should be noted however that the 2010 School Census may show a reduction in active travel due to the adverse weather conditions when the school census was taken in January. If the data has been skewed by the weather we will consider carrying out a mid year sample survey to compare data</li> <li>In 2010/11 we will be increasing the numbers taking pedestrian and cycle training, and promoting a new active travel campaign and Walk Once a Week in partnership with Living Streets and Dudley PCT</li> </ul>	Peter Vangeersdaele
DACHS	E2.2c	Deliver energy efficiency and affordable warmth initiatives across the Borough	●	★	★	●	<ul style="list-style-type: none"> <li>Working with partners to improve awareness of energy efficiency initiatives for private sector residents</li> <li>Outreach events and 'Snug as a Bug' continue to be promoted</li> </ul>	Helen Barlow/ Theresa Kelly
DACHS	E2.2d	Ensure that sustainability awareness is embedded throughout DACHS and included within procurement processes for the evaluation and selection criteria for contract award	★	★	★	★	<ul style="list-style-type: none"> <li>Sustainability Impact Statement template approved by Procurement Strategy Group and being piloted through Corporate Procurement Group</li> <li>Focus on housing and non-housing issues</li> <li>Target to reduce car mileage across DACHS</li> </ul>	Paul Griffiths

Key Performance Indicators											
Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 YTD Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	All England Average 2008/09	Met Councils Average 2008/09	Direction of Travel
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%	4%	Annually reported			2.10%	10.75%	5.72%	Not calculated
									In best 10%	In best third	
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%	30%	Annually reported			35.8%	Not calculated		
											
DCS	NI 198 NGLAA	% of children usually travelling to school by car (including vans and taxis)	35%	34%	Annually reported			34.10%	Not calculated		
											

Key Performance Indicators unchanged since quarter 3 (included for completeness only)								
Direct.	Ref.	Definition	09/10 Target	Latest Actual 2006	Latest Comment	All England Average	Met Councils Average	Direction of Travel
DUE	NI 186 NGLAA	% reduction in per capita reduction in CO <sub>2</sub> emissions in the local authority area	6.4% reduction on 2005 baseline	3.6% increase on the 2005 baseline.	<ul style="list-style-type: none"><li>This is the latest available data and was released by DEFRA in September 2008. It shows an increase on the 2005 baseline of 5.6 tonnes per capita. All other Black Country authorities' emissions have increased over the period (except for Wolverhampton) and we have the lowest per capita figure of the 4</li><li>The Climate Change Group has been working with the Marches Energy Agency (MEA) to develop and implement a delivery plan</li></ul>	Not calculated		

## Environment Matters Priority EM3 – Provision of Decent Homes

### Outcome 1 Residents live in decent homes and have a choice

Key Activities								
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer
DACHS	E3.1a	Increase the provision of appropriate affordable housing within the Borough	●	★	★	●	<ul style="list-style-type: none"> <li>To review the current housing needs data and options to update: Brief completed and resources identified to part fund new Housing Need Survey</li> <li>On-going discussions with planners to identify further funding</li> </ul>	Andrew Leigh/ Gordon Wilkes
DACHS	E3.1b	To ensure that all homes in the Council's Housing Stock meet the Decent Homes Standards by 2010	★	★	★	★	<ul style="list-style-type: none"> <li>Capital Programme delivered with heating and night storage heating contracts undertaken as programmed</li> </ul>	Paul Griffiths
DACHS	E3.1c	Re-programme disposal of priority land declared surplus to housing provision in line with the current economic climate	▲	●	●	●	<ul style="list-style-type: none"> <li>Progress made on the lease of Wrens Nest local office to the Directorate of Children Services. No progress on other sites</li> <li>The former Pensnett local housing office is now leased to the Look Out Project for the next two years</li> </ul>	Nigel Collumbell
DACHS	E3.1d	Development and implementation of a banding scheme to replace current point system for housing allocations	●	★	●	●	<ul style="list-style-type: none"> <li>On target to implement bandings in June 2010</li> <li>Applicants are currently being notified of band, band reason, and band start date so that any queries can be dealt with prior to implementation</li> </ul>	Sian Evans/ Wendy Massey
DACHS	E3.1e	To target investment towards properties which give the most benefit to achieving the target of dealing with climate change	★	★	★	★	<ul style="list-style-type: none"> <li>Capital Programme delivered with heating and night storage heating contracts undertaken as programmed</li> </ul>	Paul Griffiths

Key Performance Indicators											
Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 YTD Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	All England Average 2008/09	Met Councils Average 2008/09	Direction of Travel
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 1.5% of total rent debit)	1.48%	1.5%	1.71%	1.68%	1.65%	1.66%	n/a – local PI		
			●		▲	▲	▲	▲ See comment			

Key Performance Indicators											
Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 YTD Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	All England Average 2008/09	Met Councils Average 2008/09	Direction of Travel
DACHS	NI 154 NGLAA	Net increase over one year in the number of self-contained dwellings provided	673	783	Annually reported 2009/10 data available from DUE Planning & Policy June 2010				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	130	Annually reported			196	158.1	208.33	n/a
									In best third	Average	
DACHS	NI 158	% of local authority homes which were non-decent at the start of the year	9%	5%	Annually reported			5%	Not calculated		
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%	110%	Annually reported 2009/10 data currently unavailable				132.17%	131.63%	Not calculated
									Average	In worst third	
DACHS	BV 063	Average SAP rating of local authority owned dwellings (Standard Assessment Procedure being an index of the annual cost of heating a dwelling running from 1 being highly inefficient to 120 highly efficient)	67	68	Annually reported			68	n/a – local PI		

Direct.	Ref.	Definition	Comment
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 1.5% of total rent debit)	<p>Performance is currently below target and corrective actions are in progress.</p> <p>Housing Management and Building Services both reviewed their organisational arrangements and workflow processes in 2008/9 in order to improve performance in 2009/10. Despite this, the outturn for 2009/10 has been 1.66%, and the decision has been taken to conduct an end to end review of voids and lettings in 2010/11, using a systems thinking/LEAN management methodology.</p>

## Regeneration Matters Priority RM1 – Creating a prosperous Borough

### Outcome 2 Promote the regeneration of the Borough's towns and local centres

Key Activities								
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer
DACHS	R1.2b	Lead on the regeneration of the North Priory Estate to create a mixed sustainable community	●	★	★	★	<ul style="list-style-type: none"> <li>Site ready for redevelopment</li> <li>Road closure orders obtained February 2010</li> </ul>	Andrew Leigh

### Outcome 3 Improved enterprise and investment

Key Activities								
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer
DACHS	R1.3a	To lead on housing regeneration within the Borough	●	★	★	★	<ul style="list-style-type: none"> <li>To ensure that through our engagement with Economic Regeneration, New Heritage Company, AWM and Dudley ADF the housing aspirations of the directorate are met: On-going liaison with DUE and New Heritage</li> </ul>	Helen Barlow/ Steve Betteridge/ P Radford

### Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 YTD Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	All England Average	Met Councils Average	Direction of Travel
DACHS	BV 064	Number of empty properties brought back into use or demolished	100	100	44	87	99	109	n/a – local PI		
			★		★	★	★	★			

## **Section 4**

# **Community Engagement & Customer Satisfaction**

This section highlights the various community engagement activities, linked to our Council Plan priorities, that have been undertaken throughout the Council during the second half of 2009/10.

Key issues identified as part of the corporate customer feedback procedure are also included.

# 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 affecting the Environment in Dudley, during the second half of 2009/10. 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> October 2009 to 31<sup>st</sup> March 2010

### Environment Matters

#### DUE - Highway Maintenance Feedback

To establish whether local residents are satisfied with the way in which highway maintenance work was carried out in their street and the end result.

**Headline Findings:** Over 80% of the respondents in New Farm Road, Stourbridge and Stour Hill, Quarry Bank considered that most aspects of the resurfacing works were either good or very good.

Mike Gower

Starts: 30/09/2009

Ends: 14/10/2009

#### DUE - Street Lighting Invest to Save

To obtain responses surrounding a new installation of street lighting in the South Priory area.

**Headline findings:** That the new street lighting installations were broadly welcomed by the residents in the trial area.

Garry Dean

Starts: 11/05/2009

Ends: 01/02/2010

# Corporate Customer Feedback

The Corporate Customer Feedback procedure has recently been reviewed, both in terms of the customer leaflet and the on-line information and contact form. Use the link below to view the updated procedure:

<http://www.dudley.gov.uk/contact-us/customer-feedback>

There follows a summary, by Directorate, of customer feedback relating to the Environment for the half year.

**Definition of compliment** – A compliment is a remark expressing praise and admiration of good service delivery.

**Definition of complaint** – A complaint is all negative feedback expressed about Dudley MBC about service, policy or action provided by the council itself or a person acting on behalf of the Council. A complaint is a written or oral expression of dissatisfaction or disquiet in relation to the Local Authority's exercise of its functions.

**Responding to complaints** – Complaints received towards the end of the period and still being dealt with are not included in the reported total number of complaints resolved in 20 working days.

Reporting Period 1 <sup>st</sup> October 2009 to 31 <sup>st</sup> March 2010	
<b>Directorate: Adult, Community and Housing Services</b> <b>Contact: Steve Rice</b>	
<b>No. of compliments received:</b> 30 for Housing	
<b>No. of complaints received:</b> 113 for Housing	
<b>No. of complaints resolved / responded to in 20 days:</b> 97 for Housing)	
<b>Main area/issues:</b>	<b>Amendments made / actions taken / learning from feedback:</b>
<u>Housing</u> Estate management; repairs timetable; repairs quality; community safety	Lift company improved response times. Guidance provided to contractors regarding expectation of standard of work and approach when carrying out work to properties.
<b>Directorate: Urban Environment</b> <b>Contact: Ajaib Paul</b>	
<b>Main area/issues:</b>	<b>Amendments made / actions taken / learning from feedback:</b>
<u>Environmental Management:</u> Overgrown trees causing loss of light and affecting television reception; green waste collections; grass cutting, pot holes following adverse weather.	All issues logged and actioned as considered appropriate. Alterations to kerbside collections implemented where necessary. Action taken where possible to address anonymous complaints