

SELECT COMMITTEE ON ENVIRONMENT – 26th JUNE 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 fourth quarter of 2006/07, relating to performance for the period 1st January, 2007 to 31st March, 2007.

Background

2. The Quarterly Corporate Performance Report for the fourth quarter of 2006/07 was submitted to the meeting of the Cabinet held on 13th June, 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=8817>. 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 – Executive Summary

Appendix 2 – Key Performance Indicators 2006/07

Appendix 3 – CPA Performance Indicators

Appendix 4 – Partnership Working Progress Report

Appendix 5 – Risk Management

Appendix 6 – Spotlight on Customer Satisfaction

Appendix 7 – 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 Poyser

.....
Lead Officer to the Select Committee on the Environment

Contact Officer: Manjit Johal
Democratic Services Officer
01384 815267
Email:- manjit.johal@dudley.gov.uk

List of Background Papers

The Quarterly Corporate Performance Report relating to the fourth quarter of 2006/07, which was submitted to the meeting of the Cabinet, held on 13th June, 2007.

Executive Summary

This Quarterly Corporate Performance Management Report draws together the separate strands of performance information relating to Council Plan objectives and Directorate activities, to provide an overview of the key achievements and issues affecting Dudley MBC during the final quarter of 2006/07. This Executive Summary highlights a number of our key successes during the quarter, emphasising our continued commitment to making sure that local people get the best possible quality public services.

In February the **Audit Commission** published the results of its corporate assessment and confirmed that Dudley is a **three star authority that is improving well**. The council's **housing service** was assessed at the highest possible score of 4 and the council also retained its longstanding top rating of 'excellent' for its **housing benefit service**. Regeneration, transport and the environment were noted for their good progress and **children's services** maintained its good rating from the 2005 assessment. The Audit Commission also reported there had been 'significant improvements' in educational achievement, including the achievements of children in care.

In March the **Local Area Agreement** was signed off and received ministerial approval, and work is now underway to ensure that a robust reporting regime is in place to enable us to adequately performance manage the delivery of its outcomes and key targets.

Dudley Trading Standards Service has recently received an excellent report on its service provision from a team of external assessors appointed regionally and from the Improvement and Development Agency's Peer Clearing House. The review was part of a DTI-funded national programme of reviews of Trading Standards Services. The purpose of the programme is to challenge how well services are performing and to help them identify improvements.

The following pages present a handful of the many service achievements during quarter 4, highlighting our progress towards the delivery of Council Plan priorities and key objectives.

Environment Matters

Environment Matters: Further improve the cleanliness and overall appearance of the borough "creating the right impression" through measured initiatives community engagement and education (Priority 12.1)

- In the 14 service standards set to measure levels of service to the public, Environmental Management Division has scored more than 95% delivery during 2006/07 with 10 of the standards achieving 100%.

Environment Matters: Provide opportunities for all residents to recycle and access green waste collections (Priority 13.1)

- A further 50,000 green wheelie bins are ready to be rolled out to homes across the borough as the council's recycling service continues to grow. All homes in the borough are set to have a bin by the end of the three-year rolling programme.

Regeneration Matters: To improve the economic and environmental infrastructure of Dudley Borough and its town centres (Priority 28)

- The A461/A4123 junction improvement, Burnt Tree, has been granted programme entry by the Department for Transport. Work on the detailed design is progressing with an anticipated start date on site of September 2008.
- Castle Hill development - work is continuing with St Modwens and Advantage West Midlands to agree and finalise the conditions of the final offer.
- Work is underway on the feasibility study into the most appropriate delivery vehicle for the regeneration of the town centres' 9 opportunity areas as defined in the Area Development Framework. An outline bid to Advantage West Midlands for match funding for the Townscape Heritage Initiative Heritage Lottery fund bid was submitted in March 2007. Advantage West Midlands is supporting the acquisition of properties to support land assembly for comprehensive regeneration initiatives in Dudley town centre. Production of Development Plans to guide development within opportunity areas is underway.
- Results of the town centre consultation exercise were reported back to the Halesowen Area Committee in January 2007. Full details of the consultation are available at www.dudley.gov.uk/halesowentownmatters. Clearance has been received for the compulsory purchase order process to enable the development of the Cornbow shopping centre to go ahead. Work on the Cornbow and Halesowen bus station has commenced.
- Results of the town centre consultation exercise were reported back to the Stourbridge Area Committee on 12 March 2007 and are available on the Council website at www.dudley.gov.uk/stourbridgetownmatters.
- Brierley Hill Sustainable Access Network - this multi-million pound scheme, which centres 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, aims to tackle traffic congestion in and around Brierley Hill. Contract formalities and notices of entry on landowners have been served to enable work to start in May 2007.

Safety Matters

Safety Matters: Reduce crime and fear of crime through improvements to the night time environment, local authority car parks and highway network (Priority 29.1)

- A 12th Secure By Design Award has been achieved by Car Parking Services for the Flood Street Car Park in Dudley. The award is achieved through external accreditation from the Police Commissioner.

Key Performance Indicators 2006/07

In order to provide a strategic focus to corporate performance management, from the many Best Value Performance Indicators and Local Performance Indicators collected by the Authority, Directorates in liaison with the Corporate Policy Team have identified a set of Key Performance Indicators. These indicators have been selected to reflect a variety of factors, including delivery of Council Plan Objectives, Directorate Strategic Objectives, Corporate Health, statutory performance frameworks such as the Performance Assessment Framework and Every Child Matters. The basket of Key Performance Indicators reported corporately is reviewed annually to reflect changing priorities within the Council.

The Key Performance Indicators are reported to Corporate Board, the Cabinet Performance Management Sub-Group and Cabinet on a quarterly basis. These indicators represent important measures for the Authority in respect of the services and standards provided to the public and our aim is to ensure that the targets set are either fully met or achieved within an agreed tolerance by the end of the year, enabling us to demonstrate our commitment to continually improve upon our performance and to maintain excellence where optimum levels of performance have already been achieved.

Dudley's performance against this set of Key Performance indicators is provided in the section overleaf. Traffic light status indicators denote performance as follows:-

- ★ 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)

The report uses the following symbols to indicate the direction of change in performance since the previous quarter:-

- ↗ Performance against target is better than in Quarter 3
- Performance against target is consistent with Quarter 3
- ↘ Performance against target is worse than in Quarter 3

In addition, Audit Commission 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 CPA indicators (marked **CPA**) is included in **Section 4**.

Summary of Key Performance Indicators in Quarter 4

Of the 68 key performance indicators reported in quarter 4, 57 (84%) are on or above target at the year end:

	★	●	▲	Total
Caring Matters	8	5	0	13
Environment Matters	3	4	0	7
Learning Matters	2	2	5	9
Regeneration Matters	4	1	0	5
Safety Matters	8	0	2	10
Quality Service Matters	7	8	4	19
Human Resources	4	1	0	5
Total	36	21	11	68

Caring Matters

Performance Highlights

BV 183b – the completion of the homeless hostel to self contained family flats having no shared facilities means that classification is no longer termed ‘hostel’ and our performance in zero weeks

BV 213 – target exceeded for the number of homeless households for whom housing advice casework intervention has resolved their situation

Environment Matters

Performance Highlights

BV 184b – exceeded our target for the percentage change in the proportion of non-decent dwellings

BV 218b – we have maintained our excellent performance in the percentage of abandoned vehicles removed within 24 hours

Regeneration Matters

Performance Highlights

BV 066a – the 2006/07 year end figure is the highest rent collection rate achieved for Dudley

BV 109b & BV 109c – ahead of target for the percentage of minor and other planning applications determined within 8 weeks

Safety Matters

Performance Highlights

BV 166a & BV 166b – both Environmental Health and Trading Standards have achieved 100% in their respective checklists of enforcement best practice

BV 215a – ongoing reduction in the average number of days taken to repair a street lighting fault

Caring Matters Key Performance Indicators 2006/07

Direct	PI Ref	Definition	06/07 Target	Q1 Status	Q2 Status	Q3 Actual	Q3 Status	Q4 Actual	Q4 Status	V Prev. Q	Year End Actual	Year End Status	Comments	Top Quartile 2005/06	Bottom Quartile 2005/06
DACHS CPA	BV 183a	Average length of stay in bed and breakfast accommodation (weeks)	0.4	●	●	0.66	●	0.66	●	➡	0.66	●	Although this is above the local target set, the actual outturn remains within the all England upper quartile band	1	4.25
DACHS CPA	BV 183b	Average length of stay in hostel accommodation (weeks)	0	★	★	0	★	0	★	➡	0	★	The completion of the homeless hostel to self contained flats means that the classification is no longer 'hostel' & our performance is zero weeks	0	17
DACHS	BV 201 (PAF C51)	Adults and older people receiving direct payments during the year (per 100,000 population aged 18+)	90	●	●	60	●	72	●	↗	72	●	-	99	58
DACHS CPA	BV 213	Number of homeless households for whom housing advice casework intervention resolved their situation	1.25	●	●	1.21	★	1.52	★	↗	1.52	★	This is an improvement on the previous year's results. Future years' targets have been set with the aim of increasing the no. of intervention resolutions	5	1
DACHS CPA	BV 214	% households accepted as statutorily homeless who were accepted as statutorily homeless by the same Authority within the last 2 years	1%	★	★	0%	★	0%	★	➡	0%	★	This is an improvement on the previous year's results and Dudley is placed within upper quartile	0.37%	4.23%

Environment Matters Key Performance Indicators 2006/07

Direct	PI Ref	Definition	06/07 Target	Q1 Status	Q2 Status	Q3 Actual	Q3 Status	Q4 Actual	Q4 Status	V Prev. Q	Year End Actual	Year End Status	Comments	Top Quartile 2005/06	Bottom Quartile 2005/06
DACHS CPA	BV 063	Energy efficiency of housing stock	60	This is an annually reported indicator							60	●	Year on year improvement	69	63
DACHS CPA	BV 064	Number of non-local authority vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority	66	Following a review of all properties, only a year end figure is available for this indicator							61	●	Year on year improvement in performance. Despite not achieving the local target, Dudley's outturn is significantly above the all England median of 27	77	7
DACHS CPA	BV 184a	Proportion of local authority dwellings which were non decent at the start of the financial year (%)	25%	This is an annually reported indicator							25%	●	On course to meet the Government's decent homes standard by 2010 within our existing and planned resources	16%	47%
DACHS CPA	BV 184b	% change in the proportion of non-decent dwellings between the start and the end of the financial year	12%	This is an annually reported indicator							32%	★		28.3%	4.1%
DUE CPA	BV 082ai + BV 082bi	% of total tonnage of household waste arisings which have been recycled and/or composted	24%	●	●	25.08%	●	24.03%	●	↘	24.03%	●	Performance is ahead of target	-	-
DUE	BV 218b	% of abandoned vehicles removed within 24 hours	100%	★	★	100%	★	100%	★	➡	100%	★	Performance is on target	95%	61.11%
DUE	PSA 9.1 (Local PI)	Average time taken to remove fly-tipping (days)	1	★	●	0.14	★	0.22	★	↘	0.22	★	Performance is ahead of target	-	-

Regeneration Matters Key Performance Indicators 2006/07

Direct	PI Ref	Definition	06/07 Target	Q1 Status	Q2 Status	Q3 Actual	Q3 Status	Q4 Actual	Q4 Status	V Prev. Q	Year End Actual	Year End Status	Comments	Top Quartile 2005/06	Bottom Quartile 2005/06
DACHS CPA	BV 066a	Proportion of rent collected (%)	97.3%	●	●	96.81%	●	97.63%	●	↗	97.63%	●	The 2006/07 year end outturn is the highest rent collection rate achieved for Dudley based on reported outturns from 2000/01	98.59%	97.07%
DUE CPA	BV 109b	% of minor planning applications determined within 8 weeks	65%	★	★	73.33%	★	75.63%	★	↗	75.63%	★	Performance is ahead of target	80.39%	68.6%
DUE CPA	BV 109c	% of other planning applications determined within 8 weeks	80%	★	★	90.28%	★	88.98%	★	↘	88.98%	★	Performance is ahead of target	91.39%	83.37%
L&P	L&P CES 018 (Local PI)	% of deals legally completed to deliver the disposal programme	100%	▲	▲	9%	▲	100%	★	↗	100%	★	Target for Quarter 4: £1,400,000 Achieved: £1,739,000	-	-

Safety Matters Key Performance Indicators 2006/07

Direct	PI Ref	Definition	06/07 Target	Q1 Status	Q2 Status	Q3 Actual	Q3 Status	Q4 Actual	Q4 Status	V Prev. Q	Year End Actual	Year End Status	Comments	Top Quartile 2005/06	Bottom Quartile 2005/06
DUE CPA	BV 166a	Score against a checklist of enforcement best practice for Environmental Health (%)	100%	This is an annually reported indicator							100%	★	Performance is on target	100%	85%
DUE CPA	BV 166b	Score against a checklist of enforcement best practice for Trading Standards (%)	100%	This is an annually reported indicator							100%	★	Performance is on target	100%	96.6%
DUE	BV 215a	Average number of days taken to repair a street lighting fault under the control of the local authority	4.9	★	★	4.25	★	4.18	★	↗	4.18	★	Performance is ahead of target	3.43	6.69

Quality Service Matters Key Performance Indicators 2006/07

Direct	PI Ref	Definition	06/07 Target	Q1 Status	Q2 Status	Q3 Actual	Q3 Status	Q4 Actual	Q4 Status	V Prev. Q	Year End Actual	Year End Status	Comments	Top Quartile 2005/06	Bottom Quartile 2005/06
DACHS CPA	BV 164	Does the Authority follow the CRE's Code of Practice in rented housing?	Yes	★	★	Yes	★	Yes	★	➔	Yes	★	Consistently report 'Yes', complying with this indicator	-	-

Appendix 3

CPA Performance Indicators

The 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 transition from CPA to CAA” are provided for comparator purposes, and those indicators falling below the lower threshold at quarter 4 are **highlighted**. These thresholds will be confirmed by the Audit Commission in July 2007.

In addition, those marked **KPI** are Key Council Plan Performance Indicators included in **Section 3**.

Approach to scoring performance indicator data for Housing and Culture Assessments 2007

Proportion of data items	PI Data Score
No PIs at or below the lower threshold, and 35% or more PIs at or above the upper threshold	4
No more than 15% of PIs (or 1 PI if 15% equates to less than 1) at or below the lower thresholds, and 25% or more PIs at or above the upper thresholds	3
Any other combination	2
35% or more PIs at or below the lower threshold	1

Approach to scoring performance indicator data for Environment Assessment 2007

<i>Being designated a Planning Standards Authority (announced in March 2007) will limit the Environment Score to a maximum of 2</i>
Only if 16 Environment indicators were below the lower thresholds would we score a 1

CPA Key Performance Indicators 2006/07

Environment Service Assessment 2006

Direct	PI Ref	Definition	06/07 Target	Actual @ Q1	Actual @ Q2	Actual @ Q3	Year End Actual	Year End Threshold Position	Lower Threshold	Upper Threshold
Creating a better environment										
DUE	E1	Progress with local transport plan	-	-	-	Very good	N/A	Between	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%	50%	48.39%	47.92%	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 KPI	E2 / BV 109b	% of minor applications determined within 8 weeks	65%	76.6%	73.46%	73.33%	75.63%	Whilst performance for both the BV 109b and BV 109c element of this PI is exceeding target at Q4, and technically 'between' thresholds, designation as a Planning Standards	Statutorily designated a planning standards authority AND performance below 65%	

Direct	PI Ref	Definition	06/07 Target	Actual @ Q1	Actual @ Q2	Actual @ Q3	Year End Actual	Year End Threshold Position	Lower Threshold	Upper Threshold
DUE KPI	E2 / BV 109c	% of 'other' applications determined within 8 weeks	80%	89.55%	90.78%	91.08%	88.98%	as a Planning Standards Authority in March 2007 and failure to exceed the lower threshold in BV 109a will result in all 3 judged 'below'. In addition special rules apply to the PI and failure to exceed the lower threshold will limit the performance information score for the Environment Service Assessment to a maximum of 2	Statutorily designated a planning standards authority AND performance below 80%	
DUE	E3 / BV 111	Satisfaction of applicants with planning service (survey every 3 years)	75%	-	-	71% (CI 5.35)	N/A	Between	68.3%	81%
DUE	E42 / BV 204	Proportion of planning appeals allowed	38%	57.89%	39.77%	46.67%	50%	Below	37.5%	25.0%
DUE	E43 / BV 205	Planning Quality Checklist	100%	Reported at year end			100%	Above	72.2%	88.89%
DUE	E44 / BV 200b	Plan making milestones	Yes	Reported at year end			Yes	Between	No	N/A
Managing the environment well										
DUE	E4 / BV 199a	% of relevant land and highways assessed as having combined deposits of litter and detritus that fall below an acceptable level	18%	-	-	Q1 had one land class over 30%	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%

Direct	PI Ref	Definition	06/07 Target	Actual @ Q1	Actual @ Q2	Actual @ Q3	Year End Actual	Year End Threshold Position	Lower Threshold	Upper Threshold
DUE	E8A / BV 090a	Satisfaction with waste collection (survey every 3 years)	85%	-	-	80% (CI 2.03)	N/A	Between	81%	89%
DUE	E8B / BV 090b	Satisfaction with recycling (survey every 3 years)	77%	-	-	64% (CI 2.57)	N/A	Between (based upon deprivation adjustment)	71.3%	83.1%
DUE	E8C / BV 090c	Satisfaction with waste disposal (civic amenity sites) (survey every 3 years)	77%	-	-	71% (CI 2.75)	N/A	Between	70%	84%
DUE	E11 / BV 224b	% of unclassified road network where structural maintenance should be considered	9.97%	Reported at year end			Data not currently available	To be established	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	Reported at year end			Neither threshold applies	Between	Average of last 3 years' data (2004, 2005, 2006) is greater than or equal to the 2005 target figure PLUS 12% of baseline figure	Average of last 3 years' data (2004, 2005, 2006) is less than or equal to the 2004 target figure MINUS 12% of baseline figure
DUE	E40 / BV 099c(i)	Reducing slight injured road casualties	1054.5	Reported at year end			Upper threshold applies	Above	Average of last 3 years' data (2004, 2005, 2006) is greater than or equal to 10% above baseline	Average of last 3 years' data (2004, 2005, 2006) is less than or equal to baseline
DUE	E14 / BV 103b	Satisfaction with passenger transport information (have seen) (survey every 3 years)	72%	-	-	72% (CI 5.03)	N/A	Between	62%	72%
DUE	E15 / BV 104b	Satisfaction with bus services – users (have seen) (survey every 3 years)	70%	-	-	68% (CI 3.06)	N/A	Between	54%	65%

Direct	PI Ref	Definition	06/07 Target	Actual @ Q1	Actual @ Q2	Actual @ Q3	Year End Actual	Year End Threshold Position	Lower Threshold	Upper Threshold
DUE	E16 / BV 165	% pedestrian crossings with facilities for disabled people	100%	99.55%	100%	100%	100%	Above	75%	98%
DUE	E18 / BV 187	% category 1, 1a and 2 footway network where structural maintenance should be considered	18.25%	Reported at year end			Data not currently available	To be established	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	No	No	No	Between	Intervention by Secretary of State	N/A
DUE KPI	E21 / BV 166b	Trading Standards Checklist	100%	Reported at year end			100%	Above	50% criteria met	100% criteria met
DUE KPI	E27 / BV 166a	Environmental Health Checklist	100%	Reported at year end			100%	Above	50% criteria met	100% criteria met
DUE	E30	Consumer satisfaction with trading standards service	80%	100%	97%	99%	98%	Above	50%	75%
DUE	E31	Business satisfaction with trading standards service	80%	92%	92.5%	100%	91%	Above	50%	75%
DUE	E32	Trading standards, visits to high risk premises	100%	80%	68%	91%	100%	Above	50% of high risk premises visited	100% of high risk premises visited
DUE	E33	Trading standards, levels of business compliance, high-medium-and low-risk premises	100%	93%	93%	97%	99%	Above	50% of visited business found compliant in any one risk category	95% of visited business found compliant in any one risk category

Direct	PI Ref	Definition	06/07 Target	Actual @ Q1	Actual @ Q2	Actual @ Q3	Year End Actual	Year End Threshold Position	Lower Threshold	Upper Threshold
DUE	E38 / BV 089	Satisfaction with the cleanliness of public space <i>(survey every 3 years)</i>	-	-	-	58% (CI 2.49)	N/A	Between (based upon deprivation adjustment)	64.6%	74.4%
DUE	E45 / BV 091b	Kerbside recycling – two or more recyclables	100%	89%	89%	91%	95%	Between	90%	100%
DUE	E46 / BV 199b	Cleanliness of public places – graffiti	8%	Reported at year end			6%	Below	6%	1%
DUE	E47 / BV 199c	Cleanliness of public places- fly posting	1%	Reported at year end			1%	Between	2%	0.5%
DUE	E48 / BV 199d	Cleanliness of public places – fly tipping	-	Reported at year end			3	Between	4	1
Sustaining a quality environment for future generations										
DUE KPI	E6 / BV 082ai+ 082bi	% of total tonnage of household waste arisings which have been recycled and / or composted	24%	26.15%	25.41%	24.73%	24.02%	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%	Reported at year end			Data not currently available	To be established	N/A	93% of homes built on brown-field land
DACHS KPI	E24 / BV 063	Average SAP rating of local authority-owned dwellings	60	Reported at year end			60	Between	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	Actual @ Q1	Actual @ Q2	Actual @ Q3	Year End Actual	Year End Threshold Position	Lower Threshold	Upper Threshold
DUE	E26 / BV 084a	Number of kilograms of waste per head of population	410	Reported at year end			434.76kg	Above	555kg / head (joint collection / disposal authorities)	455kg / head (joint collection / disposal authorities)

CPA Key Performance Indicators 2006/07

Housing Service Assessment 2006

Direct	PI Ref	Definition	06/07 Target	Actual @ Q1	Actual @ Q2	Actual @ Q3	Year End Actual	Year End Threshold Position	Lower Threshold	Upper Threshold
Managing council homes – meeting the decent homes standard										
DACHS KPI	H1 / BV 184a	% of local authority dwellings which were non-decent at the start of the financial year	25%	Reported at year end			25%	Between	47%	16%
DACHS KPI	H2 / BV 184b	% change in the proportion of non-decent dwellings between the start and the end of the financial year	12%	Reported at year end			32%	Above	3.5%	23.8% OR had 100% decent at end of 2005/06 and continues to have 100% decent at end of 2006/07
Managing council homes – repairs and maintenance										
DACHS	H4	Urgent repairs in time	100%	-	98.33%	Six monthly reporting	Data not currently available	To be established following HIP return in June 2007	88%	97%
DACHS	H5	Average time for non-urgent repairs (days)	11	-	12.6	Six monthly reporting	Data not currently available	To be established following HIP return in June 2007	24 days	11 days

Direct	PI Ref	Definition	06/07 Target	Actual @ Q1	Actual @ Q2	Actual @ Q3	Year End Actual	Year End Threshold Position	Lower Threshold	Upper Threshold
Managing council homes – housing management										
DACHS KPI	H6 / BV 066a	Rent collected by the Local Authority as a proportion of rents owed on Housing Revenue Account dwellings	97.3%	97.07%	96.81%	96.81%	97.63%	Between	96.18%	98.2%
DACHS	H8 / BV 212	Average time taken to re-let local authority housing (days)	30	27	28	28	28	Between	47.8 days	27.75 days
DACHS	H9	Average weekly management cost	£10.40	Reported at year end			Data not currently available	To be established following HIP return in June 2007	£15.90 (will be updated to reflect correct rate of inflation)	£10.46 (will be updated to reflect correct rate of inflation)
DACHS KPI	H10 / BV 164	Commission for Racial Equality's code of practice in rented housing	Yes	Yes	Yes	Yes	Yes	Between	No	N/A
DACHS KPI	H11 / BV 063	Average SAP rating of local authority-owned dwellings	60	Reported at Year End			60	Between	57	65
Managing council homes – resident involvement										
DACHS	H12 / BV 074a	Overall satisfaction with housing service (survey every 3 years)	N/A	-	-	74% (CI 2.73)	-	Between (based upon deprivation adjustment)	84.1%	92.5%
DACHS	H13 / BV 075a	Satisfaction with opportunities to participate (survey every 3 years)	N/A	-	-	66% (CI 3.26)	-	Between (based upon deprivation adjustment)	68.2%	77.5%

Direct	PI Ref	Definition	06/07 Target	Actual @ Q1	Actual @ Q2	Actual @ Q3	Year End Actual	Year End Threshold Position	Lower Threshold	Upper Threshold
Housing the community – homelessness and housing advice										
DACHS KPI	H14 / BV 183a	Average length of stay in bed and breakfast accommodation of households that are unintentionally homeless (weeks)	0.4	0.21	0.59	0.66	0.66	Above	6 weeks	1.2 weeks
DACHS KPI	H15 / BV 183b	Average length of stay in hostel accommodation of households that are unintentionally homeless (weeks)	0	0	0	0	0	Above	21.3 weeks	0 weeks
DACHS	H22 / BV 203	% change in the average number of families placed in temporary accommodation	20%	-18.49%	-26.06%	-34.08%	-34.73%	Above	28.31% EXCEPT if average number of families in temporary accommodation during 2006/07 is 10 or less	-6.94% OR average number of families in temporary accommodation during 2006/07 is 10 or less and less than 2005/06
DACHS KPI	H24 / BV 213	Housing advice – households who consider themselves homeless who approach the council for advice and for whom intervention resolved situation (per thousand households)	1.25	0.31	0.64	1.21	1.52	Between	1	4
DACHS KPI	H25 / BV 214	Homelessness prevention – proportion of households accepted as statutorily homeless who were accepted by the same authority in the last two years	1%	0	0	0	0	Above	4.23%	0.37%
Housing the community – balancing housing markets										
DACHS	H18	% of total private sector homes vacant for more than 6 months	TBC	Reported at year end			Data awaiting validation	To be established (based upon deprivation adjustment)	0.88%	0.05%

Direct	PI Ref	Definition	06/07 Target	Actual @ Q1	Actual @ Q2	Actual @ Q3	Year End Actual	Year End Threshold Position	Lower Threshold	Upper Threshold
DACHS KPI	H23 / BV 064	Number of non-local authority vacant dwellings returned to occupation or demolished during the financial year as a direct result of action by the local authority	66	Following a review of all properties, only a year end figure is available for this indicator			61	To be established following HIP return in June 2007	1.01%	6.02%
Housing the community – community safety										
CEX	H19 / BV 175	% of racial incidents reported to the local authority that resulted in further action	100%	100%	100%	100%	100%	Above	57%	100%

Partnership Working Progress Report May 2007

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

Local Area Agreement

Members will be aware that this has now received ministerial approval and been signed off, and work is underway in order to meet LAA targets. Detailed work is taking place to ensure a robust reporting regime that will enable us to adequately track progress towards those targets.

Audit Commission Inspections

Use of Resources

As previously reported the Audit Commission will be looking at our partnership working as part of their use of resources inspection this summer. We have used the Partnership Evaluation Tool (PET) to carry out evaluations of our most significant partnerships. The PET uses a traffic light system to rate partnerships, and the outcomes were as follows:

Partnership	Assessment
Black Country Connexions	Green
Black Country Consortium	Green
Brierley Hill Regeneration Partnership	Green
Brierley Hill Strategic Access Network	Green
Children & Young Peoples Partnership	Green
Dudley Community Partnership	Green
Dudley Health & Wellbeing Partnership	Green
Regeneration & Economic Development Partnership	Amber
Safe & Sound Community Safety Partnership	Green
Strategic Housing & Environment Partnership	Amber

Although this is a very positive set of results, each partnership has published an improvement plan in order to ensure that they are operating as effectively and efficiently as possible. Improvements will concentrate on the Audit Commission's key lines of enquiry in relation to risk management, governance, and financial management.

Regeneration Partnerships

During the summer the Audit Commission will also be following up on their December 2005 inspection of partnership working, which was held over pending the outcome of our Comprehensive Performance Assessment. This review will concentrate on the Brierley Hill Regeneration Partnership and the Dudley Town Centre Forum. The outcome of this review will be reported later in the year as soon as available.

Partnership Evaluation Tool

Development of the PET continues, and it is now available online for council members and officers. This innovation makes the PET easier to use, and also enables improved monitoring of use of the PET and progress towards execution of improvement plans. This should lead to improved partnership working and thereby to more effective service delivery in partnership.

Risk Management

The section provides an overview of current High Net and Monitored Risks across the Authority. There are currently 33 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:

H	= High Risk Status
M	= Medium Risk Status
L	= Low Risk Status

High Net Risks (as per Risk Register) at 27th April 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 	H	H
DUE	Economic Regeneration - Engineering	1792	Failure of the Council to have Transportation integrated with the Council's wider agenda	Martyn Holloway	<ul style="list-style-type: none"> Develop transport strategy Get member/stakeholder buy in Embed in Local Area Agreement 	H	H

Risks Related to Corporate Board Identified Issues (as per Risk Register) at 27th April 2007

Corporate Board Identified Issue	Directorate	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 Develop Brierley Hill Quality Bus Network to sustain Brierley Hill as a centre 	H	L
Black Country Study	DUE	1586	Black Country Study (BCS) and Regional Spatial Strategy not recognising Brierley Hill as a centre	Annette Roberts	<ul style="list-style-type: none"> Brief ministers Work with Black Country Boroughs Work within Regional Planning Framework 	H	L
Brierley Hill Regeneration	DUE	1259	Inability to complete the programme - Delivery of Local Transport Plan (LTP)	John Anderson	<ul style="list-style-type: none"> Early contractor involvement new contractor April Manage constraints in advance Ensure projects are adequately resourced Implement Capital Programme monitoring system 	H	L
Brierley Hill Regeneration	DUE	1275	Delays and costs to Brierley Hill Sustainable Access Network (BHSAN) due to unforeseen contaminated materials being found	Graham Hodgson	<ul style="list-style-type: none"> Environmental Impact/Risk Assessments Site Investigation surveys - Part 2a complete others ongoing Environmental mitigation plans 	M	L

Corporate Board Identified Issue	Directorate	Risk Ref	Risk	Risk Owner	Mitigating Actions	Gross Risk	Net Risk
Civil Contingencies	CEX	1691	Failure to provide effective authority response to a major or minor incident	Ian Skidmore	<ul style="list-style-type: none"> Ensure all Corporate & Directorate emergency plans are current Provide emergency planning training to all responsible officers within the council Establish a dedicated District Emergency Centre & training facility Review the borough's risk assessment in conjunction with other agencies 	M	L
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 Develop 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	CEX	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 	M	L

Corporate Board Identified Issue	Directorate	Risk Ref	Risk	Risk Owner	Mitigating Actions	Gross Risk	Net Risk
					<ul style="list-style-type: none"> Ensure Corporate and Directorate Health & Safety Policies provide direction and assurance on all aspects of Health & Safety at work Annual Performance data 		
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

Spotlight on Customer Satisfaction

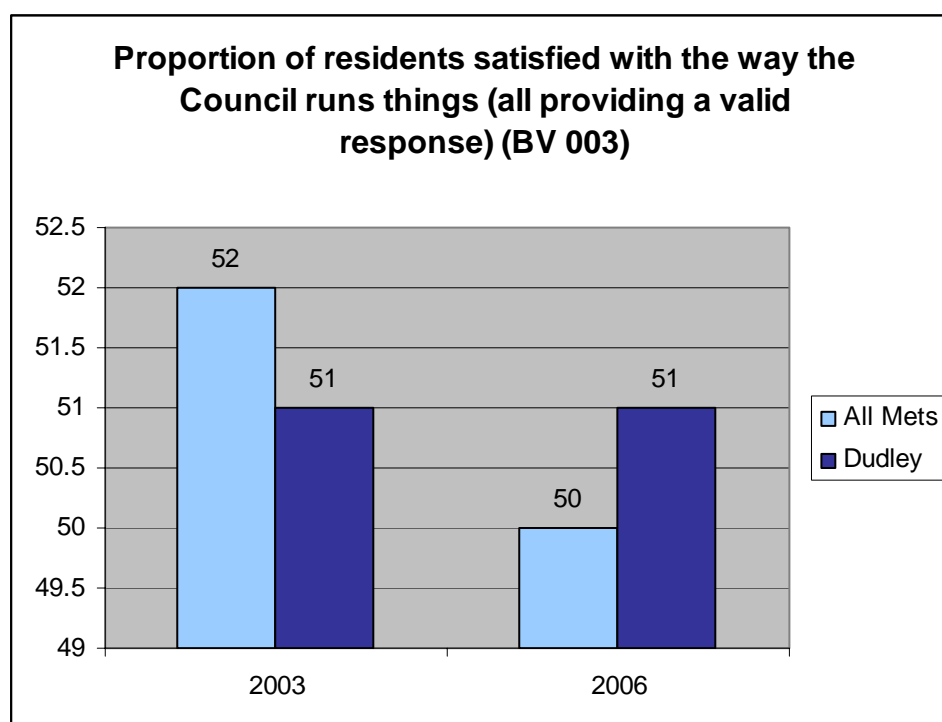
2006 General User Satisfaction Survey Key Findings

The Dudley MBC Best Value General Survey was conducted amongst 1,534 local residents, via a self-completion postal survey, between September and November 2006 (response rate of 44%).

Various topics were covered, including quality of life, community safety and satisfaction with local services. This section aims to provide a summary of some of the key findings of the survey.

Satisfaction overall

- Over half (51%) of all respondents rate themselves as satisfied with the council, which is the same as in 2003



Top Quartile
2006

55%

- Approximately one in five (18%) feel that things have improved in the last three years, with a similar proportion (20%) feeling that things have got worse over this period
- The majority of respondents agree that the council is working to make the area cleaner and greener (69%)
- The majority of respondents agree that the council treats all types of people fairly (67%)
- The majority of respondents agree that the council is making the local area a better place to live (64%)
- 50% feel that the council acts on the concerns of local residents

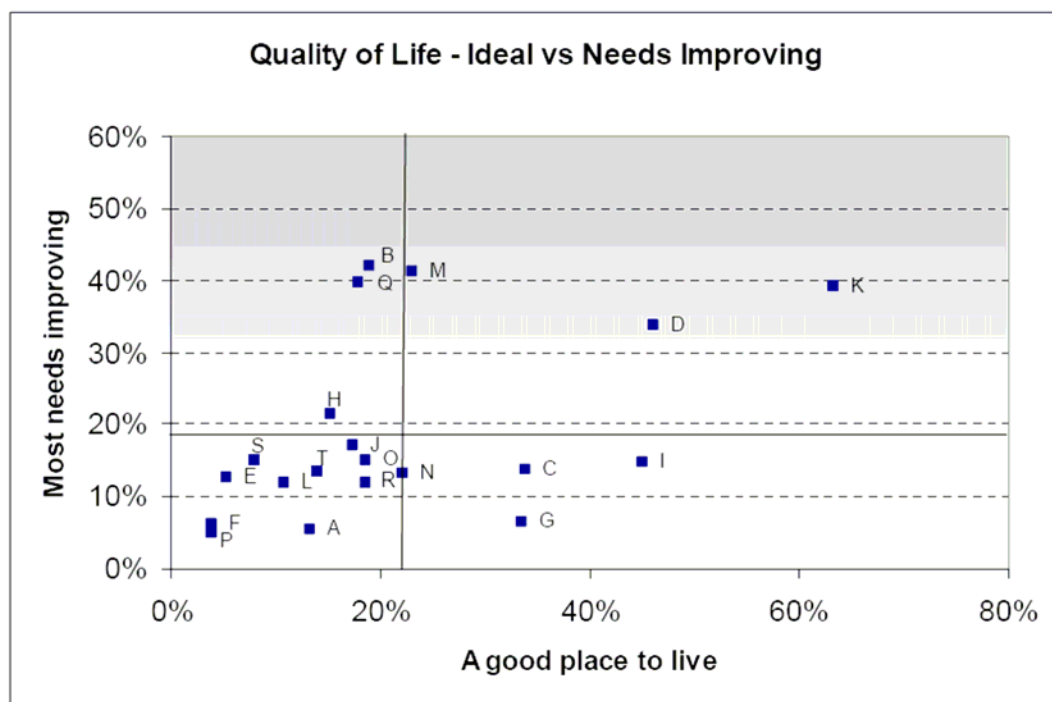
- 48% responded that they feel that the council promotes the interests of local residents
- Less than half of respondents (45%) feel that the council provides good value for money

Quality of life

The quality of life questions give a valuable insight into people's local priorities for improving their area. The first question shows what ideally people think are the five most important things in making somewhere a good place to live; the second question shows what people think needs improving.

The quality of life issues that are in the top right hand corner of the chart below are the ones that are both most important to residents in making somewhere a good place to live, and those that residents think are most in need of improvement.

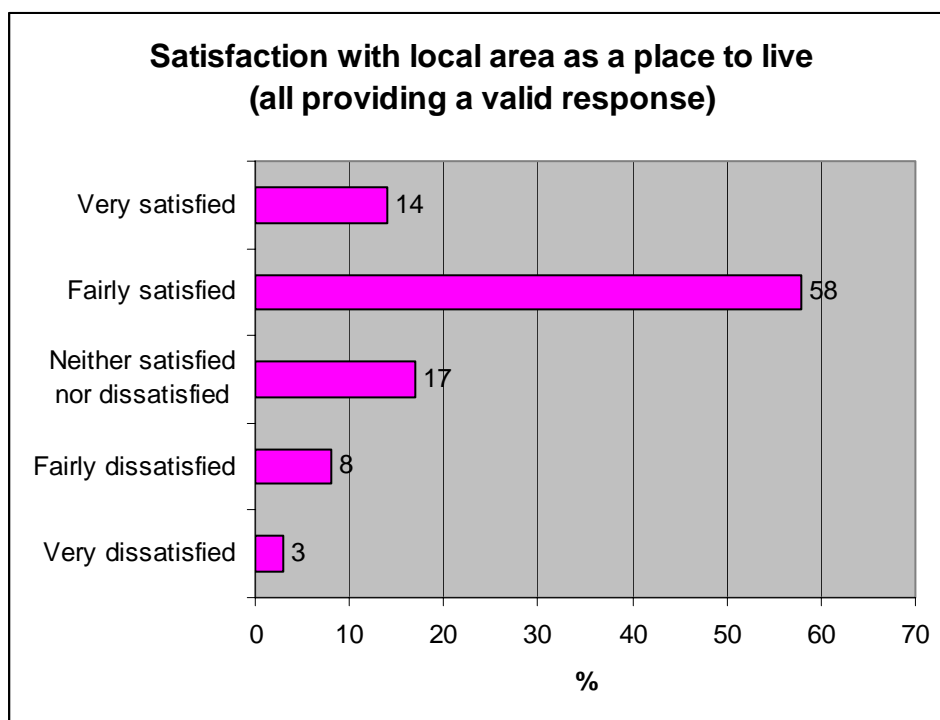
Those in the top left hand corner of the chart are identified as needing improvements, but are of lower salience to residents. Those in the bottom right hand corner residents feel are salient, but few say they need improving. Those in the top left might be considered 'second order' priorities and those in the bottom left as the lowest priority.



A - Access to nature B - Activities for teenagers C - Affordable decent housing D - Clean streets E - Community activities F - Cultural facilities G - Education provision H - Facilities for young children I - Health services J - Job prospects K - Low level of crime L - Low level of pollution M - Low level of traffic congestion N - Parks and open spaces O - Public transport P - Race relations Q - Road and pavement repairs R - Shopping facilities S - Sports & leisure facilities T - Wage levels & local cost of living

- When asked about aspects that are most important in making somewhere a good place to live, the level of crime (63%), clean streets (46%), health services (45%), affordable decent housing (34%) and education provision (34%) are the issues mentioned most often

- Similarly respondents were asked which aspects most need improving in the local area, activities for teenagers (42%), the level of traffic congestion (41%), road and pavement repairs (40%), the level of crime (39%), and clean streets (34%) are the factors identified as priorities for improvement
- Almost three out of every four respondents providing a valid response rate themselves as satisfied with their local area as a place to live, with one in seven (14%) rating themselves as very satisfied. Conversely, one in ten (11%) have said that they are dissatisfied with the local area as a place to live



Community cohesion

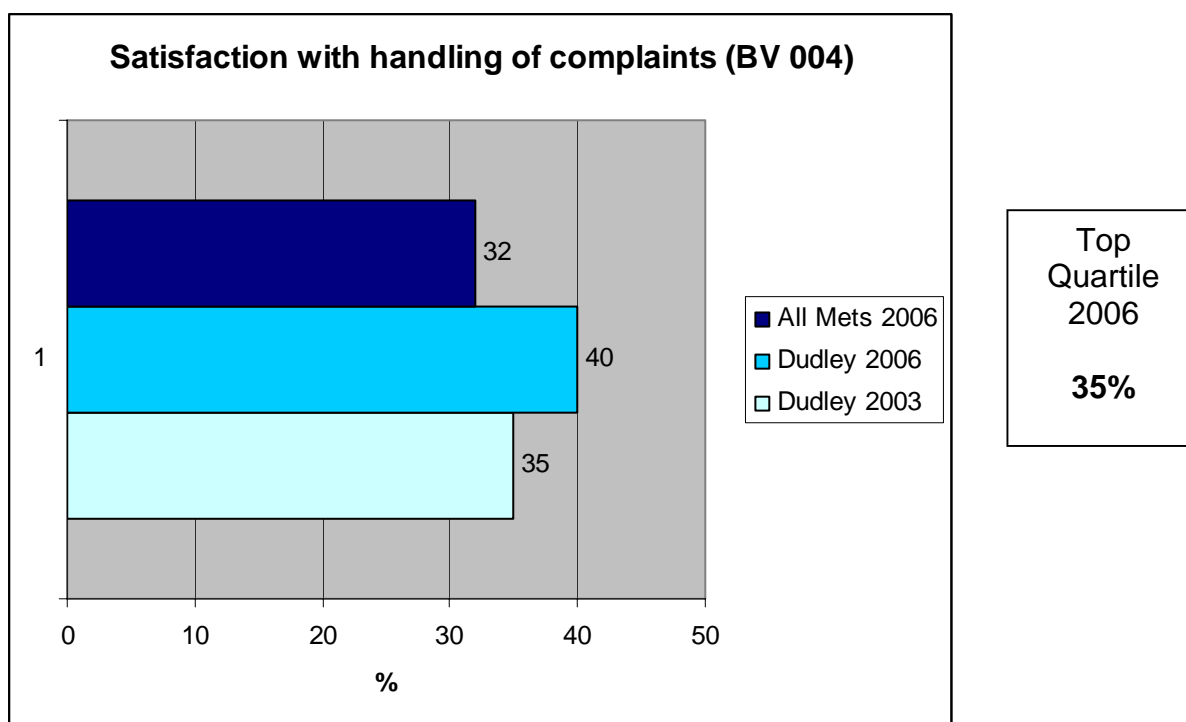
- Almost two thirds (64%) of respondents providing a response agree to an extent that their local area is a place where people from different backgrounds get on well together, while a quarter (23%) disagree

Local decision making

- Amongst respondents providing a rating for their level of satisfaction with the opportunities for participation in local decision making provided by the council, views are relatively balanced, with close to one in four (24%) satisfied and a similar proportion (26%) dissatisfied. A significant proportion (50%) do not express a strong opinion one way or the other
- In terms of influencing local decision making affecting the local area, of all respondents providing a response, the majority (70%) disagree that they can influence decisions affecting the local area, while approximately a third (30%) believe they can
- A fifth (21%) of all respondents report that they would like to be more involved in the decisions their council makes that affect their local area, and a further 55% say it would depend on the issue in question. One in ten (11%) report that they would not like to be more involved in such decisions

Contact with the council

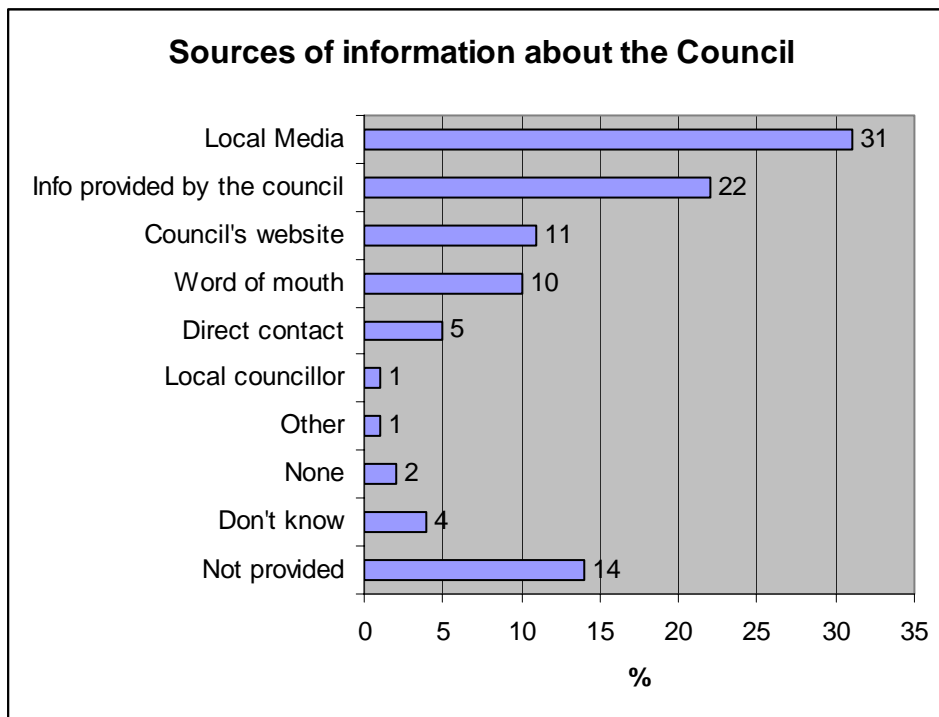
- One fifth of all respondents (20%) report that they have contacted the council with a complaint in the last 12 months
- Of these, two fifths (40%) rate themselves as satisfied with how the complaint was received, which represents an increase of 5 percentage points on the level achieved in 2003



- Just over half of all respondents report that they have contacted the council other than to complain in the last 12 months
- Of these, 58% were satisfied with the final outcome of their contact, with just over one quarter (26%) dissatisfied

Information about the council

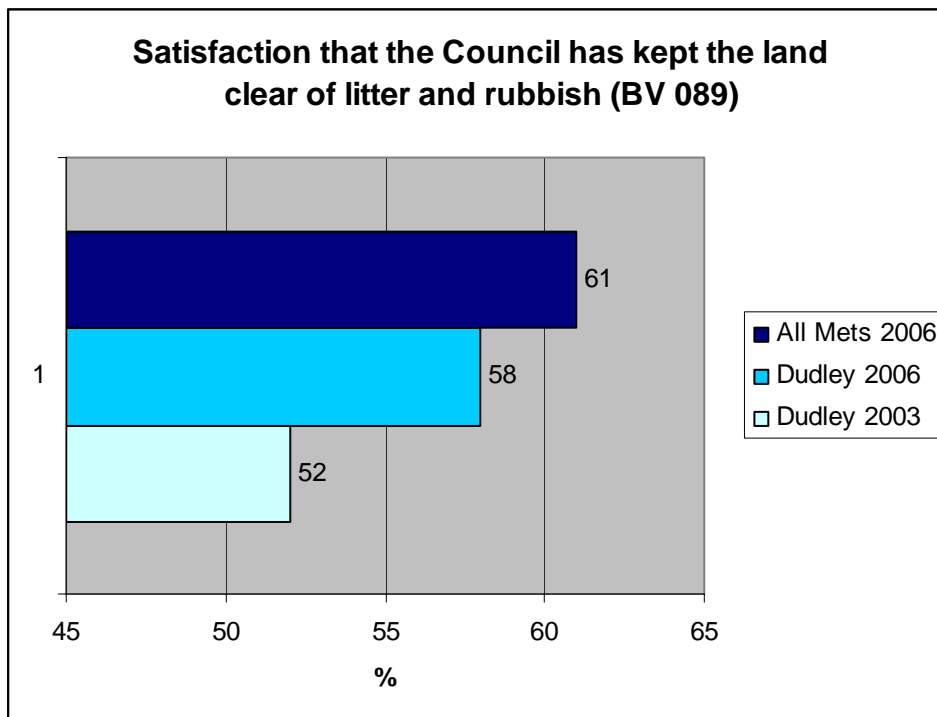
- Around one in three respondents (35%) feel the council keeps them very or fairly well informed, the remainder (65%) feel that they do not – including 23% who do not feel they keep them well informed at all
- Respondents were asked the main source they use for finding out about the council. The highest proportion state that their main source of information is the local media (31%)



- The council website is significantly more likely to be used by males (14%) than by females (8%). Website usage as the main source of information about the council is highest amongst those aged up to 35 (25%) but then tails off amongst those aged 35-54 (10%), those aged 55-64 (4%), to just 1% of those aged 65 and over
- Council tenants are substantially more likely to find out about the council from information provided by the council (34% compared with 20% of owner occupiers and 16% of private tenants)

Refuse and recycling services

- Three fifths of respondents (58%) are satisfied that the council keeps all open public land clear of litter and refuse, representing a 6 percentage point increase on 2003



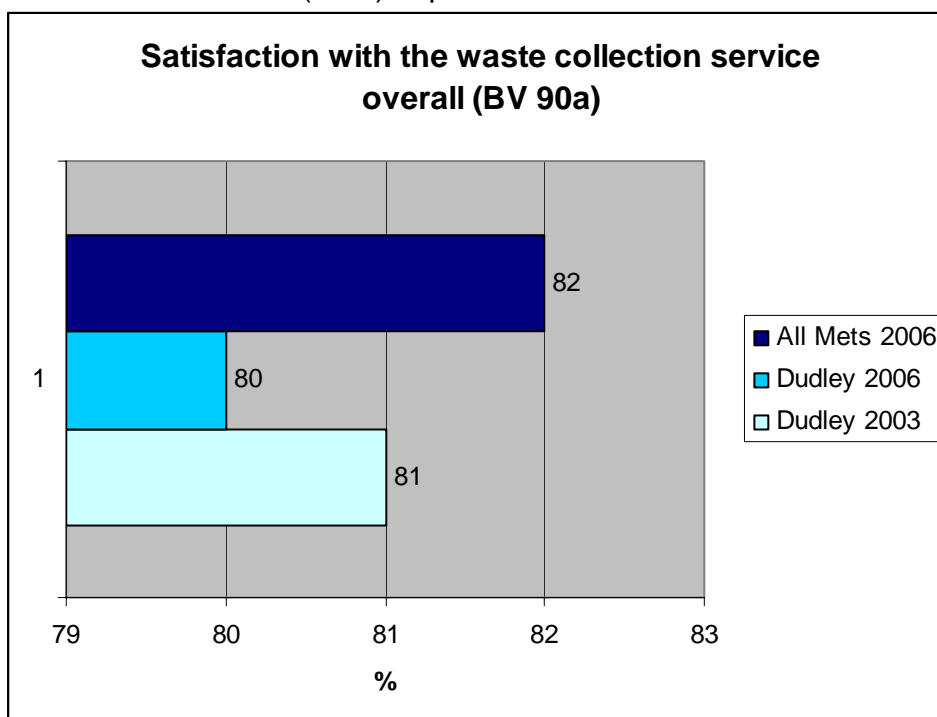
Top
Quartile
2006

69%

- Almost a quarter (24%) of respondents feel the council's keeping land clear of litter and refuse has improved over the last 3 years, while one in five (20%) feel it has got worse

Household waste collection

- 4 in 5 respondents who provided a response (80%) report that they are either very or fairly satisfied with the household waste collection, a drop of 1 percentage point since 2003. One in ten (10%) expressed a level of dissatisfaction



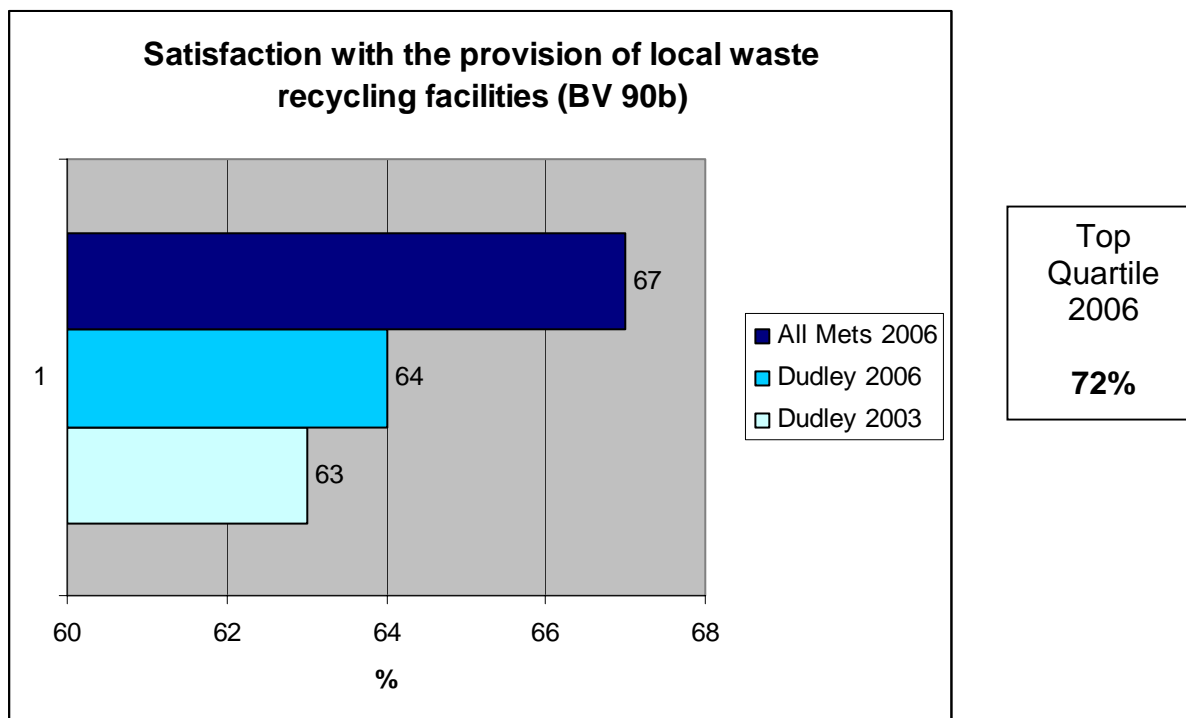
Top
Quartile
2006

84%

- Two fifths (40%) feel the household waste collection service has improved over the last 3 years, and just one in twenty (5%) feel that it has got worse

Local waste recycling facilities

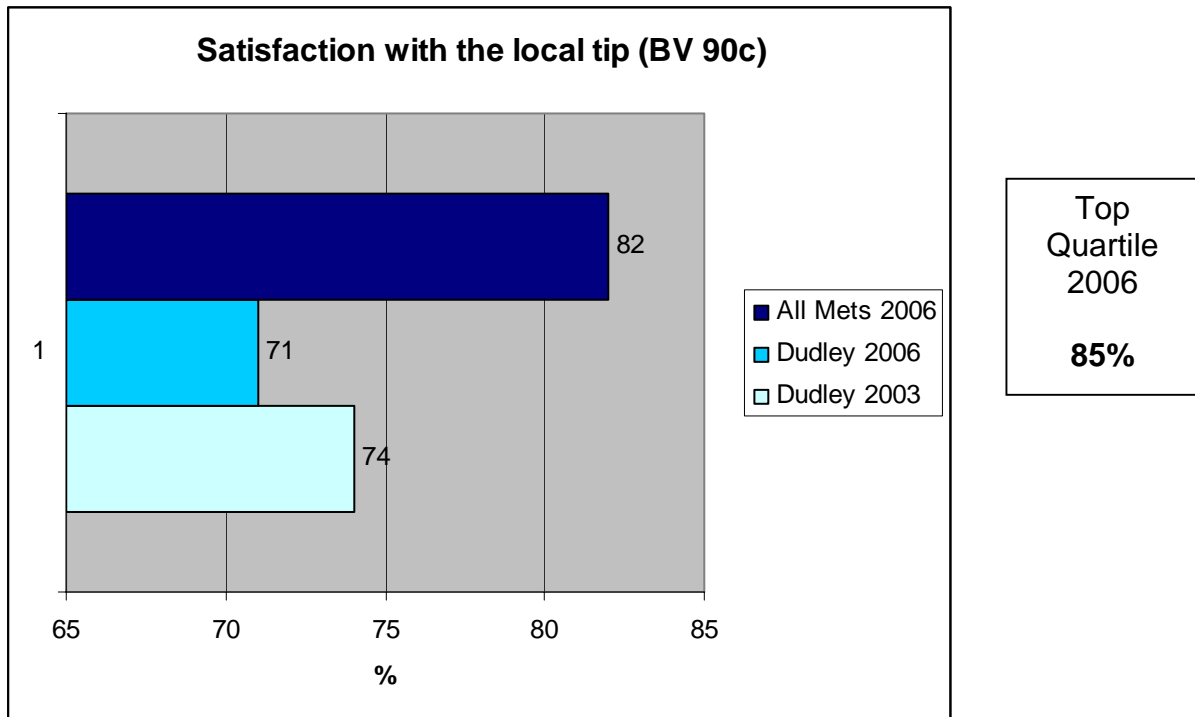
- In terms of overall satisfaction with the provision of local waste recycling facilities, approaching two thirds (64%) of respondents report that they are very or fairly satisfied, a 1 percentage point increase since 2003



- One in two (50%) feel that the service has improved in the last 3 years, and only 5% are of the view that it has got worse
- In terms of overall satisfaction with the doorstep recycling collection, three in every four respondents (75%) report that they are either very or fairly satisfied, with 72% feeling that the service has improved

Local tip

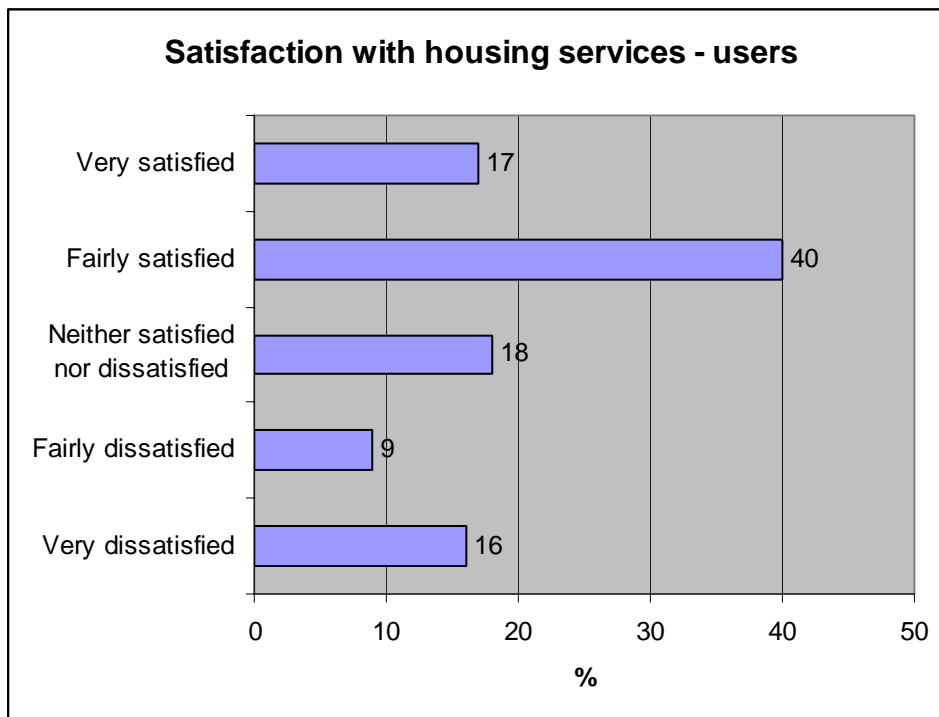
- Levels of satisfaction with the local tip are relatively positive, with 71% very or fairly satisfied, however this represents a drop of 3 percentage points since 2003. 14% of respondents expressed dissatisfaction.



- One quarter (24%) of respondents providing a response feel that the service has improved since 2003, with 11% feeling it has got worse

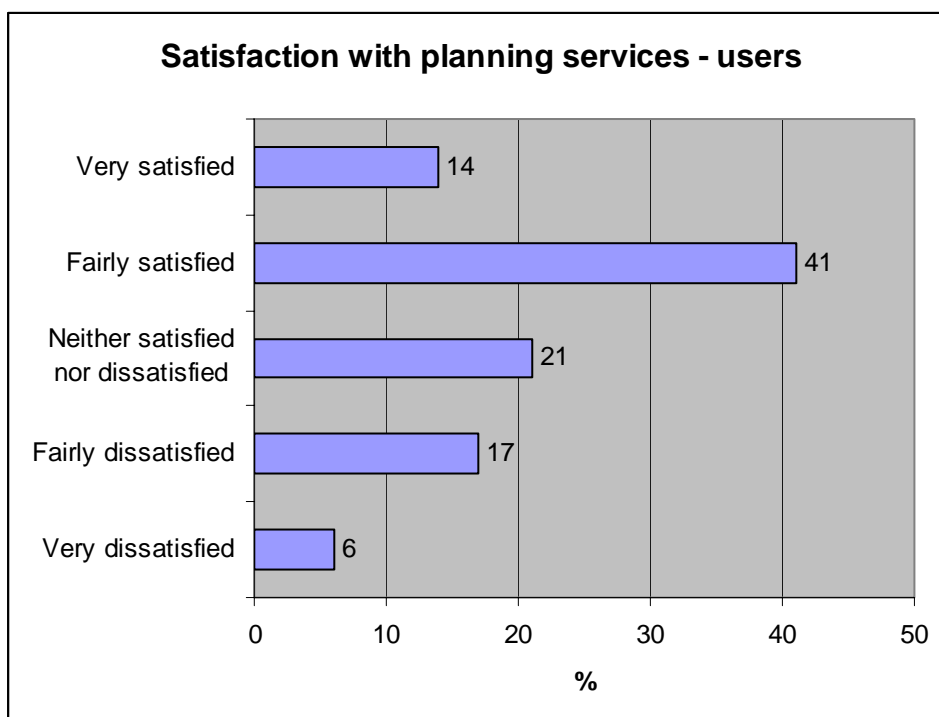
Housing services

- 20% of respondents report using the housing services provided by the council in the last 12 months
- Amongst users of housing services, just over half (57%) are either very or fairly satisfied, and approaching one in five (18%) are neither satisfied nor dissatisfied. However, one quarter (25%) express a level of dissatisfaction, including one in six (16%) who are very dissatisfied



Planning services

- Approaching one in eight of all respondents (11%) report using the planning services provided by the council in the last 12 months
- Amongst users of planning services, just over half (55%) of those responding are very or fairly satisfied. Just over one in five (21%) are neither satisfied nor dissatisfied, with just under a quarter (23%) expressing a level of dissatisfaction



2006 General User Satisfaction Survey

Summary of Best Value Performance Indicators

Direct	PI Ref	Definition	Actual 2003/04	Actual 2006/07	Perf. 2006 v 2003	All England Top Q 2006	All England Bottom Q 2006	All Mets Average
DUE	BV 089	Satisfaction with cleanliness – litter and refuse	52%	58%	↗	69%	59%	60.9%
DUE	BV 090a	Satisfaction with waste collection	81%	80%	↘	84%	74%	82.1%
DUE	BV 090b	Satisfaction with waste recycling (local facilities)	63%	64%	↗	72%	61%	67.1%
DUE	BV 090c	Satisfaction with waste disposal (local tips)	74%	71%	↘	85%	77%	82.1%
DUE	BV 103	Satisfaction with transport information (all)	44%	50%	↗	59.5%	48%	56.8%
DUE	BV 103f	Satisfaction with transport information – those who have seen information in the last year	-	72%	-	77%	69%	75%
DUE	BV 104	Satisfaction with bus services (all)	65%	60%	↘	68%	54%	60.9%
DUE	BV 104f	Satisfaction with bus services – those who have used the bus service in the last year	-	68%	-	71%	61%	65.7%

Directorate Reporting

Quarterly Directorate Issues Report

Directorate: Adults, Community, and Housing Services	2006-07 Quarter 4
--	-------------------

1. KEY ISSUES FOR THE DIRECTORATE HAVING IMPLICATIONS FOR THE DELIVERY OF COUNCIL PLAN MILESTONES

Issue	Comment and Proposed Action
Continue phased replacement programme to modernise the alarm call systems installed with sheltered housing schemes (16.2) (S31.2a)	<p>Good progress is being made</p> <p>Emergency replacement of ten schemes completed on schedule</p> <p>The contract for the replacement of the remaining old systems is expected to be started in the summer of 2007 with completion in 2008/9</p>
To produce a prevention of homelessness toolkit for the Directorate. (6.5) (C8.1d)	Framework developed and agreed. Timescale extended into 2007/8 due to staff shortages and new work arising from Regional Champions status

2. KEY ISSUES RELATING TO DIRECTORATE STRATEGIC PLANS

Issue	Comment and Proposed Action
To ensure that 65% of homes occupied by vulnerable households in the private sector meet the decent homes standard by December 2006 and that 70% meet the decent homes standard by 2010 (9.1)	<ul style="list-style-type: none"> Expressions of interest and evaluation criteria report has been signed off. Evaluation of tenders to take place early in the New Year. Anticipated start date: March 07.
To produce and publish fully updated Housing Strategy (10.2)	<ul style="list-style-type: none"> New time line and dates agreed for production of Housing Strategy and incorporated into project plan. Work started on identifying overall strategic priorities. Nominations have been requested to form a cross directorate housing strategy steering group

3. PERFORMANCE INDICATORS

(a) Quarterly Reported Key Performance Indicators

Performance Indicator	Comment and Proposed Action
<p>A number of this quarter's performance indicators for the Directorate are also final year figures and as such will not be validated and signed off by the Audit Commission auditors until June-August 2007</p> <p>An expanded report on the indicators will be included in the next quarter's report</p>	
<p>BV 063 Energy efficiency of local authority housing stock (Annual)</p>	<p>For the purposes of calculating BV 063 the Government's Standard Assessment Procedure for Energy Rating of Dwellings 2005 edition is being used for the 2006/07 outturn, a change from the 2001 edition. The 2005 edition uses a SAP rating between 1 and 100 rather than the 2001 version using a SAP rating between 1 and 120 applied for the previous year's outturn</p> <p>The year end outturn for 2006/07 is 60. The previous years outturn (2005/06), if applying the latest 2005 edition assessment, is a SAP rating of 59 (64 reported based on 2001 edition). Future local targets will be adjusted in accordance with the latest assessment as will the quartile bands based on the national 2006/07 outturns using the latest SAP rating reported around December 2007</p>
<p>BV 064 Number of non-local authority owned vacant dwellings returned into occupation or demolished as a direct action by the LA</p>	<p>The year end outturn for 2006/07 is 61 dwellings. This compares to 53 for 2005/06 and is a year on year improvement in performance</p> <p>Despite not achieving the local target set at 66 for 2006/07, Dudley's outturn is significantly above the all England median of 27. The all England top quartile is 77</p> <p>A new Empty Homes Strategy was adopted in June 2006 and future years targets have been set based on achieving upper quartile performance</p>

Performance Indicator	Comment and Proposed Action
BV 066a Proportion of rent collected	<p>The 2006/07 year end outturn is 97.63% and is the highest rent collection rate achieved for Dudley based on reported outturns from 2000/01. Dudley exceeded the target set for the year end outturn at 97.30% for 2006/07</p> <p>The all England upper quartile is 98.59%, lower quartile 97.07% and average of 97.16%. Dudley is therefore placed between average and upper quartile</p>
BV 164 CRE Code of Practice for rented housing	Consistently report 'Yes', complying with this indicator
BV 183a and BV 183b Length of stay in B&B and Hostel Accommodation	<p>The 2006/07 year end outturn is 0.66 weeks for average stays in bed and breakfast. Although this is above the local target set at 0.40 weeks, the actual outturn remains within the all England upper quartile band at 1 week average stay. Performance for 2005/06 for bed and breakfast was an average of 0.57 weeks</p> <p>The completion of the homeless hostel to self contained family flats having no shared facilities means that the classification is no longer termed 'hostel' for part 'b' of this indicator. As a result, our performance against BVPI 183b is zero weeks for 2006/07. The CPA upper quartile is '0' weeks for this indicator</p>
BV 184 a and BV 184b LA homes non-decent and percentage change in the proportion of non-decent homes	<p>On course to meet the Government's decent homes standard by 2010 within our existing and planned resources</p> <p>The outturn for 2006/07 is 25% proportion of local authority homes which were non-decent with a 32% percentage change in the proportion of non-decent homes</p> <p>The outturn for 2005/06 was 26% proportion of local authority homes which were non-decent and a 7.7% percentage change in the proportion of non-decent homes</p> <p>All England upper threshold is 16% non-decent, lower threshold is 47% and average is 32%. Dudley is therefore placed between average and upper quartile</p>

Performance Indicator	Comment and Proposed Action
BV 213 Housing Advice Service – preventing homelessness	The 2006/07 year end outturn is 1.52 per 1000 households against a target of 1.25 per 1000. This is an improvement on the previous year's results. Targets have been set over coming years with the aim of increasing the number of intervention resolutions. The year end outturn for 2005/06 was 1.10 (138 cases / number of households per thousand – 126,000). The all England upper quartile is 5 per 1000; lower quartile is 1 per 1000 and median of 2 per 1000. Dudley is therefore placed between lower and median quartiles
BV 214 Repeat Homelessness	<p>The 2006/07 year end outturn is 0%, an improvement on the previous year's results. The year end 2005/06 outturn was 0.89%</p> <p>Good performance is a reduction in the proportion of repeat homelessness cases</p> <p>The all England upper threshold is 0.32%; lower threshold is 4.26%; and average is 3.04%. Dudley is therefore placed within upper quartile</p>

(b) Other Directorate Performance Indicators – Reporting by Exception

Performance Indicator	Comment and Proposed Action
	<p>A number of this quarter's performance indicators for the Directorate are also final year figures and as such will not be validated and signed off by the Audit Commission auditors until June-August 2007</p> <p>An expanded report on the indicators will be included in the next quarter's report</p>

4. SIGNIFICANT ACHIEVEMENTS/POINTS OF NOTE

▪ **North Priory Estate**

A new independent tenant's advisor has been appointed to support local residents with any issues they have, and help represent their views when dealing with the council about the estate's future. Residents have been informed that they will no longer be able to buy their home from the council under the Right To Buy scheme, in order for us to proceed with the regeneration of the estate

▪ **Tenants Satisfaction Survey**

We believe that housing tenants' opinions should be listened to and they have a vital role in helping to shape the services they receive. One approach in consulting with tenants is the use of the 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. 74% of tenants are satisfied with the overall service (compared to 72% in the last survey completed in 2004)

Quarterly Directorate Issues Report

Directorate: Urban Environment	2006-07 Quarter 4
---------------------------------------	-----------------------------

1. KEY ISSUES FOR THE DIRECTORATE HAVING IMPLICATIONS FOR THE DELIVERY OF COUNCIL PLAN MILESTONES

Issue	Comment and Proposed Action
Local Area Agreement Block 4 – Economic Development (Priority 24.2)	The LAA has been approved for implementation from April 2007. Future work will focus on ensuring successful delivery of Block 4. Proposals for future arrangements for LAAs are referring to the Economic Development and the Environment Block which will need further consideration in the future
Burnt Tree Island Improvement (Priority 28)	The A461/A4123 junction improvement, Burnt Tree, has been granted programme entry by the Department for Transport. Work on the detailed design is progressing with an anticipated start date on site of September 2008
Dudley Town Centre (Priority 28)	Work is underway on the feasibility study into the most appropriate delivery vehicle for the regeneration of the town centres' 9 opportunity areas as defined in the Area Development Framework. An outline bid to Advantage West Midlands for match funding for the Townscape Heritage Initiative Heritage Lottery fund bid was submitted in March 2007. AWM is supporting the acquisition of properties to support land assembly for comprehensive regeneration initiatives in Dudley Town Centre. Production of Development Plans to guide development within opportunity areas is underway
Stourbridge Area Action Plan (Priority 28.2)	Results of the town centre consultation exercise were reported back to the Stourbridge Area Committee on 12 March 2007 and are available on the Council website at www.dudley.gov.uk/stourbridgetownmatters
Brierley Hill Sustainable Access Network (Priority 28.2)	<p>This multi-million pound scheme, which centres 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, aims to tackle traffic congestion in and around Brierley Hill</p> <p>Contract formalities and notices of entry on landowners served to enable start in May 2007</p>

Issue	Comment and Proposed Action
Halesowen Town Centre (Priority 28)	<p>Results of the town centre consultation exercise were reported back to the Halesowen Area Committee in January 2007. Full details of consultation available at www.dudley.gov.uk/halesowentownmatters</p> <p>Clearance of the CPO process to enable the development of the Cornbow shopping centre to go ahead. Work on the Cornbow and Halesowen bus station has commenced</p> <p>Halesowen Progress Meeting now established (meets monthly) and includes Dudley MBC, Vale Retail, Police and CENTRO/WMPTA</p>
Black Country Study (Regional Spatial Strategy Phase 1 Review) (Priority 25.1)	An Examination in Public took place in January 2007 to determine the phase 1 review and the status of Brierley Hill as a strategic centre. The outcome from the Secretary of State is anticipated in Autumn 2007

2. KEY ISSUES RELATING TO DIRECTORATE STRATEGIC PLANS

Issue	Comment and Proposed Action
Nothing to report.	

3. PERFORMANCE INDICATORS

(a) Quarterly Reported Key Performance Indicators

Performance on all DUE's ten 2006/7 key indicators is reported within this section.

Performance Indicator	Comment and Proposed Action
BV 082ai + BV 082bi Combined % of household waste recycled and composted	<p>Target 24%, Actual 24.02%</p> <p>Performance is ahead of target</p>
BV 109b % of minor planning applications determined within 8 weeks	<p>Target 65%, Actual 75.63%</p> <p>Performance is ahead of target</p>
BV 109c % of other planning applications determined within 8 weeks	<p>Target 80%, Actual 88.98%</p> <p>Performance is ahead of target</p>

Performance Indicator	Comment and Proposed Action
BV 166a Score against a checklist of enforcement best practice for Environmental Health	Target 100%, Actual 100% Performance is on target
BV 166b Score against a checklist of enforcement best practice for Trading Standards	Target 100%, Actual 100% Performance is on target
BV 215a Average number of days taken to repair a street lighting fault under the control of the local authority	Target 4.90 days, Actual 4.18 days Performance is ahead of target
BV 218b % of abandoned vehicles removed within 24 hours from the point at which the local authority is entitled to remove the vehicle	Target 100%, Actual 100% Performance is on target
PSA 9(i) Average time (days) to remove fly-tipping	Target 1 day, Actual 0.22 days Performance is ahead of target

(b) Other Directorate Performance Indicators – Reporting by Exception

Cumulative year to date performance reports are included for DUE indicators where:

- Performance is 10% or more ahead of target;
- Performance has been below target for two consecutive quarters;
- Performance is 10% or more below target.

Performance Indicator	Comment and Proposed Action
BV 082a(ii) Tonnage of household waste arisings which have been recycled	Target 14990.00, Actual 17865.97 Performance is ahead of target

Performance Indicator	Comment and Proposed Action
BV 082bi + BV 082bii % and tonnage of household waste arisings which have been composted	Target 12% 14990.00kg Actual 10.61% 14091.38kg Performance is below target. The hot summer last year meant less grass was cut. This affected the amount of green waste available for composting
BV 082cii Tonnage of household waste arisings which has been used to recover heat, power and other energy sources (incinerator)	Target 72451.67kg, Actual 80199.48kg Performance is ahead of target
BV 082di % of household waste arisings which has been landfilled	Target 18%, Actual 15.58% Performance is ahead of target
BV 084b % change from previous year in number of kgs of household waste collected per head	Target -1.25%, Actual 5.82% Performance is below target as the total amount of waste collected was greater than expected
BV 091a & BV 091b % of population served by a kerbside collection of a) one recyclable b) at least two recyclables	Target 100%, Actual 95% Performance is below target. Work is continuing with the Directorate of Adults, Community and Housing to include flats in the kerbside recycling service
BV 100 Number of days of temporary traffic controls, or road closure, on traffic sensitive roads, caused by roadworks, per km of traffic sensitive road	Target 0.1 days, Actual 0 days Performance is ahead of target
BV 104 % of users satisfied with local bus services	Target 70%, Actual 60% Performance is below target The figure quoted is for the West Midlands and includes non bus users and is based on a 3-yearly survey. An alternative survey carried out annually by Centro including only bus passengers gave an overall satisfaction score of 81% for Dudley (2006 Report)

Performance Indicator	Comment and Proposed Action
BV 109a % of major planning applications determined within 13 weeks	Target 60%, Actual 55.13% Continuing improvement with performance levels with quarter 4 outturn at 68.96%, but failing to meet cumulative annual target of 60 % New procedure introduced to improve performance is now starting to impact on actual performance figures
BV 178 % of public rights of way that were easy to use	Target 71%, Actual 60% Performance is below target The target set was at a level to put the services within the upper threshold of performance against CPA targets. Although performance has improved from last year's 32.4%, it remains below target. Action is being taken to ensure performance further improves
BV 199a Proportion of land and highways assessed as having combined deposits of litter and detritus (Cleanliness)	Target 18%, Actual 14% Performance is ahead of target
BV 199b Proportion of land and highways from which unacceptable levels of graffiti are visible	Target 8%, Actual 6% Performance is ahead of target
BV 204 % of appeals allowed against the authority's decision to refuse on planning applications	Target 38%, Actual 50% Performance is of major concern
BV 215a Average number of days taken to repair a street lighting fault under the control of the local authority	Target 4.90 days, Actual 4.18 days Performance is ahead of target

Performance Indicator	Comment and Proposed Action
BV 215b Average number of days taken to repair a street lighting fault under the control of a distributed network operator	Target 21 days, Actual 25.9 days Performance is below target. A series of discussions has taken place with the network provider both locally and nationally to target future improvements in performance
BV 218a % of new reports of abandoned vehicles investigated within 24 hours of notification	Target 100%, Actual 99.38% Performance is slightly below target. Figures have improved since the first quarter but the impact of this is that the statistic cannot reach 100%

4. **SIGNIFICANT ACHIEVEMENTS/POINTS OF NOTE**

▪ **Halesowen's multi-million make-over back on track**

Ambitious plans to breathe new life into Halesowen town centre are back on track to start this year. A public inquiry on appeals by landowners against the compulsory purchase orders needed to enable the £30million scheme to go ahead had been due to start, however, following their withdrawal the way is now clear for the make-over plans to become reality

▪ **Council awarded for approach to clearing gum**

Dudley Council's innovative approach to keeping borough streets clean of chewing gum has been rewarded. The council's street cleansing team became the first organisation in the country to use gummy bins to discourage people from dropping their gum on the floor. Dudley Council has now been sent a certificate and special black and gold gummy bin from Gummybins Ltd to recognise the authority as the first to take on the novel bins

▪ **Halesowen town centre consultation findings**

From September to October 2006 a town centre consultation was carried out in Halesowen. Local people were asked to contribute to a questionnaire that would help inform the future regeneration of the town centre. The consultation highlighted the five key areas for improvement as car parking, crime prevention, street cleanliness, congestion on roads leading in to the town centre and town centre events

▪ **Wordsley Hospital Conservation area public consultation**

Residents are being asked for their views on the historic significance and value of a recently designated borough conservation area in Wordsley. Views are also being sought on management proposals designed to retain the historic character of the former Wordsley Hospital site. The site has been identified as one of the best surviving early 20th century workhouse complexes in the country. They are asking for people's views on a draft Conservation Area Character Appraisal which, if agreed, will safeguard the character of the site through the adoption of a series of management proposals

▪ **Canal conservation area public consultation**

Residents are being asked for their views on the historic significance and value of four areas along the borough's canals. Stourbridge branch canal at Canal Street and Amblecote, Sixteen Locks at Stourbridge and Brierley Hill's Delph Locks were designated conservation areas between 1976 and 1982. Dudley Council is now reviewing these designations and has been

asking residents to get involved with the consultation. It has been asking for people's views on draft Conservation Area Character Appraisals which, if agreed, will safeguard the character of the sites through the adoption of a series of management proposals

- **Dudley rocks!**

The 2006 Rock & Fossil Festival has been nominated for a tourism award proving Dudley really does rock! Over 3,000 people visited the event last year where exhibitors showcased everything from rocks, fossils and gems to jewellery and earth science books. The popular festival has been selected as a finalist in the event of the year category for the Black Country Hotel and Tourism Awards 2007

- **Path improvements at The Leasowes**

Works to improve facilities at a historic Halesowen park are now under way. Contractors have moved on site to start a programme of path improvements at The Leasowes. The work was identified as a priority by the Friends of The Leasowes in consultation with the community after scooping £79,485 through the scheme. The work is due to finish by mid May

- **Joint forces to stamp out litter problem**

Enforcement officers from Dudley Council are being joined by the police in the fight against litter bugs. The council is teaming up with West Midlands Police to crack down on anyone who drops litter in Dudley town centre. The link-up with the police follows a recent high profile Don't Dirty Dudley campaign which featured television's favourite cleaners Kim and Aggie. The stars of 'How clean is your house?' visited Dudley to join enforcement officers in getting the message home to people to use a bin rather than littering the environment

- **Green wheelie roll-out gains momentum**

A further 50,000 green wheelie bins are ready to be rolled out to homes across the borough as Dudley Council's recycling service continues to grow. This year's roll-out will take the total number of households in the borough with a green wheelie bin to 100,000, following the introduction of the scheme last year. All homes in the borough are set to have a bin by the end of the three-year rolling programme

- **Have your say on the future of Brierley Hill**

Dudley Council is currently preparing an Area Action Plan for Brierley Hill that will guide the regeneration of the High Street, Merry Hill and the Waterfront, up to 2021 and local people are invited to have their say. The Area Action Plan will form part of Dudley's planning framework and be the starting point for making decisions on planning applications in the area. It will contain a vision and a number of objectives for the future of Brierley Hill as well as allocate sites for certain uses

- **Compost scheme continues**

Green minded residents are urged to get their hands on a waste-minimising compost bin as a successful composting scheme continues. Following a similar scheme in 2006, Dudley Council along with neighbouring Black Country authorities has once again teamed up with WRAP (the Waste & Resources Action Programme) to offer subsidised compost bins to residents.

- **Waste care latest recruit**

Encouraging children to reduce, reuse, recycle is just one of the priorities for Dudley Council's latest recruit. Dudley Council welcomes its new waste minimisation and education officer, Christopher Jenkins to the waste care team. With a degree in ecology and environmental management and experience in the field, Chris is perfectly placed to improve the way schools in the borough manage their waste, to encourage school children to adopt the principles of reduce, reuse, recycle and promote composting to residents

- **Dudley set for a makeover**

Dudley town centre's street furniture is having a mini-makeover to help improve the look of the town and to encourage more shoppers. Work has started to re-paint street furniture in High Street and Castle Street. The work will include painting benches, guard rails, litter bins and bollards. Dudley Council's town centre management, environmental health and street cleansing teams have also worked in partnership with the police and fire service to clean up neglected parts of the town

- **Cash to promote walking to schools**

Youngsters at 18 borough schools will be putting their best foot forward next term after sharing a slice of £15,000. The schools have all successfully bid for funding from the government's Travelling to School project, which aims to reduce car use for these daily trips. Grants of up to £1,000 a year for up to three years were up for grabs for those setting up walking buses while there was £500 on offer for those wanting to set up alternative schemes such as Walk on Wednesdays. Dudley Council works closely with schools on travel plans, which explore alternative ways for children to travel, including walking buses. Such schemes benefit their own health and fitness and also cut congestion and pollution in and around schools

- **Peer Review – Trading Standards Report**

Dudley Trading Standards Service has recently received an excellent report on its service provision from a team of external assessors appointed regionally and from the Improvement and Development Agency's Peer Clearing House. The review was part of a DTI-funded national programme of reviews of Trading Standards Services. The purpose of the programme is to challenge how well services are performing and to help them identify improvements

- **Environmental Management Service Standards**

14 service standards set to measure levels of service to the public in Environmental Management Division have scored more than 95% delivery during 2006/07 with 10 achieving 100%