

**Quarterly Corporate Performance Management Report
Summary for
Select Committee on
Regeneration, Culture and Adult Education
Quarter 1 (April to June 2010)**



Quarterly Corporate Performance Management Report

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Section 1

Introduction

This Summary is taken from the first Quarterly Corporate Performance Management Report of 2010/11 highlighting performance for the period April to June 2010.

During the quarter, the Government announced a review of the National Indicator Set and the abolition of the Comprehensive Area Assessment. In addition, the localism agenda sets out plans to shift the focus from local authorities reporting to central Government, to local authorities reporting to local people. This report is 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 changed national requirements.

These changes to the national performance management framework mean that it is even more important that we have robust local systems in place to ensure we continue to focus on delivering the Council's priorities in the future. We will work to develop a framework that will enable us to implement a new approach to effectively monitoring our performance and one that ensures we provide a greater transparency for local people.

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 1, 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 1 2010/11

This section summarises the performance information and key achievements and issues affecting regeneration, culture and adult education in Dudley that are addressed in detail in the main body of the report.

There has been a significant fall in the number of Job Seeker's Allowance claimants in the Borough during the first quarter of 2010/11.

At the same time budget issues, and in particular the abolition of Advantage West Midlands, are resulting in uncertainty over the funding of a number of our town centre regeneration projects.

Jobs and Prosperity

Performance Review – Quarter 1

Highlights

- The number of working age people claiming Job Seeker's Allowance has fallen by over 1,300 during the quarter. Jobcentre Plus have advised that retail jobs account for the highest number of 'sought after' vacancies in the Black Country during the quarter, followed by elementary occupations and driving positions (see page 11).

Progress on the Major Projects

Town Centre Regeneration

The Government announcement that Advantage West Midlands (AWM) will cease to exist beyond March 2012, and the cut to their 2010-11 budget, has resulted in uncertainty over the funding of a number of key projects. Despite this uncertainty, however, development activity continues:

• Dudley Town Centre

- First Townscape Heritage Initiative (THI) project, Crown Public House, now occupied as headquarters for New Heritage Regeneration Ltd and negotiations are underway with additional tenants for the building. Preparations are advanced for Merlins, Holloway Hall, and Carvers Café as additional Council THI projects, plus negotiations are underway at varying stages with a further 24 private sector THI applicants. No grant offers are currently being made to applicants until AWM funding issues are resolved.
- Market testing is underway for the proposed foodstore at Tower Street East and survey work is being commissioned for the Market Place project, for which a further European Regional Development Fund (ERDF) funding bid is in preparation.
- Planning applications have been submitted for the Dudley College town centre development, for which the first determination by Development Control Committee is expected in late August 2010.

• Brierley Hill Town Centre

- Brierley Hill LIFT Health & Social Care Centre opened May 2010.
- Continued engagement with Stourbridge College to progress new build in Brierley Hill via Strategic College/Council Project Team to assist delivery with start on site due in August 2010.
- AWM have advised that there is no longer Single Pot funding available for delivery of the High Street public realm work.

• Stourbridge Town Centre

- Pre-application negotiations are underway in respect of the redevelopment of the Crown Centre with a planning application expected in autumn 2010.

Castle Hill Regeneration

AWM full funding application has been submitted; however the Council has been advised that Single Pot funding is no longer available. Negotiations are underway with AWM to secure (ERDF) funding as an alternative. Detailed design is underway for the infrastructure elements of the bid (car parking, circulation and development plots).

Heritage, Culture and Leisure

Performance Review – Quarter 1

Highlights

- Inspired by the forthcoming 2012 Olympic Games, the Community Games toolkit has been received and is being disseminated to event organisers. Proposals for games in each Area Committee area, with the finals event at Dell Stadium, are being developed (see page 16).

Progress on the Major Projects

Wren's Nest Seven Sisters Stabilisation

Ripples Through Time – Heritage Lottery Fund project

The project is being delivered on time and to budget. Procurement and contract management was undertaken in quarter 1, with work starting on site at the start of June. Further match funding was secured in May 2010.

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 1 Provide employment opportunities for residents of the Borough, and ensure they possess the necessary range of skills

Key Activities					
Direct.	Ref.	Description	Q1 Status	Update	Lead Officer
DUE	JP1.1a	Working with partners to reduce levels of worklessness in the Borough	●	<ul style="list-style-type: none"> The Neighbourhood Employment & Skills Partnerships (NESP)s continue to operate within the City Strategy wards. The NESP)s include cross-Directorate representation from Dudley MBC, private training providers, colleges and the voluntary sector. A major plank of activity over the past year has been holding a total of 15 Community Information Days for residents in community settings. Very large numbers of residents attended these events, and were advised on a wide range of training and employment related initiatives. More of these events are planned in the current financial year and it is likely that forthcoming events are more specialised, for example focusing on recipients of Incapacity Benefit, lone parents or NEETs (young people Not in Employment, Education or Training). The Employment & Skills Management Group oversees the NESP)s, and monitors their progress, as well as monitoring the performance of the major training providers operating in the Borough. The new responsibilities under the Child Poverty Act should serve to strengthen the NESP)s and broaden their activity in terms of the strong link between worklessness and child poverty, particularly in disadvantaged areas. 	Jean Brayshay
DUE	JP1.1b	To support local people into local jobs through the provision of employability skills and training	●	<ul style="list-style-type: none"> 146 people supported into employment between April and June 2010. 	Jean Brayshay
DACHS	JP1.1c	Strengthening communities through individual learning and job creation	●	<ul style="list-style-type: none"> Promotion of information resources at Connexions Fair, Himley Hall, King Edwards VI College, Neets event, Gornal, Dudley College. Library promotion at Adult Learners Week marketplace event and Professionals Day, Christ Church Lye. 	Kate Millin
DACHS	JP1.1d	Target engagement with priority groups and in priority neighbourhoods to support employability and reduction of worklessness	★	<ul style="list-style-type: none"> Good progress. Engaging targeted groups (1400) supported by successful Adult Learners week. 	Kate Millin
FIN	JP1.2a	Encourage those who are eligible, to claim the benefits to which they are entitled. Certain age ranges e.g. the over 60's will be specifically targeted through campaigns	●	<ul style="list-style-type: none"> Good progress with Benefits Shop targets. Knowing our Customer campaign progressing with £140,000 additional benefits obtained in 6 months despite some difficulties in contacting individuals. Different approaches being tried. 	Mike Williams
CEX	JP1.2b	Castle & Crystal Credit Union to provide efficient and cost effective financial services, offering loans through the Growth Fund	●	<ul style="list-style-type: none"> Bad debts under control, encouraging recovery via solicitors continuing to deliver growth fund. 	Dharminder Dhaliwal

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Actual	10/11 Target	Q1 Target	Q1 Actual	Q1 Status	All England Average 2008	Met Council Average 2008
DUE	NI 152 (NGLAA)	Maintaining the gap between Dudley and the England average in the % of working age people claiming out of work benefits (16-64 males and 16-59 females) (NGLAA local definition)	Gap of 1.4% points	Final data for 2009/10 will be released in August 2010.					n/a – local definition	
DUE	NI 153 (NGLAA)	Maintaining the lead Dudley has over the England average in the % of working age people claiming out of work benefits in the worst performing neighbourhoods (16-64 males and 16-59 females) (NGLAA local definition)	Lead of 1.7% points	Final data for 2009/10 will be released in August 2010.					n/a – local definition	
DUE	NI 163 (NGLAA)	% of population aged 19-64 for males and 19-59 for females qualified to at least level 2 or higher	68.2%	Final data for 2009/10 will be released in August 2010.					69.25%	65.99%
									Average	Average
DUE	NI 165 (NGLAA)	% of population aged 19-64 for males and 19-59 for females qualified to at least level 4 or higher	24.7%	Final data for 2009/10 will be released in August 2010.					30.65%	25.16%
									In worst third	Average
DACHS	DACHS ACL LPI 4.1	% qualifications achieved (level 1 & 2) against entries	92%	89%	90%	90%	88%	●	n/a – local PI	
DACHS	DACHS ACL KPI 6	Number of employers supported in all programmes by Adult Community Learning	47	113	45	11	52	★	n/a – local PI	
DACHS	DACHS ACL KPI 7	Number of individuals gaining employment (all programmes)	109	168	100	25	42	★	n/a – local PI	
DACHS	DACHS ACL KPI 8.7	Number of adults on Skills for Life courses	PI definition revised	524	450	113	119	●	n/a – local PI	
CEX	CEX CU 001	Credit Union membership	3,352	4,086	4,891	4,288	4,139	●	n/a – local PI	
CEX	CEX CU 002	Credit Union share to loan ratio	65.4%	47.77%	85%	85%	48.17%	▲ (See comment below)	n/a – local PI	
Comment for CEX CU 002: The current economic climate has resulted in a reduction in both the number and value of loans taken out. To improve the share to loan ratio, Castle and Credit Union are embarking upon a marketing campaign, specifically targeted at affluent areas of the Borough, to increase the number of loans granted.										

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Actual	10/11 Target	Q1 Target	Q1 Actual	Q1 Status	All England Average 2008	Met Council Average 2008
CEX	CEX SRI 003	Number of working age people in the Borough claiming Job Seeker's Allowance (JSA)	9,971	10,729	Not targeted	-	9,420	(See comment below)	n/a – local PI	
CEX	CEX SRI 004	% of working age people in the Borough claiming Job Seeker's Allowance (JSA)	5.4%	5.8%	Not targeted	-	5.1%		n/a – local PI	
Comment for CEX SRI 003 and CEX SR 004: The number of working age people claiming Job Seeker's Allowance has fallen by over 1,300 during the quarter. Jobcentre Plus have advised that retail jobs account for the highest number of 'sought after' vacancies in the Black Country during the quarter, followed by elementary occupations and driving positions. With regards to actual vacancies, jobs in healthcare and personal services remain the hardest to fill partly due to negative perceptions of what the job entails.										
FIN	FIN BEN 002a	Level of previously unclaimed benefits raised	£2,373,518	£2,276,715	£2,100,000	£517,126	£651,391	★	n/a – local PI	
FIN	FIN BEN 002b	Number of successful new income support and attendance allowance claims	1,016	902	900	230	252	★	n/a – local PI	


Jobs and Prosperity

Priority 2 Develop and diversify the local business base

Key Activities

Direct.	Ref.	Description	Q1 Status	Update	Lead Officer
DUE	JP2.1a	To work proactively with property owners and agents to promote premium employment locations and higher value businesses	●	<ul style="list-style-type: none"> Economic Regeneration are working with property owners and agents to identify sites and premises for inward investment and expansion of existing companies. 	Jean Brayshay
DUE	JP2.2a	Facilitate delivery of major development schemes in the Borough	▲	<ul style="list-style-type: none"> The Government announcement that Advantage West Midlands (AWM) will cease to exist beyond March 2012, and the cut to their 2010-11 budget, has resulted in uncertainty over the funding of a number of key projects. Despite this uncertainty, however, development activity continues: Dudley Town Centre <ul style="list-style-type: none"> - First Townscape Heritage Initiative (THI) project, Crown Public House, now occupied as headquarters for New Heritage Regeneration Ltd and negotiations are underway with additional tenants for the building. Preparations are advanced for Merlins, Holloway Hall, and Carvers Café as additional Council THI projects plus negotiations are underway 	Rupert Dugdale

Key Activities					
Direct.	Ref.	Description	Q1 Status	Update	Lead Officer
				<p>at varying stages with a further 24 private sector THI applicants. No grant offers are currently being made to applicants until AWM funding issues are resolved.</p> <ul style="list-style-type: none"> - Castle Hill AWM full funding application has been submitted; however the Council has been advised that Single Pot funding is no longer available. Negotiations are underway with AWM to secure European Regional Development Fund (ERDF) funding as an alternative. Detailed design is underway for the infrastructure elements of the bid (car parking, circulation and development plots). - Market testing is underway for the proposed foodstore at Tower Street East and survey work is being commissioned for the Market Place project, for which a further ERDF funding bid is in preparation. - Planning applications have been submitted for the Dudley College town centre development, for which the first determination by Development Control Committee is expected in late August 2010. • Brierley Hill Town Centre <ul style="list-style-type: none"> - Brierley Hill LIFT Health & Social Care Centre opened May 2010. - Continued engagement with Stourbridge College to progress new build in Brierley Hill via Strategic College/Council Project Team to assist delivery with start on site due in August 2010. - AWM have advised that there is no longer Single Pot funding available for delivery of the High Street public realm work. • Stourbridge Town Centre <ul style="list-style-type: none"> - Pre-application negotiations are underway in respect of the redevelopment of the Crown Centre with a planning application expected in autumn 2010. 	
DUE	JP2.2b	To ensure, through adoption of the Joint Core Strategy, that there is a balanced portfolio of employment land to meet economic needs of the Borough	●	<ul style="list-style-type: none"> • The critical Joint Core Strategy underpinning planning document was submitted in February 2010. • This has been supported by a robust evidence base and survey work to ensure that there is sufficient supply and quality of employment sites available. 	Helen Martin
DUE	JP2.3a	To work proactively with Business Link West Midlands, Princes Trust, Chamber of Commerce and the Federation of Small Businesses in order to stimulate local enterprise activity	●	<ul style="list-style-type: none"> • Regular update meetings held with Prince's Trust, Business Link and Black Country Chamber of Commerce. • Quarterly performance meetings held with Black Country Enterprise, holder of Business Link business start-up contract. 	Jean Brayshay
DUE	JP2.3b	To support a thriving local enterprise economy through effective regulation	●	<ul style="list-style-type: none"> • 94% of food safety, health and safety, food standards and pollution control inspections for high and medium risk premises that were due were carried out. 	Nick Powell
FIN	JP2.3c	To develop contractual arrangements to support local businesses and jobs	●	<ul style="list-style-type: none"> • Black Country Business Portal provides single link to business opportunities. • Hawbush primary school scheme to target local businesses / employment. 	Ian Clarke
CEX	JP2.4a	Provide information and guidance to local businesses, agencies and residents regarding the impact of the economic downturn	●	<ul style="list-style-type: none"> • Dudley Means Business website is regularly monitored and updated to provide the necessary information and guidance to local businesses, agencies and residents. 	Geoff Thomas

Key Activities					
Direct.	Ref.	Description	Q1 Status	Update	Lead Officer
CEX	JP2.4b	In partnership, develop a Next Steps to Recovery Action Plan to focus on support to business and local communities and to promote regeneration		<ul style="list-style-type: none"> Negotiations have taken place with partners and directorates to include recession recovery indicators and activities. Further negotiations are taking place to establish the monitoring of the indicators. The Action Plan will be presented at the next Dudley Means Business Group meeting in September. 	Diane Shenton

Key Performance Indicators										
Direct.	Ref.	Definition	08/09 Actual	09/10 Actual	10/11 Target	Q1 Target	Q1 Actual	Q1 Status	All England Average	Met Council Average
DUE	NI 166 (NGLAA)	Median earnings of full-time employees in the local authority area as a % of the average earnings in the West Midlands (NGLAA local definition)	85%	Final data for 2009/10 will be released in August 2010.					n/a – local definition	
DUE	NI 171 (NGLAA)	Rate of business registrations per 10,000 resident population aged 16 and above	44.3	2009/10 data will be available in December 2010.					2007	2007
									63.36	47.73
									In worst third	In best third
DUE	DUE NI 183	The number of primary complaints of unfair trading practices recorded by Consumer Direct (CD) against businesses in each Local Authority where no judicial disposal or onward formal referral is achieved (scaled against the number of businesses registered for VAT or PAYE)	2.68	2.31	2.4	Annually reported.			2008/09	2008/09
									1.76	2.46
									In worst 20%	In worst third

Jobs and Prosperity

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






Key Activities

Direct.	Ref.	Description	Q1 Status	Update	Lead Officer
DUE	JP3.1a	To deliver the regeneration framework for the Borough in the Joint Core Strategy and other Local Development documents	●	<ul style="list-style-type: none"> The critical Joint Core Strategy underpinning planning document was submitted in February 2010. The other Local Development Framework documents are on schedule in accordance with the approved Local Development Scheme. 	Helen Martin
DUE	JP3.1b	To deliver Area Action Plans for the town centres of Brierley Hill, Halesowen and Stourbridge in accordance with approved Local Development Scheme	●	<ul style="list-style-type: none"> Brierley Hill Area Action Plan currently on track to meet Local Development Scheme timetable and was submitted on time in February 2010 with examination scheduled for December 2010. Halesowen Area Action Plan currently on track to meet Local Development Scheme timetable. Out to consultation on 30th July on options. Stourbridge Area Action Plan currently on track to meet Local Development Scheme timetable and has been subject to recent consultation. 	Helen Martin
DUE	JP3.1c	To deliver actions against Dudley's Area Development Framework	▲	<ul style="list-style-type: none"> See update on JP2.2a and JP3.1a above. 	Rupert Dugdale
DUE	JP3.2a	To work with local businesses and the community in the improvement and maintenance of local town centres	●	<ul style="list-style-type: none"> Heart of England in Bloom preparations were made with local businesses in Stourbridge Town ready for 9th July judging. 	Garry Dean
DUE	JP3.3a	Delivery of transport initiatives	●	<ul style="list-style-type: none"> Burnt Tree ongoing. Investigating governance structures for Black Country are ongoing. Working closely with planning colleagues to deliver Area Action Plan (AAP)/ Area Development Framework (ADF). Local Transport Plan 2 (LTP2) implementation programme ongoing. 	Martyn Holloway
DUE	JP3.4a	To ensure that the Joint Core Strategy supports the aim of providing quality housing at all levels and affordability in the Borough	●	<ul style="list-style-type: none"> The critical Joint Core Strategy underpinning planning document was submitted in February 2010 as was statutorily required on target and the Examination in Public commences 13th July as part of the statutory process. This has been supported by a robust evidence base and a Strategic Housing Land Availability Assessment, and is supported by the Supplementary Planning Document (SPD) on Affordable Housing. 	Helen Martin

Heritage, Culture and Leisure

Priority 1 Ensuring that heritage and culture is preserved, developed and promoted for all and celebrated and used by all

Key Activities

Direct.	Ref.	Description	Q1 Status	Update	Lead Officer
DUE	CL 1.1a	Provision of a range of cultural and leisure facilities and services		<ul style="list-style-type: none"> Facilities and programmes of activity are offered across the Borough. Removal of funding for free swimming by Government may have an impact on participation in this activity. 	Andy Webb/ Sally Orton
DUE	CL1.1b	Development and enhancement of new/additional cultural and leisure facilities		<ul style="list-style-type: none"> Work with partners to identify opportunities for the development of facilities. Delivery will be dependent on the availability of external resources. 	Andy Webb/ Sally Orton
DUE	CL1.1c	Work with other agencies and partners on a range of initiatives to develop participation		<ul style="list-style-type: none"> Dudley MBC is working with Arts Council England to implement a pilot programme on engaging with specific target audiences within the arts and cultural sectors across many venues and events in the Borough. Museums service working with Black Country colleagues to deliver a range of programmes such as Museum on the Move. We continue to work with a range of Friends Groups for both open spaces and museums to increase community participation in leisure & culture. 	Andy Webb/ Sally Orton
DUE	CL1.2a	Provision of information on leisure/cultural activities, events and services		<ul style="list-style-type: none"> A revised Discover Dudley website is currently being developed which will provide enhanced information on the events, activities and venues within the Borough. E-newsletters have been introduced as a new way in which to promote events and activities. Printed material continues to be produced and distributed throughout the Borough to inform residents and visitors on the activities taking place. 	Duncan Lowndes
DUE	CL1.3a	Establish and maintain community engagement across all cultural and leisure services		<ul style="list-style-type: none"> Ongoing partnership working with voluntary sector groups covering cultural and leisure facilities; community sport and physical activity network to be part of a national pilot scheme run by the National Association for Voluntary and Community Action (NAVCA) aimed at improving local partnerships. The Improving Local Partnerships (ILP) project aims to build the capacity of voluntary and community local infrastructure organisations to develop their skills and knowledge to: <ul style="list-style-type: none"> influence local government policy and service planning support the engagement of disadvantaged communities in decision making about service delivery extend reach to black and minority ethnic communities, disabled people and other marginalised people and communities, this includes Sport England target groups improve communication across the sport and 3rd sector organisations. 	Duncan Lowndes

Key Activities					
Direct.	Ref.	Description	Q1 Status	Update	Lead Officer
DUE	CL1.4a	Conservation and management of the Borough's green spaces	●	<ul style="list-style-type: none"> We continue to work with a range of Friends Groups for both parks and open spaces to protect and preserve our green heritage. This includes Heritage Lottery Fund bids for Priory Park and Wrens Nest which have been successful. 	Sally Orton
DUE	CL1.4b	Preserve and promote the unique historic assets, glass and geological heritage of the Borough	●	<ul style="list-style-type: none"> The policies in the Unitary Development Plan and emerging Local Development Framework underpin and support the local authority's statutory duty to protect heritage assets. Conservation Area appraisals have been produced for 9 of the 22 designated Conservation Areas. Historic Landscape Characterisation studies were carried out to provide an evidence base for the now adopted Glass Quarter Supplementary Planning Document (SPD) and the emerging Brierley Hill Area Action Plan. Historic Environment SPD adopted 2006. 	Helen Martin/ Sally Orton
DUE	CL1.4c	To protect, support and enhance the uniqueness of the historic environment within the Borough	●	<ul style="list-style-type: none"> On target. 	Sally Orton/ Penny Russell
DACHS	CL1.4d	Progress new building for archives and local history service (New archives building to open December 2012)	●	<ul style="list-style-type: none"> Procurement process progressing well. 	Kate Millin
DUE	CL1.5a	Support the provision of a Borough-wide programme of cultural events and celebrations	●	<ul style="list-style-type: none"> Annual programme of events ongoing plus support to community groups and other providers in the organisation of events 	Duncan Lowndes
DUE	CL1.6b	Seek to develop/provide affordable studio space in the Borough for creative industries	●	<ul style="list-style-type: none"> International Festival of Glass being held in August 2010 which will promote Makers and Designers leaflet to be published in August 2010 – a directory for glass artists in the Glass Quarter which will be distributed across the region. Glass Quarter website to be launched in August 2010 to provide a focal point for promoting and supporting the Glass Quarter as a visitor destination and to highlight glass artists working in the Borough. 	Duncan Lowndes
DUE	CL1.7a	Support the implementation of national and regional plans for the London 2012 Olympiad through a local programme of activities and other initiatives	●	<ul style="list-style-type: none"> Inspire mark applied for at Sycamore Green Adventure Centre and Dance Programme; Open Weekend planned for 24/25 July; involvement in Get Set programme. Community Games toolkit received and being disseminated to event organisers; early stages of proposal for games in each Area Committee area and finals event at Dell Stadium. 	Duncan Lowndes

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Actual	10/11 Target	Q1 Target	Q1 Actual	Q1 Status	All England Average 2008/09	Met Council Average 2008/09
DUE	NI 008 (NGLAA)	% of adult population doing sport or active recreation for 30 mins on 12 days in the last 4 weeks (Active People Survey)	18.2%	Increase from 17.4% in 2007/08. 2009/10 Active People Survey results released in December 2010.					22.27%	20.69%
									In worst 10%	In worst 20%
DUE	NI 010	% of adult population (16 years and above) in the local area who have attended a museum or gallery at least once in the last 12 months (Active People Survey)	46.6%	Increase from 43.6% in 2007/08. 2009/10 Active People Survey results released in December 2010.					52.54%	49.73%
									In worst 25%	In worst third
DUE	NI 011	% of adult population (16 years and above) in the local area who have engaged in the arts at least 3 times in the last 12 months (Active People Survey)	43.5%	Increase from 37% in 2007/08. 2009/10 Active People Survey results released in December 2010.					44.29%	39.01%
									Average	In best 20%
DACHS	DACHS LAAL 004	Public Service Quality Group satisfaction rating in Archives Service: staff, services and facilities very good or good	-	96%	96%	Annually reported.			n/a – local PI	
DACHS	DACHS LAAL 005	Maintain the National Archives self assessment score for Archives Service (Grading 1* - 4*; higher is better)	-	2*	2*	Annually reported.			n/a – local PI	

Individual and Community Learning

Priority 1 Widen participation in adult and family learning to enhance personal and social development, knowledge and skills, employability, health and wellbeing

Key Activities

Direct.	Ref.	Description	Q1 Status	Update	Lead Officer
DUE	ICL1.1a	To provide a comprehensive range of sports, arts and cultural courses and learning opportunities	●	<ul style="list-style-type: none"> Extensive range of opportunities provided at Council Leisure Centres, Museums and Sports Development settings. 	Duncan Lowndes
DACHS	ICL1.3a	Implement Post-19 Learning and Skills Strategy for Dudley	●	<ul style="list-style-type: none"> Action plan circulated to partners for targets input. 	Kate Millin



Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Actual	10/11 Target	Q1 Target	Q1 Actual	Q1 Status	All England Average	Met Council Average
DACHS	DACHS ACL KP 1	Number of learners engaged in Adult Community Learning	2,500	2,890	2,700	675	669	●	n/a – local PI	
DACHS	DACHS ACL KPI 2	Individual adult learners 19+ in Adult Community Learning team programmes	7,236	6,537	6,000	1,500	2,118	★	n/a – local PI	
DACHS	DACHS ACL KPI 8.5	% of adult learners engaged in Adult Community who are male	24%	29%	30%	30%	26%	●	n/a – local PI	
DACHS	DACHS LAAL 001	Number of visits to libraries	-	1,245,000	1,250,000	Annually reported.			n/a – local PI	
DACHS	DACHS LAAL 002	Number of issues of archives materials	-	18,254	18,254	Target not profiled	3,924	-	n/a – local PI	
DACHS	DACHS LAAL 003	Number of visits to Local History and Archive Service	-	3,617	3,617	Target not profiled	735	-	n/a – local PI	



Quality Service

Priority 2 Resource efficiency

Key Activities

Direct.	Ref.	Description	Q1 Status	Update	Lead Officer
L&P	QS2.1a	Implement the Work Plan of the Human Resource Strategy to focus on: <ul style="list-style-type: none"> People & performance management Leadership Skills development, flexibility & organisational change Pay & reward Recruitment, retention & diversity 		<ul style="list-style-type: none"> Work Plan generally implemented, some items overtaken by outcomes of reviews of Recruitment and Learning & Development. Others being picked up in current absence management review. Some not progressed due to diverting staff to Equal Pay Team. 	Teresa Reilly
CEX	QS2.1c	Promote equality & diversity in service delivery, employment and training across the Council		<ul style="list-style-type: none"> Continuing. Equality monitoring guide due to go to Corporate Equality & Diversity Leadership Group in July. iDudley site being reviewed and updated. 	Simon Manson

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Actual	10/11 Target	Q1 Target	Q1 Actual	Q1 Status	All England Average	Met Council Average
L&P	L&P PER 017	% of employees declaring they have a disability	1.8%	1.8%	2%	2%	1.8%	 (See comment below)	n/a – local PI	
Comment for L&P PER 017: As part of the roll-out of the corporate personnel management software system “YourSelf”, staff are being asked to check their own records to ensure we have accurate records on disability.										
L&P	L&P PER 018	% of local authority employees from an ethnic minority	5.6%	5.9%	6.5%	6.5%	6.6%		n/a – local PI	