

Corporate performance measures **2022-2025**



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Corporate measures - summary

The following dashboard and summary table provides information on our high-level corporate performance indicator measures (KPI's) for 2022-25, aligned to our new 3-year Council Plan priorities and outcomes. Strategic Executive Board (SEB), Future Council Scrutiny Committee and Informal Cabinet will review these corporate key performance indicators on a quarterly basis. The meeting schedule is available on page 10.

Corporate KPI's reported in total	59
Quarterly KPI's (inc. monthly)	48
6 monthly KPI's	1
Annual KPI's	7
Biannual KPI's	3



In addition to corporate KPI's, Directorate Business Plans are available on [SPECTRUM](#) Dudley's corporate performance management tool. Its purpose is to publish and communicate scorecard style reports enabling staff and elected members to transparently review up-to-the-minute information about council services and providing increased levels of consistency, efficiency, and transparency for performance management.

Corporate KPI's by council plan priority

Dudley the borough of opportunity								
Aims and objectives	Key performance indicators	21-22 Q4 outturn	2022-23 target	2023-24 target	2024-25 target	Reporting frequency	Benchmarking	Directorate plan
Children and young people benefit from the best possible start in life in our Child Friendly borough	PI 2129 % of eligible children who take up a 'Time for Two's' place in the Dudley Borough	76.5%	75%	75%	75%	Quarterly		Children's Services
	PI 2427 % of safer routes to school schemes completed against annual programme	37.5%	TBC	TBC	TBC	Monthly		Public Realm
Those with special educational needs and disabilities and care leavers achieve the best possible outcomes								
Quality education, new skills, apprenticeship training and job opportunities are accessible to all	PI 863 Proportion of children and young people who attend a good or outstanding school	74.9%	78%	80%	85%	Quarterly	DfE monthly management information	Children's Services
	PI 120 16 to 18-year old's who are not in education, employment or training (NEET)	1.8%	2.8%	2.8%	2.8%	Quarterly		Children's Services
	PI 1690 Number of adults 16+ participating in learning	2553	1640	1640	1640	Quarterly		Regeneration and Enterprise
	PI 1706 Number of adults gaining employment	134	125	125	125	Quarterly		Regeneration and Enterprise
	PI 1709 Number of employers supported with ACL funding streams	324	60	60	60	Quarterly		Regeneration and Enterprise
Everyone, including our most vulnerable, have the choice, support and control of the services they need to live independently	PI 2133 - % of working age service users (18-64) with learning disability support living alone or with family	49%	50%	50%	50%	Quarterly	Adult Social Care Outcomes Framework	Adult Social Care
All residents benefit from access to high quality, integrated health and social care	PI 2132 - % of contacts to adult social care with an outcome of information and advice/signposting	9%	11%	11%	11%	Quarterly		Adult Social Care
	PI 501 (ASCOF2B) - Prop of 65+ at home 91 days after discharge from hospital into reablement services	86%	83%	83%	83%	Quarterly	Adult Social Care Outcomes Framework	Adult Social Care

Dudley the safe and healthy borough								
Aims and objectives	Key performance indicators	21-22 Q4 outturn	2022-23 target	2023-24 target	2024-25 target	Reporting frequency	Benchmarking	Directorate plan
Our climate commitment is creating a sustainable borough on its way to net zero carbon emissions, improved air quality, reduced fuel poverty and outstanding waste and recycling services	PI 2266 Percentage of applicable contracts awarded that include Social Value outcomes	63%	80%	85%	90%	Quarterly	Local measure	Digital, Customer and Commercial Services
	PI 1441 Air Quality completed in actions in accordance with the timetable in the approved Air Quality Action Plan	90%	90%	90%	90%	Quarterly		Public Health & Wellbeing
	PI 1498 % household waste sent for reuse, recycling and composting (NI 192)	TBC (Q1)	TBC (Q1)	TBC (Q1)	TBC (Q1)	Quarterly (quarter in arrears)	National (CIPFA)	Public Realm
	PI 1499 % municipal waste land filled (NI 193)	TBC (Q1)	TBC (Q1)	TBC (Q1)	TBC (Q1)	Quarterly (quarter in arrears)	National (CIPFA)	Public Realm
	PI 2416 % Street Cleansing waste recycled	TBC	TBC	TBC	TBC	Quarterly		Public Realm
	PI 2393 % street lighting inventory that is LED	7%	15%	20%	25%	6 monthly		Public Realm
People have a safe and welcoming indoor and outdoor environment which promotes healthy, physical and active lifestyles	PI 1200 No. external accreditations held for our parks and green spaces (including Green Flag)	20	17	20	20	Annual	Local measure	Public Realm
	PI 2390 % of gullies cleansed as per annual programme	TBC	TBC	TBC	TBC	Quarterly		Public Realm
	PI 2404 % of trees with a valid inspection	TBC	TBC	TBC	TBC	Monthly		Public Realm
	PI 2406 No. incidents of fly-tipping	1,726	Ongoing reduction	Ongoing reduction	Ongoing reduction	Monthly		Public Realm
	PI 2407 No. fly-tipping enforcement actions	532	Dependent on PI 324 and evidence	Dependent on PI 324 and evidence	Dependent on PI 324 and evidence	Monthly		Public Realm
	PI 2417 % of local safety schemes completed against annual programme	50%	TBC	TBC	TBC	Monthly		Public Realm

Dudley the safe and healthy borough CONTINUED								
Aims and objectives	Key performance indicators	21-22 Q4 outturn	2022-23 target	2023-24 target	2024-25 target	Reporting frequency	Benchmarking	Directorate plan
Residents live in safe communities where safeguarding of vulnerable people of all ages protects them from harm and supports the prevention of crime and exploitation	PI 2134 - % of the conversion of safeguarding concerns to enquiry	20%	20%	20%	20%	Quarterly	NHS Digital	Adult Social Care
	PI 1447 % of agency social workers	19.2%	15%	14%	12%	Quarterly	LAIT (annual figures)	Children's Services
	PI 432 Number of children looked after per 10,000 of the population	85.6	85%	85%	85%	Quarterly	West Mids region data	Children's Services
	PI 426 Percentage of single assessments authorised with 45 days (For Assessment Service Only)	71.5%	95%	95%	95%	Quarterly	West Mids region data	Children's Services
	PI 433 Number of children subject to child protection plan per 10,000 of the child population	44.8	50%	50%	50%	Quarterly	West Mids region data	Children's Services
	PI 2027 Satisfaction - way your anti-social behaviour complaint was handled? (ASB)Star-T [CP] [DSP] [HM] [DB]	62.8%	70%	75%	TBC	Quarterly	HouseMark Peer Group	Housing and Community Services
	PI 2257 Value of savings made by prevention (intervention) to the people of Dudley (Scams Team)	£2m	£1m	£1m	£1m	Quarterly		Public Health and Wellbeing
	PI 2074 Proportion of premises in the borough that are broadly complaint with food hygiene law (star rating of 3 or more).	90%	90%	90%	90%	Quarterly		Public Health and Wellbeing
Discrimination is tackled at all levels in the authority and in our community as we actively promote equality, diversity and inclusion								
Poverty is reducing as we address all forms of inequality, improve social, emotional and mental health and wellbeing	PI 2260 Smoking at time of delivery Dudley Residents	11%	10%	8%	7%	Quarterly	National ambition is 6% by 2025	Public Health and Wellbeing

Future Council Programme								
Aims and objectives	Key performance indicators	21-22 Q4 outturn	2022-23 target	2023-24 target	2024-25 target	Reporting frequency	Benchmarking	Directorate plan
People	PI 352 Working days/shifts lost per FTE due to sickness absence (excluding schools)	13.94 days	9.6 days	9.6 days	9.6 days	Quarterly	LGA West Mids region data	HR, OD and Inclusion
	PI 370 Long-term sickness absence per FTE (excluding schools)	9.88 days	7.64 days	7.64 days	7.64 days	Quarterly	LGA West Mids region data	HR, OD and Inclusion
	PI 371 Short-term sickness absence per FTE	4.06 days	1.66 days	1.66 days	1.66 days	Quarterly	LGA West Mids region data	HR, OD and Inclusion
	PI 2056 Number of the council's headcount to be part of an apprenticeship (=2.3% of our workforce)	145	183	183	183	Annual	LGA West Mids region data	HR, OD and Inclusion
	PI 2062 % of Council employees completing the employee survey	55%	45%	45%	45%	Biannual		HR, OD and Inclusion
	PI 2063 Employee Survey engagement score (scored out of 5)	3.9%	3.8%	3.8%	3.8%	Biannual		HR, OD and Inclusion
	PI 2064 Health & wellbeing score of Dudley employees via employee survey (score out of 35)	22.5	21.5%	21.5%	21.5%	Biannual	Health and Wellbeing England	HR, OD and Inclusion
Digital								
Process								
Place								
Financial sustainability	PI 2337 Total revenue retained from school customers	TBC	97%	95%	92%	Annual	Local measure	Digital, Customer and Commercial Services
	PI 2338 Commercial opportunity – 3-year contribution to fixed costs over plan forecasted in agreed business cases (figures to be confirmed post April 22)	£85k	£120k	£720k	£1.3m	Annual	Local measure	Digital, Customer and Commercial Services

Corporate Performance Reporting – Schedule 2022-23

Quarterly Reporting Periods		Performance Group and Strategic Executive Board (SEB)				Draft Report Deadline (5.00pm)	Agenda Plan Meeting with Chair and Vice Chair	Final Report Deadline (5.00pm)	Scrutiny Meeting	Informal Cabinet
		Spectrum Deadline <small>Allocated officers across the council to update KPI's including benchmarking and trend data</small>	Report Deadline <small>Circulated to performance leads for comment / report updated as required and sign off</small>	Final Report to Strategic Executive Board (SEB)	SEB Meeting					
Q1	1 st April 2022 to 30 th June 2022	Corporate KPI's & Exception Reporting Friday 22 nd July 2022 Service Summary Documents Friday 29 th July 2022	Wednesday 3 rd August 2022	Thursday 11 th August 2022	Wednesday 24 th August 2022	Thursday 4 th August 2022	Tuesday 9 th August 2022	Thursday 25 th August 2022	Wednesday 7 th September 2022	TBC
Q2	1 st July 2022 to 30 th September 2022	Corporate KPI's & Exception Reporting Friday 4 th November 2022 Service Summary Documents Friday 11 th November 2022	Wednesday 16 th November 2022	Thursday 17 th November 2022	Wednesday 23 rd November 2022	Thursday 8 th December 2022	Tuesday 13 th December 2022	Thursday 5 th January 2023	Wednesday 18 th January 2023	TBC
Q3	1 st October 2022 to 31 st December 2022	Corporate KPI's & Exception Reporting Friday 3 rd February 2023 Service Summary Documents Friday 10 th February 2023	Wednesday 15 th February 2023	Thursday 16 th February 2023	Wednesday 22 nd February 2023	Thursday 9 th February 2023	Tuesday 14 th February 2023	Thursday 2 nd March 2023	Wednesday 15 th March 2023	TBC
Q4	1 st January 2023 to 31 st March 2023	Corporate KPI's & Exception Reporting Friday 5 th May 2023 Service Summary Documents 12 th May 2023	Wednesday 17 th May 2023	Thursday 18 th May 2023	Wednesday 24 th May 2023	TBC – following annual council				

For further information corporate performance management and directorate planning please contact

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For more information on the Council Plan, Directorate Plans and Performance Management, please visit our [Connect pages](#).

