



**Quarterly Corporate Performance Management Report
Summary for
Select Committee on Regeneration, Culture
& Adult Education**

Quarter 2 (July to September 2009)

Quarterly Corporate Performance Management Report

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Section 1

Introduction

This Summary is taken from the second Quarterly Corporate Performance Management Report of 2009/10 highlighting performance for the period July to September 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**. Risk monitoring, aligned to Council Plan priorities, is also included in this section. A summary of performance, with an at a glance view of the key performance indicators for each Council Plan theme, together with an overview of some of the key service achievements and issues affecting Dudley MBC during quarter 2, 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.

Section 6 provides an overview of current Major Net Risks across the Authority.

Section 7 shows the various community engagement activities undertaken throughout the Council during the first half of the financial year, together with information on customer feedback.

To view copies of all Quarterly Corporate Performance Management Reports please use the link below:

<http://www.dudley.gov.uk/council--democracy/performance-matters-in-dudley/performance-reporting>.

Section 2

Performance Summary

Quarter 2 2009/10

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.

During quarter 2 the context of the national recession has continued to bring greater pressures on Council and partner services and budgets. Through the Dudley Means Business Group, our response to the recession has continued as we maintain our work with partners to address the many challenges we face.

The exciting plans to regenerate Dudley town centre are underway with the announcement of the refurbishment of the former Crown Public House and the plans to renovate Merlins and Carvers Café.

And despite the number of Job Seeker's Allowance claimants showing a slight increase, successful initiatives through Future Skills Dudley are successfully continuing to help to place disadvantaged residents into work or to achieve recognised qualifications. £1 million from the Future Jobs Fund will secure an additional 203 training opportunities.

There follows a brief summary of each Council Plan theme, including significant achievements and challenges and an update on the Major Projects programme. An at-a-glance view of the key performance indicators is also included for information.

Regeneration Matters

Performance Review – Quarter 2

Achievements:

- New Heritage Regeneration has announced an extensive programme to renovate the former Crown Public House in Dudley (see Major Projects update).
- So far this year, 100 disadvantaged residents have been placed into work through Future Skills Dudley.
- 590 disadvantaged residents have received training and/or achieved recognised qualifications through Future Skills Dudley.
- Dudley, as part of the City Region, was celebrating after a successful £7 million bid to secure training for unemployed youngsters and adults was announced for Black Country authorities. The funding, through DUE's Future Skills and Employment team, will provide a six-month training programme for young people aged 18 to 24 and to adults living in 'unemployment hotspot' areas. Through the Future Jobs Fund, Dudley will create a total of 203 training opportunities between this October and March 2010, with Dudley receiving £1 million of the total fund.

Challenges:

- The number of JSA claimants in the Borough has risen by 518 since June to 11,132.

In addition to the Future Skills initiatives above, a range of community information events have recently taken place within our City Strategy awards to engage with out of work residents, with more planned in the coming months. Learning support continues to be targeted at priority areas, with 6 job clubs established in community venues, including libraries.

Progress on the Major Projects:

Castle Hill Regeneration

A draft vision for the comprehensive redevelopment of the site has been prepared and a strategic project team created, represented by the Council, partners and New Heritage Regeneration. Progress is being made on the preparation of the AWM Full funding application and a planning application will be submitted shortly for the Tipton Road access.

Town Centre Regeneration

Dudley Town Centre – Proposals for the delivery of the Area Development Framework for Dudley Town centre are well advanced via the adoption by its Company Board of the New Heritage Regeneration Ltd Business Plan, with development proposals being prepared for Tower St East and the year 2 action plan under the Townscape Heritage Initiative. The first contract has been awarded for the renovation of the former Crown Public House, with the appointment of Architects/Surveyors for the renovation of Merlins and Carvers Café. A delivery strategy has been agreed with Dudley College for the relocation proposals and the Dudley Town Centre Partnership continues to be engaged in regeneration activity in the town. £200,000 Growth Point funding towards archaeological investigations in the ADF area has been secured.

Brierley Hill Town Centre – Brierley Hill AWM full application for High Street enhancements is being advanced. Brierley Hill LIFT Health & Social Care centre due for opening May 2010. Continued engagement with Stourbridge College to identify alternative funding routes. £200,000 Growth Point funding secured for Harts Hill master planning.

Halesowen Town Centre – A Public Realm study is being prepared under the supervision of the Town Centre Working Group and the members of the group have been consulted on the emerging proposals. A consultation exercise will start shortly on the public art proposals for Grange Island, associated with the current highways improvements.

Stourbridge Town Centre – The Local Development Scheme programmes of the Stourbridge Area Action Plan commenced in May 2009. The Northern Gateway public realm project is complete and planning permission has been granted for the redevelopment of the bus station.

Quality Service Matters Performance Review – Quarter 2

Achievements:

- The extended Kingswinford Library and Learning Centre was successfully reopened in September.
- As per Dudley's 10 Point Recession Action Plan, the average number of days to pay creditor invoices has reduced from 12 days in April to an average for the half year of 10.2 days.

Progress on the Major Projects:

Dudley Civic Quadrant

The new LLP, PSP Dudley LLP was incorporated at the end of August. The Partnership Board met on the 2nd October and future meetings of the Projects Board will consider opportunities for jointly developing sites within the Borough.

There are 117 key performance indicators that are reported on by Council Plan Priority in **Section 3**. 46 are reported annually or biennially. Of the 71 remaining, year to date target and actual data is available for 51 of these and their performance can be summarised as follows:-

28	(55% of reported indicators)	Indicators are exceeding target	★
10	(20% of reported indicators)	Indicators are performing on target or within agreed limits	●
13	(25% of reported indicators)	Indicators are performing below target	▲

Year to date performance by Council Plan matter is:-

	★	●	▲	Total
Caring Matters	4	2	1	7
Environment Matters	5	2	3	10
Learning Matters	7	1	7	15
Regeneration Matters	2	0	0	2
Safety Matters	7	1	1	9
Quality Service Matters	3	4	1	8
Total	28	10	13	51

A summary of the key performance indicators relating to regeneration, culture and adult education, by Council Plan theme, is shown in the following tables.

There are 49 risks that are reported on by Council Plan Priority in **Section 3**. The quarter 2 net status is known for all of these:-

1	2%	Insignificant
20	41%	Minor
24	49%	Moderate
4	8%	Significant
0	0%	Major

Net risk status by Council Plan matter at quarter 2 is:-

	Insignificant	Minor	Moderate	Significant	Major	Total
Caring Matters	1	3	8	1	0	13
Environment Matters	0	8	2	1	0	11
Learning Matters	0	3	1	0	0	4
Regeneration Matters	0	0	5	1	0	6
Safety Matters	0	3	5	0	0	8
Quality Service Matters	0	3	3	1	0	7
Total	1	20	24	4	0	49

Caring Matters Key Performance Indicators 2009/10

Council Plan Priority	Direct.	Ref.	Definition	09/10 Target	Q1 YTD Actual	Q1 YTD Status	Q2 YTD Target	Q2 YTD Actual	Q2 YTD Status	Comment
Priority CM1	DUE	NI 8 NGLAA	% of adult population doing sport or active recreation for 30 mins on 12 days in the last 4 weeks (Active People Survey)	<p>The Active People Survey is a 2-year rolling survey. The results of the survey completed between October 2007 and October 2009 will form the 2008/09 performance figure. This information will be released by the Department for Culture, Media and Sport in December 2009.</p> <p>Interim data received in June 2009 (based on survey responses between April 2008 and April 2009 only) shows a result for Dudley of 17.8%. This shows a slight increase in participation rates. Our target for 2008/09 is 19%.</p>						
	DUE	NI 10	% 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)	<p>The question in the Active People Survey relating to attendance at museums and galleries was not introduced to the survey until 2008. The results of the survey completed between October 2008 and October 2009 will form the 2008/09 performance figure. This information will be released by the Department for Culture, Media and Sport in December 2009.</p> <p>Interim data received in June 2009 (based on survey responses between April 2008 to October 2008 only) shows a result for Dudley of 43.6%. 2008/09 is the baseline year for determining future targets.</p>						
Priority CM2	FIN	FIN BEN 002a	Level of previously unclaimed benefits raised	£2,000,000	£628,157	★	£973,358	£1,216,549	★	
	FIN	FIN BEN 002b	Number of successful new income support and attendance allowance claims	800	164	★	380	414	★	

Learning Matters Key Performance Indicators 2009/10

Council Plan Priority	Direct.	Ref.	Definition	09/10 Target	Q1 YTD Actual	Q1 YTD Status	Q2 YTD Target	Q2 YTD Actual	Q2 YTD Status	Comment
Priority LM4	DACHS	ACL KPI 2 (CP 13)	Individual adult learners 19+ in ALL adult learning programmes	6500	1875	★	-	3237	★	Quarterly target setting is currently being reviewed.
	DACHS	ACL KPI 8.8	% new adult learners	2008/09 actual is 44%. The target for 2009/10 is 50%.						
	DACHS	ACL KPI 8.9	Number of individual learners aged 60+ participating in an adult learning programme	850	503	★	-	770	★	Quarterly target setting is currently being reviewed.
	DACHS	ACL KPI 8.10	Number of individual learners aged 60+ retained on an adult learning programme	800	496	★	-	752	★	Quarterly target setting is currently being reviewed.
	DACHS	ACL KPI 8.6	% adults with disabilities in adult learning (as a % of individual learners on ALL adult learning programmes)	10%	18%	★	10%	19%	★	
	DACHS	ACL KPI 8.3	% BME groups (as a % of individual learners on ALL adult learning programmes)	14%	16%	★	14%	15%	★	
	DACHS	ACL KPI 8.4	% learners from priority wards/neighbourhoods	2008/09 actual is 23%. The target for 2009/10 is 25%.						
	DACHS	ACL KPI 8.5	% males in adult learning (as a % of individual learners on ALL adult learning programmes)	25%	24%	●	25%	28%	★	
	DACHS	DACHS Local PI	Maintain the number of Library emergent reader collections	2008/09 actual is 13. The target for 2009/10 is 13.						
	DACHS	ACL KPI 11	Number of adults participating in Wider Family Learning programmes	2008/09 actual is 814. The target for 2009/10 is 900.						
	DACHS	ACL KPI 11.3	Number of adults participating in Family Literacy and Numeracy programmes	2008/09 actual is 213. The target for 2009/10 is 200.						

Regeneration Matters Key Performance Indicators 2009/10

Council Plan Priority	Direct.	Ref.	Definition	09/10 Target	Q1 YTD Actual	Q1 YTD Status	Q2 YTD Target	Q2 YTD Actual	Q2 YTD Status	Comment
Priority RM1	DUE	NI 170	Proportion of the area of developed land that has been vacant or derelict for more than 5 years	Annually reported. 2008/09 actual is 0.64%. The target for 2009/10 is to be confirmed.						
	DUE	NI 171 NGLAA	Rate of business registrations per 10,000 resident population aged 16 and above	2008/09 data will be released by the Office for National Statistics (ONS) in December 2009.						
Priority RM2	DUE	NI 152 NGLAA	% of working age people claiming out of work benefits (16-64 males and 16-59 females)	The latest available data for year end 2008/09 is 13.7% and now also includes clients receiving Employment & Support Allowance (ESA). This indicator measures the proportion of working age people claiming out of work benefits over a rolling 4 quarter average. Working age benefits are categorised as Job Seekers Allowance, Incapacity Benefit, Income Support or Pension Credit. Figures are released quarterly by the Department for Work and Pensions, with a 6 month time lag.						
	DUE	NI 153 NGLAA	% of working age people claiming out of work benefits in the worst performing neighbourhoods (16-64 males and 16-59 females)	The latest available data for year end 2008/09 is 28.7% now also includes clients receiving Employment & Support Allowance (ESA). As NI 152 above, NI 153 measures the proportion of people claiming out of work benefits over a rolling 4 quarter average but as an average of the 18 worst performing lower super output areas (LSOAs). LSOAs are identified if they have a claim rate of 25% or above on named benefits and were fixed when the targets for the Local Area Agreement were agreed.						
	DUE	NI 163 NGLAA	% of population aged 19-64 for males and 19-59 for females qualified to at least level 2 or higher	Reported annually in arrears by the Department for Innovation, University and Skills (DIUS) from the ONS Annual Population Survey. The latest available data as at September 2008 is 68.2%.						
	DUE	NI 165 NGLAA	% of population aged 19-64 for males and 19-59 for females qualified to at least level 4 or higher	Reported annually in arrears by the Department for Innovation, University and Skills (DIUS) from the ONS Annual Population Survey. The latest available data as at September 2008 is 24.7%.						
	DUE	NI 166	Median earnings of full-time employees in the local authority area (gross weekly pay)	Data released annually by the Office for National Statistics (ONS). 2008/09 outturn released in December 2009. Latest available data for 2007/08 is £399.10.						
	DUE	DUE NI 166a NGLAA	Median earnings of full time employees in the local authority area as a % of earnings in the region	Data released annually by the Office for National Statistics (ONS). 2008/09 outturn released in December 2009. Latest available data for 2007/08 is 88.9%.						
	DUE	EDE 4.1.1 LPSA2	Number of people aged 18-64 moving into employment (sustained and permitted) from either within priority areas or from key priority groups	153	8	★	31	33	★	Delivery on this target continues above target and based on current performance 100% achievement remains possible. This quarter the 60% threshold level was reached thereby guaranteeing at least 60% performance reward grant (PRG), however a further 120 people will need to move into sustained employment during the final two quarter to achieve 100%. It is worth stressing that this target is profiled in such a way as to anticipate better performance in the final year and the final quarters of the agreement. The total amount of PRG attached to achieving this target is £950,000. See Section 4 for further information.
	CEX	Local PI	Number of working age people in the Borough claiming Job Seeker's Allowance (JSA)	Not targeted	10,614	-	-	11,132	-	Included as proxy indicators for the National Indicators 152 and 153 below due to the more frequent and timely availability of data. While providing data on JSA only, they do provide an

Regeneration Matters Key Performance Indicators 2009/10

Council Plan Priority	Direct.	Ref.	Definition	09/10 Target	Q1 YTD Actual	Q1 YTD Status	Q2 YTD Target	Q2 YTD Actual	Q2 YTD Status	Comment
	CEX	Local PI	Percentage of working age people in the Borough claiming Job Seeker's Allowance (JSA)	Not targeted	5.8%	-	-	6.1%	-	indication of how the recession is affecting the Borough. The charts on pages 25 to 30 provide a more complete picture.

Quality Service Matters Key Performance Indicators 2009/10

Council Plan Priority	Direct.	Ref.	Definition	09/10 Target	Q1 YTD Actual	Q1 YTD Status	Q2 YTD Target	Q2 YTD Actual	Q2 YTD Status	Comment
Priority QSM1	DACHS	NI 9	% of adult population (16 years and above) in the local area who have used a public library at least once in the last 12 months (Active People Survey)							The question in the Active People Survey relating to public library usage was not introduced to the survey until 2008. The results of the survey completed between October 2008 and October 2009 will form the 2008/09 performance figure. This information will be released by the Department for Culture, Media and Sport in December 2009. Interim data received in June 2009 (based on survey responses between April 2008 to October 2008 only) shows a result for Dudley of 49.6%. 2008/09 is the baseline year for determining future targets.
	DACHS	DACHS Local PI	Adult satisfaction rates (with libraries/ survey due 2009)							2008/09 actual 94%. The target for 2009/10 is >94%. Adults survey due 2009.
	DACHS	DACHS Local PI	Children's satisfaction rates (with libraries/ survey due 2010)							2008/09 actual 87%. The target for 2009/10 is .87%. Children's survey due 2010.

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.




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 is included where possible, but is not yet available for a number of the indicators in the National Indicator Set. It is anticipated that a full set of comparator data will have been released by the Audit Commission in time for inclusion in the quarter 3 report.

Risk Rating is arrived at using the matrix below, and is shown assuming current controls (mitigating actions) are in place:

PROBABILITY (Over next 12 months)	Almost Certain > 90%	5	Minor (5)	Moderate (10)	Significant (15)	Major (20)	Major (25)
	Likely 50% - 90%	4	Minor (4)	Moderate (8)	Significant (12)	Major (16)	Major (20)
	Moderate 30% - 50%	3	Insignificant (3)	Minor (6)	Moderate (9)	Significant (12)	Significant (15)
	Unlikely 10% - 30%	2	Insignificant (2)	Minor (4)	Minor (6)	Moderate (8)	Moderate (10)
	Rare < 10%	1	Insignificant (1)	Insignificant (2)	Insignificant (3)	Minor (4)	Minor (5)
			1 Insignificant	2 Minor	3 Moderate	4 Significant	5 Major

Use the link below to view the Council Action Plan 2010 and the 2009 review:-

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

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

Outcome 1 Increased participation in cultural & leisure activities

Key Activities						
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Update	Lead Officer
DUE	C1.1a	Increase participation in cultural and leisure activities	●	●	Initiatives continue to generate increased attendances as outlined in quarter 1; health and fitness developments, free swimming initiative, walk fit programme, Sport unlimited, Sports zone etc.	Duncan Lowndes
DACHS	C1.1b	Support the Heritage, Culture and Leisure Partnership review of the Cultural Strategy	●	●	Draft revised Cultural Strategy written and first meeting of review group held. Planned for completion and implementation 1st April 2010.	Kate Millin
DACHS	C1.1c	Develop plans to transform the Archives and Local History Service and implement the Archives new build project	●	●	Collections development policy Equality Impact Assessments to be completed end November 2009.	Kate Millin

Key Performance Indicators – annually or biennially reported

Direct.	Ref.	Definition	Comment
DUE	NI 8 NGLAA	% of adult population doing sport or active recreation for 30 mins on 12 days in the last 4 weeks (Active People Survey)	<p>The Active People Survey is a 2-year rolling survey. The results of the survey completed between October 2007 and October 2009 will form the 2008/09 performance figure. This information will be released by the Department for Culture, Media and Sport in December 2009.</p> <p>Interim data received in June 2009 (based on survey responses between April 2008 and April 2009 only) shows a result for Dudley of 17.8%. This shows a slight increase in participation rates. Our target for 2008/09 is 19%.</p>
DUE	NI 10	% 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)	<p>The question in the Active People Survey relating to attendance at museums and galleries was not introduced to the survey until 2008. The results of the survey completed between October 2008 and October 2009 will form the 2008/09 performance figure. This information will be released by the Department for Culture, Media and Sport in December 2009.</p> <p>Interim data received in June 2009 (based on survey responses between April 2008 to October 2008 only) shows a result for Dudley of 43.6%. 2008/09 is the baseline year for determining future targets.</p>

Risks

Direct.	JCAD Ref.	Description	Risk Owner	Q1 Net Risk Status	Q2 Net Risk Status
DUE	UEA0003	Public choose not to participate in the traded services	Duncan Lowndes	Moderate (9)	Significant (15)
DACHS	ACG0008	Not achieving improvement in the National Archives Self Assessment score	Gillian Roberts	Significant (12)	Moderate (9)
DACHS	ACG0012	Services do not meet the needs of existing and potential customers of the Library, Archive and Adult Learning Division	Kate Millin	Moderate (9)	Moderate (9)

Caring Matters Priority CM2 – Tackling Poverty

Outcome 1 Increased benefit take-up

Key Activities

Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Update	Lead Officer
FIN	C2.1a	Promote take-up of Income Support (IS) and Attendance Allowance (AA)	★	★	Take-up activity is ongoing and currently on target.	Mike N Williams
FIN	C2.1b	Raise level of unclaimed benefits through Benefits Shop	★	★	Take-up activity is ongoing and currently on target.	Mike N Williams
DACHS	C2.1c	To ensure appropriate services are delivered to all community groups through a programme of Equality Impact Assessments	★	●	Presentation to Assistant Directors' Group on EIA advice note.	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"> Steady progress with various neighbourhood partnerships owning the actions for their areas and influencing the area committee plan. North Dudley Community Renewal Forum established. 	Sue McGavin

Key Performance Indicators – quarterly reported

Direct.	Ref.	Definition	09/10 Target	Q1 YTD Actual	Q1 YTD Status	Q2 YTD Target	Q2 YTD Actual	Q2 YTD Status	Comment
FIN	FIN BEN 002a	Level of previously unclaimed benefits raised	£2,000,000	£628,157	★	£973,358	£1,216,549	★	
FIN	FIN BEN 002b	Number of successful new income support and attendance allowance claims	800	164	★	380	414	★	

Risks

Direct.	JCAD Ref.	Description	Risk Owner	Q1 Net Risk Status	Q2 Net Risk Status
FIN	FPAO0013	Failure to identify and maximise Benefit take-up, resulting in less wealth creation within the Borough	Liz Ralph	Insignificant (2)	Insignificant (2)

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

Outcome 1 Improving the quality of public spaces

Key Activities						
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Update	Lead Officer
DUE	E1.1b	Support and develop the management of council owned local nature reserves and areas of nature conservation value	●	●	Friends group established at Saltwells Nature Reserve. Stage 2 bid for Ripples Through Time project at Wrens Nest submitted. Local Sites Partnership now set up for the Black Country. Countryside Stewardship applications made for all 4 sites and Woodland Grant applications for a number of staffed and non-staffed sites ongoing.	Sally Orton
DUE	E1.1c	Priory Park improvements – bid for Heritage Lottery funding	●	●	Stage 2 application being developed with planned submission in early 2010.	Duncan Lowndes

Learning Matters Priority LM4 – Learning opportunities for adults

Outcome 1 Adult community learning

Key Activities						
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Update	Lead Officer
DACHS	L4.1a	Widen participation in formal adult and community learning	★	●	<ul style="list-style-type: none"> Sign up campaign for enrolment in adult learning successfully launched as part of the Learning Revolution Festival. August snapshot post 19 adult learners = 2494. Learning revolution funding successfully achieved for archives and adult learning. Attended the festival of light promoting informal adult learning for the region. Kingswinford Library and learning centre extension successfully opened 14th September 2009. 	Kate Millin
DACHS	L4.1b	Supporting the implementation of the Parenting and Family Learning Strategy (led by Dudley Community Partnership)	★	●	Joint Parenting and Family Learning Strategy Action Plan agreed and launched on 23rd October 2009.	Kate Millin

Key Performance Indicators – quarterly reported

Direct.	Ref.	Definition	09/10 Target	Q1 YTD Actual	Q1 YTD Status	Q2 YTD Target	Q2 YTD Actual	Q2 YTD Status	Comment
DACHS	ACL KPI 2 (CP 13)	Individual adult learners 19+ in ALL adult learning programmes	6500	1875	★	-	3237	★	Quarterly target setting is currently being reviewed.
DACHS	ACL KPI 8.9	Number of individual learners aged 60+ participating in an adult learning programme	850	503	★	-	770	★	Quarterly target setting is currently being reviewed.
DACHS	ACL KPI 8.10	Number of individual learners aged 60+ retained on an adult learning programme	800	496	★	-	752	★	Quarterly target setting is currently being reviewed.
DACHS	ACL KPI 8.6	% adults with disabilities in adult learning (as a % of individual learners on ALL adult learning programmes)	10%	18%	★	10%	19%	★	
DACHS	ACL KPI 8.3	% BME groups (as a % of individual learners on ALL adult learning programmes)	14%	16%	★	14%	15%	★	
DACHS	ACL KPI 8.5	% males in adult learning (as a % of individual learners on ALL adult learning programmes)	25%	24%	●	25%	28%	★	

Key Performance Indicators – annually reported

Direct.	Ref.	Definition	Comment
DACHS	ACL KPI 8.8	% new adult learners	2008/09 actual is 44%. The target for 2009/10 is 50%.
DACHS	ACL KPI 8.4	% learners from priority wards/neighbourhoods	2008/09 actual is 23%. The target for 2009/10 is 25%.
DACHS	DACHS Local PI	Maintain the number of Library emergent reader collections	2008/09 actual is 13. The target for 2009/10 is 13.
DACHS	ACL KPI 11	Number of adults participating in Wider Family Learning programmes	2008/09 actual is 814. The target for 2009/10 is 900.
DACHS	ACL KPI 11.3	Number of adults participating in Family Literacy and Numeracy programmes	2008/09 actual is 213. The target for 2009/10 is 200.

Risks

Direct.	JCAD Ref.	Description	Risk Owner	Q1 Net Risk Status	Q2 Net Risk Status
DACHS	ACG0009	Adult and Community Learning fail to achieve required standards of service delivery	Ros Partridge	Moderate (8)	Moderate (8)

Regeneration Matters Priority RM1 – Creating a prosperous Borough

Outcome 1 Increased availability of land for development opportunities

Key Activities						
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Update	Lead Officer
DUE	R1.1a	Facilitate delivery of major development schemes in the Borough	●	●	<ul style="list-style-type: none"> Progress is being made to facilitate major development schemes in the Borough by increasing opportunities to access the planning services. Establishing a development team approach to focus and steer pre application discussions on more significant schemes. Project management approach to dealing with major schemes through to determination. Similarly, the Council operates a Developers Forum approach and is preparing a management/project plan for a development team approach to applications whereby developers can access the interdisciplinary services of the decision making process in the Council. This aids in the development industry's ability to navigate the development process and facilitates delivery in Dudley Borough. Proposals for the delivery of the Area Development Framework for Dudley Town centre are well advanced via the adoption by its Company Board of the New Heritage Regeneration Ltd Business Plan, with development proposals being prepared for Tower St East and the year 2 action plan under the Townscape Heritage Initiative. The first THI contract has been awarded for the renovation of the former Crown Public House and the appointment of architects/surveyors for the renovation of Merlins and Carvers Café. A delivery strategy has been agreed with Dudley College for the relocation proposals and the Dudley Town Centre Partnership continue to be engaged in regeneration activity in the town. 	Rupert Dugdale Helen Martin
DUE	R1.1b	Deliver a spatial plan for the Borough which can deliver the Sustainable Community Strategy (SCS)	●	●	Progress remains positive on production of the Joint Core Strategy (JCS) and subsequent plans. The JCS is to be considered at Cabinet in November prior to the final round of consultation and submission in February.	Helen Martin

Key Performance Indicators – annually reported

Direct.	Ref.	Definition	Comment
DUE	NI 170	Proportion of the area of developed land that has been vacant or derelict for more than 5 years	2008/09 actual is 0.64%. The target for 2009/10 is to be confirmed.

Risks

Direct.	JCAD Ref.	Description	Risk Owner	Q1 Net Risk Status	Q2 Net Risk Status
DUE	UEBAI0003	Failure to deliver the new planning framework (LDF - Local Development Framework)	Annette Roberts	Moderate (8)	Moderate (8)

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

Key Activities						
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Update	Lead Officer
DUE	R1.2a	Develop Town Centre Action Plans for: <ul style="list-style-type: none"> Brierley Hill Halesowen Stourbridge 	●	●	Brierley Hill, Halesowen and Stourbridge Area Action Plans are currently on track to meet Local Development Scheme timetable.	Rupert Dugdale
DACHS	R1.2b	Lead on the regeneration of the North Priory Estate to create a mixed sustainable community	●	★	<ul style="list-style-type: none"> Final houses demolished following installation of bat mitigation measures. Expected that contractors will be off site by end of October 2009. Detailed negotiations with Bromford Housing Group on the proposed development agreement are on-going. Planning application submitted and is scheduled to be determined at Development Control Committee on 14th October 2009. Regular reporting to the Project Board is taking place. 	Andrew Leigh

Key Performance Indicators – annually reported

Direct.	Ref.	Definition	Comment
DUE	NI 171 NGLAA	Rate of business registrations per 10,000 resident population aged 16 and above	2008/09 data will be released by the Office for National Statistics (ONS) in December 2009.

Risks

Direct.	JCAD Ref.	Description	Risk Owner	Q1 Net Risk Status	Q2 Net Risk Status
DUE	UEDC0011	Lack of developer interest causes delays to town centre regeneration	Rupert Dugdale	Major (16)	Moderate (9)
DACHS	ACD0033	North Priory Regeneration - Fail to regenerate North Priory into a mixed, sustainable community	Andrew Leigh	Significant (15)	Significant (15)

Regeneration Matters Priority RM2 – Optimise the opportunities for local people to obtain local jobs

Outcome 1 Reducing worklessness and improving skills, qualifications and knowledge of priority groups

Key Activities						
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Update	Lead Officer
DUE	R2.1a	Optimise the opportunities for local people to develop and improve their skills and obtain jobs	●	●	100 disadvantaged residents placed into work through Future Skills Dudley against a target of 220 for the year.	Jean Brayshay
DUE	R2.1b	Working with local partners to reduce levels of worklessness in the 5 City Strategy wards of: <ul style="list-style-type: none"> • Brierley Hill • Castle & Priory • Netherton, Woodside & St Andrews • St James's • St Thomas's 	▲	●	A range of community information events have recently taken place with more organised across the City Strategy wards for the coming months. Evaluation is now underway from those events that have taken place in order to share good practice and develop further ways to engage with out of work residents in the wards.	Jean Brayshay
DUE	R2.1c	Progress the delivery of the South Black Country Enterprise and Innovation Centre	●	●	In light of the current economic climate, the Council has commissioned a study to identify the most appropriate mechanism to deliver the South Black Country Enterprise and Innovation Centre. The report will be completed by the end of November 2009.	Jean Brayshay
DUE	R2.1d	To support local people into local jobs through the provision of employability skills and training	★	●	590 disadvantaged people receiving training and/or achieving recognised qualifications through Future Skills Dudley against a target of 1100 for the year.	Jean Brayshay
DACHS	R2.1e	Target engagement and learning support to reduce worklessness for residents from priority wards and groups	★	★	<ul style="list-style-type: none"> • Engagement of learners in progress. 6 Job clubs developed in community venues including libraries. Every target over achieved. • Adults post 19 recruited to employability programmes = 386 / entering employment = 84. 	Kate Millin

Key Performance Indicators – quarterly reported

Direct.	Ref.	Definition	09/10 Target	Q1 YTD Actual	Q1 YTD Status	Q2 YTD Target	Q2 YTD Actual	Q2 YTD Status	Comment
DUE	EDE 4.1.1 LPSA2	Number of people aged 18-64 moving into employment (sustained and permitted) from either within priority areas or from key priority groups	153	8	★	31	33	★	Delivery on this target continues above target and based on current performance 100% achievement remains possible. This quarter the 60% threshold level was reached thereby guaranteeing at least 60% performance reward grant (PRG), however a further 120 people will need to move into sustained employment during the final two quarter to achieve 100%. It is worth stressing that this target is profiled in such a way as to anticipate better performance in the final year and the final quarters of the agreement. The total amount of PRG attached to achieving this target is £950,000. See Section 4 for further information.

Key Performance Indicators – quarterly reported

Direct.	Ref.	Definition	09/10 Target	Q1 YTD Actual	Q1 YTD Status	Q2 YTD Target	Q2 YTD Actual	Q2 YTD Status	Comment
CEX	Local PI	Number of working age people in the Borough claiming Job Seeker's Allowance (JSA)	Not targeted	10,614	-	-	11,132	-	Included as proxy indicators for the National Indicators 152 and 153 below due to the more frequent and timely availability of data. While providing data on JSA only, they do provide an indication of how the recession is affecting the Borough. The charts on pages 25 to 30 provide a more complete picture.
CEX	Local PI	Percentage of working age people in the Borough claiming Job Seeker's Allowance (JSA)	Not targeted	5.8%	-	-	6.1%	-	

Key Performance Indicators – reported annually

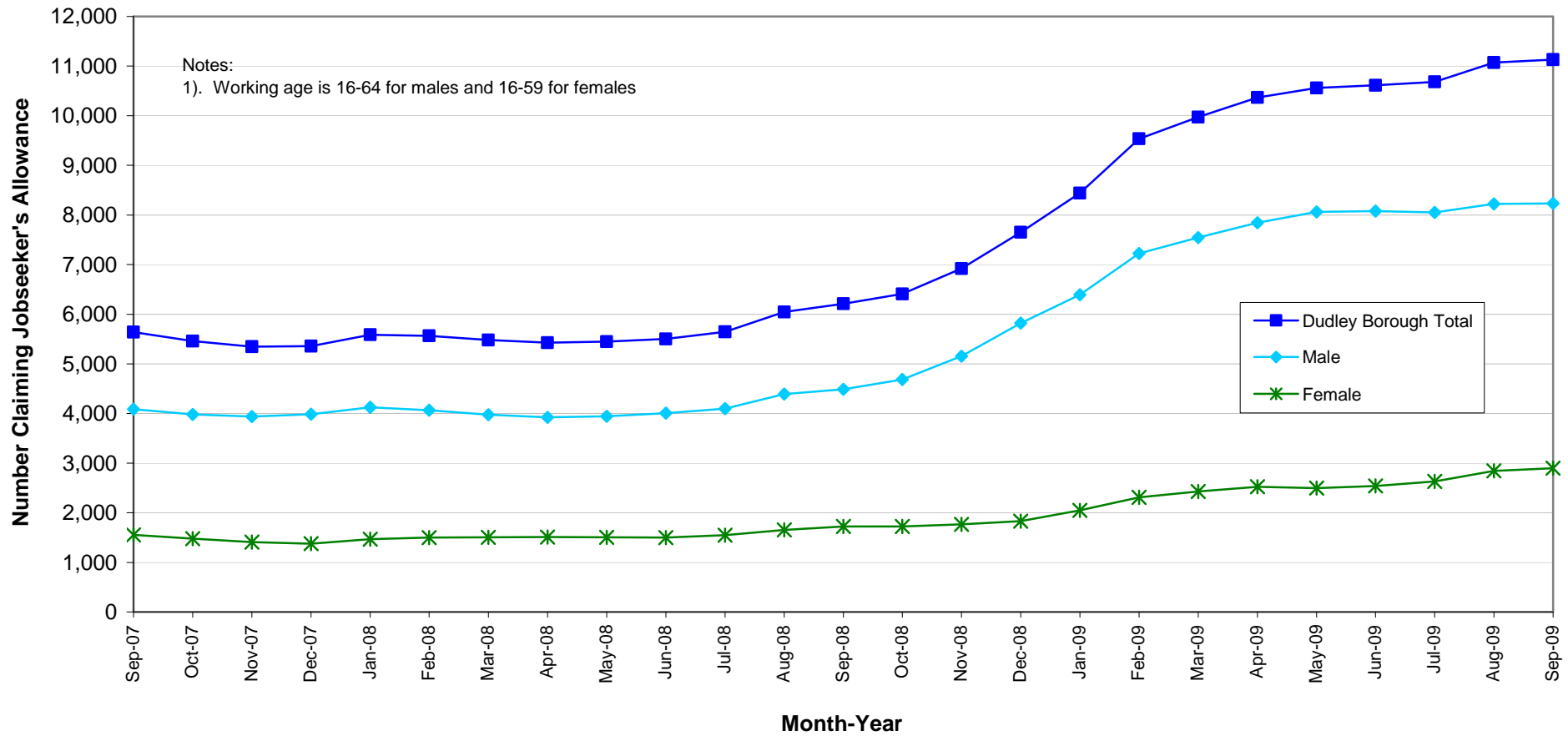
Direct.	Ref.	Definition	Comment
DUE	NI 152 NGLAA	% of working age people claiming out of work benefits (16-64 males and 16-59 females)	<p>The latest available data for year end 2008/09 is 13.7% and now also includes clients receiving Employment & Support Allowance (ESA).</p> <p>This indicator measures the proportion of working age people claiming out of work benefits over a rolling 4 quarter average. Working age benefits are categorised as Job Seekers Allowance, Incapacity Benefit, Income Support or Pension Credit. Figures are released quarterly by the Department for Work and Pensions, with a 6 month time lag.</p>
DUE	NI 153 NGLAA	% of working age people claiming out of work benefits in the worst performing neighbourhoods (16-64 males and 16-59 females)	<p>The latest available data for year end 2008/09 is 28.7% now also includes clients receiving Employment & Support Allowance (ESA).</p> <p>As NI 152 above, NI 153 measures the proportion of people claiming out of work benefits over a rolling 4 quarter average but as an average of the 18 worst performing lower super output areas (LSOAs). LSOAs are identified if they have a claim rate of 25% or above on named benefits and were fixed when the targets for the Local Area Agreement were agreed.</p>
DUE	NI 163 NGLAA	% of population aged 19-64 for males and 19-59 for females qualified to at least level 2 or higher	<p>Reported annually in arrears by the Department for Innovation, University and Skills (DIUS) from the ONS Annual Population Survey.</p> <p>The latest available data as at September 2008 is 68.2%.</p>
DUE	NI 165 NGLAA	% of population aged 19-64 for males and 19-59 for females qualified to at least level 4 or higher	<p>Reported annually in arrears by the Department for Innovation, University and Skills (DIUS) from the ONS Annual Population Survey.</p> <p>The latest available data as at September 2008 is 24.7%.</p>
DUE	NI 166	Median earnings of full-time employees in the local authority area (gross weekly pay)	<p>Data released annually by the Office for National Statistics (ONS).</p> <p>2008/09 outturn released in December 2009. Latest available data for 2007/08 is £399.10.</p>
DUE	DUE NI 166a NGLAA	Median earnings of full time employees in the local authority area as a % of earnings in the region	<p>Data released annually by the Office for National Statistics (ONS).</p> <p>2008/09 outturn released in December 2009. Latest available data for 2007/08 is 88.9%.</p>

Risks

Direct.	JCAD Ref.	Description	Risk Owner	Q1 Net Risk Status	Q2 Net Risk Status
DUE	UEDDA0010	Training programmes do not meet demand generated by employer needs	Jean Brayshay	Moderate (9)	Moderate (9)
DACHS	ACG0012	Services do not meet the needs of existing and potential customers of the Library, Archive and Adult Learning Division	Kate Millin	Moderate (9)	Moderate (9)

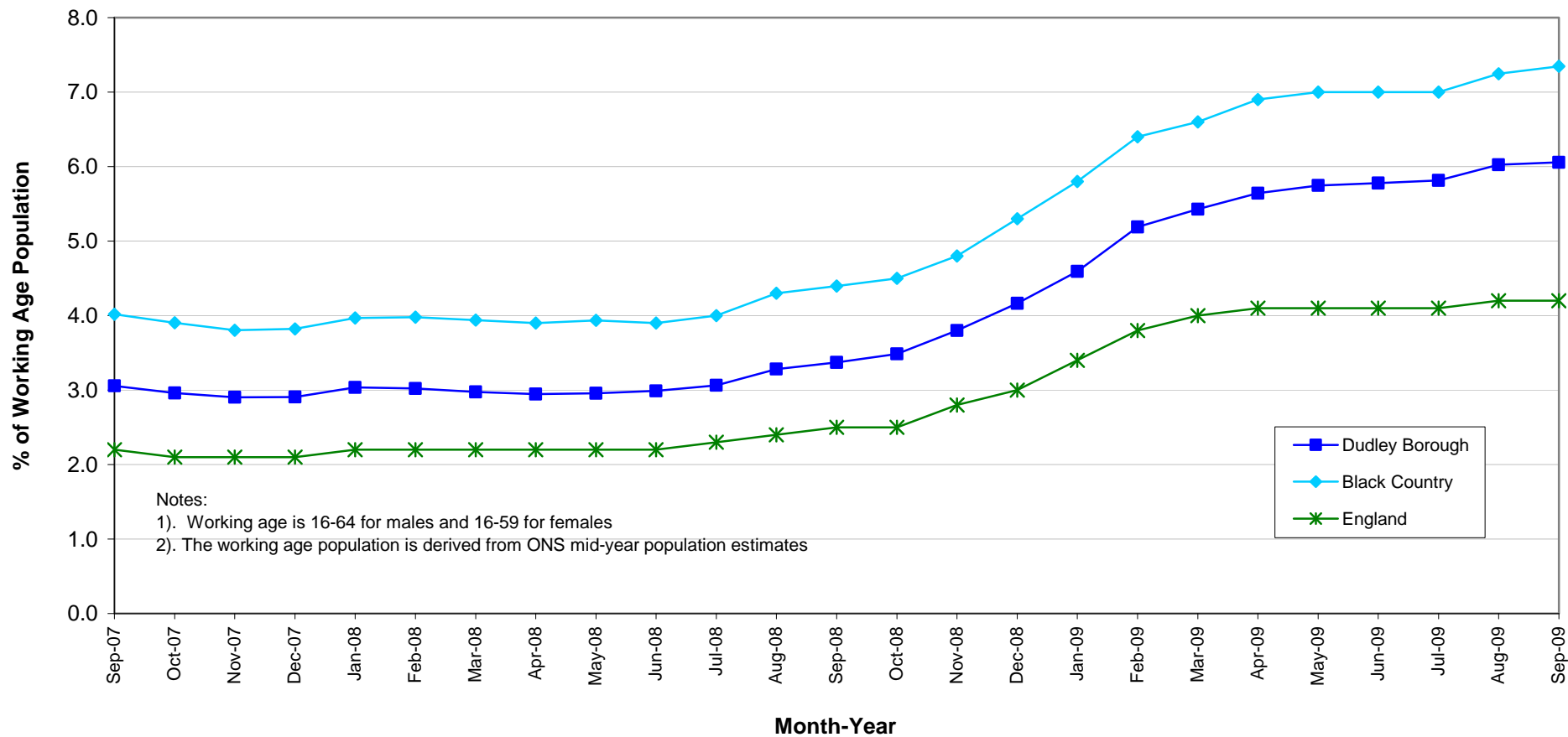
Number of Working Age People¹ Claiming Jobseeker's Allowance (JSA), Sep 2007 - Sep 2009

Source: Office for National Statistics (ONS)

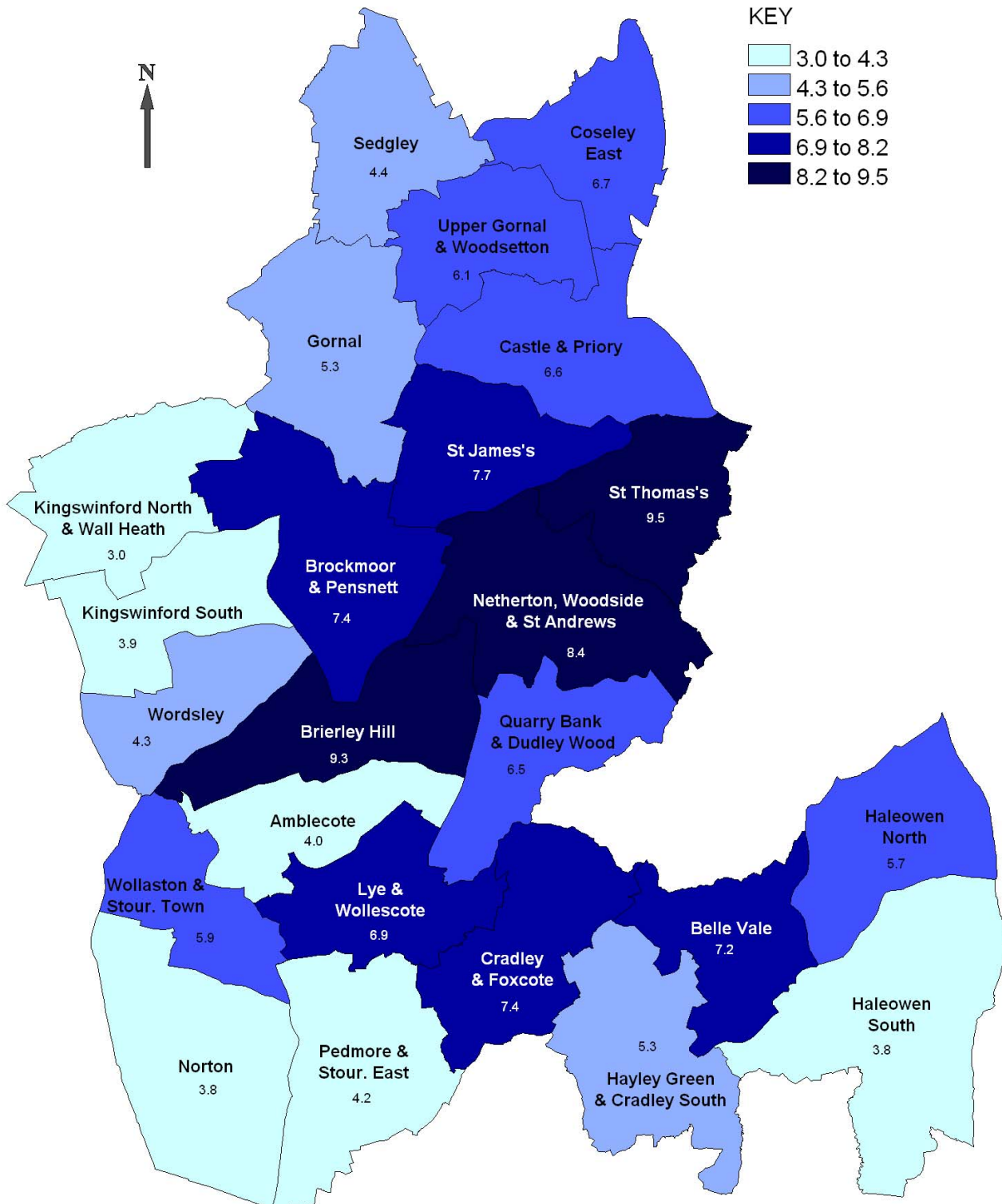


Percentage of Working Age Population^{1,2} Claiming Jobseeker's Allowance (JSA), Sep 2007 - Sep 2009

Source: Office for National Statistics (ONS)



Percentage of Working Age People Claiming Jobseeker's Allowance (JSA), Electoral Ward, September 2009

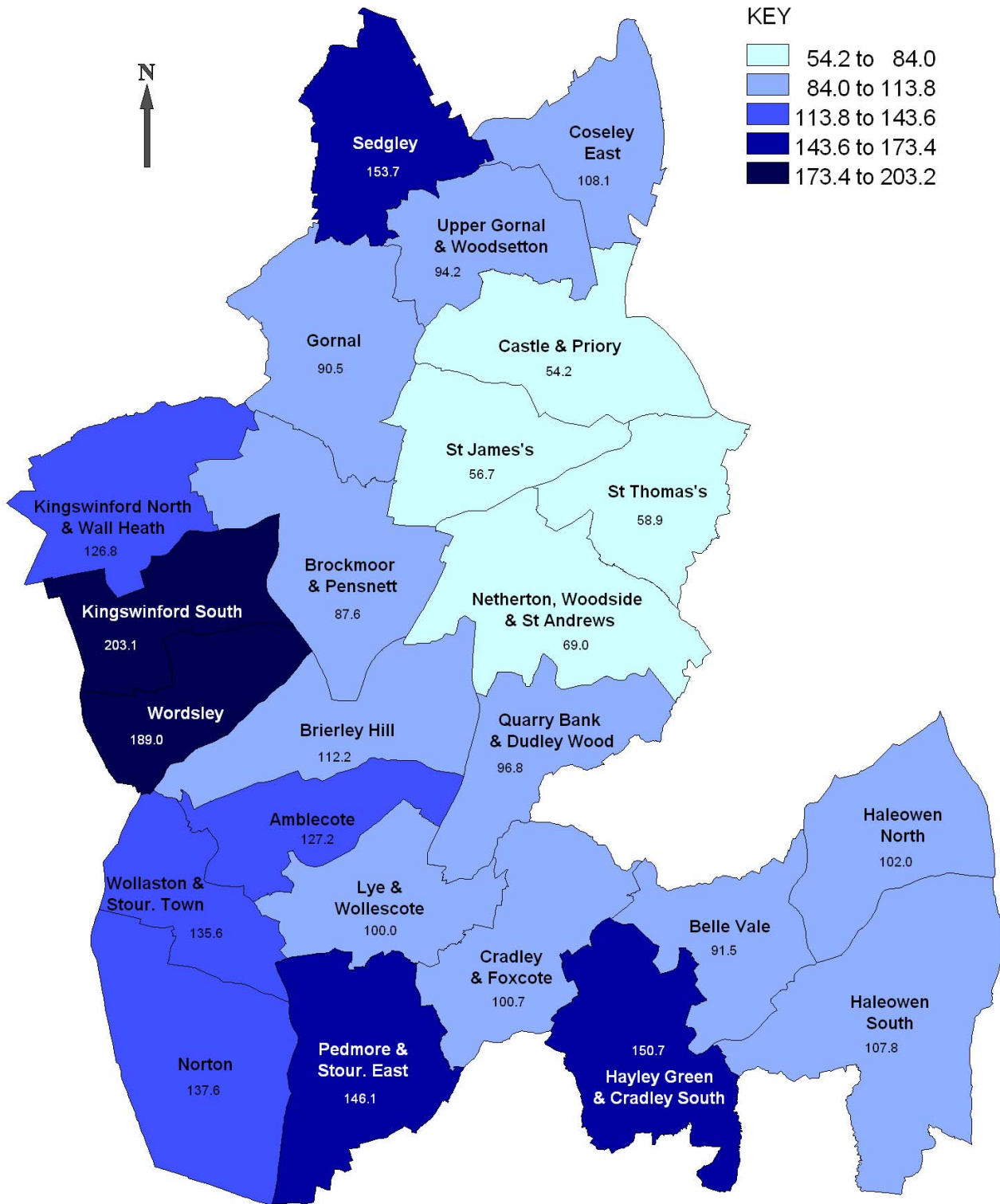


Source: Office for National Statistics (ONS)

Produced by: NL, 23/10/2009, Strategic Research & Intelligence Team, Dudley M.B.C.

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Percentage Change in the Number of People Claiming Jobseeker's Allowance (JSA), Electoral Ward, September 2007 - September 2009



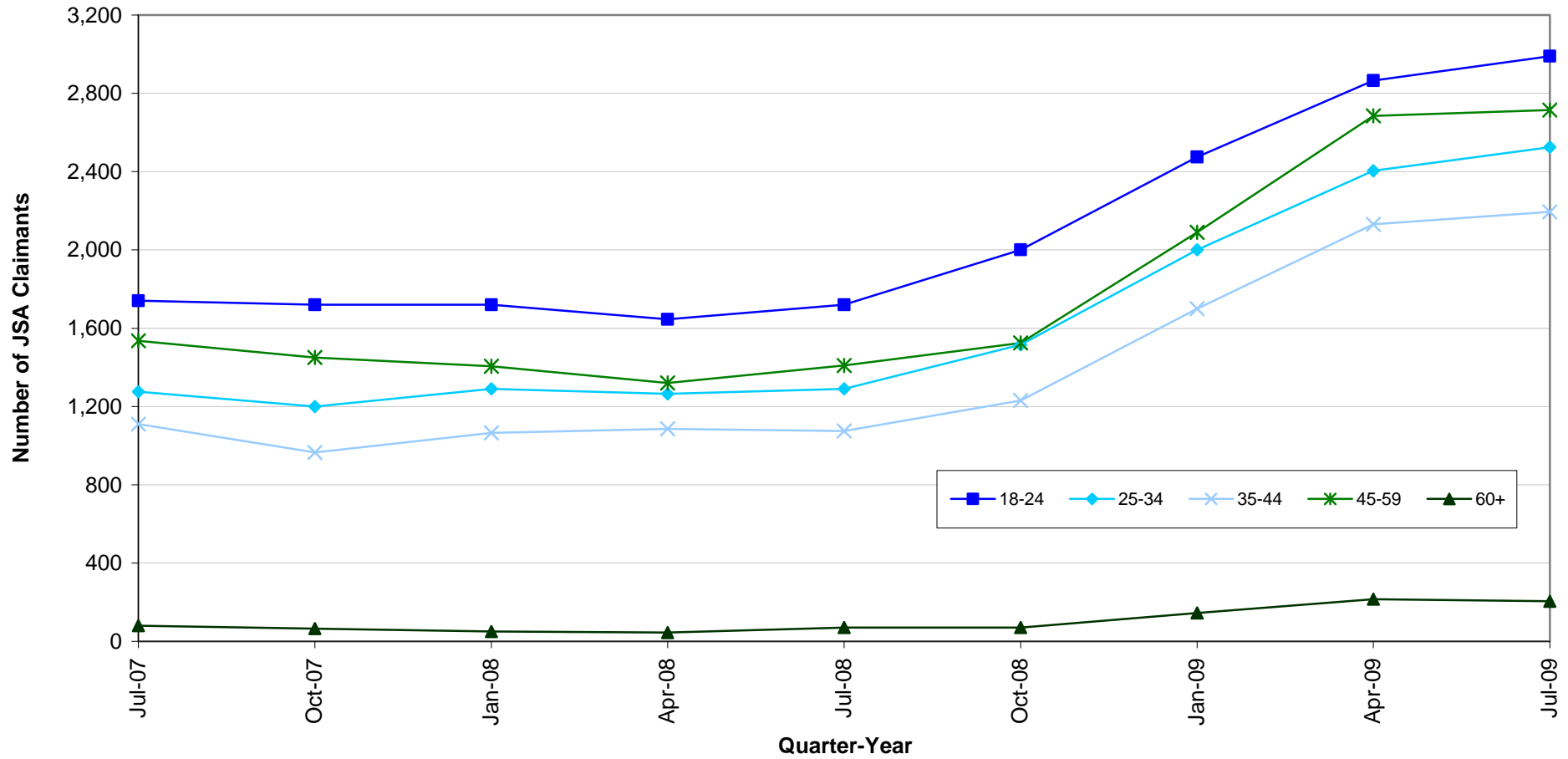
Source: Office for National Statistics (ONS)

Produced by: NL, 23/10/2009, Strategic Research & Intelligence Team, Dudley M.B.C.

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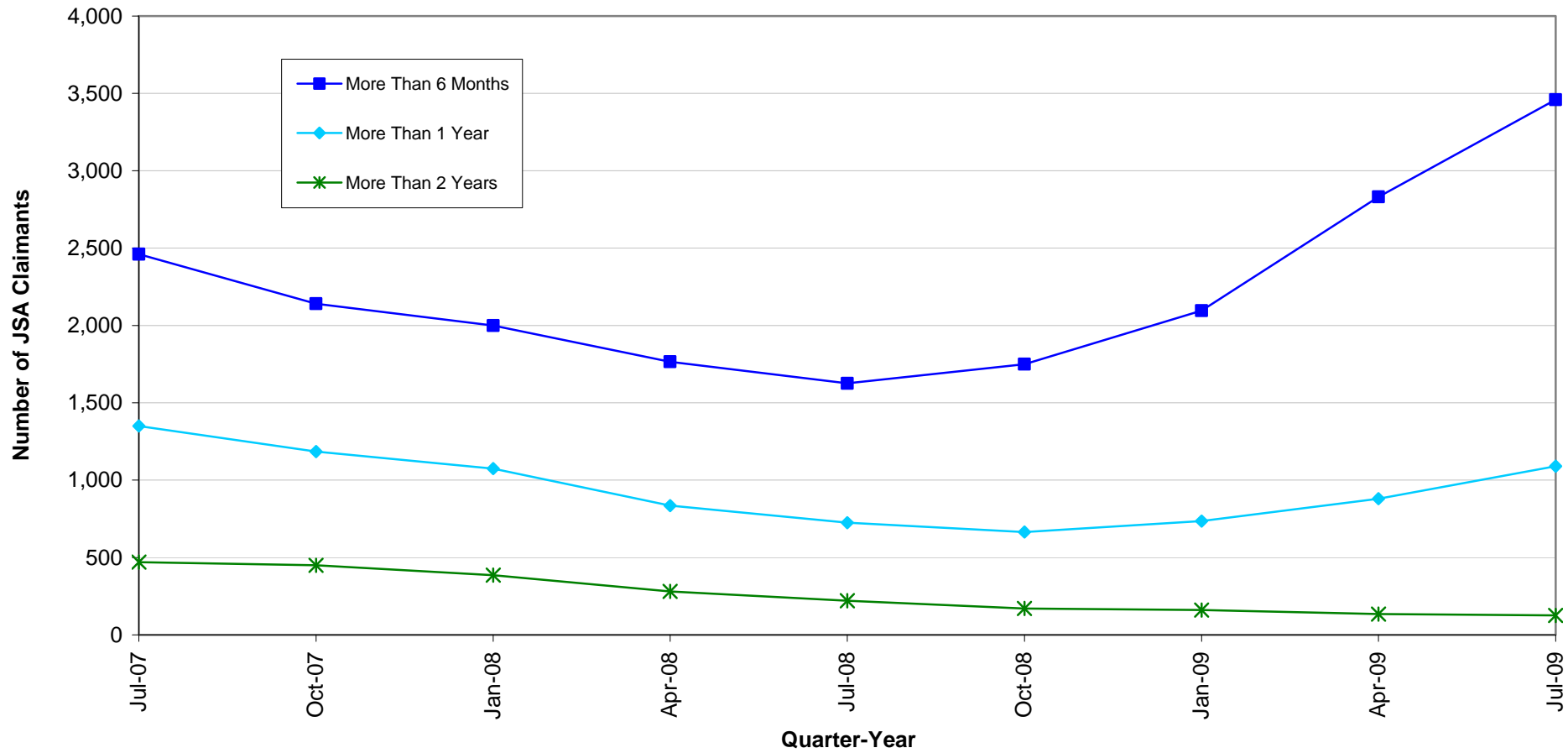
Number of Jobseeker's Allowance (JSA) Claimants From Each Age Group, Jul 2007 - Jul 2009

Source: Office for National Statistics (ONS)





Number of Jobseeker's Allowance (JSA) Claimants by Duration of Claim, Jul 2007 - Jul 2009

Source: Office for National Statistics (ONS)



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	Update	Lead Officer
DACHS	Q1.1b	Implement the next phase of the Library Modernisation Plan			<ul style="list-style-type: none"> Adult Public Library User Survey being carried out in October 2009. Extended Kingswinford Library and learning centre successfully reopened in September. 	Kate Millin

Key Performance Indicators – annually reported

Direct.	Ref.	Definition	Comment
DACHS	NI 9	% of adult population (16 years and above) in the local area who have used a public library at least once in the last 12 months (Active People Survey)	The question in the Active People Survey relating to public library usage was not introduced to the survey until 2008. The results of the survey completed between October 2008 and October 2009 will form the 2008/09 performance figure. This information will be released by the Department for Culture, Media and Sport in December 2009. Interim data received in June 2009 (based on survey responses between April 2008 to October 2008 only) shows a result for Dudley of 49.6%. 2008/09 is the baseline year for determining future targets.
DACHS	DACHS Local PI	Adult satisfaction rates (with libraries/ survey due 2009)	2008/09 actual 94%. The target for 2009/10 is >94%. Adults survey due 2009.
DACHS	DACHS Local PI	Children's satisfaction rates (with libraries/ survey due 2010)	2008/09 actual 87%. The target for 2009/10 is .87%. Children's survey due 2010.

Risks

Direct.	JCAD Ref.	Description	Risk Owner	Q1 Net Risk Status	Q2 Net Risk Status
DACHS	ACG0005	Loss of service continuity during the modernisation of library services	Jayne Wilkins	Moderate (9)	Moderate (9)

Quality Service Matters Priority QSM6 – Effective partnerships

Outcome 3 Local impact of recession

Key Activities						
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Update	Lead Officer
CEX	Q6.3a	Develop, implement and monitor a coordinated action plan to tackle the local impact of recession with our partners	●	●	<ul style="list-style-type: none"> Produced a 10 point action plan. Regular monthly meetings are held with the 'Dudley Means Business' group. Bankers' breakfast meeting was held in September to establish the challenges both from our local high street banking sector and our local businesses. 	Geoff Thomas

Key Performance Indicators – quarterly reported

Direct.	Ref.	Definition	09/10 Target	Q1 YTD Actual	Q1 YTD Status	Q2 YTD Target	Q2 YTD Actual	Q2 YTD Status	Comment
FIN	FIN BV 008a	Average number of days to pay creditor invoices	10	11	●	11	10.2	●	Target as per Dudley's 10 point recession action plan. Performance is improving from 12 days in April to 10 days in June, giving an average of 10.2 days for the half year.

Section 4


Local Public Service Agreement 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.

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

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

Economic Development & Regeneration Partnership

Indicator	Latest Performance Q2 09/10			Cumulative Target	Cumulative Actual	% of cumulative achieved to date	Final 3 year Target	Final 3 year 60% Target
	Target	Actual	Status					
EDE 04.1.1 Number of people aged 18 - 64 moving into sustained employment from within either our Priority Areas or from Key Priority Groups (as defined)	31	33	★	251	254	101%	374	254

Delivery on this target continues above target and based on current performance 100% achievement remains possible. This quarter the 60% threshold level was reached thereby guaranteeing at least 60%, however a further 120 people will need to move into sustained employment during the final two quarter to achieve 100%. It is worth stressing that this target is profiled in such a way as to anticipate better performance in the final year and the final quarters of the agreement and that people starting work on or before 31 March 2010 can be counted toward the final achievement for up to 14 weeks after 31 March 2010 (i.e. the final "count" will not take place until 7 July 2010). The total amount of PRG attached to achieving this target is £950,000 which will have, in effect, already been spent as it was agreed that the full reward would be "drawn down" to fund the activity required during the three years of delivery.

Indicator	Latest Performance Q2 09/10			Cumulative Target	Cumulative Actual	% of cumulative achieved to date	Final 3 year Target	Final 3 year 60% Target
	Target	Actual	Status					
EDE 04.4.4.1 Number of working aged adults (18 – 64) drawn from within either Priority Wards or Priority Groups (as defined) with NVQ Level 1 or equivalent	7	9	★	62	66	106.5%	110	93
EDE 04.4.4.2 Number of working aged adults (18 – 64) drawn from within either Priority Wards or Priority Groups (as defined) with Skills for Life at levels 1 & 2	4	7	★	71	79	111%	113	84
EDE 04.4.4.3 Number of working aged adults (18 – 64) drawn from within either Priority Wards or Priority Groups (as defined) who possess Skills for Life within entry levels 1 - 3	4	7	★	74	77	104%	118	90

Performance on all three of the skills targets above continues to be strong and all are delivering above target however, again it is important to note that targets have been profiled to achieve greater performance in the latter stages of the agreement. This reflects the cumulative nature of learning, and delays in start up programmes and but there is therefore still significant work to be done to achieve the final 100% stretched target. In the previous two years this profiling has proved to be appropriate as delivery has peaked during the final two quarters. It is also worth noting that the final "count" for these targets will

not take place until 1 October 2010. It is likely that during quarter 3 the 60% threshold will be reached in EDE 04.4.4.2 as only 5 more individuals are required to achieve skills for life levels 1 & 2 to reach this. The total amount of reward attached to achieving these targets is £600,000 which will have in effect already been spent as it was agreed that the full reward would be “drawn down” to fund the activity required during the three years of delivery.

Section 5

Partnership Working Progress Report

November 2009

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 with the following results. 13 evaluations have resulted in the agreement of a green status or equivalent, 1 has resulted in amber, and 2 have still to be evaluated. The results of the remaining evaluations will be reported in due course.

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 the 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.

As these improvements are developed members will be kept informed of developments.

Section 6 Current Major Net Risks

This section provides an overview of current Major Net Risks across the Authority. There are currently 15 risks in this category, 1 of which relates to regeneration. This risk is shown in the table on the following page.

Risk Rating is arrived at using the matrix below, and is shown assuming current controls (mitigating actions) are in place:

PROBABILITY (Over next 12 months)	Almost Certain > 90%	5	Minor (5)	Moderate (10)	Significant (15)	Major (20)	Major (25)
	Likely 50% - 90%	4	Minor (4)	Moderate (8)	Significant (12)	Major (16)	Major (20)
	Moderate 30% - 50%	3	Insignificant (3)	Minor (6)	Moderate (9)	Significant (12)	Significant (15)
	Unlikely 10% - 30%	2	Insignificant (2)	Minor (4)	Minor (6)	Moderate (8)	Moderate (10)
	Rare < 10%	1	Insignificant (1)	Insignificant (2)	Insignificant (3)	Minor (4)	Minor (5)
			1 Insignificant	2 Minor	3 Moderate	4 Significant	5 Major

Risk Assurance Protocol

In addition to these Major Net Risks and the Council Plan specific risks included in **Section 3** of this report, the Audit Committee recommended that for each quarter Directors should "sign off" a Risk Assurance Protocol (RAP) document in respect of all risks within their directorates, to assure Members that they have reviewed risks and mitigating actions on a regular basis and, if necessary, reported upon any changes or actions that may have occurred since the last quarter.

The final page of this section provides a review of the RAP documents signed off during the quarter, with exception comments where required.

For further information, contact **Sara McNally**, Risk Manager, on 01384 815346.

Major Net Risks (as per Risk Register) at Quarter 2 2009/10

JCAD Ref.	Risk	Assessment of Risk (assuming current controls in place)			Mitigating Actions	Owner
		Impact (Severity)	Likelihood (Probability)	Risk Rating		
LP0003	Quadrant project – the Council fails to agree an affordable and acceptable solution from the E2 stage of the project	Significant (4)	Likely (4)	MAJOR (16)	<ul style="list-style-type: none"> • Ensure that the project is consistent with existing Council priorities, plans and policies • Ensure that the project delivers a solution that provides a practical and/or deliverable solution to the Council's accommodation • Ensure that the solution/s offered by the project offer value for money and are affordable • Ensure that the solution/s offered by the project provide sufficient regeneration benefits to the Council • Ensure that the solution/s offered by the project can be delivered within an acceptable legal framework and timescale • Ensure that the Council's reputation is not tarnished as a result of dealing with project partners • Ensure that the value of the Council's assets are not adversely affected as a result of the project • Ensure that the solution/s offered by the project contribute to the Council's objective of corporate partnership working 	Steve Cooper (L&P)

Risk Assurance Protocol Exception Report

Quarter 2 2009/10

Review criteria	DUE	CS	DACHS	Finance	CE	L&P
1. Have any objectives for your Directorate changed, e.g. new services or projects? If so, have new significant risks been identified along with corresponding mitigating actions?	Y	Y	Y	Y	Y	Y
2. Have risks been clearly identified and adequately described?	Y	Y	Y	Y	Y	Y
3. Are the risk owners still valid? (e.g. the most appropriate / still in post?)	Y	Y	Y	Y	Y	Y
4. Are the risks still valid? (e.g. still current or have they now past?)	Y	Y	Y	Y	Y	Y
5. Are review dates still valid? (dependant on risk status in accordance with the separate guidance notes)	Y	Y	Y	Y	Y	Y
6. Have all mitigating actions been identified and are they operating as intended?	Y	Y	Y	Y	Y	Y
7. Is the assessment of each mitigating action in reducing the likelihood and/or impact still correct?	Y	Y	Y	Y	Y	Y
8. Is the CURRENT ASSESSMENT of the risk still valid?	Y	Y	Y	Y	Y	Y

Key:

Green – no issues

Red – Exceptions reported (detailed below)

Exception Comments:

None this quarter.

Section 7

Community Engagement & Customer Feedback

This section shows the various community engagement activities undertaken throughout the Council during the first half of the financial year that relate to regeneration, culture and adult education. Information on customer feedback is also included.



Community Engagement

The Community Engagement Database exists as a corporate resource for the recording of all Community Engagement activity undertaken by the Council. It is a corporate requirement that the database be used to record engagement activity from its initial planning stages through to completion. Upon completion, officers are required to detail both the engagement findings and the impact of the engagement activity on Council policy, practice or services.

This section provides a summary of engagement activity undertaken in relation to the Council plan priorities during the first half of the year. 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 April 2009 to 30th September 2009

Caring Matters

DACHS – Public Services Quality Group assessment

Survey of current users of the Dudley Archives and Local History Service aged 16 and over. A two week snapshot every 18 months

Headline findings: Service overall 98% Very good or Good
Areas for development % of users that would like to see improvement in the following areas:
Web site 14%
Opening hours 48%
Microfilm and fiche viewing facilities 34%
Copy services 23%

Gillian Roberts

Starts: 12/06/2009

Ends: 12/06/2009

Environment Matters

DUE – Draft Parks and Green Space Strategy

To assess the quantity, quality, and accessibility of the Borough's Parks and green spaces.

Headline Findings: Findings from the Green Spaces Householder questionnaire survey of 6,500 Borough households indicated that there is a high level of public demand for parks and gardens and natural and semi-natural green space areas, with most of these green space sites visited by local residents on a weekly basis for walking and generally relaxing purposes.

Those residents who responded to the questionnaire survey felt that there is a need for more young people's green space provision (youth facilities) and a need for more equipped children's play areas within the Borough.

James Gray

Starts: 23/02/2009

Ends: 06/04/2009

Regeneration Matters

DUE – Wren's Nest HLF Project – Ripples through Time

To consult with users and residents on the proposals as detailed in the HLF bid for Wren's Nest National Nature Reserve.

Headline Findings: That users and potential users of the Wren's NNR were still supportive of the proposals as per previous consultation exercises.

Penny Russell

Starts: 12/02/2009

Ends: 29/05/2009

Corporate Customer Feedback

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

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

There follows a summary of each Directorate's customer feedback for the half year, including details of the number of complaints / compliments, specific issues arising and learning (for example procedures amended as a result of feedback).

Definition of compliment

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

Definition of complaint

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

Responding to complaints

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

Reporting Period 1st April 2009 to 30th September 2009

Directorate: Adult, Community and Housing Services		Contact: Steve Rice
Main area/issues:	Amendments made / actions taken / learning from feedback:	
<u>Libraries, Archives and Adult Learning</u> Service issues; equipment / stock issues.	Improved publicity around events. Advice to users of new equipment on order.	