



**Quarterly Corporate Performance Management Report
Summary for
Select Committee on Community Safety and Community
Services**

Quarter 4 (January to March 2010)

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 latest performance information on the second Local Public Sector Agreement stretch targets attracting reward grant.

Section 5 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 4 2009/10

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

Latest figures released during the quarter show customer satisfaction remains high at Dudley Council Plus, as targets around customer service are again exceeded. And Dudley Borough is the safest in the West Midlands, with the number of overall crimes recorded during 2009/10 almost 1,000 down on 2008/09.

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

Safety Matters

Performance Review – Quarter 4

Achievements:

- The number of overall crimes recorded during 2009/10 is almost 1,000 down on 2008/09.

The Safe and Sound partnership has worked successfully to reduce the number of incidents of violent crime, criminal damage, motor vehicle theft, serious acquisitive crime and assaults 'with less serious injury'.

Notably, over the life of the three year Council Plan, overall reported crime has reduced by 30%, making Dudley Borough the safest in the West Midlands.
(See page 9).

Quality Service Matters

Performance Review – Quarter 4

Achievements:

- Targets have been exceeded by Dudley Council Plus for the percentage of telephone calls answered and customers seen by an adviser within 10 minutes. In addition, 99% of customers were able to make cash payments within the target time of 10 minutes.

The latest DCP Customer Survey confirms consistently high levels of satisfaction, with 93% of customers responding that they were happy with the service they had received overall.
(See pages 17 and 23).

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 CM2 – Tackling Poverty

Outcome 1 Increased benefit take-up

Key Activities								
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer
DACHS	C2.1c	To ensure appropriate services are delivered to all community groups through a programme of Equality Impact Assessments (EIAs)	★	●	●	●	<ul style="list-style-type: none"> EIAs continue to be produced in line with the programme 	Ron Sims
DACHS	C2.1d	Reducing overall deprivation in communities by the implementation of the Neighbourhood Partnerships Framework as agreed by the Community Renewal Steering Group to focus on deprivation, local problem solving and community engagement	●	●	●	●	<ul style="list-style-type: none"> Successful delivery of neighbourhood partnerships and local problem solving General trend however is affected by recession and economic downturn 	Sue McGavin

Safety Matters Priority SM1 – Safer Communities

Outcome 1 Reduce crime and make our communities feel safer

Key Activities								
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer
CEX	S1.1a	Work with partners to reduce overall crime in the Borough. Continued development and implementation of bespoke strategies to reduce overall crime	●	●	●	●	<ul style="list-style-type: none"> Collaborative approach to partnership delivery work ongoing and discussions with responsible authority groups Work continues to progress Hate Crime strategy & Consultation process Anti Social Behaviour Strategy & consultation process continues Developed a new Strategic Assessment model 	Dawn Hewitt
CEX	S1.1b	Implement the actions of the Community Cohesion Strategy	★	●	●	●	<ul style="list-style-type: none"> Community Cohesion Strategy, plus action plan, to go to Corporate Board on 26th May and to Cabinet in June for approval 	Rosina Ottewell
CEX	S1.1c	Development and implementation of the Hate Crime Strategy	▲	●	●	●	<ul style="list-style-type: none"> Draft Strategy near completion for consultation – work put on hold due to the re-prioritisation of resource of planning arrangements for EDL 	Rosina Ottewell
CEX	S1.1d	Develop projects with local communities to tackle the threat of violent extremism	●	●	●	●	<ul style="list-style-type: none"> Ongoing training of Imams and delivery of citizenship classes in Madrassahs Further development of women's and youth networks 	John Hodt

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 2009/09	Direction of Travel
CEX	S&SC 1.1	Overall crimes recorded	11,428	Less than 11,450	2,586	5,208	7,906	10,459	n/a – local PI		
			★		★	★	★	★			
CEX	S&SC 1.1a LPSA2	Number of violent crimes recorded	2,067	Less than 3,213	500	981	1,496	1,940	n/a – local PI		
			★		★	★	★	★			
CEX	S&SC 1.1b LPSA2	Number of incidents of criminal damage	4,093	Less than 4,991	913	1,894	2,923	3,881	n/a – local PI		
			★		★	★	★	★			

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 2009/09	Direction of Travel
CEX	S&SC 1.1ci	Maintain reporting levels of domestic abuse incidents at at least 3300	4,256	3,300	1,288	2,439	3,486	4,364	n/a – local PI		
			★		★	★	★	★			
CEX	S&SC 1.1d LPSA2	Number of recorded incidents for theft of a motor vehicle	829	Less than 1,280	164	353	503	699	n/a – local PI		
			★		★	★	★	★			
CEX	NI 16 NGLAA	Number of serious acquisitive crimes per 1000 population	15.38	Less than 15.6	3.43	6.86	10.27	13.64	Not calculated	20.28	Not calculated
			★		★	★	★	★		In best 25%	
CEX	NI 20 NGLAA	Number of ‘assaults with less serious injury’ (including racially and religiously aggravated) offences per 1000 population	6.55	Less than 8	1.52	3.05	4.66	6.03	Not calculated	7.53	Not calculated
			★		★	★	★	★		In best third	
CEX	NI 35 NGLAA	Score assessing standard of local area’s arrangements to build resilience to violent extremism (rating poor 0 - good 5)	2.20	2.75	Annually reported			2.80	Not calculated		
			●					●			

Key Performance Indicators unchanged since quarter 3 (included for completeness only)								
Direct.	Ref.	Definition	09/10 Target	Latest Actual 2008/09	Latest Comment	All England Average 2008/09	Met Councils Average 2008/09	Direction of Travel
CEX	NI 1 NGLAA	% of people who believe people from different backgrounds get on well together in their local area (Place Survey)	n/a	72.4%	• The Place Survey is biennial.	77.18%	70.84%	Not calculated
				<div></div>		In worst 20%	Average	

Safety Matters Priority SM2 – Anti-social behaviour and reassurance

Outcome 1 Reduced anti-social behaviour in the community

Key Activities								
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer
CEX	S2.1a	Develop the Anti-Social Behaviour Strategy and implement	●	●	●	●	<ul style="list-style-type: none"> Cross directorate and multi-agency ASB minimum standards agreed and published online Corporate review of ASB to take place through 2010, and ASBU strategy will need to be subordinate to this 	Andy Winning
CEX	S2.1b	Increase safety of young people and reduce perceptions held by the community	●	●	●	●	<ul style="list-style-type: none"> Young people's pages of Safe and Sound website are now live; further pages are being created Cyber safety leaflet has been designed Community safety board game has been completed by 2 groups of young people at Abberley Street PRU and is now with Marcomms to redesign Second anti-bullying pledge wall has been created – wall moving around schools across the Borough a week at a time Continued involvement with Anti-bullying Steering Group and 'e' safety Strategy Group Safer Travel survey results have been received and are now being analysed by Centro Supporting S4kidz (junior safeguarding children board): first issue identified is bullying 	Katriona Lafferty
DACHS	S2.1c	Continuous review and development of good practice to address anti social behaviour on council estates	●	●	●	●	<ul style="list-style-type: none"> Funding obtained from Joint Action Group for partnership problem solving training Work continuing on review of diary sheets Review commenced on the functionality of caseworks and data reporting requirements Work to be rolled forward into wider ASB review for 10/11 	Nigel Collumbell/ Margaret Tebbett
DACHS	S2.1d	Reducing crime and antisocial behaviour and increasing community reassurance by joint working with: Police, Connexions, Youth Service, Housing and communities through problem solving locally	★	★	●	★	<ul style="list-style-type: none"> Positive activities for young people programmes Problem solving groups and joint work with housing, youth service and police 	Sue McGavin
L&P	S2.1e	To reduce anti-social behaviour in the Borough by reviewing potential ASBO cases in the pipeline to ensure that resources will be available and identify potential problems at an early stage	●	●	●	●	<ul style="list-style-type: none"> No matters have been referred during the quarter 	Richard Clark

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
L&P	L&P LDS 134	% of anti-social behaviour order applications that result in a successful legal outcome	100%	100%	100%	No applications received	No applications received	No applications received	n/a – local PI		
			★		★						

Key Performance Indicators unchanged since quarter 3 (included for completeness only)									
Direct.	Ref.	Definition	09/10 Target	Latest Actual 2008/09	Latest Comment	All England Average 2008/09	Met Councils Average 2008/09	Direction of Travel	
CEX	NI 17 NGLAA	% of people surveyed who think anti-social behaviour is a problem in their local area (Place Survey)	n/a	22.6%	<ul style="list-style-type: none"> The Place Survey is biennial 	18.24%	25.33%	Not calculated	
				●		In worst third	In best third		

Outcome 3 Children and young people make a positive contribution

Key Activities								
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer
DCS	S2.3b	Reduce rate of proven re-offending amongst young people aged 10- 17 years.	-	-	-	-	<ul style="list-style-type: none"> The reporting period for this indicator is Qtr 1 29th Oct 09, Qtr 2 31st Jan 10, Qtr 3 29th April 10 and Qtr 4 29th July 10 See Key Performance Indicators below. We are significantly exceeding the target set 	Mike Galikowski

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
DCS	NI 19	Rate of proven re-offending by young offenders (i.e. average number of offences per young person in the cohort committed during the 12 month tracking period) (Young people are those aged 10-17)	Reduction of 32.1%	Reduction of 3.5%	Reduction of 30%	Reduction of 58.6%	Reduction of 39%	Final outturn available July 2010			Not calculated
			★		★	★	★				

Safety Matters Priority SM3 – Substance misuse

Outcome 1 Harm reduction for adults

Key Activities								
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer
CEX	S3.1a	Implement change management for integration of new service providers for Dudley Drug Services	●	●	●	★	<ul style="list-style-type: none"> SLA Meeting took place as planned on 4/2/10 SMIG Commissioning Group received a report from the Substance Misuse Commissioning Manager on progress to date in respect of service delivery and contract compliance Commissioners are confident that service delivery is good, and that the integration of the new services providers within the drug treatment system and partnership has been achieved 	Sue Haywood
CEX	S3.1b	Implement the actions of Harm Reduction Strategy in respect of adults	●	●	●	●	<ul style="list-style-type: none"> Harm Reduction initiatives have continued to take place throughout 2009/10. These include needle exchange service, Blood Borne Virus Service, in-reach into prisons The Harm Reduction Strategy Group has met. A new strategy is in the process of being drafted for circulation in May 2010 	Sue Haywood
CEX	S3.1c	Implement the actions of the Adult Drug Treatment Plan	●	●	●	★	<ul style="list-style-type: none"> Existing actions for continuation and new actions identified All Parts of Adult Drug Treatment Plan submitted to Government Office West Midlands on time 	Sue Haywood

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
CEX	NI 40	Number of drug users recorded as being in effective treatment, compared with the number of drug users recorded as being in effective treatment in the baseline year of 2007/08	132	-	Annually reported 2009/10 data not yet released by the National Treatment Agency				68.14	75.25	Not calculated
									In best 20%	In best 20%	

Outcome 2 Reduction of young people using drugs and alcohol

Key Activities								
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer
CEX	S3.2a	Implement the actions of the Young People Harm Reduction Strategy and the Young People Substance Misuse Plan	●	●	●	●	<ul style="list-style-type: none"> Challenge and Confirm meeting held with National Treatment Agency and DCSF to receive feedback on needs assessment and plan. Final plan approved and submitted end January 2010 Following withdrawal of funding for prevention and intervention work, discussions to be held with other agencies to agree on impact of this on action plan Results from Tellus4 survey show 11.2% young people using substances against a target of 11.6% for 2009/10 (see Key Performance Indicators) To Qtr 3 there have been 174 young people accessing specialist treatment services with 95 of these being new clients Working in partnership with Dudley Community Partnership on Systems Thinking Family Project, utilising the viable systems methodology, to examine the role and processes of organisations who provide services to families where alcohol misuse may be one of the issues of concern 	Audrey Heer
CEX	S3.2b	Ensure people working with children & young people are appropriately trained	●	●	●	●	<ul style="list-style-type: none"> Getting Hammered' young people course commissioned and completed Excellent feedback – 19 attendees from a variety of children's agencies 	Audrey Heer
CEX	S3.2c	Development and implement the Borough wide Alcohol Strategy	●	●	●	★	<ul style="list-style-type: none"> Final Version of the Alcohol Strategy was approved by Cabinet on February 10th 2010 Equality Impact Assessment has taken place Draft has been circulated for further information/comments Action Plan to be developed 	Sue Haywood

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 2009/10	Met Councils Average 2009/10	Direction of Travel
CEX	NI 115 NGLAA	% of young people surveyed reporting frequent misuse of drugs/volatile substances or alcohol (TellUs Survey)	12.8% (TellUs 3)	11.6%	Annually reported			11.2% (TellUs 4)	9.66%	10.84%	↗
			●					●	In worst third	Average	

Outcome 3 Marketing, communication and public reassurance

Key Activities								
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer
CEX	S3.3a	Increase public awareness of the harm caused by alcohol to individuals, families and communities	●	●	●	●	<ul style="list-style-type: none"> Community Drug and Alcohol Awareness course has been advertised Community Alcohol Service User grants have been awarded 	Sue Haywood
CEX	S3.3b	Reduce public perception of drug dealing and drug use as a problem	●	●	●	●	<ul style="list-style-type: none"> Article in Dudley Together Spring 2010 edition. Article contained a case study from the Adult Drug Treatment Service and gave details of service providers Further work to be undertaken in respect of the Drugs and Alcohol Team Marketing and Communications Strategy 	Sue Haywood

Quality Service Matters Priority QSM1 – Customer access to services


Outcome 1 Increased range of service areas offered to customers

Key Activities											
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update				Lead Officer
FIN	Q1.1a	Joint work with directorates and CATS team to facilitate the effective and efficient transfer of services to Dudley Council Plus	●	●	●	●	<ul style="list-style-type: none"> Transfer of Benefit Services customer service counter to Dudley Council Plus achieved in January 2010 				Mike N Williams

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
FIN	FIN DCP 003(i)	% of telephone calls answered to 01384 812345 and 01384 818181	New PI	85%	87%	87%	91%	91%	n/a – local PI		
					●	●	★	★			
FIN	FIN DCP 008	% of customers seen by a Dudley Council Plus adviser within 10 minutes	88.21%	80%	83%	83%	85%	82%	n/a – local PI		
			●		●	●	★	●			
FIN	FIN DCP 016	% of customers making cash payments at Dudley Council Plus within 10 minutes	94.29%	90%	96%	97%	98%	99%	n/a – local PI		
			●		★	★	★	★			
CEX	NI 14	Reducing avoidable contact: The proportion of customer contact that is of low or no value to the customer	55.2%	Not targeted	Annually reported			65.17%	Not calculated		

Quality Service Matters Priority QSM6 – Effective partnerships

Outcome 2 Partnership evaluation

Key Performance Indicators unchanged since quarter 3 (included for completeness only)								
Direct.	Ref.	Definition	09/10 Target	Latest Actual 2008/09	Latest Comment	All England Average 2008/09	Met Councils Average 2008/09	Direction of Travel
CEX	NI 7 NGLAA	% of third sector organisations surveyed who think that local statutory bodies positively influence their success (Third Sector Survey)	n/a	13.4%	<ul style="list-style-type: none"> The Third Sector Survey is biennial. 	16.41%	17.41%	n/a
						In worst 25%	In worst 20%	

Section 4

Local Public Sector Agreement 2

Stretch Targets

The 2007/10 Local Area Agreement (LAA) was superseded in May 2008 by the Next Generation Local Area Agreement (NGLAA). Government confirmed, however, that they would honour all commitments arising from the stretch targets negotiated as part of the 2007/10 LAA. As such, our existing 14 targets continue to attract the Performance Reward Grant (PRG) originally agreed. **2009/10 is the final year of the agreement.**

The 14 targets are supported by 28 indicators and the tables on the following pages show the data for all of these, firstly those that are complete and secondly those where further data is still awaited. Traffic light indicators denote latest performance as follows:

- ★ Better than target limits - 100% or above stretch achieved (i.e. earned 100% of reward)
- Within target limits – between 60% and 99.99% of stretch achieved (i.e. earned 60% - 99% of reward)
- ▲ Worse than target limits – less than 60% of stretch achieved (i.e. no reward earned)

Those marked **KPI** are Key Council Plan Performance Indicators included in **section 3**.

Following the demise of the Key Stage 3 tests in 2008, Government have declared the targets relating to these as inoperable. Guidance issued by CLG regarding the assessment of these targets has stated that Ministerial agreement has been granted for Government Offices to seek “compromise payment”. Calculation of this payment will be based on the average of the reward monies across the whole agreement, e.g. % of all targets achieved dictates % of inoperable target’s PRG received, for example:

- an LAA has 14 targets in total, 1 of which is deemed “inoperable”
- PRG achieved on the 13 operable targets = 72% of the total PRG available on these 13 targets
- therefore the area will receive 72% of the PRG linked to the inoperable target. These targets are not included in the data below.

PRG linked to 100% successful achievement of all of these targets equates to £9m. PRG is payable once 60% of the difference between the “with stretch” and “without stretch” target is achieved and then rises proportionally to the level of performance achieved up to 100%. Based on an assessment of performance to date, it is anticipated that the Dudley Community Partnership may achieve in the region of £6M PRG.

Note: prior to any claim for PRG, all data for the performance measures will be the subject of rigorous audit by DMBC’s internal audit department and signed off by the Chief Executive. There will then follow a verification and claim process via Government Office West Midland prior to final approval and payment from DCLG. It is unlikely that any PRG will therefore be received until January 2011.

Targets where final performance is reported - (subject to audit)

Ref.	Definition	Final Year				Status	% PRG Achieved	Value of PRG achieved
		Un-stretched Target	Stretched Target	60% Threshold	Actual			
SSC 01.1a	Reduce number of violent crimes recorded KPI	10,011	9,831	9,903	7,062	★	100%	£820,000
Stretch target achieved by 2,769 fewer violent crimes over the three year agreement a total stretch of 2,949.								
SSC 01.1b	Reduce number of incidents of criminal damage KPI	16,429	15,569	15,913	12,528	★	100%	£610,000
Stretch target achieved by 3,041 fewer incidents of criminal damage over the three year agreement, a total stretch of 3,901.								
SSC 01.1cii	Reduce the % of domestic violence incidents where victim has suffered domestic violence in the previous year	33.85%	30.85%	32.05%	Not known	-	0%	£0
Problems with the collection of this data due to changes in police recording systems for overall domestic violence have failed to be resolved therefore, with no way of collecting this data, we have forfeited all PRG linked to this target.								
SSC 01.1ciii	Increase the number of domestic abuse crime incidents recorded by the police that result in a sanctioned detection	2,175	2,325	2,265	1,774	▲	0%	£0
We have failed to achieve this stretch target by 551 recorded incidents.								
SSC 01.1civ	Increase number of domestic violence offences where the offender is brought to justice	900	1,000	960	1,067	★	100%	£369,000
Stretch target achieved by 67 offenders brought to justice over the three year agreement a total stretch of 167.								

Ref.	Definition	Final Year				Status	% PRG Achieved	Value of PRG achieved
		Un-stretched Target	Stretched Target	60% Threshold	Actual			
SSC 01.1d	Reduce number of recorded crime incidents for theft of motor vehicle KPI	4,133	3,992	4,048	2,435	★	100%	£350,250
Stretch target achieved by 1,557 fewer recorded crime incidents for theft of motor vehicle over the three year agreement a total stretch of 1,698.								



Section 5

Community Engagement

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.

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 relating to community safety and community services 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 1st October 2009 to 31st March 2010

Safety Matters

CEX - "Face the People"

To allow the community to hold safe and sound, Dudley's community safety partnership to account for the previous year's performance, and to allow them to give their views on potential priorities for the following year

Headline Findings: 76 people attended this public meeting in the 'Question Time' format. A lively debate ensued where almost all attendees were able to have their say. The partnership members of the panel were able to understand the communities' point of view on several key issues. The debate occasionally strayed into non-partnership matters, but this is inevitable using such a format. Overall most people attending were content with the event outcome, although there was obvious disquiet concerning the absence of any police representation following administrative error.

Alistair Cook

Starts: 02/02/2010

Ends: 02/02/2010

Quality Service Matters

DFIP - February 2010 Dudley Council Plus Customer Satisfaction Survey

To survey 120 customers by post to establish their satisfaction with the service received from DC+.

Headline Findings: Statement(s) in satisfaction surveys % Agreed:

1. Staff were helpful & polite - 97%
2. I was given clear answers to my questions/The member of staff gave clear answers to all of my questions - 88%
3. In general it was easy to contact staff by phone - 90%
4. I visited DC+ and was very satisfied with the environment/The layout and comfort of the centre was satisfactory - 98%
5. Average score for DC+ specific questions/I was happy with the service I received from DC+ - 93%
6. Overall satisfaction with the service/Overall % of customers who agreed with the statement - 83%
7. Do you have any special needs for which we do not cater? - None

Results are cumulative from April 2009 to February 2010 inclusive.

Sean Beckett

Starts: 01/02/2010

Ends: 28/02/2010