

SELECT COMMITTEE ON ENVIRONMENT – 12th NOVEMBER 2007

REPORT OF THE LEAD OFFICER TO THE COMMITTEE

QUARTERLY CORPORATE PERFORMANCE MANAGEMENT REPORT

Purpose of Report

1. To review and scrutinise the performance of the Council in relation to the activities relating to the terms of reference of this Committee for the first quarter of 2007/08, relating to performance for the period 1st April, 2007 to 30th June, 2007.

Background

2. The Quarterly Corporate Performance Report for the first quarter of 2007/08 was submitted to the meeting of the Cabinet held on 12th September, 2007. The Cabinet approved the content and style of the report. A full coloured copy of the Quarterly Corporate Performance Management report is available on the Committee Management Information System (CMIS) and can be viewed on the following link:- <http://cmis.dudley.gov.uk/CMISWebPublic/Binary.ashx?Document=9381>. A copy is also available for viewing in the Members Room.
3. The sections of the Quarterly Corporate Performance Report relevant to this Committee are attached, as appendices to this report as follows:-

[Appendix 1 – Review of Best Value Performance 2006/07](#)

[Appendix 2 – Summary of Service Achievements](#)

[Appendix 3 – Summary of Key Performance Indicators 2007/08](#)

[Appendix 4 – Reporting on Council Action Plan Priorities](#)

[Appendix 5 – Local Area Agreement Performance Indicators](#)

[Appendix 6 – Comprehensive Performance Assessment Performance Indicators](#)

[Appendix 7 – Financial Reporting](#)

[Appendix 8 – Partnership Working Progress Report](#)

[Appendix 9 – Risk Management](#)

[Appendix 10– Directorate Reporting – Extracts taken from the Directorate of Adult, Community and Housing Services and the Directorate of the Urban Environment.](#)

4. In accordance with Article 6 of Part 2 of the Constitution, the Committee is invited to review and scrutinise Council performance in respect of these issues, insofar as they relate to the functions of the Council.

Finance

5. There are no direct financial implications.

Law

6. Section 111 of the Local Government Act 1972 enables the Council to do anything that is calculated to facilitate or is conducive or incidental to the discharge of any of its functions.

Equality Impact

7. There are no special considerations to be made with regard to equality and diversity relating to receiving and noting this report.

Recommendations

8. That the Committee review and scrutinise the performance of the Council in respect of the matters under the responsibility of the Select Committee on Environment, as indicated in the extracts from the Quarterly Corporate Performance Report to the Cabinet attached.

John Pyalms

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Lead Officer to the Select Committee on the Environment

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List of Background Papers

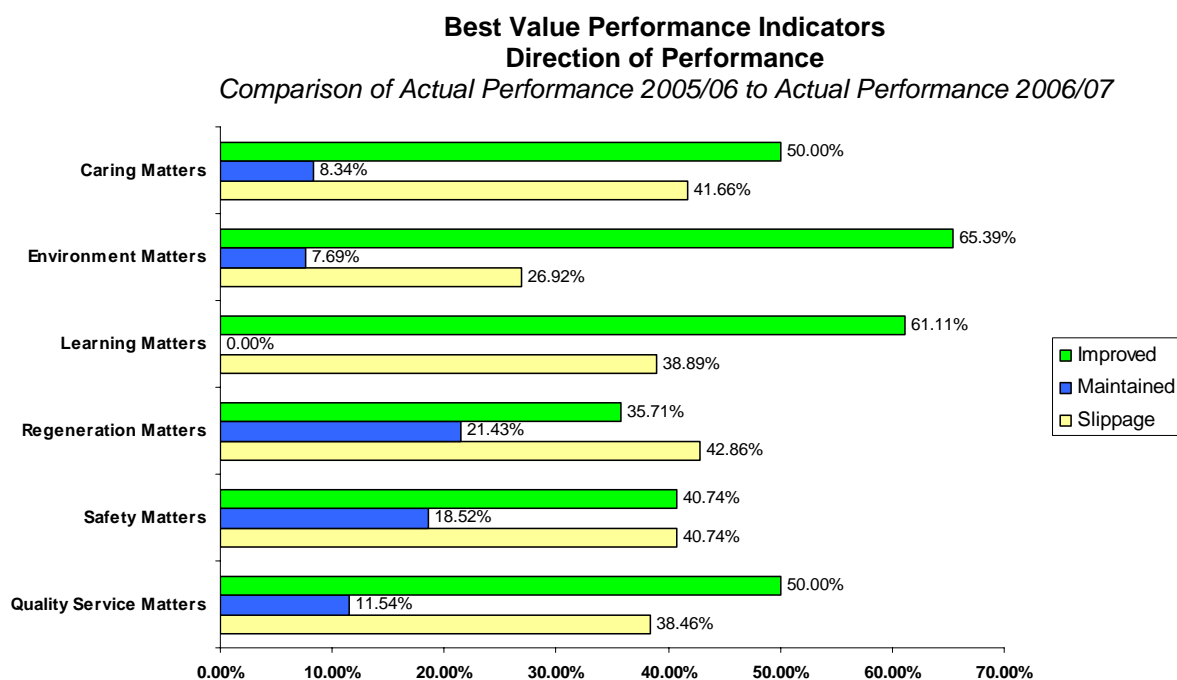
The Quarterly Corporate Performance Report relating to the first quarter of 2007/08, relating to performance for the period 1st April, 2007 to 30th June, 2007, which was submitted to the meeting of the Cabinet, held on 12th September, 2007.

Review of Best Value Performance 2006/07

The end of year figures for our 141 Best Value performance indicators were reported in the annual Best Value Performance Plan published on the 30th June 2007.

As in 2006, the Best Value Performance Plan was produced incorporating the Council Action Plan and performance data and targets (BVPIs) and not as a stand alone document. This provides a single point to review recent performance and to set out our intentions and ambitions for the next 12 months.

Where it is possible to make comparisons between 2005/06 and 2006/07 performance, analysis of the end of year information shows that overall we have either improved or maintained performance on 62.6% of our indicators (51.22% improved and 11.38% maintained). The following table illustrates this information by Council Plan theme:



Of the indicators showing a dip in performance, only 11 have slipped by more than 15% and these are detailed in the table overleaf.

In addition, we reported on 32 Best Value Satisfaction Performance Indicators. The outturns for these PIs are obtained from the three-yearly Local Government User Satisfaction Survey, and where it is possible to make comparisons between the 2003/04 survey results and those obtained for 2006/07, analysis shows that overall we have either improved or maintained performance on 72% of our Satisfaction indicators (56% improved and 16% maintained).

Explanations of Slippage of >15% in 'Actual 2005/06' and 'Actual 2006/07' Performance Figures

215b	Safety Matters	The average time taken to repair a street lighting fault, where response time is under the control of a DNO	11.31	25.90
<i>A series of discussions have taken place with the network provider both locally and nationally to target future improvement in performance</i>				

Achievement against target

The chart below illustrates an analysis of our performance against target and shows that overall 75.59% of Best Value performance indicators either fully met or were within their agreed target limit.

**Best Value Performance Indicators
Comparison of Performance Against Target for 2006/07**
based upon the percentage of performance indicators that can be compared to target



This analysis is based on 127 performance indicators. The traffic light analysis is not suitable for indicators where no target has been defined, i.e. where the indicator is new or has been amended and a baseline is yet to be established.

A full copy of the Best Value Performance Plan can be accessed via the link below:

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

Summary of Service Achievements

The main body of this report draws together the separate strands of performance information relating to Council Plan objectives to provide an overview of the key achievements and issues affecting Dudley MBC during the first quarter of 2007/08. This section highlights a number of our key service successes during the quarter, emphasising our continued commitment to making sure that local people get the best possible quality public services.

April saw the launch of the **Council Action Plan 2010** (see **sections 4** and **5** for more information) and Dudley's **Local Area Agreement** (see **section 6**).

The following pages present a handful of the many service achievements during quarter 1, highlighting our continued progress towards the delivery of our key Council Plan priorities. **Section 11** includes many other good news stories.

Environment Matters

- The results of the recent Tenants Satisfaction Survey highlighted that tenants believe the services they receive are very good and that there has been an improvement in customer satisfaction – 74% of tenants are satisfied with the overall service compared to 72% when surveyed in 2004
- The renovation of the Pocket Park in Lye High Street is now complete with the return of the town's popular murals. Of some historic interest, the murals were originally painted by local artists in the late 1980s. One mural depicts festival images including an early 1920s local St. Georges Day procession, there are also scenes of historic brick making, mining and other industries
- Major improvements and increases to the number of nature reserves across Dudley for people to enjoy have been praised in a national report. The conservation report looked at what work 25 local authorities based in urban areas have carried out since 1993 to improve nature facilities in the area. Dudley Council, which has expanded its range of nature reserves from four to seven during this period, was praised in the report. Dudley was rated as improving with a target in sight
- Kerbside recycling services are now available to nearly 99% of borough residents. Baseline data is being collated to identify locations throughout the borough which do not make use of our recycling services

Safety Matters

- DUE's Street Lighting service has secured an additional £270k from the Department for Transport towards their capital programme

Summary of Key Performance Indicators 2007/08

In order to provide a strategic focus to corporate performance management, Cabinet and Corporate Board identified a set of Key Performance Indicators for inclusion in the Council Plan 2010. These indicators have been selected to reflect a variety of factors, including delivery of Community Strategy Objectives, Local Area Agreement outcomes, Directorate Strategic Plan Objectives, Corporate Health, and statutory performance frameworks such as the Performance Assessment Framework and Every Child Matters.

Dudley's performance against this set of Key Performance indicators is provided in the scorecards that follow. Traffic light status indicators denote performance as:

- ★ Performance is better than target limits (within agreed tolerance, generally where target is exceeded by more than 10% or, in the case of Social Services Performance Assessment Framework Indicators, where current performance has a 4 or 5 Blob rating)
- Performance is within target limits (generally +/-10% of target)
- ▲ Performance is worse than target limits (generally more than 10% away from target)

In addition, Audit Commission **Metropolitan Average** and All England **Top** and **Bottom** quartile data for 2005/06 is provided for comparator purposes. An authority's quartile position for an indicator is determined by listing the values for that indicator for all other authorities in the comparator group (in this case All England) ranked by order of performance. The list is then divided into 4 parts, with an equal number of indicators in each part.

Further information on those KPIs that are also LAA indicators (marked **LAA**) is included in **Section 6** and for those that are also CPA indicators (marked **CPA**) in **Section 7**.

Of the 50 key performance indicators reported in quarter 1, 33 (66%) are on or above target for the year to date:

	★	●	▲	Total
Caring Matters	4	3	2	9
Environment Matters	1	3	0	4
Learning Matters	2	1	6	9
Regeneration Matters	2	2	0	4
Safety Matters	5	3	7	15
Quality Service Matters	3	4	2	9
Total	17	16	17	50

Caring Matters Key Performance Indicators 2007/08

Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
DACHS	BV 213/ CPA H24	Number of households for whom housing advice casework intervention resolved their situation	1.52	1.75	0.44	0.35	▲	There are a number of improvement activities in place with the aim of achieving the year end target set. The 2006/07 year end outturn is an improvement on the previous year's results	28	5	1
DACHS	HSG HM 050/ CPA H22	% change in the average number of families placed in temporary accommodation (deleted BV 203)	-35.47%	-20%	-20%	-4.09%	▲	There are a number of improvement initiatives aimed at raising performance including, introduction of homelessness toolkit; referrals to the mediation team; use of crash pad and sanctuary scheme; improvement in training and staff resources; and changes to case management / referral process	4.44%	-16%	19.09%
DACHS	HSG HM 051/ CPA H25	Proportion of households accepted as statutorily homeless (deleted BV 214)	0%	1%	1%	0.83%	★	Current performance is within target	4.08%	0.37%	4.23%

Environment Matters Key Performance Indicators 2007/08

Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
DACHS	BV 063/ CPA H11	Energy SAP rating of local authority-owned dwellings	65	66	This indicator has seen a year on year improvement in performance. This is an annually reported indicator				63	69	63
DACHS	BV 064/ CPA H23	No of vacant dwellings returned into occupation or demolished as a direct result of action by the authority	61	200	20	18	●	This indicator has seen a year on year improvement in performance	223.69	76.5	7
DACHS	BV 066a/ CPA H6	Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account dwellings	97.63%	97.7%	97.7%	96.69%	●	Performance is traditionally lower during the first half of the year, with the impact of the free rent weeks improving outturns at the quarter 3 period. The 2006/07 year end outturn is the highest rent collection rate achieved for Dudley based on reported outturns from 2000/01	96.87%	98.59%	97.07%
DACHS	BV 184a/ CPA H1	% of local authority dwellings which were non-decent at the start of the financial year	25%	17%	Latest performance outturns are in line with targets and on course to meet the Governments decent homes standard by 2010 within our existing and planned resources				48%	16%	47%

Environment Matters Key Performance Indicators 2007/08

Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
DACHS	BV 184b/ CPA H2	% change in the proportion of non-decent dwellings between the start and end of the financial year	32%	17.6%	These are annually reported indicators				19.8%	28.3%	4.1%
DACHS	BV 212/ CPA H8	Average time taken to re-let local authority housing (days)	27	30	30	28	●	The outturn for 2006/07 represents a significant improvement in performance from 32 days in 2005/06 and 45 days in 2004/05	51	29	51
DUE	BV 82ai + BV 82bi/ CPA E6	% of total tonnage of household waste arisings which have been recycled and / or composted	22.97%	27%	27%	33.55%	★	The volume of waste that has been recycled or composted during quarter 1 is well ahead of target. <i>In part based on estimates</i>	-	-	-
DUE	BV 199a/ CPA E4	% of relevant land and highways assessed as having combined deposits of litter and detritus that fall below an unacceptable level	13.5%	14%	Reported in quarter 2				17.5%	8.8%	21%
DUE	BV 199b/ CPA E46	% proportion of land with visible graffiti	6%	5%	Reported in quarter 2				7%	1%	6%
DUE	BV 199c/ CPA E47	% proportion of land with visible fly-posting	1%	1%	Reported in quarter 2				1%	0%	2%
DUE	BV 223	Principal road maintenance – where structural maintenance should be considered (%)	TBA	14%	Roads survey information is provided once a year through an external surveying company. The 2006/7 end of year survey results have not yet been received				-	-	-
DUE	BV 224a	Non-principal road maintenance - where structural maintenance should be considered (%)	TBA	17%	As above				-	-	-
DUE	BV 224b/ CPA E11	Un-classified roads - where structural maintenance should be considered (%)	9.97%	13%	As above				-	-	-
DUE	DUE local PI	Number of incidents of fly-tipping	New PI	TBA	Reported in quarter 2				-	-	-
DUE	DUE local PI	Number of fly-tipping enforcement actions	New PI	TBA	Reported in quarter 2				-	-	-

Regeneration Matters Key Performance Indicators 2007/08

Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
DUE	BV 109b/ CPA E2	% of minor planning applications determined within 8 weeks	75.63%	65%	65%	69.6%	●	Continued close monitoring and management of performance together with ongoing implementation of a sustainable improvement plan is now impacting in a positive way	76.3%	81.07%	69%
DUE	BV 109c/ CPA E2	% of other planning applications determined within 8 weeks	88.98%	80%	80%	89.41%	★		88.05%	91.39%	83.37%

Safety Matters Key Performance Indicators 2007/08

Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
DUE	BV 215a	Average number of days to repair a street lighting fault under the control of the local authority	4.18	4	4	6.52	▲	Improved job review & monitoring arrangements have identified a number of historic jobs that were not closed off. These jobs have been closed off during qtr 1 which has had a negative impact on performance	5.06	3.43	6.69
DUE	DUE EM 005	Number of new street lighting units installed	865	811	115	68	▲	There has been a problem with the supply of lighting columns – works were held up while we were waiting for columns to be delivered	-	-	-
DUE	DUE EM 006	% of all street lighting faults attended within 5 days	94%	95%	95%	96.3%	●	The definition of 'Street Lighting Faults' in this section is rather narrower than for BV215a	-	-	-

Reporting on Council Action Plan Priorities

The Council Action Plan 2010 describes the business direction for the authority for the period 2007–2010. It sets out how we are planning to meet the aspirations of the Community Strategy and the challenges outlined in the Local Area Agreement.

As we continue to develop our outcome focussed performance management arrangements, in addition to the ongoing monitoring of key performance indicators, this section provides a more detailed review of the progress of the critical success factors contained within the Council Action Plan.

Traffic light status indicators are used to denote performance.

In terms of the **critical success factors** they represent the following progress:

- ★ Good progress (ahead of schedule)
- Fair progress (on schedule)
- ▲ Poor progress (behind schedule)

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

- ★ Performance is better than target limits (within agreed tolerance, generally where target is exceeded by more than 10% or, in the case of Social Services Performance Assessment Framework Indicators, where current performance has a 4 or 5 Blob rating)
- Performance is within target limits (generally +/-10% of target)
- ▲ Performance is worse than target limits (generally more than 10% away from target)

Work is currently taking place to ensure that from quarter 2 risk monitoring will be linked to the Council Action Plan priorities.

Use the link below to view a full copy of the Council Action Plan 2010:

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

Caring Matters Priority 2

To tackle health inequalities and enable healthy choices to be made

Critical Success Factors				
Ref.	Description	Lead Officer	Updates	Q1 Status
2.1b	Implement Dudley Food for Health Award.	Nick Powell (DUE)	Dudley Food for Health Awards combine Primary Care Trust advice on healthy food choices with DUE's Food & Occupational Safety checks against food hygiene standards. 13 awards altogether. There were awards made in 5 categories: Takeaway - 2; Bronze - 1; Silver - 3; Gold - 6; Platinum 1	●

Key Performance Indicators											
Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
DUE	DUE D&EP 003 / HCOP 07.1 LAA	Increased uptake of Dudley Food for Health Award	New PI	55	13	13	●	13 Food for Health Awards granted during quarter 1. If this level of awards is maintained throughout the year the end of year target of 55 awards should be achieved	-	-	-

Caring Matters Priority 5

Protecting vulnerable people

Critical Success Factors				
Ref.	Description	Lead Officer	Updates	Q1 Status
5.2a	Development and implementation of procedures for Homeless Service	Sian Evans (DACHS)	Project Plan drawn up. Framework for procedures created	●
5.2b	Development and Implementation of the Homeless prevention toolkit	Sian Evans (DACHS)	Project Plan drawn up. IT solution scoped and funding identified	●
5.2c	Development and Implementation of the Housing Options Service	Sian Evans (DACHS)	Two of the three staff in place. First draft of Project Plan produced. Research underway	●

Key Performance Indicators											
Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
DACHS	HSG HM 050/ CPA H22	% change in the average number of families placed in temporary accommodation (deleted BV 203)	-35.47%	-20%	-20%	-4.09%	▲	There are a number of improvement initiatives aimed at raising performance including, introduction of homelessness toolkit; referrals to the mediation team; use of crash pad and sanctuary scheme; improvement in training and staff resources; and changes to case management / referral process	4.44%	-16%	19.09%
DACHS	HSG HM 051/ CPA H25	Proportion of households accepted as statutorily homeless (deleted BV 214)	0%	1%	1%	0.83%	★	Current performance is within target	4.08%	0.37%	4.23%

Environment Matters Priority 6

Improve the quality of public spaces

Critical Success Factors				
Ref.	Description	Lead Officer	Updates	Q1 Status
6.1a	A proactive approach to cleaning the Borough complimented by a robust enforcement regime, comprehensive performance management and increased mechanised sweeping	Garry Dean (DUE)	Cleanliness data will be reported on in quarter 2	●
6.2a	Ensure the long-term sustainable management and development of the borough's Green Space assets	Duncan Lowndes (DUE)	Ongoing implementation of improvements of the Liveability Programme. Physical improvements in the period include:- <ul style="list-style-type: none"> Multi Games Use Area (MUGA) & skate ramps at Mary Stevens Park, Quarry Bank MUGA at Hurst Green, Halesowen Basketball provision at Green Park, Dudley All park master-plans prepared and have now been out to public consultation and in varying stages of implementation	●
6.2b	Support and develop the management of council owned local nature reserves and areas of nature conservation value	Duncan Lowndes (DUE)	Management of conservation areas is improving with nearly 30% of them now having character appraisals and published management proposals. £19,000 secured from WREN (Landfill Tax Credit Scheme) for access and habitat improvements at Cotwall End Valley. Proposed local nature reserve (LNR) extension at Saltwells increases the proportion of LNR hectares/1000 population close to the national target	●

Critical Success Factors

Ref.	Description	Lead Officer	Updates	Q1 Status
6.2c	Restoration of the Leasowes Grade 1 listed historic landscape	Duncan Lowndes (DUE)	Commissioning of the Phase 1 works is at an advanced stage	●

Key Performance Indicators

Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
DUE	BV 199a/ CPA E4	% of relevant land and highways assessed as having combined deposits of litter and detritus that fall below an unacceptable level	13.5%	14%				Reported in quarter 2	17.5%	8.8%	21%
DUE	BV 199b/ CPA E46	% proportion of land with visible graffiti	6%	5%				Reported in quarter 2	7%	1%	6%
DUE	BV 199c/ CPA E47	% proportion of land with visible fly-posting	1%	1%				Reported in quarter 2	1%	0%	2%
DUE	DUE local PI	Number of incidents of fly-tipping	New PI	TBA				Reported in quarter 2	-	-	-
DUE	DUE local PI	Number of fly-tipping enforcement actions	New PI	TBA				Reported in quarter 2	-	-	-

Environment Matters Priority 7

Recycling and waste management – development of sustainable waste management service for the borough

Critical Success Factors				
Ref.	Description	Lead Officer	Updates	Q1 Status
7.1a	Meet combined composting and recycling targets set by DEFRA	Graham Bailey (DUE)	<p>Waste processing during quarter 1 matched the expectation of the waste hierarchy in that recycling, composting and energy recovery increased whilst waste to landfill decreased</p> <p>Kerbside recycling services are now available to nearly 99% of borough residents. Baseline data is being collated to identify locations throughout the borough which do not make use of our recycling services</p>	★

Key Performance Indicators											
Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
DUE	BV 82ai + BV 82bi/ CPA E6	% of total tonnage of household waste arisings which have been recycled and / or composted	22.97%	27%	27%	33.55%	★	The volume of waste that has been recycled or composted during quarter 1 is well ahead of target. <i>In part based on estimates</i>	-	-	-

Environment Matters Priority 8

Transport plan and transport infrastructure developments up to 2011

Critical Success Factors				
Ref.	Description	Lead Officer	Updates	Q1 Status
8.1a	To maintain the Borough's highway network to a satisfactory standard through regular maintenance and repair of roads and footpaths. Make safe dangerous and damaged roads within 24 hours	Garry Dean (DUE)	Roads condition survey data for 2006/07 has not yet been received from the external surveying company. Scheduled highway resurfacing works are being carried out as planned	●

Key Performance Indicators

Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
DUE	BV 223	Principal road maintenance – where structural maintenance should be considered (%)	TBA	14%				Roads survey information is provided once a year through an external surveying company. The 2006/7 end of year survey results have not yet been received	-	-	-
DUE	BV 224a	Non-principal road maintenance - where structural maintenance should be considered (%)	TBA	17%				As above	-	-	-
DUE	BV 224b/ CPA E11	Un-classified roads - where structural maintenance should be considered (%)	9.97%	13%				As above	-	-	-

Environment Matters Priority 9

Helping people to live in homes of their choice

Critical Success Factors

Ref.	Description	Lead Officer	Updates	Q1 Status
9.1a	To review existing service in partnership with housing management services	Helen Barlow (DACHS)	Service currently under review	●
9.1b	To develop joint working protocols and procedures with the Anti Social Behaviour unit	Helen Barlow (DACHS)		
9.2a	To develop a landlord accreditation scheme	Helen Barlow (DACHS)	Procedures currently under review Accreditation scheme been progressed and awaiting training for landlords through Homestamp, although behind schedule from previous year	▲
9.2b	To develop a property accreditation scheme	Helen Barlow (DACHS)		
9.2c	To provide Homestamp training for all landlords	Helen Barlow (DACHS)		
9.2d	To convene and facilitate a landlords forum 2 x year	Helen Barlow (DACHS)		
9.2e	To develop a priority inspection programme for private rented properties	Helen Barlow (DACHS)		

Critical Success Factors				
Ref.	Description	Lead Officer	Updates	Q1 Status
9.2f	To develop a comprehensive enforcement policy for all private sector housing matters	Helen Barlow (DACHS)		
9.2g	To provide comprehensive range of information including access to other languages and formats including updating website	Helen Barlow (DACHS)		
9.3a	To licence all licensable HMOs	Helen Barlow (DACHS)	Licensing of HMOs still progressing, although behind schedule from previous year	▲
9.3b	To develop HMO priority inspection programme	Helen Barlow (DACHS)		
9.3c	To review and develop an enforcement policy	Helen Barlow (DACHS)		
9.4a	Pilot and implement Choice based lettings	Sian Evans (DACHS)	IT procured. Most of staff team recruited. Consultation and briefings progressing well	●
9.5a	To implement the Empty Property Action Plan	Helen Barlow (DACHS)	Procedures currently under review Protocol agreed with Fire and Police Services for early identification of potential problem properties Empty Property Officer to be appointed	●
9.5b	To develop procedures and commission agent to manage properties acquired through Empty Dwelling Management Orders	Helen Barlow (DACHS)		
9.6a	To deliver the new Home Office contract for housing asylum seekers	Resham Sandhu (DACHS)	To be reported in quarter 2	●
9.6b	To keep abreast of national/regional policy changes and to review their impact on the borough	Steve Forbes (DACHS)	To be reported in quarter 2	
9.7a	To Identify strategic partner to develop schemes	Ron Sims (DACHS)	Interviewed final three RSLs to make final selection for strategic partner	●
9.7b	To develop scheme for planning and commence first scheme on site	Ron Sims (DACHS)		

Key Performance Indicators

Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
DACHS	BV 064/ CPA H23	No of vacant dwellings returned into occupation or demolished as a direct result of action by the authority	61	200	20	18	●	This indicator has seen a year on year improvement in performance	223.69	76.5	7
DACHS	BV 066a/ CPA H6	Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account dwellings	97.63%	97.7%	97.7%	96.69%	●	Performance is traditionally lower during the first half of the year, with the impact of the free rent weeks improving outturns at the quarter 3 period. The 2006/07 year end outturn is the highest rent collection rate achieved for Dudley based on reported outturns from 2000/01	96.87%	98.59%	97.07%

Environment Matters Priority 10

Provision of decent homes

Critical Success Factors

Ref.	Description	Lead Officer	Updates	Q1 Status
10.1a	To ensure all homes in the Council's Housing Stock meet the Decent Homes Standard 2010	David Harris (DACHS)	Capital programme (Decency) work is ongoing, Electrical Partner appointed and procurement commenced for remaining required supplementary contracts	●
10.1b	To target investment towards properties which give the most benefit to achieving the target of dealing with climate change	David Harris (DACHS)		
10.2a	North Priory clearance programme. Providing homes that meet residents needs	Nigel Collumbell (DACHS)	Clearance of North Priory Estate - Lettings plan agreed and clearance of estate underway Relocating households off the estate has commenced prior to demolition of existing properties. Community work groups also being undertaken to inform development of urban design guidance note	●
10.2b	To develop and oversee a relocation plan for residents and to clear the estate	Andrew Leigh (DACHS)		
10.2c	To produce a developers brief and procure a partner for regeneration of the estate	Andrew Leigh (DACHS)		
10.3a	To undertake consultation with stakeholders at key stages including establishing a Strategy Steering Group	Andrew Leigh (DACHS)	Updated Housing Strategy approved at Cabinet 13 June 2007 and launched at bi-annual Housing Strategy Conference July 2007	★
10.3b	To ensure actions in the Housing Strategy are incorporated into divisional plans	Andrew Leigh (DACHS)		

Key Performance Indicators											
Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
DACHS	BV 184a/ CPA H1	% of local authority dwellings which were non-decent at the start of the financial year	25%	17%				Latest performance outturns are in line with targets and on course to meet the Governments decent homes standard by 2010 within our existing and planned resources	48%	16%	47%
DACHS	BV 184b/ CPA H2	% change in the proportion of non-decent dwellings between the start and end of the financial year	32%	17.6%			These are annually reported indicators		19.8%	28.3%	4.1%
DACHS	BV 063/ CPA H11	Energy SAP rating of local authority-owned dwellings	65	66				This indicator has seen a year on year improvement in performance. This is an annually reported indicator	63	69	63

Safety Matters Priority 18

Safer Communities

Key Performance Indicators											
Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
DUE	BV 215a	Average number of days to repair a street lighting fault under the control of the local authority	4.18	4	4	6.52	▲	Improved job review & monitoring arrangements have identified a number of historic jobs that were not closed off. These jobs have been closed off during qtr 1 which has had a negative impact on performance	5.06	3.43	6.69
DUE	DUE EM 005	Number of new street lighting units installed	865	811	115	68	▲	There has been a problem with the supply of lighting columns – works were held up while we were waiting for columns to be delivered	-	-	-
DUE	DUE EM 006	% of all street lighting faults attended within 5 days	94%	95%	95%	96.3%	●	The definition of 'Street Lighting Faults' in this section is rather narrower than for BV215a	-	-	-

Local Area Agreement Performance Indicators

Local Area Agreements (LAAs) represent a new relationship between local and central government and key partners. They are three year agreements that allow more freedom and flexibility in providing local solutions that meet local needs, with the incentive of gaining extra funding where stretch targets are achieved.

As a round three area, Dudley's LAA came into force in April 2007. It is an agreement between central government and Dudley Community Partnership about which local priorities will be met and how specific government money will be spent.

Government required our LAA to be divided into 4 'blocks':

- Children & Young People
- Healthier Communities & Older People
- Safer & Stronger Communities
- Economic Development & Enterprise

In each block there is a range of outcomes agreed by all as key priorities for Dudley Borough, together with the performance indicators that will provide the basis for monitoring and reporting. The outcomes reflect national priorities set by government and local priorities identified in the Dudley Community Strategy.

This section highlights the performance indicators in each block. The scorecards on the following pages show quarter 1 performance where available, three year targets and accountable directorates or agencies.

Traffic light indicators denote performance in quarter 1 as follows:

- ★ Performance is better than target limits (within agreed tolerance, generally where target is exceeded by more than 5%)
- Performance is within target limits (generally +/-5% of target)
- ▲ Performance is worse than target limits (generally more than 5% away from target)

Those marked **KPI** are Key Council Plan Performance Indicators included in sections 4 and 5.

Use the link below to access further information on the LAA:

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

Healthier Communities & Older People Block Performance Indicators

Direct./ Agency	Ref.	Definition	Baseline	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	08/09 Target	09/10 Target
DUE	HCOP07.1 KPI	Number of food outlets receiving the Dudley Food for Health Award	52	54	13	13	●		60	65
DUE	HCOP08.1	% of smoke free public places and workplaces contacted	TBA Yr 1	TBA Yr 1	This is an annually reported indicator				TBA Yr 1	TBA Yr 1
PCT	HCOP08.2a	Number of smokers (rate per 100,000 16+) who quit at four week follow up with the NHS smoking cessation service	719	1012	1012	?	?		1012	1054
PCT	HCOP08.2b	(Stretch) Number of smokers who quit at 4 week follow up with the NHS smoking cessation service	1769	2385 <i>Stretch</i>	?	?	?		2510 <i>Stretch</i>	2625 <i>Stretch</i>
PCT	HCOP08.3	% of adults (18+) who are smokers	21%	21%	This is an annually reported indicator				21%	20%
PCT	HCOP09.1	% of children who are exposed to smoke in the home	TBA Q1	TBA Q2	This is an annually reported indicator				TBA Q2	TBA Q2
PCT	HCOP09.2	Number of four week quitters from deprived communities using the Dudley Stop Smoking Service (rate per 100,000 population)	TBA Q2	TBA Q2	This is an annually reported indicator				TBA Q2	TBA Q2
PCT	HCOP10.1	% of children smoking in deprived communities	TBA Q2	TBA Q2	This is an annually reported indicator				TBA Q2	TBA Q2
PCT	HCOP10.2	% of schoolchildren (years 8 & 10) who smoke	12%	?	This is an annually reported indicator				10%	9%

Safer & Stronger Communities Block Performance Indicators

Direct. / Agency	Ref.	Definition	Baseline	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	08/09 Target	09/10 Target
CEX	SSC05.4a	% people who feel that noisy neighbours or loud parties are a problem	15%	TBA Q1	This is an annually reported indicator				TBA Q1	TBA Q1
CEX	SSC05.4f	% people who feel that rubbish/litter lying around is a problem	53%	TBA Q1	This is an annually reported indicator				TBA Q1	TBA Q1
CEX	SSC05.4g	% people who feel that abandoned/burnt out cars is a problem	8%	TBA Q1	This is an annually reported indicator				TBA Q1	TBA Q1
DUE	SSC07.1	% of municipal waste landfilled	18%	17%	This is an annually reported indicator				16%	15%
DUE	SSC07.2	% of municipal waste recycled	10%	11%	This is an annually reported indicator				12%	13%
DUE	SSC07.3	% of households contributing in the council's kerbside recycling scheme in areas with lower participation rates	TBA Yr 1	2%	This is an annually reported indicator				2%	2%
DUE	SSC08.1	Levels of litter and detritus using BVPI 199a at District level (%)	18%	16%	Reported in quarter 2				14%	13%
DUE	SSC08.2	Levels of litter and detritus using BVPI 199a in low density residential housing (%)	26%	23%	Reported in quarter 2				20%	18%
DACHS	SSC09.1	% social housing that is non-decent	24%	23%	This is an annually reported indicator				14%	8%
DACHS	SSC09.2	Number of vulnerable people offered assistance who improved their housing condition	54	50	This is an annually reported indicator				55	60
DACHS	SSC09.3	% per 1000 households who consider themselves homeless who approach the local authority's housing services and for whom housing advice case work interventions resolved their situation	1.095%	1.75%	0.44%	0.35%	▲		2%	2.25%
DACHS	SSC12.1c	Number of major repairs/improvement assistance	30	30	This is an annually reported indicator				35	40
DACHS	SSC12.2	Number of energy efficient units via Able to Pay Schemes	1376	1380	This is an annually reported indicator				1400	1420

Safer & Stronger Communities Block Performance Indicators

Direct. / Agency	Ref.	Definition	Baseline	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	08/09 Target	09/10 Target
DUE	SSC12.3	% of employees working in organisations committed to work place travel plans	16%	17%				This is an annually reported indicator	18%	19%
DACHS	SSC12.4	SAP Rating of Local Authority's housing stock	64	66				This is an annually reported indicator	67	68

Comprehensive Performance Assessment Performance Indicators

The Comprehensive Performance Assessment (CPA) service assessment score for each block – Environment, Housing and Culture – is derived from a performance information score and an inspection score (where relevant). The performance information score for each of the service assessments will be derived by combining results for the performance indicators (PIs) detailed in this section. Performance of each PI will be compared against pre-determined thresholds. The proposed **lower and upper thresholds** provided by the Audit Commission in “The Harder Test Framework for 2007” (released 2nd August 2007) are provided for comparator purposes.

This section provides confirmed results for the year ending 2006/07 for the Environment and Culture blocks. Final information for the Housing block will be included in the quarter 2 report.

End of year threshold position is as follows:

Based on manually calculated scores, all 30 indicators in the **Environment block** have results confirmed:

Above	13	43.33%
Between	15	50%
Below	2	6.67%
<i>We are now a Planning Standards Authority for Major Applications (announced March 2007) and this will limit the Environment score to a maximum of 2</i>		
Overall Score	2	

Based on manually calculated scores, 15 of the 17 indicators in the **Culture block** have results confirmed:

Above	4	26.67%
Between	11	73.33%
Below	0	0%
<i>2 results to be reported in October/November 2007 - C19 and C16. No more than 15% 'below' and 25% or more 'above' would score 3</i>		
Overall Score (based on 15 scores)	3	

Use the link below for further information on the CPA:

<http://www.audit-commission.gov.uk/cpa/index.asp?page=index.asp&area=hpcpa>

CPA Key Performance Indicators

Environment Service Assessment 2007

Direct	PI Ref	Definition	06/07 Target	06/07 Year End Actual	Confirmed Year End Threshold Position	Lower Threshold	Upper Threshold
Creating a better environment							
DUE	E1	Progress with local transport plan	-	Excellent	Above	Annual progress report assessed as 'Weak'	Annual progress report assessed as 'Excellent'
DUE	E2 / BV 109a	% of major planning applications determined within 13 weeks	60%	55.13%	Below	Statutorily designated a planning standards authority AND performance below 60%	Targets for all types of applications have been met or exceeded
DUE	E2 / BV 109b KPI	% of minor applications determined within 8 weeks	65%	75.63%		Statutorily designated a planning standards authority AND performance below 65%	
DUE	E2 / BV 109c KPI	% of 'other' applications determined within 8 weeks	80%	88.98%		Statutorily designated a planning standards authority AND performance below 80%	

Direct	PI Ref	Definition	06/07 Target	06/07 Year End Actual	Confirmed Year End Threshold Position	Lower Threshold	Upper Threshold
DUE	E3 / BV 111	Satisfaction of applicants with planning service (survey every 3 years)	75%	71%	Between	68.3%	81%
DUE	E42 / BV 204	Proportion of planning appeals allowed	38%	46.67%	Below	37.5%	25.0%
DUE	E43 / BV 205	Planning Quality Checklist	100%	100%	Above	72.2%	88.89%
DUE	E44 / BV 200b	Plan making milestones	Yes	Yes	Between	No	No upper threshold, where the council scores above the lower threshold the PI will be treated as scoring between the upper and lower threshold
Managing the environment well							
DUE	E4 / BV 199a KPI	% of relevant land and highways assessed as having combined deposits of litter and detritus that fall below an acceptable level	18%	9 land classes between 0% and 20%, 1 at 26%	Above	More than half of land use classes surveyed have a score of 30% or more	More than half of land use classes surveyed have scores of 0% to 20% AND no land uses classes score worse than 30%
DUE	E8A / BV 090a	Satisfaction with waste collection (survey every 3 years)	85%	80%	Between	81%	89%

Direct	PI Ref	Definition	06/07 Target	06/07 Year End Actual	Confirmed Year End Threshold Position	Lower Threshold	Upper Threshold
DUE	E8B / BV 090b	Satisfaction with recycling (<i>survey every 3 years</i>)	77%	64% + DEP = 74.38%	Between (based upon deprivation adjustment)	71.3%	83.1%
DUE	E8C / BV 090c	Satisfaction with waste disposal (civic amenity sites) (<i>survey every 3 years</i>)	77%	71%	Between	70%	84%
DUE	E11 / BV 224b KPI	% of unclassified road network where structural maintenance should be considered	9.97%	17%	Between	Two-year average is greater than or equal to 25%	Two-year average is less than or equal to 12%
DUE	E12 / BV 099a(i)	Reducing killed and seriously injured (KSI) road casualties	161.92	Neither threshold applies	Between	Average of last 3 years' data (2004, 2005, 2006) = 106.33 is greater than or equal to the 2005 target figure PLUS 12% of baseline figure = 194.31	Average of last 3 years' data (2004, 2005, 2006) = 106.33 is less than or equal to the 2004 target figure MINUS 12% of baseline figure = 145.73
DUE	E40 / BV 099c(i)	Reducing slight injured road casualties	1054.5	Upper threshold applies	Above	Average of last 3 years' data (2004, 2005, 2006) = 1112.33 is greater than or equal to 10% above baseline = 1220.56	Average of last 3 years' data (2004, 2005, 2006) = 1112.33 is less than or equal to baseline = 1220.56
DUE	E14 / BV 103b	Satisfaction with passenger transport information (have seen) (<i>survey every 3 years</i>)	72%	72%	Between	62%	72%
DUE	E15 / BV 104b	Satisfaction with bus services – users (have seen) (<i>survey every 3 years</i>)	70%	68%	Between	54%	65%

Direct	PI Ref	Definition	06/07 Target	06/07 Year End Actual	Confirmed Year End Threshold Position	Lower Threshold	Upper Threshold
DUE	E16 / BV 165	% pedestrian crossings with facilities for disabled people	100%	100%	Above	75%	98%
DUE	E18 / BV 187	% category 1, 1a and 2 footway network where structural maintenance should be considered	18.25%	24%	Between	Two-year average greater than or equal to 38%	Two-year average less than or equal to 18%
DUE	E19	Intervention by Secretary of State under Traffic Management Act powers	No	No	Between	Intervention by Secretary of State	No upper threshold, if score above lower will be classed as between
DUE	E21 / BV 166b	Trading Standards Checklist	100%	100%	Above	50% criteria met	100% criteria met
DUE	E27 / BV 166a	Environmental Health Checklist	100%	100%	Above	50% criteria met	100% criteria met
DUE	E30	Consumer satisfaction with trading standards service	80%	98%	Above	50%	75%
DUE	E31	Business satisfaction with trading standards service	80%	91%	Above	50%	75%
DUE	E32	Trading standards, visits to high risk premises	100%	100%	Above	50% of high risk premises visited	100% of high risk premises visited

Direct	PI Ref	Definition	06/07 Target	06/07 Year End Actual	Confirmed Year End Threshold Position	Lower Threshold	Upper Threshold
DUE	E33	Trading standards, levels of business compliance, high-medium- and low-risk premises	100%	99%	Above	50% of visited business found compliant in any one risk category	95% of visited business found compliant in any one risk category
DUE	E38 / BV 089	Satisfaction with the cleanliness of public space (survey every 3 years)	-	58% + DEP = 68.82%	Between (based upon deprivation adjustment)	64.6%	74.4%
DUE	E45 / BV 091b	Kerbside recycling – two or more recyclables	100%	98.9%	Between	90.1%	100%

Sustaining a quality environment for future generations

DUE	E6 / BV 082ai+ 082bi KPI	% of total tonnage of household waste arisings which have been recycled and / or composted	24%	22.97%	Between	(Not met 2005/06 statutory recycling target) AND 2006/07 performance 18% or worse	(Met 2005/06 statutory recycling target) AND 2006/07 performance 27% or better
DUE	E23 / BV 106	Use of brown-field land for housing	98%	99.73%	Above	No lower threshold because special circumstances in some geographical areas limit the brownfield land available – if score below upper score will be between	93% of homes built on brown-field land
DACHS	E24 / BV 063 KPI	Average SAP rating of local authority-owned dwellings	65	65	Above	SAP rating failing to show an annual improvement	SAP rating 65 or greater overall and not declining over successive years

Direct	PI Ref	Definition	06/07 Target	06/07 Year End Actual	Confirmed Year End Threshold Position	Lower Threshold	Upper Threshold
DUE	E26 / BV 084a	Number of kilograms of waste per head of population	410	455.43kg	Between	555kg / head (joint collection / disposal authorities)	455kg / head (joint collection / disposal authorities)

Financial Reporting

Financial Monitoring Regime (FMR) Latest Position (June 2007)

Service	2007/08 Approved Budget £000	Projected Spending £000	Variation £000	Narrative
Chief Executive's	12,718	12,989	271	As a result of additional pressures in Community Safety, loss of funded streams for Marketing and Communications and additional costs of Comprehensive Performance Assessment process. Action has been taken to reduce the ongoing impact of the increased costs, but is unlikely to take effect in the current financial year
Children's Services	50,326	53,326	3,000	Due to further increases in the number of looked after children, particularly those placed out of borough and fostered, together with increased home to school transport costs, including budgeted savings which have not been achieved
DACHS	76,464	76,285	-179	Mainly efficiencies in the management of the Asylum Seekers contract
DUE	47,859	47,873	14	Pressures from waste care will be off set against planned savings and available reserves
Finance	19,349	18,349	-1,000	Better than forecast interest on investments resulting from favourable cash flows
Law and Property	1,851	1,851	0	
Local Area Agreement (LAA)	0	483	483	This funding would be used towards supporting training for employment in the borough in line with a stretch targets included in the LAA. The Council will be able to re-coup this investment after the end of the agreement in 2009/10 by having

				first call on any Performance Reward Grant received from achieving the stretch targets
TOTAL	208,567	211,156	2,589	

Partnership Working Progress Report August 2007

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

Audit Commission Inspections

Use of Resources

The portfolio of work done in preparation for the use of resources inspection has now been submitted to the Audit Commission. They will be notifying us of the issues that they wish to discuss further, and we anticipate that these discussions will take place by mid August. This should be followed by the results of the inspection during the early autumn.

Regeneration Partnerships

The Audit Commission have commenced their follow up inspection of partnership working. As previously reported this is concentrating on the Brierley Hill Regeneration Partnership and the Dudley Town Centre Forum. A number of key partners were interviewed as well as representatives of the local authority, and during August there will be a further round of interviews with a view to their completing their inspection and then reporting back in September.

Partnership Evaluation Tool (PET)

Following the successful use of the PET with our 10 most significant partnerships, we are commencing identification of a further 20-30 partnerships which play key roles in the delivery of council plan priorities. As this programme of evaluations progresses members will be kept fully informed of progress.

Member Training




The majority of the newly elected members attended induction training in May, and for the first time this included a section introducing them to their roles and responsibilities in respect of partnership working.

Risk Management

The section provides an overview of current High Net and Monitored Risks across the Authority. There are currently 23 risks in these two categories, shown in the tables on the following pages.

Work is ongoing to ensure that these risks are explicitly linked to Council strategic objectives, in order that changes in their status that may impact on performance can be monitored and reviewed.

Net Risk Status is shown after mitigating actions have been applied:

	= High Risk Status
	= Medium Risk Status
	= Low Risk Status

High Net Risks (as per Risk Register) at July 2007

Directorate	Division	Risk Ref	Risk	Risk Owner	Mitigating Actions	Gross Risk	Net Risk
DUE	Development & Environmental Protection - PP	363	Not implementing the Contaminated Land Strategy effectively or in an acceptable time frame	Tim Glews	<ul style="list-style-type: none"> Developing a database of sources of contamination and other relevant information to assist in identifying contaminated sites Complaints from public are addressed which would lead to identification of contaminated land and remediation steps Formation of the Corporate Brownfield and Contaminated Land Working Group to address contaminated land issues 	H	H

Risks Related to Corporate Board Identified Issues (as per Risk Register) at July 2007

Corporate Board identified issue	Direct.	Risk Ref	Risk	Risk Owner	Mitigating Actions	Gross Risk	Net Risk
Black Country Study	DUE	1148	Spatial objectives prove unsustainable - Transportation	Martyn Holloway	<ul style="list-style-type: none"> Ensure BCS transportation recommendations are embedded in Planning Policy Maintain close co-operation with Planning Policy Produce evidence based Transport package to sustain Brierley Hill as a centre and Pensnett Trading Estate as a major employment site 	H	M

Corporate Board identified issue	Direct.	Risk Ref	Risk	Risk Owner	Mitigating Actions	Gross Risk	Net Risk
Health & Safety / Corporate Manslaughter	DUE	364	Risk to public health due to our failure to undertake the annual monitoring of landfill sites in the control of DMBC where gas control systems have been provided.	Nick Powell	<ul style="list-style-type: none"> Funding identified to undertake annual maintenance and monitoring 	H	M
Health & Safety / Corporate Manslaughter	DUE	619	Risk of failure to secure Health and Safety welfare of Employees	Garry Dean	<ul style="list-style-type: none"> Health and Safety Procedures Development of Health and Safety Plans Ensure Risk Assessments are undertaken and reviewed regularly Method Assessments Appropriate Insurance Environmental Risk Assessment Health and Safety Planning & Control Appropriate Insurance and Professional Indemnity Supervision and Inspections Competent Staff and Training Maintenance Building Inspections Safety Procedures for Staff and Equipment 	H	L
Health & Safety / Corporate Manslaughter	Chief Exec's	1698	Failure to provide a healthy and safe working environment for council staff and visitors to council premises	Ray Faulkner	<ul style="list-style-type: none"> Support strategic decision making Review key Health & Safety working procedures Develop new procedures for Fire and Noise at work regulations Ensure Corporate and Directorate Health & Safety Policies provide direction and assurance on all aspects of Health & Safety at work Annual Performance data 	M	L

Corporate Board identified issue	Direct.	Risk Ref	Risk	Risk Owner	Mitigating Actions	Gross Risk	Net Risk
Health & Safety / Corporate Manslaughter	DUE	1788	Unsafe places of work - site/non-office based	Graham Hodgson	<ul style="list-style-type: none"> • Undertake workplace risk assessments and implement controls • Training / Improve culture • Pro-active monitoring 	M	L

Directorate Reporting

This section provides detailed reporting on Directorate progress towards Directorate Strategic Plan objectives and exception reporting on Best Value and Local Performance Indicators not included in the Council Action Plan reporting.

In particular, Directorates are asked to report on any significant variation from anticipated progress, new pressures arising within the Directorate having implications for performance and to advise on proposed actions to be taken.

Directorates also report on any significant achievements of note during the period, such as any external accreditation, nomination for awards or positive publicity.

Quarterly Directorate Issues Report

Directorate: Adult, Community, and Housing Services	2007-08 Quarter 1
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1. KEY ISSUES RELATING TO DIRECTORATE STRATEGIC PLANS

Directorate Strategic Plan Priority (inc. Ref.)	Comment and Proposed Action
To ensure that all homes in the Council's Housing Stock meet the Decent Homes Standards by 2010 (2.14)	Capital programme (Decency) work is ongoing, Electrical Partner appointed and procurement commenced for remaining required supplementary contracts

2. SIGNIFICANT ACHIEVEMENTS/POINTS OF NOTE

- **Tenants Satisfaction Survey** – The results of the recent survey found that tenants believe the services they receive are largely very good and there has been an improvement in customer satisfaction. For example two key performance measures derived from the survey have improved. 74% of tenants are satisfied with the overall service (72% in 2004)

Quarterly Directorate Issues Report

Directorate: Urban Environment	2007- 08 Quarter 1
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1. KEY ISSUES RELATING TO DIRECTORATE STRATEGIC PLANS

Directorate Strategic Plan Priority	Comment and Proposed Action
Investors in People	A Directorate Steering Group has been set-up to oversee the project during the period leading up to assessment in October.

2. DIRECTORATE PERFORMANCE INDICATORS – REPORTING BY EXCEPTION

Performance Indicator	Comment and Proposed Action
BV082ci Percentage of household waste used to recover energy (through the incinerator)	Target 56%, Actual 68.89% An increased amount of household waste was processed by the waste to energy plant Performance is ahead of target (in part based on estimates)
BV082di Percentage of household waste sent to landfill	Target 17%, Actual 15.63% The amount of waste sent to landfill was less than expected Performance is ahead of target (in part based on estimates)
BV109a Percentage of Major Planning applications determined within 13 weeks	Target 60%, Actual 76.6% Continued close monitoring and management of performance together with ongoing implementation of a sustainable improvement plan is now impacting in a positive way Performance is ahead of target
BV204 The percentage of appeals allowed against the authority's decision to refuse on planning applications	Target 36% or less, Actual 42.9% Members and officers are working together to deliver improvements throughout 2007/8 Performance is behind target

3. SIGNIFICANT ACHIEVEMENTS/POINTS OF NOTE

- **Community Pride** – DUE are once again on the look out for exciting projects, which help make Dudley a cleaner and greener borough. DUE have launched its annual environment competitions, which recognise and celebrate the hard work and success of projects that help improve the local environment. Dudley Community Partnership once again sponsors them
- **Dudley to lead on brownfield sites** – DUE will be taking a lead role to ensure the West Midlands makes the most of all land in the region. With funding support from Advantage West Midlands, DUE will host the Regional Brownfield Land Working Group. The group, which meets quarterly, looks at the redevelopment of brownfield sites, which is becoming increasingly important in the current planning and regeneration climate. Government policy is encouraging the use of previously built-on brownfield sites in favour of greenfield sites
- **Cycling funding success** – Hundreds of Dudley borough school pupils will get the chance to receive national standards cycle training after the local authority successfully bid for funding. DUE's Road Safety & Travel Awareness Team is celebrating after receiving a slice of £1 million of funding identified for training by Cycling England and the Department for Transport. The money will be used in Dudley to train at least 500 more school pupils across the borough up to level 2 of the National Standards for Cycle Training
- **Work on new road begins** – The cutting of the first piece of turf signalled the start of the keeping Brierley Hill moving project on the 16th April. Work on the exciting multi-million pound scheme will centre on a new parallel route to the High Street between Dudley Road and Church Street. Together with a new road linking Waterfront Way with Pedmore Road it aims to tackle traffic congestion in and around Brierley Hill
- **Local school ahead of the bike race** – As new national cycling training for children is just being introduced across the UK, one Dudley school is already ahead of the race. The Sutton Special School in Russell's Hall has been running a cycle training scheme for its pupils together with DUE's Road Safety Team for over 12 months
- **Walk to School Week** – Dudley borough children and their parents were encouraged to put their best foot forward for this year's Walk to School Week. DUE's Road Safety & Travel Awareness Team coordinated the week for all primary schools in the borough, as part of a National Walk to School Campaign
- **Litter warning to Sedgley students and shoppers** – A clamp down on litter louts in Sedgley has taken place to improve the look of the town. DUE's Enforcement Staff and Police Community Support Officers have joined forces in a bid to address recent problems with litter in the area. The blitz follows a similar scheme held in Sedgley earlier in the year which saw nine students from local schools issued with fixed penalty fines for littering. Students and shoppers in the town are being warned not to drop litter or run the risk of being handed a £50 fine
- **Recycle Now Week 2007** – DUE's Environmental Management are urging residents to go green and recycle for Dudley as part of national Recycle Now Week. Recycle Now Week, organised by WRAP, the Waste and Resources Action Programme aimed to get more and more households recycling. The number of households recycling in Dudley borough has doubled in recent years but for those residents not recycling now is a great time to order a black box and go green
- **Innovative scheme keeps growing** – An innovative scheme launched by DUE's Trading Standards Team to help borough residents find reliable tradesmen is going from strength to strength. The Fix-a-home scheme which was officially recognised by the Office of Fair Trading at the start of the year now has 100 tradesmen and businesses registered. The scheme was the first in the Midlands region and is among just 14 in the country to be approved by the Office of Fair Trading
- **Cycling project at Dudley school** – Youngsters at a Dudley school are improving their health and fitness and doing their bit for the environment by taking part in an innovative cycling project. Year seven pupils at Hillcrest School and Community College have taken part in an innovative cycling project aimed at encouraging youngsters to ride to school and to take a general interest in cycling. Sport England has funded the £25,000 project, following a successful DUE bid from Dudley Council's Active Dudley initiative which aimed to increase the level of physical activity in the borough. Along with national standards practical training for year seven pupils the school as also been fitted with a

new secure cycle parking facility. This was done after youngsters identified the lack of secure parking as a key reason for not riding to school

- **Night time closure to continue** – Night time closures along Stourbridge High Street will continue to run following the huge success of a pilot project. The road has been closed to all traffic, except hackney carriages and emergency vehicles, from midnight to 4am every Thursday, Friday and Saturday since December last year. The closures reduce congestion and also make the road easier to police
- **England goes Smoke Free from 1st July** – DUE's Public Protection Team were confident that borough residents and business owners were ready for the new Smoke free legislation. A survey has shown that three out of four people in the region support the new legislation. From the 1st July, England went smoke free, the new law means virtually all enclosed and substantially enclosed public places and workplaces must be tobacco smoke free, this also applies to vehicles. DUE's Public Protection team and Dudley NHS Stop Smoking service have travelled around the borough calling at town Centres, trading estates and sporting events. Businesses have been reminded to ensure appropriate signs are put up on all buildings and vehicles
- **Street lighting additional funding** – DUE's Street Lighting service have managed to secure an additional £270k from the Department for Transport, towards their capital programme