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

**Quarter 3 (October to December 2009)**

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# **Quarterly Corporate Performance Management Report**

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# Section 1

## Introduction

This Summary is taken from the third Quarterly Corporate Performance Management Report of 2009/10 highlighting performance for the period October to December 2009.

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**. Following the recent revision of the Risk Management Guidance, risk monitoring aligned to Council Plan priorities, will be on an exception basis only. Council Plan risks will be included only when they show a 'major' risk rating.

A performance summary, incorporating the key service achievements and issues affecting Dudley MBC during quarter 3, is included in **Section 2**.

**Section 4** provides latest performance information on the LPSA 2 stretch targets attracting reward grant.

**Section 5** gives a progress report on the Council's partnership working.

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 3 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.

Dudley MBC was judged the best performing local authority in the West Midlands in the organisational assessments published in December 2009. Across scored categories of the organisational assessment, the Council performed 'well' in four and 'adequately' in the remaining one. The organisational assessment, along with those of partner agencies, contributes to the Comprehensive Area Assessment (CAA) which judges services delivered to people across the Borough.

The CAA gave a positive assessment of services received by people in Dudley and there were no areas for concern. We have been advised by the Audit Commission that focus for the CAA in 2010-11 will be on the contribution of partners in the areas of jobs, skills and regeneration, health inequalities and the public perception of services. Work has already started to consider our response.

There follows a brief summary of performance by 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 3

#### Achievements:

- The Safe & Sound initiative “Operation Staysafe” has shown to be an effective tool in reducing anti-social behaviour and in addressing the reassurance and trust and confidence agenda in Dudley. Staysafe has been implemented in Dudley since 3<sup>rd</sup> July 2009, and uses the 1989 Children Act to remove young people judged by agreed criteria to be vulnerable to a designated place of safety. Within Dudley the criteria include being in possession of, or having consumed, alcohol, being judged to be too young to be out on the streets at night, being involved in anti-social behaviour but not necessarily committing a criminal offence and being out in the company of known adult offenders.

The scheme has been piloted across the North Dudley township area. Young people are brought to the safe centre and assessments are made by Children’s Services’ staff. The emphasis is on the parents having to travel to collect their child and meet the specialist workers at the centre.

The overall consensus amongst police officers on Dudley North sector is that it has been a positive experience and that it had a massive impact on the key anti-social behaviour hotspot areas on Friday nights. Anti-social behaviour involving young people on Friday nights has reduced in the key hotspots by up to 90%. Options are now being explored for implementing Staysafe across different parts of the Borough during 2010-2011.

- Overall recorded crime is 10% down against the same period last year. All the key performance indicators for the Community Safety Team/Safe & Sound partnership continue to provide positive results.

(See page 10).

## Quality Service Matters

### Performance Review – Quarter 3

#### **Achievements:**

- Standards of customer service at Dudley Council Plus have been consistently high during the year with further improvements this quarter in telephone calls answered, customers seen by an adviser within 10 minutes and making cash payments within 10 minutes.

(See page 17).

## 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, plus an assessment of the risks to the delivery of the Council's priorities where the net rating is 'major'.




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

*NB: A zero tolerance has been set for the target limits of key performance indicators with a stretch target.*

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

Comparator data against all England councils and Metropolitan councils is included where available. The figures were taken from Oneplace, the website launched to provide information to the public on the Comprehensive Area Assessments published in December 2009.

**Direction of travel** arrows compare performance for the latest year with the previous year:

-  Improving
-  No change
-  Deteriorating

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.

The **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	Update	Lead Officer
DACHS	C2.1c	To ensure appropriate services are delivered to all community groups through a programme of Equality Impact Assessments	★	●	●	<ul style="list-style-type: none"> <li>Continuing link with ADs Group and a range of EIAs to be put on the Corporate Database.</li> </ul>	Andrew Leigh
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"> <li>Implementation of the Neighbourhood Steering Groups to bring together services and communities and address deprivation.</li> <li>Co-ordination of task-working on areas that make a difference.</li> </ul>	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	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"> <li>Collaborative approach to partnership delivery work ongoing and discussions with responsible authority groups.</li> <li>Implemented delivery structures for Trust &amp; Confidence.</li> <li>Engaged and supported delivery chain analysis process, reviewing National Indicator 17 delivery plan.</li> <li>Delivered Darker Nights Campaign.</li> <li>Developing ASB Strategy &amp; consultation process.</li> <li>Held Strategic Assessment master class.</li> <li>Delivered Christmas Alcohol and Cocaine campaign.</li> </ul>	Dawn Hewitt
CEX	S1.1b	Implement the actions of the Community Cohesion Strategy	★	●	●	<ul style="list-style-type: none"> <li>The vast majority of the work from the previous strategy has been completed. The refreshed strategy was approved by the Safe and Sound Board at its meeting on 7th December 2009.</li> <li>It was agreed that a number of focus groups be set up with key individuals to ensure that there is a strong and clear link from our analysis of cohesion/how to improve it and the actions within the final action plan.</li> </ul>	Rosina Ottewell
CEX	S1.1c	Development and implementation of the Hate Crime Strategy	▲	●	●	<ul style="list-style-type: none"> <li>Work has commenced on the Hate Crime Strategy, with work ongoing to link with a variety of groups, for example the Physical and Sensory Disability Group and Learning Disabilities Board.</li> <li>A task and finish group for consultation has also been instated.</li> </ul>	Rosina Ottewell
CEX	S1.1d	Develop projects with local communities to utilise funding from the Preventing Violent Extremism (PVE) Pathfinder Programme	●	●	●	<ul style="list-style-type: none"> <li>Delivery of Muslim Women's Role Models conference, and inauguration of Muslim Youth Network.</li> </ul>	John Hodt

### Key Performance Indicators – quarterly reported

Direct.	Ref.	Definition	09/10 Target	Q1 YTD Actual	Q1 YTD Status	Q2 YTD Actual	Q2 YTD Status	Q3 YTD Target	Q3 YTD Actual	Q3 YTD Status	All England Average 2008/09	Met Councils Average 2008/09	Direction of Travel
CEX	S&SC 1.1	Overall crimes recorded	Less than 11450	2586	★	5203	★	8587	7891	★	n/a – local PI		
CEX	S&SC 1.1a LPSA2	Number of violent crimes recorded (See page 20 for 3-year cumulative figures and details of reward grant)	3213	497	★	984	★	2403	1484	★	n/a – local PI		

Key Performance Indicators – quarterly reported													
Direct.	Ref.	Definition	09/10 Target	Q1 YTD Actual	Q1 YTD Status	Q2 YTD Actual	Q2 YTD Status	Q3 YTD Target	Q3 YTD Actual	Q3 YTD Status	All England Average 2008/09	Met Councils Average 2008/09	Direction of Travel
CEX	S&SC 1.1b LPSA2	Number of incidents of criminal damage (See page 20 for 3-year cumulative figures and details of reward grant)	4991	919	★	1895	★	3744	2919	★	n/a – local PI		
CEX	S&SC 1.1ci	Maintain reporting levels of domestic abuse incidents at at least 3300	3300	1270	★	2421	★	2475	3405	★	n/a – local PI		
CEX	S&SC 1.1d LPSA2	Number of recorded incidents for theft of a motor vehicle (See page 21 for 3-year cumulative figures and details of reward grant)	1280	166	★	360	★	954	510	★	n/a – local PI		
CEX	NI16 NGLAA	Number of serious acquisitive crimes per 1000 population	15.6	3.44	★	6.89	★	15.6	10.32	★	Not calculated	20.28 In best 25%	Not calculated
CEX	NI 20 NGLAA	Number of ‘assaults with less serious injury’ (including racially and religiously aggravated) offences per 1000 population	8	1.52	★	3.06	★	6.03	4.68	★	Not calculated	7.53 In best third	Not calculated

Key Performance Indicators – annually reported								
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%	<ul style="list-style-type: none"> <li>The Place Survey is biennial.</li> </ul>	77.18% In worst 20%	70.84% Average	Not calculated
CEX	NI 35 NGLAA	Score assessing standard of local area's arrangements to build resilience to violent extremism (rating poor 0 - good 5)	2.75	2.2		Not calculated		

## 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	Update	Lead Officer
CEX	S2.1a	Develop the Anti-Social Behaviour Strategy and implement	●	●	●	<ul style="list-style-type: none"> <li>Final draft produced and circulated amongst partners for consultation. Accompanying business plan produced.</li> </ul>	Andy Winning
CEX	S2.1b	Increase safety of young people and reduce perceptions held by the community	●	●	●	<ul style="list-style-type: none"> <li>Cyber safety information from Holly Hall School has been collated.</li> <li>Community Safety Board Game project dates set at Abberley Street Pupil Referral Unit.</li> <li>Pledge cards received from Antbullying Week.</li> <li>Continued involvement in E safety group &amp; antibullying task group. Reprints of existing leaflets received and distributed.</li> <li>Working with Dudley Youth Council and Centro on a safer travel survey.</li> </ul>	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"> <li>Continuing to contribute to geographical hot spots of Anti-Social Behaviour (ASB) through joint working.</li> <li>Review of diary sheets started with partner agencies.</li> <li>Training needs identified and bid to be prepared for Joint Action Group (JAG) funding.</li> </ul>	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"> <li>Local Anti-Social Behaviour (ASB) problem solving groups led and developed by Community Renewal - joining up with Positive Activities for Young People and Social responsibility scheme - are addressing local issues and would benefit from being set in wider Borough context to analyse spatial patterns.</li> </ul>	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"> <li>No ASBO(s) obtained in this period as none requested.</li> </ul>	Richard Clark

### Key Performance Indicators – quarterly reported

Direct.	Ref.	Definition	09/10 Target	Q1 YTD Actual	Q1 YTD Status	Q2 YTD Actual	Q2 YTD Status	Q3 YTD Target	Q3 YTD Actual	Q3 YTD Status	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%	★	No applications received		100%	No applications received			n/a – local PI	

Key Performance Indicators – annually reported								
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"> <li>The Place Survey is biennial.</li> </ul>	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	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"> <li>Outturn for Quarter 2 was a 30% reduction.</li> <li>Data relating to Qtr 3 is not available until the 31/01/10.</li> </ul>	Mike Galikowski

Key Performance Indicators – annually reported								
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
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 3.5%	Reduction of 32.1%	<ul style="list-style-type: none"> <li>Data not yet available.</li> </ul>			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	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"> <li>First Service Level Agreement Meeting held on 5/11/09 - new providers are making good progress and partnership working is strong.</li> <li>Regular meetings to ensure a smooth transition have also taken place.</li> </ul>	Sue Haywood
CEX	S3.1b	Implement the actions of Harm Reduction Strategy in respect of adults	●	●	●	<ul style="list-style-type: none"> <li>Priorities for 2009/10 were reviewed at the October meeting of the Harm Reduction Strategy Group.</li> <li>Confirmed that actions identified are being implemented.</li> </ul>	Sue Haywood
CEX	S3.1c	Implement the actions of the Adult Drug Treatment Plan	●	●	●	<ul style="list-style-type: none"> <li>Review of the Adult Drug Treatment Plan took place on 27/11/09. New actions and actions to be carried forward to 2010/11 have been identified.</li> <li>Draft Adult Drug Treatment Planning documents have been circulated for comments and consultation.</li> <li>Parts 1, 2 and 4 have been submitted to the National Treatment Agency in line with deadlines set.</li> <li>Part 3 will be submitted after consultation in time for March deadline.</li> <li>Challenge and Confirm meeting scheduled with the National Treatment Agency for 8/2/2010 to receive feedback on the part of the plan already submitted.</li> </ul>	Sue Haywood

### Key Performance Indicators – quarterly reported

Direct.	Ref.	Definition	09/10 Target	Q1 YTD Actual	Q1 YTD Status	Q2 YTD Actual	Q2 YTD Status	Q3 YTD Target	Q3 YTD Actual	Q3 YTD Status	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	1002	164	-	<ul style="list-style-type: none"> <li>Data released 16 weeks in arrears. Awaiting quarter 2 update.</li> </ul>					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	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"> <li>Needs Assessment and Children and Young People's Substance Misuse Plan submitted to National Treatment Agency and Dept for Children, Schools and Families for input and feedback by regional stakeholders.</li> <li>Monthly meetings held with new service providers.</li> <li>Quarterly reports submitted to National Treatment Agency to monitor implementation of action plan.</li> </ul>	Audrey Heer
CEX	S3.2b	Ensure people working with children & young people are appropriately trained	●	●	●	<ul style="list-style-type: none"> <li>8 x 1 day basic and 2 x 2 day intervention courses and 1 x 1 day parental drug use courses undertaken.</li> <li>Discussions with fire service to provide discarded needle training in the new year.</li> <li>Discussions with Dudley CVS to develop training for voluntary youth groups around implementation of drug and alcohol policies.</li> <li>Training to two groups of St John's Ambulance cadets, young people attending Juniper Training and Princes Trust Group.</li> <li>Provided information and support at Sexual Health event at Wrens Nest Children's Centre.</li> <li>Completed refresher course programme. To be implemented in New Year.</li> <li>1 'Getting Hammered' course implemented around young people and alcohol use.</li> </ul>	Audrey Heer
CEX	S3.2c	Development and implement the Borough wide Alcohol Strategy	●	●	●	<ul style="list-style-type: none"> <li>The near final draft of the Alcohol Strategy has gone to the Community Safety and Services Select committee and to Safe &amp; Sound Strategic Board. Committee and Board have supported the Strategy.</li> <li>Report and final version of the Alcohol Strategy will go to full cabinet on 10th February 2010.</li> <li>Work to be undertaken in respect of the implementation of the Strategy from 1/4/10.</li> </ul>	Sue Haywood

Key Performance Indicators – annually reported								
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 115 NGLAA	% of young people surveyed reporting frequent misuse of drugs/volatile substances or alcohol (TellUs Survey)	11.6%	12.8%	<ul style="list-style-type: none"> <li>Results of TellUs 4 Survey will be published later in 2010.</li> </ul>	10.59%	12.61%	Not calculated
						In worst third	Average	

### Outcome 3 Marketing, communication and public reassurance

Key Activities							
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	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"> <li>Alcohol Awareness Week – Various workplace campaigns took place w/c 19th October 2009.</li> <li>Christmas Alcohol and Cocaine Campaign took place as planned.</li> <li>Community Drug and Alcohol Awareness course developed.</li> </ul>	Sue Haywood
CEX	S3.3b	Reduce public perception of drug dealing and drug use as a problem	●	●	●	<ul style="list-style-type: none"> <li>Further work has been undertaken on the Drug and Alcohol Action Team Marketing and Communication Strategy.</li> <li>Drug and Alcohol Action Team to publish articles in the Safe &amp; Sound section of Dudley Together spring 2010.</li> </ul>	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	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"> <li>Ongoing work to transfer Benefit Services customer service counter to Dudley Council Plus (note - this was achieved in January 2010).</li> </ul>	Mike N Williams

Key Performance Indicators – quarterly reported													
Direct.	Ref.	Definition	09/10 Target	Q1 YTD Actual	Q1 YTD Status	Q2 YTD Actual	Q2 YTD Status	Q3 YTD Target	Q3 YTD Actual	Q3 YTD Status	All England Average	Met Councils Average	Direction of Travel
FIN	FIN DCP 003(i)	% of telephone calls answered to 01384 812345 (with effect from quarter 2 this indicator will measure calls to 01384 812345 AND 01384 818181)	85%	87%	●	87%	●	85%	91%	★	n/a – local PI		
FIN	FIN DCP 008	% of customers seen by a Dudley Council Plus adviser within 10 minutes	80%	83%	●	83%	●	80%	85%	★	n/a – local PI		
FIN	FIN DCP 016	% of customers making cash payments at Dudley Council Plus within 10 minutes	90%	96%	★	97%	★	90%	98%	★	n/a – local PI		

Key Performance Indicators – annually reported									
Direct.	Ref.	Definition	09/10 Target	Latest Actual 2008/09	Latest Comment	All England Average	Met Councils Average	Direction of Travel	
CEX	NI 14	Reducing avoidable contact: The proportion of customer contact that is of low or no value to the customer	Not targeted	55.2%		Not calculated			

## Quality Service Matters Priority QSM6 – Effective partnerships

### Outcome 2 Partnership evaluation

#### Key Performance Indicators – annually reported

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"> <li>The Third Sector Survey is biennial.</li> </ul>	16.41%	17.41%	Not calculated
						In worst 25%	In worst 20%	

## Section 4

# Local Public Service Agreement 2

### Stretch Targets

The 2007/10 Local Area Agreement (LAA) was superseded in May 2008 by the Next Generation Local Area Agreement (NGLAA). It has been confirmed by Government, however, that they will honour all commitments arising from the stretch targets negotiated as part of the 2007/10 LAA. As such, our existing 14 targets highlighted in the following tables will continue to attract the Performance Reward Grant (PRG) originally agreed and it is therefore important that we continue to resource, deliver and monitor their progress.

The 14 targets are supported by 28 indicators and they are distributed across thematic partnerships as follows:

- Health & Wellbeing Partnership – 1 target supported by 1 indicator
- Children's Trust – 5 targets supported by 9 indicators (5 reported on once a year, i.e. either financial or academic year)
- Stronger Group – 1 target supported by 5 indicators (all reported on annually)
- Economic Development & Regeneration Partnership – 2 targets supported by 4 indicators
- Safe & Sound Partnership – 5 targets supported by 9 indicators

Traffic light indicators denote latest performance as follows:-

★ Better than target limits

● Within target limits

▲ Worse than target limits

*NB: A zero tolerance has been set for the target limits of these indicators.*

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

Use the link below to access further information on the 2007/10 LAA and current NGLAA:-

<http://www.dudleypsp.org/local-area-agreements>

## 4. Safe & Sound

The figures shown in the tables below are exact quarter figures and therefore may differ to those presented at the Crime & Reduction Implementation Group (CRIG) or Safe & Sound where seasonally adjusted figures are presented.

Indicator	Latest Performance Q3 09/10			Cumulative Target	Cumulative Actual	Final 3 year Target	Final 3 year 60% Target
	Target	Actual	Status				
<b>SSC 01.1a</b> Reduce number of violent crimes recorded <b>KPI</b>	2403	1484	★	9021	6612	9831	9903

Performance continues to be well above target and there have been 919 fewer violent crimes recorded this year to date than the stretched target. The cumulative total reduction to date is 2409 crimes, an average of 219 less per quarter. At current performance we are guaranteed to achieve 100% of our performance reward grant (£820,000).

Indicator	Latest Performance Q3 09/10			Cumulative Target	Cumulative Actual	Final 3 year Target	Final 3 year 60% Target
	Target	Actual	Status				
<b>SSC 01.1b</b> Reduce number of incidents of criminal damage <b>KPI</b>	3744	2919	★	14322	11554	15569	15913

We continue to make good reductions in the number of incidents of criminal damage, this year alone there have been 825 fewer incidents than target. The cumulative total reduction to date is 2768 incidents, an average of over 251 less per quarter. At current performance we are well on track to achieve 100% of our performance reward grant (£610,000).

Indicator	Latest Performance Q3 09/10			Final 3 year Target	Final 3 year 60% Target
	Target	Actual	Status		
<b>SSC 01.1cii</b> Reduce the % of domestic violence incidents where victim has suffered domestic violence in the previous year.	30.85%	Not known	-	30.85%	32.05%

Problems with the collection of this data that started earlier this year due to changes in police recording systems for overall domestic violence are still to be resolved and indeed there is a possibility that systems to recorded repeat victims may not be operational again until next year. It would seem that no consultation or information was given as to how these changes would effect data collection; however dialogue with West Midlands Police to rectify this is ongoing.

The total amount of PRG attached to achieving this target is £61,500; however based on performance over the agreement so far it is unlikely that we will achieve this stretch target.

Indicator	Latest Performance Q3 09/10			Cumulative Target	Cumulative Actual	% of cumulative achieved to date	Final 3 year Target	Final 3 year 60% Target
	Target	Actual	Status					
<b>SSC 01.1ciii</b> Increase the number of domestic abuse crime incidents recorded by the police that result in a sanctioned detection	594	453	▲	2119	1645	77.6%	2325	2265

A sanctioned detection is an offence for which someone is charged, summonsed, receives a caution or other formal sanction. This year to date we are 141 over target and with present resources we are unable to reduce the gap. Cumulatively performance is 474 sanctioned detections behind target, a gap that has widened again since the last quarter. It is unlikely we will achieve any of the £184,500 PRG attached to this target as even to reach the 60% threshold we would need to secure 620 sanctioned detections during the final quarter of the agreement.

Indicator	Latest Performance Q3 09/10			Cumulative Target	Cumulative Actual	Final 3 year Target	Final 3 year 60% Target
	Target	Actual	Status				
<b>SSC 01.1civ</b> Increase number of domestic violence offences where the offender is brought to justice	263	317	★	912	951	1000	960

An offence brought to justice is defined as an offence resulting in a conviction at court, or a caution, or which is taken into consideration by a court. Work undertaken by partners to investigate the data relating to this target has paid off and we now need only to ensure 9 more offenders are brought to justice in the last quarter of the agreement to reach the 60% reward threshold and 49 to reach the 100% position. This is possible as the average achieved in the first three quarters of this year was 105. The total amount of PRG attached to achieving this target is £369,000.

Indicator	Latest Performance Q3 09/10			Cumulative Target	Cumulative Actual	Final 3 year Target	Final 3 year 60% Target
	Target	Actual	Status				
<b>SSC 01.1d</b> Reduce number of recorded crime incidents for theft of motor vehicle <b>KPI</b>	954	510	★	3666	2247	3992	4048

Performance towards this target remains strong with 444 offences year to date. The total reduction achieved to date is 1419 less crimes (an average of just over 129 incidents less per quarter). At current performance we are well on track to achieve 100% of our PRG (£350,250), only if there is a huge increase to more than 1801 incidents in the last quarter of the agreement would we fail to achieve the 100% target.

## **Section 5**

# **Partnership Working Progress Report**

## **February 2010**

This section is intended to give an overall picture of developments with the Council's partnership working.

### **Partnership Evaluation**

The Council's most significant partnerships have been engaged in the annual programme of self evaluation, and this has now been completed with the following results. 14 evaluations have resulted in the agreement of a green status or equivalent, 2 have resulted in amber, and in all cases improvement plans are being implemented to ensure that best practice is evident throughout or partnership working.

### **Partnership Strategy Development**

The Council's Partnership Strategy was published in 2004, following which a number of revisions and updates have been made to parts thereof. Work is now underway to produce a comprehensive update of a number of elements of the strategy, namely:

- "Guide to Partnership working" document - to be revised to reflect the latest requirements of legislation and policy in relation to our partnership working. Also to reflect relevant updates to the constitution as they are published. We are looking to develop this in consultation with our major partners in order to facilitate a more joined up approach across the Borough.
- Partnership Evaluation Tool - to be revised to provide a greater emphasis on measuring effectiveness and efficiency, and the ongoing viability of every partnership on the database.
- Partnership Database - to be updated to provide the key current information on our significant partnerships.