

**Quarterly Corporate Performance Management Report
Summary for
Select Committee on
Community Safety and Community Services
Quarter 3 (October to December 2010)**



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 2010/11 highlighting performance for the period October to December 2010.

The report continues to be presented using the traditional performance framework while the Chief Executive's directorate work with colleagues across the Authority to undertake a review of the current arrangements, taking into account the changing national requirements.

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

The main body of the report focuses on the seven priorities contained in the Council Plan and progress against the key performance indicators and activities used to determine our delivery of these priorities is included in **Section 2**.

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

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

Section 2




Reporting on Council Action Plan Priorities

The Council Plan 2013 sets out the Authority's priorities for the three-year period 2010 to 2013. It provides a focus on where we want to be over the next three years and outlines how we are planning to meet the aspirations of the Community Strategy and the challenges of the Next Generation Local Area Agreement.

This section provides a detailed review of the progress of the key performance indicators and activities affecting community safety and community services that are contained within the Council Action Plan.




Traffic light status indicators are used to denote performance as follows:

In terms of the **key activities** they represent the following progress:

-  Good (ahead of schedule)
-  Fair (on schedule)
-  Poor (behind schedule)

NB: The Directorate of Children's Services provide narrative only and do not apply a performance alert.

For **key performance indicators** they represent performance as:

-  Better than target limits
-  Within target limits
-  Worse than target limits

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

Select Committees receive a summary of this report based on their areas of interest. For clarity, key performance indicator scorecards include reference to the Select Committee monitoring its performance.

Use the link below to view the Council Action Plan 2013:

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

Community Safety

Priority 1 Strengthening trust and confidence by working to prevent and reduce crime and antisocial behaviour

Key Activities					
Direct.	Ref.	Description	Q3 Status	Update	Lead Officer
DUE	CS1.1a	To continue to improve security on local authority car parks through Park Mark Awards	●	<ul style="list-style-type: none"> Maintenance continues to take place on car parks covered by the Park Mark Awards with external re-assessment occurring at the end of the financial year. 	Garry Dean
CEX	CS1.1b	Work with partners to reduce overall crime in the Borough. Continued development and implementation of bespoke strategies to reduce crime	●	<ul style="list-style-type: none"> Peer Support Programme Anti Social Behaviour review conducted to collect best practice from the regions' Community Safety Partnerships. Local review of Anti Social Behaviour ongoing. 	Dawn Hewitt
CEX	CS1.1c	Delivery of the Prolific and other Priority Offenders (PPO) Scheme	★	<ul style="list-style-type: none"> Scheme continues to perform well and has been incorporated in to the Integrated and Diversionary Offender Management Scheme for Dudley. 	Bob Dimmock/ Sue Hayward
CEX	CS1.1d	Work with partners to oversee the development of the Reducing Re-offending Strategy	★	<ul style="list-style-type: none"> Work is continuing on the development of the Strategy. A number of legislative changes are taking place which may delay the production of the final Strategy. 	Sue Hayward
CEX	CS1.1e	Coordinate delivery of Operation Stay Safe	●	<ul style="list-style-type: none"> 3 sessions delivered during quarter 3, with 3 more intended for quarter 4. 	Andy Winning
CEX	CS1.1f	Coordinate and deliver crime reduction activities through the Joint Activities Group (JAG)	★	<ul style="list-style-type: none"> Christmas alcohol and cocaine campaign delivered throughout the Christmas period. Operation Spotlight continues to deliver DNA property marking kits to victims of burglaries. Rogue Trader packs currently under development. Working with the Police in partnership on Operation Intrusive to reduce serious acquisitive crime and Anti Social Behaviour. 	Bob Dimmock
DACHS	CS1.1g	Review working practices to tackle anti-social behaviour Corporate and Partnership levels	●	<ul style="list-style-type: none"> Project Board meeting took place as scheduled and project team members briefed on roles. Resource offered and accepted from the Police to act as a Lean Management trained facilitator for the project team. Contributions also made to a Regional Peer Group Review of Anti Social Behaviour (ASB). 	Diane Channings
L&P	CS1.1h	Review potential ASBO cases in the pipeline to ensure resources will be available and identify problems at an early stage	-	<ul style="list-style-type: none"> No instructions received during quarter 3. 	Richard Clark
CEX	CS1.2a	Host annual Face the People event where the public can hold the Safe & Sound Partnership to account for their performance, and influence the next year's priorities	●	<ul style="list-style-type: none"> Strategic Board decided to continue with this process even though the government will repeal the statutory requirement for it. However, the board decided to move it to October 2011 in order to allow the process to feed the public's views and priorities into the annual strategic assessment. 	Alistair Cook
CEX	CS1.2b	Produce at least two Safe & Sound Partnership four-page pullout supplements per year for inclusion in Dudley Together to inform the public about partnership working	★	<ul style="list-style-type: none"> Both supplements were published as planned, with the winter edition doubling as our first e-newsletter. For cost efficiency, we will now publish e-newsletters only. 	Alistair Cook

Key Activities

Direct.	Ref.	Description	Q3 Status	Update	Lead Officer
CEX	CS1.2c	Continuously update the Safe & Sound Partnership website, informing the public about new projects or activities undertaken and providing links to appropriate websites such as West Midland Police		<ul style="list-style-type: none"> This ongoing process continues to update the site at appropriate times. The Partnership hopes to develop the use of social networking sites in the future to complement the website. Marketing and Communications have now linked a new partnership campaign site to our main site. 	Alistair Cook
CEX	CS1.2d	Embed trust, confidence and core business (apply justice seen just done principal), by considering marketing potential for every new activity undertaken at every Joint Activity Group meeting		<ul style="list-style-type: none"> Strategic Board re-affirmed that trust and confidence remains a partnership priority (after the Government scrapped the related national target), and the allocated budget continues to be used to promote our activities. 	Alistair Cook
CEX	CS1.2e	Proactive identification of tensions via tension monitoring process and implementation of appropriate measures		<ul style="list-style-type: none"> Work ongoing. Tension monitoring process under continuous improvement. Report to Corporate Board in October at which identified priorities for Community Cohesion Action Plan were agreed and also for the setting up of a delivery group which will support the tension monitoring process and feed into the Community Cohesion Tension Monitoring Executive. Team members attending Directorate DMTs during November and December 2010 and January 2011 for buy in. 	Rosina Ottewell
CEX	CS1.2f	Development of the Hate Crime Strategy		<ul style="list-style-type: none"> Consultation period completed on 4th October and Strategy approved at Safe and Sound Board on 22nd November 2010. 	Rosina Ottewell/ Nina Bahia
CEX	CS1.2g	Implement the key actions of the Hate Crime Strategy		<ul style="list-style-type: none"> Ongoing work to develop Action Plan. Still awaiting the national guidance on the Cross Government Action Plan promised for spring 2010. Government promising this by May 2011. Impact of spending review on both Community Cohesion Action Plan and Hate Crime Action Plan unlikely to be clear until February 2011. 	Rosina Ottewell/ Nina Bahia
CEX	CS1.3a	Explore benefits of undertaking partnership self-assessment event		<ul style="list-style-type: none"> Completed and awaiting results. 	Dawn Hewitt

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Actual	10/11 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Target	Q3 YTD Actual	Select Committee
CEX	SSC 01.1	Overall crimes recorded	11,428	10,459	Less than 10,459	2,949	5,506	Less than 7,844	8,204	Community Safety and Community Services
									 (See comment)	

Comment for SSC 01.1:

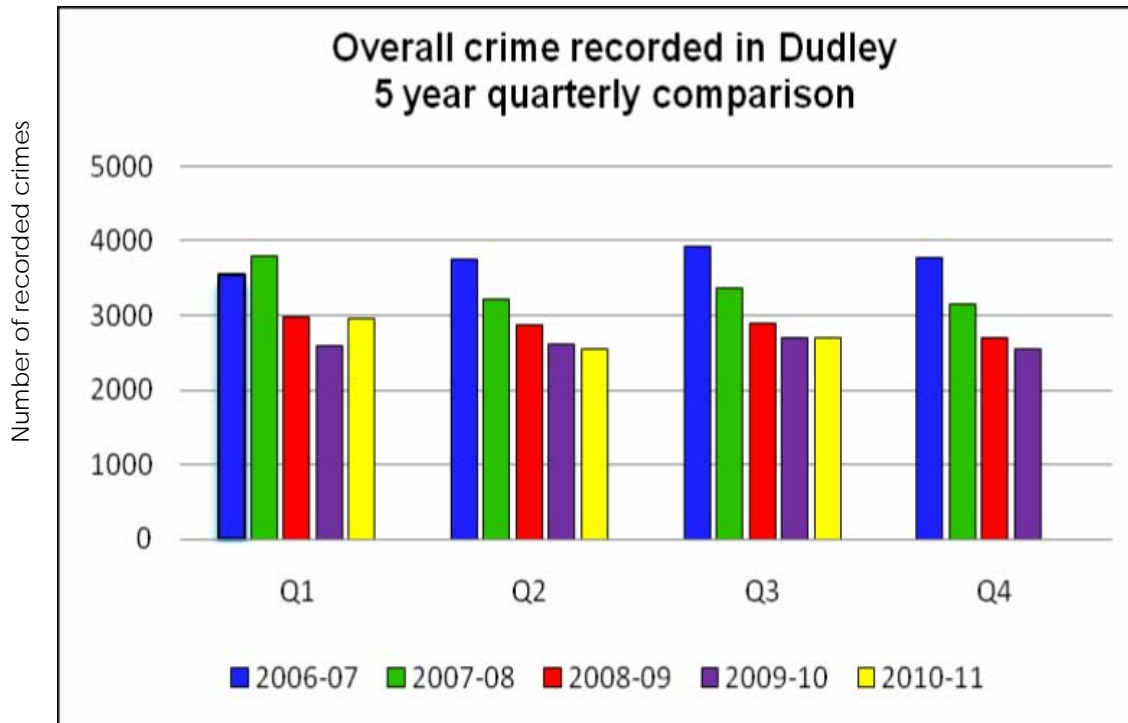
- Following the increase in crime over the months of April, May and June, we have returned to a satisfactory level and in line with previous good performance.
- Quarter 3: 2698 recorded crimes; target less than 2614.
- Within the overall recorded crime figure there are numerous elements of crimes, three of which make up a significant element of this measure.

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Actual	10/11 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Target	Q3 YTD Actual	Select Committee
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- Vehicle crime (theft of & from)
- Burglary dwelling
- Robbery.

- In comparison with the same period last year (quarter 3 2009-10) we have experienced an increase in Burglary dwellings (+ 32%) and Robbery (+34%) with vehicle crime staying the same. **The chart below shows the number of crimes recorded in Dudley over a 5 year period, highlighting comparisons by quarter.**
- The Joint Activities Group (JAG) will continue working on initiatives aimed at crime prevention:
 - Operation spotlight – property marking
 - Rogue trader packs under development
 - Operation Intrusive – to reduce serious acquisitive crime.



Year	Q1	Q2	Q3	Q4	Annual Totals
2006-07	3548	3762	3926	3766	15002
2007-08	3802	3223	3365	3142	13532
2008-09	2982	2862	2896	2710	11450
2009-10	2586	2622	2698	2553	10459
2010-11	2949	2557	2698		*8204

*Up to quarter 3 2010/11

CEX	NI 016 (NGLAA)	Number of serious acquisitive crimes per 1,000 population	15.38	13.64	15	4.12	7.85	11.25	11.6	Community Safety and Community Services
						▲	●		●	

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Actual	10/11 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Target	Q3 YTD Actual	Select Committee
CEX	NI 020 (NGLAA)	Number of 'assaults with less serious injury' (including racially and religiously aggravated) offences per 1,000 population	6.55	6.03	7.7	1.53 ★	2.71 ★	5.76	3.98 ★	Community Safety and Community Services
CEX	NI 030	Re-offending rate of prolific and priority offenders (PPO) (number of convictions across the target group divided by the number of offenders in the target group)	First reported in 2010/11		Mean average of 15 convictions	-	1.05 ★	Mean average of 15 convictions	Final data not yet available	Community Safety and Community Services
L&P	L&P LDS 134	% of anti-social behaviour order applications that result in a successful legal outcome	100%	100%	100%	No instructions received in quarter 1	No instructions received in quarter 2	100%	No instructions received in quarter 3	Community Safety and Community Services

Community Safety

Priority 2 Substance misuse – engaging misusers into interventions at an early stage

Key Activities					
Direct.	Ref.	Description	Q3 Status	Update	Lead Officer
CEX	CS2.1a	Ensure effective delivery of commissioned services	★	<ul style="list-style-type: none"> Adult Tier 2/3 services are effectively being delivered and targets are being met. Drug Intervention Programme is being delivered effectively with key diagnostic indicators being met. 	Elaine Hopwood/ Dee Russell
CEX	CS2.1b	Awareness raising of the effects of substance misuse, e.g. through campaigns such as Tackling Drugs Changing Lives week and the Christmas Alcohol and Cocaine Campaign	★	<ul style="list-style-type: none"> Nationally, Tackling Drugs Changing Lives did not take place, locally the Drug and Alcohol Team (DAAT) have been involved in a number of community events raising awareness and the Christmas Cocaine and Alcohol Campaign took place on 17th and 18th December 2010. 	Sue Haywood/ Elaine Hopwood/ Dee Russell
CEX	CS2.1c	Ensure delivery of bespoke drug and alcohol awareness sessions for communities	●	<ul style="list-style-type: none"> No bespoke training sessions have been delivered during this quarter. Discussions have taken place in respect of training in general and it is expected that there will be some changes to delivery during the last quarter. 	Dee Russell
CEX	CS2.2a	Ensure that appropriate interventions are delivered to maximise adult drug users into treatment	★	<ul style="list-style-type: none"> Outreach, text messaging and liaison with most local prisons have been implemented to maximise drug users into treatment. 	Elaine Hopwood/ Dee Russell
CEX	CS2.2b	Delivery of Basic Drug and Alcohol Awareness Training Sessions (Tier 1) to professionals across the Borough to enable them to understand the substance misuse agenda and signpost people into treatment	●	<ul style="list-style-type: none"> 16 individuals were trained in Basic Drug and Alcohol awareness sessions. 	Dee Russell/ Sue Hayward
CEX	CS2.2c	Delivery of the Drug and Alcohol Intervention Programme (Tier 2) to professionals across the Borough to enable them to provide interventions to those people that they work with who present with drug and alcohol issues	●	<ul style="list-style-type: none"> 9 individuals received Tier 2 Drug and Alcohol Intervention Programme training. 	Dee Russell/ Sue Hayward
DUE	CS2.3a	Reduce harm to children by limiting the access to alcohol	●	<ul style="list-style-type: none"> 8 test purchases for alcohol were carried out with no sales. 	Nick Powell
DACHS	CS2.3b	To implement the Alcohol Strategy <ul style="list-style-type: none"> Take part in the systems thinking programme and implement outcomes 	●	<ul style="list-style-type: none"> Good progress. Implementation group meeting regularly and taking this forward. 	Ann Parkes
CEX	CS2.3c	Support children and young people to become and remain healthy – Reduce alcohol and substance misuse among young people	★	<ul style="list-style-type: none"> 92% of young people left treatment in an agreed and planned way with 94% being referred on to other services for ongoing support. The draft 10 year comparative report for the Lifestyle Survey with Primary Care Trust awaiting sign off. 2010 Lifestyle Survey raw data has been obtained to inform current draft needs assessment. 	Audrey Heer

Key Activities

Direct.	Ref.	Description	Q3 Status	Update	Lead Officer
CEX	CS2.3d	Implementation of actions from the Children and Young Persons Substance Misuse Plan	●	<ul style="list-style-type: none"> 2,000 scratch cards utilised for October Cannabis Campaign Week aimed at more vulnerable young people accessing alternative provision, young carers, colleges, selected schools etc. The set of three posters developed were circulated and very well received. Two local colleges utilised their interactive screens and also ran an alcohol unit screen on the Friday of campaign week. Total views for the Friday were 13,266. Work is ongoing on the needs assessment to inform the Action Plan for 2011/12. 	Audrey Heer
CEX	CS2.3e	Ensure that systems are in place to provide support to young people with alcohol issues identified through Operation Stay Safe	●	<ul style="list-style-type: none"> Connexions and other agencies involved in Operation Stay Safe are providing targeted alcohol interventions. Those screened and identified as having more problematic use are referred to the Zone for support. Processes agreed with Zone, including subject and parental consent. Advice and information to parents given on the night. 	Audrey Heer/ Andy Winning
CEX	CS2.3f	Ensure that staff working with children and young people are trained to provide universal education and or targeted interventions	●	<ul style="list-style-type: none"> There is ongoing promotion of basic drug and alcohol awareness, drug and alcohol intervention, parental substance misuse and safeguarding and refresher training whilst provision is still available. 	Audrey Heer/ Children & Young Persons Misuse Group
CEX	CS2.3g	Awareness raising in respect of the effects of alcohol misuse – Joint campaigns e.g. Christmas and Cocaine Campaign	●	<ul style="list-style-type: none"> Alcohol quiz devised for agencies to use with young people assisted organisations in identifying areas where education needed to be focused. Quiz was utilised by a number of groups of staff highlighting gaps in knowledge of participating adults. Article in the winter edition of Dudley Together. 	Drug & Alcohol Team

Quality Service

Priority 2 Resource efficiency

Key Activities

Direct.	Ref.	Description	Q3 Status	Update	Lead Officer
FIN	QS2.3a	Review the service provision of Dudley Council Plus to ensure it meets customer needs in the right location	●	<ul style="list-style-type: none"> New services introduced - Equal Pay enquiries. Existing services reviewed and revised - Benefit administration, Housing lettings/terminations, Refuse/recycling/green waste. 	Sean Beckett