



**Quarterly Corporate Performance Management Report
Summary for
Select Committee on Community Safety and
Community Services**

Quarter 1 (April to June 2009)

Quarterly Corporate Performance Management Report

Contents

Section 1: Introduction	Page 3
Section 2: Performance Summary Quarter 1 2009/10	Page 4
Section 3: Reporting on Council Action Plan Priorities	Page 9
Safety Matters Quality Service Matters	
Section 4: LPSA Stretch Targets	Page 19
Section 5: Place Survey 2008 Headline Findings	Page 22
Section 6: Partnership Working Progress Report	Page 26
Section 7: Community Engagement Update	Page 27
Section 8: Directorate Reporting	Page 28
Chief Executive's (CEX)	

Section 1

Introduction

This Summary is taken from the first Quarterly Corporate Performance Management Report of 2009/10 highlighting performance for the period April to June 2009.

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

The main body of the report focuses on the six key themes contained in the Council Plan and progress against the key performance indicators and activities used to determine our delivery of Council priorities is included in **Section 3**. Risk monitoring, aligned to Council Plan priorities, is also included in this section. A summary of performance, with an at a glance view of the key performance indicators for each Council Plan theme, together with an overview of some of the key service achievements and issues affecting Dudley MBC during quarter 1, is included in **Section 2**.

Section 4 provides latest performance information on the LPSA stretch targets attracting reward grant.

Section 5 highlights the headline findings from the recent Place Survey.

Section 6 gives a progress report on the Council's partnership working.

Section 7 shows the various community engagement activities undertaken throughout the Council during the quarter.

Section 8 gives more detailed Directorate reporting, including issues relating to the delivery of Directorate Strategic Plans.

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

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

Section 2

Performance Summary

Quarter 1 2009/10

This section summarises the performance information and key achievements and issues affecting community safety and community services that are addressed in detail in the main body of the report.

Crime continues to fall in the Borough. The recent Place Survey shows that over 70% of people believe people from different backgrounds get on well together in the area and also that perceptions of anti-social behaviour have fallen in line with the metropolitan average.

Section 8 includes a number of good news stories from around the Authority during quarter

The summary below highlights specific performance highlights. More detail on all of these issues can be found in **section 3** of the report.

Safety Matters

★ Performance highlights

- Targets to reduce overall crime and specifically violent crime, criminal damage, motor vehicle theft, serious acquisitive crime and assaults 'with less serious injury' are being exceeded (S&SC 1.1, S&SC 1.1a, S&SC 1.1b, S&SC 1.1d, NI 16 and NI 20)

Quality Service Matters

★ Performance highlights

- 96% of customers making cash payments at Dudley Council Plus were able to do so within 10 minutes (FIN DCP 016)

There are 116 key performance indicators that are reported on by Council Plan Priority in **Section 3**. 52 are reported annually or biennially. Of the 64 remaining, year to date target and actual data is available for 45 of these and their performance can be summarised as follows:-

27	(60% of reported indicators)	Indicators are exceeding target	★
6	(13% of reported indicators)	Indicators are performing on target or within agreed limits	●
12	(27% of reported indicators)	Indicators are performing below target	▲

Year to date performance by Council Plan matter is:-

	★	●	▲	Total
Caring Matters	4	0	0	4
Environment Matters	3	0	3	6
Learning Matters	8	2	6	16
Regeneration Matters	1	1	0	2
Safety Matters	8	1	1	10
Quality Service Matters	3	2	2	7
Total	27	6	12	45

A summary of the key performance indicators relating to community safety and community services, by Council Plan theme, is shown in the following tables.

There are 47 risks that are reported on by Council Plan Priority in **Section 3**. The quarter 1 net status is known for all of these:-

1	2%	Insignificant
21	45%	Minor
19	40%	Moderate
5	11%	Significant
1	2%	Major

Net risk status by Council Plan matter at quarter 1 is:-

	Insignificant	Minor	Moderate	Significant	Major	Total
Caring Matters	1	3	4	2	0	10
Environment Matters	0	9	2	1	0	12
Learning Matters	0	3	1	0	0	4
Regeneration Matters	0	0	4	1	1	6
Safety Matters	0	3	5	0	0	8
Quality Service Matters	0	3	3	1	0	7
Total	1	21	19	5	1	47

Safety Matters Key Performance Indicators 2009/10

Council Plan Priority	Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 Target	Q1 Actual	Q1 Status	Comment
Priority SM1	CEX	S&SC 1.1	Overall crimes recorded	11450	Less than 11450	2862	2582	★	
	CEX	S&SC 1.1a LPSA2	Number of violent crimes	2080	3213	801	497	★	
	CEX	S&SC 1.1b LPSA2	Number of incidents of criminal damage	4081	4991	1248	913	★	
	CEX	S&SC 1.1ci	Maintain reporting levels of domestic abuse incidents at at least 3300	4250	3300	825	1270	★	
	CEX	S&SC 1.1d LPSA2	Number of recorded incidents for theft of a motor vehicle	827	1280	318	164	★	
	CEX	NI 1 NGLAA	% of people who believe people from different backgrounds get on well together in their local area (Place Survey)	72.4%	73.5%	Biennially reported through the Place Survey. The 2008/09 result places us in the top half of English Metropolitan councils. The best quartile = 74.6% and the worst quartile = 66.8%.			
	CEX	NI 35 NGLAA	Score assessing standard of local area's arrangements to build resilience to violent extremism (rating poor 0 - good 5)	2.2	2.75	Annually reported. The scoring for this indicator is against 4 main criteria: Understanding of and engagement with Muslim communities; Knowledge of and understanding of the drivers and causes of violent extremism and the Prevent objectives; Development of a risk-based Preventing Violent Extremism action plan, in support of the Prevent objectives; Effective oversight, delivery and evaluation of projects and actions.			
	CEX	NI16 NGLAA	Number of serious acquisitive crimes per 1000 population	15.38	15.6	3.9	3.43	★	
	CEX	NI 20 NGLAA	Number of 'assaults with less serious injury' (including racially and religiously aggravated) offences per 1000 population	6.56	8	2.01	1.52	★	
Priority SM2	CEX	NI 17 NGLAA	% of people surveyed who think anti-social behaviour is a problem in their local area (Place Survey)	22.6%	20.9%	Biennially reported through the Place Survey. The best quartile for English metropolitan councils = 21.8% and the worst quartile = 29.5%.			
	L&P	L&P LDS 134	% of anti-social behaviour order applications that result in a successful legal outcome	100%	100%	100%	100%	★	1 ASBO obtained during quarter 1

Safety Matters Key Performance Indicators 2009/10

Council Plan Priority	Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 Target	Q1 Actual	Q1 Status	Comment
	DCS	NI 19	Rate of proven re-offending by young offenders (i.e. average number of offences per young person in the cohort committed during the 12 month tracking period) (Young people are those aged 10-17)	Reduction of 32.1%	Reduction of 3.5%	Annually reported. The results of 2009 cohort will be available on the 31 st July 2010.			
Priority SM3	CEX	NI 40	Number of drug users recorded as being in effective treatment	1154	1002	See comment	164	-	Targets still be profiled for the year
	CEX	NI 115 NGLAA	% of young people surveyed reporting frequent misuse of drugs/volatile substances or alcohol (TellUs Survey)	12.8%	11.6%	Annually reported through the TellUs Survey. TellUs 4 due to run October 2009 with results due in March 2011. England Average = 10.9% and West Midlands Average = 10.2%			

Quality Service Matters Key Performance Indicators 2009/10

Council Plan Priority	Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 Target	Q1 Actual	Q1 Status	Comment
Priority QSM1	FIN	FIN DCP 003(i)	% of telephone calls answered to 01384 812345 (with effect from quarter 2 this indicator will measure calls to 01384 812345 AND 01384 818181)	New PI	85%	85%	87%	●	
	FIN	FIN DCP 008	% of customers seen by a Dudley Council Plus adviser within 10 minutes	88.21%	80%	80%	83%	●	
	FIN	FIN DCP 016	% of customers making cash payments at Dudley Council Plus within 10 minutes	94.29%	90%	90%	96%	★	
	CEX	NI 14	Reducing avoidable contact: Minimising the proportion of customer contact that is of low or no value to the customer	55.2%	Not targeted	Annually reported. Monitoring of Avoidable Contact continues through the CRM in Dudley Council Plus and the resulting data is used to inform any improvement work undertaken to services which are accessed in this way. General education regarding the relevance of avoidable contact, in terms of customer focus and efficiency within service delivery, continues, and DUE's Environmental Management Division now has a quarterly Customer Contact Group, where NI14 features both on the agenda and in discussion regarding potential changes and improvements to service delivery.			
Priority QSM6	CEX	NI 7 NGLAA	% of third sector organisations surveyed who think that local statutory bodies positively influence their success (Third Sector Survey)	13.4%	See comment	Biennially reported from the Third Sector Survey. The 2008/09 results forms our baseline for improvement. This result is in the national bottom quartile and behind all of the other Black Country authorities: National Average = 16.2%, Walsall = 16.8%, Sandwell = 17% and Wolverhampton = 19.5%.			

Section 3




Reporting on Council Action Plan Priorities for 2009-10

The 2009 review of the Council Action Plan 2010 sets out the Authority's priorities for 2009-10. It outlines how we are planning to meet the aspirations of the Community Strategy and the challenges of the Next Generation Local Area Agreement.

This section provides a detailed review of the progress of the key performance indicators and activities contained within the Council Action Plan, plus an assessment of the risks to the delivery of the Council's priorities.




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

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

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

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

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

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

NB: A zero tolerance has been set for the target limits of key performance indicators with a stretch target.

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

Comparator data is not yet available for the majority of the indicators in the National Indicator Set. It is anticipated that this will have been released by the Audit Commission in time for inclusion in the quarter 2 report.

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

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





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

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






Safety Matters Priority SM1 – Safer Communities

Outcome 1 Reduce crime and make our communities feel safer

Key Activities

Direct.	Ref.	Description	Lead Officer	Update	Status @ Q1
CEX	S1.1a	Work with partners to reduce overall crime in the Borough. Continued development and implementation of bespoke strategies to reduce overall crime	Dawn Hewitt	<ul style="list-style-type: none"> Work ongoing. Activities undertaken through the JAG The Anti Social Behaviour Unit led on "operation stay safe". Working group formed to review and develop new format and style strategic assessment Agreement for Borough wide Youth PACTS Alcohol Strategy being developed Completion of tendering process and new service delivery organisation in situ at Atlantic House 	
CEX	S1.1b	Implement the actions of the Community Cohesion Strategy	Rosina Ottewell	<ul style="list-style-type: none"> Task and Finish Group for NI 1 "percentage of people from different backgrounds who believe they get on well together in their local area" convened and work undertaken to produce an implementation plan for the Community Cohesion Strategy 	
CEX	S1.1c	Development and implementation of the Hate Crime Strategy	Rosina Ottewell	<ul style="list-style-type: none"> Hate crime officer in post with effect from May 2009. To familiarize with situation in Dudley ref Hate Crime and gather relevant data to underpin priorities within the strategy 	
CEX	S1.1d	Develop projects with local communities to utilise funding from the Preventing Violent Extremism (PVE) Pathfinder Programme	John Hodt	<ul style="list-style-type: none"> Development of Dudley Muslim Women's Network, delivery of a conference for the Borough's Muslim women, and inaugurating the Building Resilience Delivery Board 	

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 Target	Q1 Actual	Q1 Status	Comment
CEX	S&SC 1.1	Overall crimes recorded	11450	Less than 11450	2862	2582		
CEX	S&SC 1.1a LPSA2	Number of violent crimes	2080	3213	801	497		
CEX	S&SC 1.1b LPSA2	Number of incidents of criminal damage	4081	4991	1248	913		
CEX	S&SC 1.1ci	Maintain reporting levels of domestic abuse incidents at at least 3300	4250	3300	825	1270		
CEX	S&SC 1.1d LPSA2	Number of recorded incidents for theft of a motor vehicle	827	1280	318	164		
CEX	NI 1 NGLAA	% of people who believe people from different backgrounds get on well together in their local area (Place Survey)	72.4%	73.5%	Biennially reported through the Place Survey. The 2008/09 result places us in the top half of English Metropolitan councils. The best quartile = 74.6% and the worst quartile = 66.8%.			

Outcome 1 Reduce crime and make our communities feel safer *continued ...*

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 Target	Q1 Actual	Q1 Status	Comment
CEX	NI 35 NGLAA	Score assessing standard of local area's arrangements to build resilience to violent extremism (rating poor 0 - good 5)	2.2	2.75	Annually reported. The scoring for this indicator is against 4 main criteria: Understanding of and engagement with Muslim communities; Knowledge of and understanding of the drivers and causes of violent extremism and the Prevent objectives; Development of a risk-based Preventing Violent Extremism action plan, in support of the Prevent objectives; Effective oversight, delivery and evaluation of projects and actions.			
CEX	NI16 NGLAA	Number of serious acquisitive crimes per 1000 population	15.38	15.6	3.9	3.43	★	
CEX	NI 20 NGLAA	Number of 'assaults with less serious injury' (including racially and religiously aggravated) offences per 1000 population	6.56	8	2.01	1.52	★	

Risks

Direct.	Ref.	Description	Risk Owner	Q1 Net Risk Status
CEX	CE0001	Failure to meet the community safety partnership targets	Bob Dimmock	Moderate (8)
CEX	CEA0009	Potential increase in community tension in local areas	Geoff Thomas	Moderate (9)

Safety Matters Priority SM2 – Anti-social behaviour and reassurance

Outcome 1 Reduced anti-social behaviour in the community

Key Activities

Direct.	Ref.	Description	Lead Officer	Update	Status @ Q1
CEX	S2.1a	Develop the Anti Social Behaviour Strategy and implement	Andy Winning	<ul style="list-style-type: none"> On track for completion by September 2009 	●
CEX	S2.1b	Increase safety of young people and reduce perceptions held by the community	Katriona Lafferty	<ul style="list-style-type: none"> Continued involvement in 'E' safety strategy group Continued involvement in Anti Bullying Steering Group 	●
DACHS	S2.1c	Continuous review and development of good practice to address anti social behaviour on council estates	Diane Channings	<ul style="list-style-type: none"> We have contributed to a review of JAG with partners during quarter 1 with greater emphasis being placed on this partnership group identifying and tackling geographical hot spots of crime and anti-social behaviour 	●
DACHS	S2.1d	Reducing crime and antisocial behaviour and increasing community reassurance by joint working with: Police, Connexions, Youth Service, Housing and communities through problem solving locally	Brendan Clifford	<ul style="list-style-type: none"> Neighbourhood services groups and PACT task groups established in most J1 areas. Crime data reported through CDRP and Chief Execs Community Renewal activity focusing on elected member community raised issues Greater coordination and broadening out of the summer activities information for 0-19s in conjunction with the family information service with contributions made from a wider range of partners and communities 	★
L&P	S2.1e	To reduce anti-social behaviour in the Borough by reviewing potential ASBO cases in the pipeline to ensure that resources will be available and identify potential problems at an early stage	Richard Clark	<ul style="list-style-type: none"> 1 ASBO obtained in this period 	●

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 Target	Q1 Actual	Q1 Status	Comment
CEX	NI 17 NGLAA	% of people surveyed who think anti-social behaviour is a problem in their local area (Place Survey)	22.6%	20.9%	Biennially reported through the Place Survey. The best quartile for English metropolitan councils = 21.8% and the worst quartile = 29.5%.			
L&P	L&P LDS 134	% of anti-social behaviour order applications that result in a successful legal outcome	100%	100%	100%	100%	★	1 ASBO obtained during quarter 1

Outcome 1 Reduced anti-social behaviour in the community *continued ...*

Risks

Direct.	Ref.	Description	Risk Owner	Q1 Net Risk Status
L&P	LP0002	Failure to review potential ASBO cases resulting in insufficient resources being available to identify problems at an early stage	Philip Tart	Minor (4)
DACHS	ACE0004	Failure to deliver an effective and pro-active patch-working service	Nigel Collumbell	Moderate (9)
DACHS	ACE0005	Failure to maintain sustainability of our housing estates	Margaret Tebbett	Moderate (8)
DACHS	ACE0007	Failure to improve customer satisfaction	Robert Murray	Minor (6)

Outcome 3 Children and young people make a positive contribution

Key Activities

Direct.	Ref.	Description	Lead Officer	Update	Status @ Q1
DCS	S2.3b	Reduce rate of proven re-offending amongst young people aged 10- 17 years.	Mike Galikowski	<ul style="list-style-type: none"> The method of reporting progress on this indicator has changed recently and the first data set is not available yet 	-

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 Target	Q1 Actual	Q1 Status	Comment
DCS	NI 19	Rate of proven re-offending by young offenders (i.e. average number of offences per young person in the cohort committed during the 12 month tracking period) (Young people are those aged 10-17)	Reduction of 32.1%	Reduction of 3.5%				Annually reported. The results of 2009 cohort will be available on the 31 st July 2010.




Risks

Direct.	Ref.	Description	Risk Owner	Q1 Net Risk Status
CEX	CE0002	Failure to impact upon anti-social behaviour	Andy Winning	Minor (6)

Safety Matters Priority SM3 – Substance misuse

Outcome 1 Harm reduction for adults

Key Activities

Direct.	Ref.	Description	Lead Officer	Update	Status @ Q1
CEX	S3.1a	Implement change management for integration of new service providers for Dudley Drug Services	Sue Haywood	<ul style="list-style-type: none"> Regular Meetings held between members of the Drug and Alcohol Action Team (DAAT) and new service providers to ensure a smooth transition of services and seamless service provision to clients Regular updates by Commissioning Manager – Substance Misuse to the Substance Misuse Implementation Group - Commissioning Meetings Stakeholder Event held in May 2009 for partners and other providers in the Borough 	
CEX	S3.1b	Implement the actions of Harm Reduction Strategy in respect of adults	Sue Haywood	<ul style="list-style-type: none"> Harm Reduction Strategy Group met in April 2009 to identify Priorities for 2009/10 	
CEX	S3.1c	Implement the actions of the Adult Drug Treatment Plan	Sue Haywood	<ul style="list-style-type: none"> New Service level agreements developed Regular meetings with Service User Representative and Commissioning Manager – Substance Misuse Treatment Provider/Job Centre Plus referral pathway in place to meet new requirements 	

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 Target	Q1 Actual	Q1 Status	Comment
CEX	NI 40	Number of drug users recorded as being in effective treatment	1154	1002	See comment	164	-	Targets still be profiled for the year

Outcome 2 Reduction of young people using drugs and alcohol

Key Activities



Direct.	Ref.	Description	Lead Officer	Update	Status @ Q1
CEX	S3.2a	Implement the actions of the Young People Harm Reduction Strategy and the Young People Substance Misuse Plan	Audrey Heer	<ul style="list-style-type: none"> Ongoing work through Young People's Substance Misuse Plan 	●
CEX	S3.2b	Ensure people working with children & young people are appropriately trained	Audrey Heer	<ul style="list-style-type: none"> 11 Basic x 1 day, 2 Drug Intervention x 2 days and 2 x 1 day Parental Drug Use courses have been undertaken Training for full time Youth Workers on implementing a Drug Policy and an introduction to drug awareness for trainee youth workers 1 Sharps training session on safe disposal of needles etc. 1 session with Princes Trust clients 	●
CEX	S3.2c	Development and implement the Borough wide Alcohol Strategy	Sue Haywood	<ul style="list-style-type: none"> Draft of the Alcohol Strategy circulated for comments and contributions prior to more formal consultation 	●

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 Target	Q1 Actual	Q1 Status	Comment
CEX	NI 115 NGLAA	% of young people surveyed reporting frequent misuse of drugs/volatile substances or alcohol (TellUs Survey)	12.8%	11.6%				Annually reported through the TellUs Survey. TellUs 4 due to run October 2009 with results due in March 2011. England Average = 10.9% and West Midlands Average = 10.2%

Outcome 3 Marketing, communication and public reassurance

Key Activities

Direct.	Ref.	Description	Lead Officer	Update	Status @ Q1
CEX	S3.3a	Increase public awareness of the harm caused by alcohol to individuals, families and communities	Sue Haywood	<ul style="list-style-type: none"> Alcohol Harm Reduction messages were part of the Tackling Drugs Changing Lives Week 	
CEX	S3.3b	Reduce public perception of drug dealing and drug use as a problem	Sue Haywood	<ul style="list-style-type: none"> Tackling Drugs Changing Lives Week 	

Risks

Direct.	Ref.	Description	Risk Owner	Q1 Net Risk Status
CEX	CE0001	Failure to meet the community safety partnership targets	Bob Dimmock	Moderate (8)

Quality Service Matters Priority QSM1 – Customer access to services

Outcome 1 Increased range of service areas offered to customers

Key Activities

Direct.	Ref.	Description	Lead Officer	Update	Status @ Q1
FIN	Q1.1a	Joint work with directorates and CATS team to facilitate the effective and efficient transfer of services to Dudley Council Plus	Mike N Williams	<ul style="list-style-type: none"> Ongoing work re. plans to transfer of Benefit Services customer service counter to Dudley Council Plus 	●

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 Target	Q1 Actual	Q1 Status	Comment
FIN	FIN DCP 003(i)	% of telephone calls answered to 01384 812345 (with effect from quarter 2 this indicator will measure calls to 01384 812345 AND 01384 818181)	New PI	85%	85%	87%	●	
FIN	FIN DCP 008	% of customers seen by a Dudley Council Plus adviser within 10 minutes	88.21%	80%	80%	83%	●	
FIN	FIN DCP 016	% of customers making cash payments at Dudley Council Plus within 10 minutes	94.29%	90%	90%	96%	★	
CEX	NI 14	Reducing avoidable contact: Minimising the proportion of customer contact that is of low or no value to the customer	55.2%	Not targeted	Annually reported. Monitoring of Avoidable Contact continues through the CRM in Dudley Council Plus and the resulting data is used to inform any improvement work undertaken to services which are accessed in this way. General education regarding the relevance of avoidable contact, in terms of customer focus and efficiency within service delivery, continues, and DUE's Environmental Management Division now has a quarterly Customer Contact Group, where NI14 features both on the agenda and in discussion regarding potential changes and improvements to service delivery.			

Risks

Direct.	Ref.	Description	Risk Owner	Q1 Net Risk Status
FIN	FPAO0003	Failure to improve access to council services.	Sean Beckett	Minor (6)

Outcome 2 Partnership evaluation

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 Target	Q1 Actual	Q1 Status	Comment
CEX	NI 7 NGLAA	% of third sector organisations surveyed who think that local statutory bodies positively influence their success (Third Sector Survey)	13.4%	See comment	Biennially reported from the Third Sector Survey. The 2008/09 results forms our baseline for improvement. This result is in the national bottom quartile and behind all of the other Black Country authorities: National Average = 16.2%, Walsall = 16.8%, Sandwell = 17% and Wolverhampton = 19.5%.			

Section 4

Local Public Service Agreement Stretch Targets

The 2007/10 Local Area Agreement (LAA) was superseded in May 2008 by the Next Generation Local Area Agreement (NGLAA). It has been confirmed by Government, however, that they will honour all commitments arising from the stretch targets negotiated as part of the 2007/10 LAA. As such, our existing 14 targets highlighted in the following tables will continue to attract the Performance Reward Grant (PRG) originally agreed and it is therefore important that we continue to resource, deliver and monitor their progress.

The 14 targets are supported by 28 indicators and they are distributed across thematic partnerships as follows:

- Health & Wellbeing Partnership – 1 target supported by 1 indicator
- Children's Trust – 5 targets supported by 9 indicators (5 reported on once a year, i.e. either financial or academic year)
- Stronger Group – 1 target supported by 5 indicators (all reported on annually)
- Economic Development & Regeneration Partnership – 2 targets supported by 4 indicators
- Safe & Sound Partnership – 5 targets supported by 9 indicators

Traffic light indicators denote latest performance as follows:-

- ★ Better than target limits
- Within target limits
- ▲ Worse than target limits

NB: A zero tolerance has been set for the target limits of these indicators.

Those marked **KPI** are Key Council Plan Performance Indicators included in **sections 2** and **3**.

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

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

Safe & Sound

The figures shown in the tables below are exact quarter figures and therefore may differ to those presented at the Crime & Reduction Implementation Group (CRIG) or Safe & Sound where seasonally adjusted figures are presented.

Indicator	Latest Performance Q1 09/10			Cumulative Target	Cumulative Actual	Final 3 Year Target	Comment
	Target	Actual	Status				
SSC 01.1a Reduce number of violent crimes recorded education, employment or training (NEET) KPI	801	497	★	7419	5625	9831	Performance has been particularly strong this quarter with 304 less violent crimes than target. The cumulative total reduction to date is 1794 crimes, an average of nearly 200 less per quarter. At current performance we are well on track to achieve 100% of our performance reward grant (£820,000).
SSC 01.1b Reduce number of incidents of criminal damage education, employment or training (NEET) KPI	1248	913	★	11826	9548	15569	Performance this quarter has again been strong with 335 less incidents of criminal damage than target. The cumulative total reduction to date is 2278 incidents, an average of over 250 less per quarter. At current performance we are well on track to achieve 100% of our performance reward grant (£610,000).
SSC 01.1cii Reduce the % of domestic violence incidents where victim has suffered domestic violence in the previous year.	30.85%	39.64%	▲	-	-	30.85%	This target is still underperforming despite a number of initiatives to reverse the trend. Exceptionally strong performance in increasing the number of victims reporting has an effect on how this target can be achieved with available resources. 1270 reports of domestic violence have been received this quarter against a target of 825 required per quarter to maintain reporting levels at the minimum level of 3300 per year, a condition of this target. The total amount of PRG attached to achieving this target is £61,500; it is currently unlikely that we will achieve this stretch target.
SSC 01.1ciii Increase the number of domestic abuse crime incidents recorded by the police that result in a sanctioned detection	198	125	▲	1723	1317	2325	A sanctioned detection is an offence for which someone is charged, summonsed, receives a caution or other formal sanction. Cumulatively performance is 406 sanctioned detections behind target, and only 56% of the three year target has been achieved. On average over the 9 quarters of the agreement that have elapsed we have achieved 146 sanctioned detections per quarter, if this average is repeated quarterly in the final three quarters the agreement only 1755 sanctioned detections will be achieved, well short of even 60% of the stretch target. Only by achieving on average 316 sanctioned detections in each of the next 3 quarters is even 60% achievement possible. It is therefore unlikely we will achieve any of the £184,500 PRG attached to this target.
SSC 01.1civ Increase number of domestic violence offences where the offender is brought to justice	88	99 <i>Provisional</i>	★	732	724 <i>Provisional</i>	1000	An offence brought to justice is defined as an offence resulting in a conviction at court, or a caution, or which is taken into consideration by a court. Considerable work has been undertaken during the last quarter to investigate the data relating to this target. This work is not yet complete; hence the performance reported is currently provisional. Once this work is complete (sometime during the second quarter 2009/10) it is anticipated we will be able to report performance as "on track" to achieve at least 60% of the stretched target by the end of the agreement. The total amount of PRG attached to achieving this target is £369,000.

Latest Performance Q1 09/10				Cumulative Target	Cumulative Actual	Final 3 Year Target	Comment
Indicator	Target	Actual	Status				
SSC 01.1d Reduce number of recorded crime incidents for theft of motor vehicle education, employment or training (NEET) KPI	318	164	★	3030	1901	3992	Performance towards this target remains strong with 154 less offences than target this quarter. The total reduction achieved to date is 1129 less than target (an average of just over 125 incidents less per quarter). At current performance we are well on track to achieve 100% of our PRG (£350,250), only if there is a huge increase to more than 697 incidents in each of the last three quarters of the agreement would we fail to achieve the 100% target.

Section 5

Place Survey 2008 Headline Findings

Along with the housing tenant satisfaction survey, the Place Survey has replaced the suite of best value user satisfaction surveys. Ipsos MORI were involved in both the pilot and the survey development. A total of 3,000 questionnaires were mailed out to randomly selected addresses in the Borough between September and December 2008 and results are based on the 1,034 completed questionnaires that were returned.

Partial national data (weighted to take into account the non-response by household composition, age, gender and ethnicity by Cobalt-Sky on behalf of CLG) was released on the 23rd June 2009.

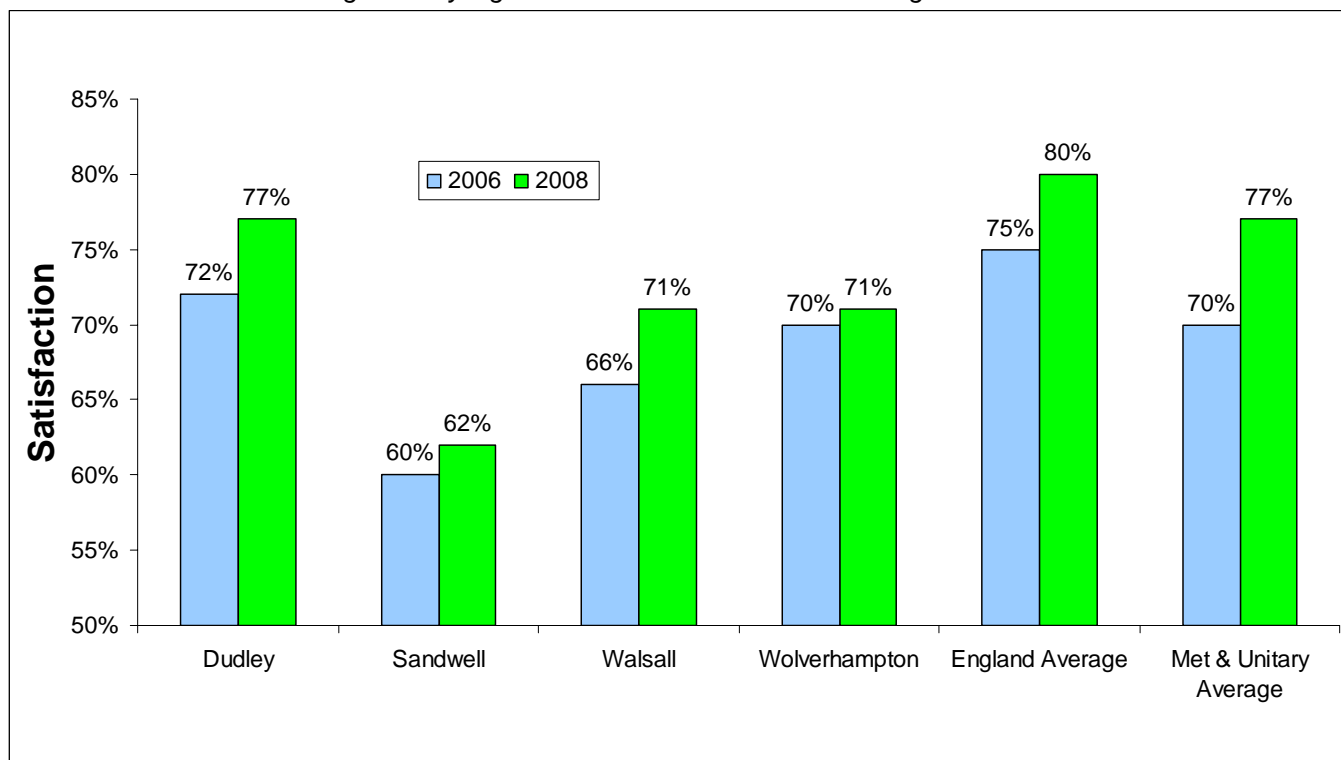
Overall, the results show that Dudley has made good progress when compared to other English Metropolitan Councils. In addition to a range of satisfaction questions, the survey measures 18 of the new 'citizen perspective' National Indicators. The chart and tables below provide the key headline findings.

For further information contact Trish Kilmurray, Chief Executive's Policy & Research Team, on 01384 815258.

Satisfaction with area as a place to live

Overall, how satisfied or dissatisfied are you with your local area as a place to live?

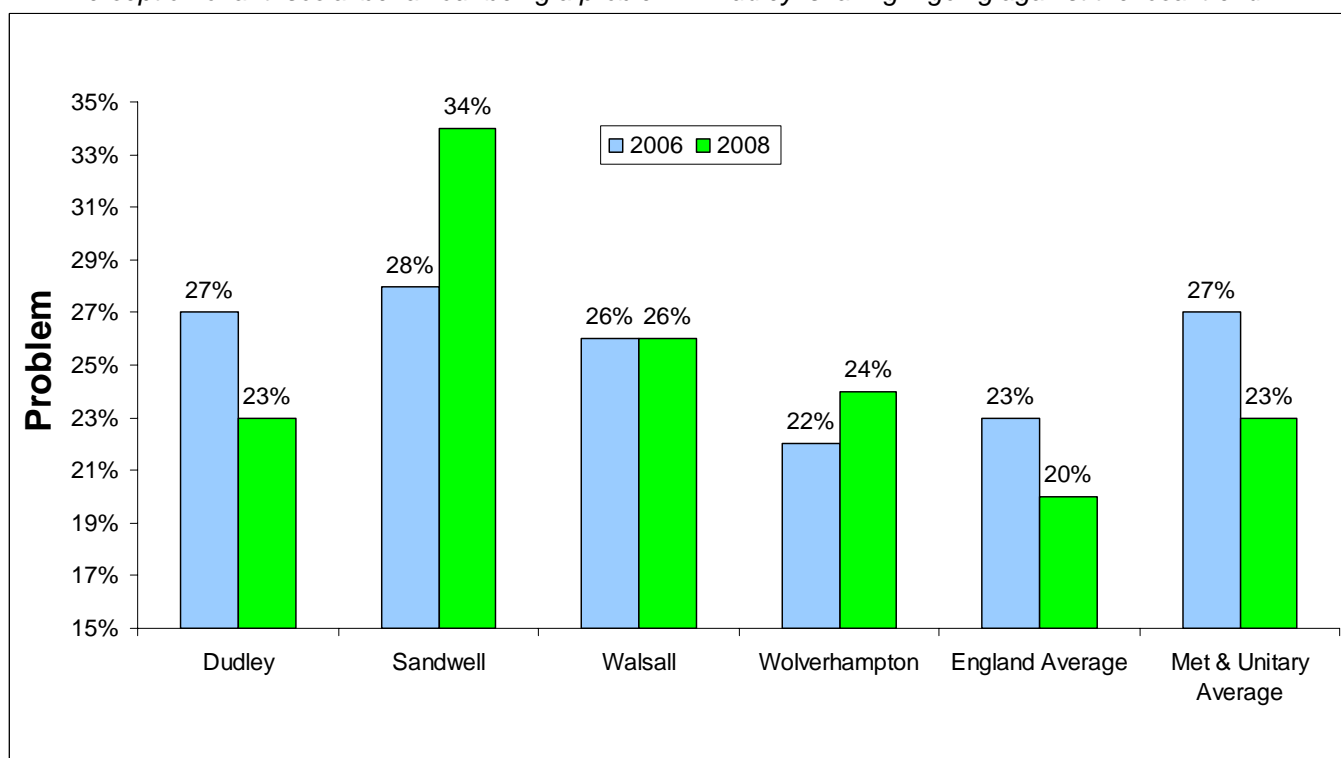
In line with the national picture, satisfaction in the Dudley area as a place to live is increasing – and at a significantly higher rate than 2 of our 3 closest neighbours ...



Anti-social behaviour

How much of a problem is anti-social behaviour in the local area (the 7 strand ASB index)?

Perception of anti-social behaviour being a problem in Dudley is falling – going against the local trend ...



National Indicators

Dudley MBC Place Survey Scores compared with England Metropolitan Borough Council* Quartiles
(where 1st is good performance)

Ref.	Definition	Score	Quartile
NI 41	% who think that drunk and rowdy behaviour is a problem in their local area	28.6%	1 st
NI 138	% aged 65 and over who are satisfied with both home and neighbourhood	85.3%	1 st
NI 139	% of people who think older people receive the information, assistance and support needed to live independently at home	34.2%	1 st
NI 1	% of people who believe people from different backgrounds get on well together in their local area	72.4%	2 nd
NI 2	% who feel they belong to their immediate neighbourhood	60%	2 nd
NI 4	% who agree that they can influence decisions in their local area	26.5%	2 nd
NI 5	% who are satisfied with their local area as a place to live	77.3%	2 nd
NI 17	% of people who think anti-social behaviour is a problem in their local area	22.6%	2 nd
NI 23	% who think there is a problem with people not treating each other with respect and consideration in their local area	35.7%	2 nd
NI 27	% who agree that the police and other local public services seek people's views about anti-social behaviour and crime in their local area	23.9%	2 nd
NI 37	% who feel informed about what to do in the event of a large-scale emergency	13.6%	2 nd
NI 140	% who would say that they have been treated with respect and consideration by their local public services in the last year	71.1%	2 nd
NI 21	% who agree that the police and other local public services are successfully dealing with anti-social behaviour and crime in their local area	23.5%	3 rd
NI 22	% who agree that in their local area parents take enough responsibility for the behaviour of their children	24.6%	3 rd
NI 42	% who think that drug use or drug dealing is a problem in their local area	39.1%	3 rd
NI 119	% who say their health is good or very good	71%	3 rd
NI 3	% who have been involved in decisions that affect the local area in the past 12 months	8.9%	4 th
NI 6	% who have given unpaid help at least once per month over the last 12 months	16.8%	4 th

* There are 36 English Metropolitan Borough Councils

Other Indicators

Dudley MBC Place Survey Scores compared with England Borough Metropolitan Council Quartiles
(where 1st is good performance)

Ref.	Definition	Score 2003	Score 2006	Score 2008	2008 Quartile	2008 Sandwell	2008 Walsall	2008 W'ton
-	% very or fairly satisfied with how council runs things	-	51%	46%	1 st	37%	32%	40%
Formerly BV 090a	% very or fairly satisfied with refuse collection	81%	80%	86%	1 st	78%	81%	83%
Formerly BV 090b	% very or fairly satisfied with doorstep recycling	51%	75%	79%	1 st	66%	71%	73%
-	% strongly or tend to agree that local council provides value for money	-	45%	33%	2 nd	26%	22%	25%
Formerly BV 104	% very or fairly satisfied with local transport information	44%	50%	52%	2 nd	55%	52%	57%
Formerly BV 119c	% very or fairly satisfied with museums/galleries	44%	43%	43%	2 nd	32%	47%	52%
Formerly BV119d	% very or fairly satisfied with theatres/concert/halls	47%	41%	42%	2 nd	24%	25%	60%
Formerly BV 090c	% very or fairly satisfied with local tips/household waste recycling centres	74%	71%	67%	3 rd	67%	71%	71%
Formerly BV 103	% very or fairly satisfied with local bus services	65%	60%	57%	3 rd	65%	62%	65%
Formerly BV 119a	% very or fairly satisfied with sport/leisure facilities	50%	47%	41%	3 rd	38%	39%	41%
Formerly BV 119b	% very or fairly satisfied with libraries	72%	76%	66%	3 rd	67%	68%	68%
Formerly BV 119e	% very or fairly satisfied with parks and open spaces	68%	64%	59%	3 rd	55%	60%	65%
Formerly BV 089	% very or fairly satisfied with keeping public land clear of litter and refuse	52%	58%	47%	4 th	40%	43%	52%
-	% answering that generally speaking they would like to be more involved in the decisions that affect their local area	-	24%	26%	n/a	26%	26%	27%

NB. A small cautionary note should be added when comparing data over time due to the possible impact on people's responses to questions because of the change in questionnaire design and question ordering for the 2008/09 Place Survey, and the timing of fieldwork.

* There are 36 English Borough Metropolitan Councils

Section 6

Partnership Working Progress Report

August 2009

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

Partnership Evaluation

The council's most significant partnerships have been engaged in the annual programme of self evaluation with the following results. 13 evaluations have resulted in the agreement of a green status or equivalent, 1 has resulted in amber, and 2 have still to be evaluated. The result of the remaining evaluations will be reported in due course.

Audit Report

Following the recent internal audit review of Dudley Community Partnership, Strategic Housing & Environment Partnership and Partnership Governance, a programme of improvements is being developed under the auspices of the Partnership Working and Consultation Group. In summary these improvements are:

- A review of the Council constitution as it pertains to partnership working
- Development of an online partnership toolkit to provide easily accessible information and resources for members and officers
- A review of the Partnership Evaluation Tool to reflect latest developments in good practice

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

Section 7

Community Engagement Update


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

This section provides a summary of engagement activity undertaken in relation to the Council plan priorities for this quarter that relate to community safety and community services. Further detail can be obtained by contacting the lead officer named against the engagement record or by accessing the database itself:

<http://appsrvr1/engagement/> (internal Council access)

or

<http://online.dudley.gov.uk/dudco/engagement/> (external Council access).



community
engagement
database

Safety Matters – Engagement Activity in quarter 1

DACHS – Anti-Social Behaviour Customer Satisfaction (Apr-Jun09)		
Once an anti-social behaviour incident is closed, the customer(s) who reported the incident is sent a postal survey		
Headline Findings:	Customer results showed 67% were either very satisfied or satisfied with the way their anti social behaviour complaint was dealt with. 67% of customers will use the service again.	
Tracey Smith	Starts: 01/04/2009	Ends: 30/06/2009
DACHS – Mediation Service - Customer Satisfaction (Apr-Jun09)		
A postal satisfaction survey is sent to customers who have recently used the mediation service		
Headline Findings:	100% of customers were satisfied with the mediation service overall.	
Tracey Smith	Starts: 01/04/2009	Ends: 30/06/2009

Section 8

Directorate Reporting

This section provides detailed reporting on Directorate progress towards Directorate Strategic Plan objectives and exception reporting on national 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: Chief Executive's	2009 – 10 Quarter 1
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1. SIGNIFICANT ACHIEVEMENTS/POINTS OF NOTE

- Community Safety
Once again the Safe & Sound Partnership has recorded even lower levels of crime in the first quarter. Following previous year on year success in crime reduction we have experienced a 13.4% reduction in crime compared to the same period last year. All of Community Safety key performance indicators in the Directorate Strategic Plan are currently exceeding their challenging targets. For more information on the Safe& Sound Partnership visit <http://www.dudleysafeandsound.org.uk/T>