

2014-15

Corporate quarterly performance management report

Quarter 1 April to June 2014

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Section 1: Introduction

This Quarterly Corporate Performance Management Report highlights performance for the period April 1st 2014 to June 30th 2014. It provides specific information detailed in the Council Plan 2016, relating to performance indicators and key actions. Enabling us to monitor progress towards our vision;





“To make Dudley amongst the best places in Britain in which to live and work; and one that we can all be proud of.

The main body of the report focuses on the seven priorities contained in the Council Action Plan and provides a detailed review of the progress of the key performance indicators and activities contained within the plan.




The scorecards show performance for the;

- Reporting Quarter
- The score symbol status denotes performance against set targets.
- The trend symbol status compares latest performance against previous reporting frequency.




The score status symbol employed for performance indicators as follows;

-  Where performance exceeds the target tolerance
-  Where performance is on target and in the upper half tolerance
-  Where performance is on target and in the lower half tolerance
-  Where performance is below the target tolerance

Short term trend status symbol employed as follows;

-  Performance is improved against previous reporting frequency
-  Performance is consistent against previous reporting frequency
-  Performance is worse against previous reporting frequency

The status symbol employed for performance against key actions as follows;

-  Excellent progress/ ahead of schedule against completion date / milestone
-  Good progress/on schedule against completion date/ milestone
-  Fair progress/ behind schedule against completion date/ milestone

Following consideration by the Cabinet, this report will be made available to the public via the internet.

Section 2: Performance Summary

Overview: Quarter 1 reported performance indicators and key actions.

Number of performance indicators due for reporting this quarter 1: 41

Number of key actions due for reporting this quarter: 120, detailed in section 3 of this report.

Key Performance indicators: Score status @ 30th June 2014

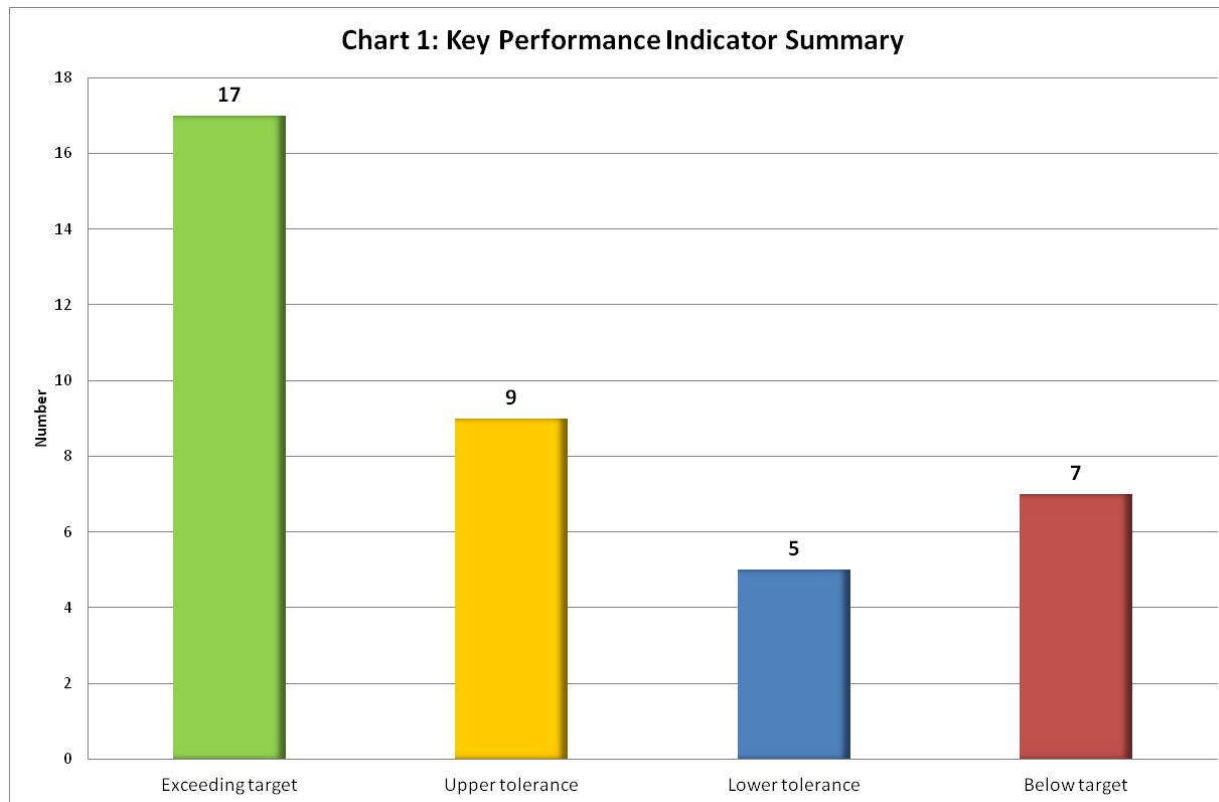
Performance Indicators status

★ 17
Exceeds target

● 9
On target upper
tolerance

● 5
On target lower
tolerance

▲ 7
Below target
*2 PI's no target applied
1PI to be finalised*



For quarter 1 of the 38 reported performance indicators 31 (81.5%) are either on target or exceeding target. The table on page 5 highlights the performance indicators that are currently below target.

Section 2: Performance Summary

The following table identifies performance indicators; where, the score status is below target for the reporting quarter.

Performance indicators below target (refers to chart 1)





Ref	PI Name	Council Plan Priority
PI 659	Referrals to children's social care going on to initial assessment	
PI 434	Average time between a local authority receiving court authority to place a child and the local authority deciding on a match to an adoptive family (days)	1. Young People
PI 157	% Children becoming the subject of a Child Protection Plan for a second or subsequent time	
PI 494	Number of Hours Work Experience Given In Archives	2. Regeneration, skills and employment
PI 64	Violence with injury	3. Tackling crime, fear of crime and anti social behaviour
PI 731	% of eligible cohort receiving a health check	5. Health and well-being
PI 145	Average number of days lost per lost time accident at work	7. Community Council- People being served better

Action plan highlights of achievement




- Dudley ACL Team family learning in partnership with schools and Children's Centres is highlighted as excellent practice and this is posted on the Ofsted website.
- Castle and Crystal Credit Union launches a new interactive web site
- You're Spice Kitchen' healthy recipe booklet produced using recipes gathered from local South Asian and Yemeni communities. These were nutritionally analysed, reviewed and tested. 1,550 copies printed with various distribution points at Age UK, Dudley MIND, Fit Food Fit Life CIC, Action Heart and Adult and Community Learning Team.
- Carers Art Exhibition: Eight learners who had been on the Carers Art Therapy Course have exhibited their work at the Archives.
- Following assessment, Car Parks have received confirmation that all 17 of our pay and display car parks previously holding the Safer Parking Award have been re-accredited for a 12 month period.
- Green flag accreditation for the Borough's parks and nature reserves, Silver Jubilee Park, Netherton Park, Huntingtree Park, Stevens Park Wollescote, Leasowes Park and Wrens Nest Nature Reserve have all been awarded Green Flags for the second year running. In addition, Priory Park, Dudley has been awarded a Green Flag for the first time.



Section 3: Reporting on Council Action Plan Priorities

1. Young People

Quarterly performance indicator scorecard		01/04/2014 to 30/06/2014		
PI ref	Performance indicator	Actual	Target	Score
PI 659	Referrals to children's social care going on to initial assessment	36%	82%	
	New assessment process introduced on 1/4/14. Numbers will probably increase slightly as work is inputted. The conversion rate from referral to assessment is an indicator of the appropriateness of referrals. However, this quarter there are two factors that have impacted. First of all it is a new process/template which needs to bed in and there is a catch up on inputting which will influence the final figure. Secondly, there have been no management information reports available to help managers track the progress of the assessments – this is a priority for development.			
PI 434	Average time between a local authority receiving court authority to place a child and the local authority deciding on a match to an adoptive family (days)	470 days	151 days	
	Due to a combination of factors linked to complex health needs both in relation to the children concerned and in one case in relation to the prospective adopter. This was further complicated by additional parental assessments and the need to undertake additional assessment work regarding the appropriateness of siblings together or apart.			
PI 157	% Children becoming the subject of a Child Protection Plan for a second or subsequent time	15%	12%	
	Slight increase noted however the end of year will give a clearer picture. Trend being captured in a multi- agency DSCB audit with action plan being devised to address.			
PI 154	% of Care leavers in education, employment or training	-	65%	-
	Data not available at time of compilation of this report			
PI 120	% of 16 to 18 year olds who are not in education, employment or training (NEET)	5.8%	6.4%	
	A 1.8% reduction compared to Quarter 1 2013 which was 7.6%. This has been achieved by carrying out intensive follow-up work.			

1. Young People action plan progress

Objective 1		Keep Children Safe and Promote their Health and Wellbeing
Ref (SPECTRUM)	Key Activity	Progress
1.1a (A.574)	Develop and Implement the Early Help Offer	 ONTARGET Pauline Sharratt
		<p>The restructuring of the children's centres is now complete and all of the 5 cluster arrangements are in place. Further work is being undertaken with regard to the operating model in consultation with colleagues in partner agencies and particularly health. A review of targeted family support services is being undertaken and our residential family centre has been closed, refocusing resource on community options for supporting families. The Troubled Families programme has delivered effectively (63% of our families meeting criteria have been 'turned around') and we have been invited to become an early adopter for the next phase of the programme which will focus on early support.</p>
1.1b (A.575)	Improve the effectiveness of transition of vulnerable young people into adulthood.	 ONTARGET Pauline Sharratt
		<p>To date 321 young people have been supported through the Youth Hub. Signs are really positive as the 321 young people who have walked in have been supported through a multi agency model so needs are being met quickly. Young people are being seen sooner and supported through housing issues. A process is being developed to capture young people's experiences of the hub; this feedback will be fed into the shaping of the Youth Hub.</p>
1.1c (A.14)	Ensure that looked after children have good care, security, stability and achieve the best possible outcomes	 ONTARGET Pauline Sharratt
		<p>A new 'Single Assessment' process was introduced from 1 April 2014, this gives a total timescale for completion of 45 days from the point of referral, although it is expected that the larger proportion of assessments will be completed within 10 to 15 days. Our performance however, of completing assessments has reduced this quarter; the reasons are described in PI 659 below.</p> <p>During the quarter 9 children were adopted, our improvement is steady in this area despite the complexities of some of the cases. Performance on stability of looked after children placements remains extremely good.</p>

Objective 1		Keep Children Safe and Promote their Health and Wellbeing
Ref (SPECTRUM)	Key Activity	Progress
1.1d (A.576)	Improve safeguarding practices across the children's workforce	 ONTARGET Ian McGuff
		<p>'Signs of Safety' Training has been provided to a proportion of the Children's Directorate Social Care Workforce and as a result some staff are more aware of factors that can be emphasised and utilised to assist families to keep children safe and provide more effective parenting. We are now planning to;</p> <p>a) ensure that optimum benefit is gained by the staff that have undergone the training through the use of identified champions and other measures,</p> <p>b) extend the training to a wider group to ensure that the "signs of safety" approach is used consistently across the whole of children's social care,</p> <p>c) evaluate the impact of the programme on those staff who have already worked with it.</p> <p>From April 2014 there has been an improvement in timeliness of Child Protection meetings; children and young people are having their Child Protection Plans reviewed and monitored in a more timely way.</p> <p>Following an end to end review of looked after children reviews, children and young people are having their care plans reviewed and monitored in a timelier manner. The Independent Review Officers are able to address concerns where care plans are drifting and the child's needs have not been met within the timescales agreed within the care plan.</p>
1.1e (A.263)	Commission or provide a range of primary prevention programmes and lifestyle services for children and young people in schools, youth and college settings.	 ONTARGET Karen Jackson & Diane McNulty
		<p>Healthy Schools - General</p> <ul style="list-style-type: none"> • 5 locality school head teacher cluster group meetings updated • Dudley Governors updated • Secondary heads forum consulted on proposed re-commission of School Health Advisor contract • 2 dissemination sessions delivered for Lifestyle Survey results and reports distributed <p>Sex & Relationships Education (SRE)</p> <ul style="list-style-type: none"> • 2 drop-in sexual health/contraception sessions held at Learning Centre to complete pilot – to be reviewed • Planning and delivery of 1 school off timetable SRE themed day including commissioned services, training of relevant staff and development/provision of resources

Objective 1		Keep Children Safe and Promote their Health and Wellbeing
Ref (SPECTRUM)	Key Activity	Progress
1.1e (A.263)	Continued; Commission or provide a range of primary prevention programmes and lifestyle services for children and young people in schools, youth and college settings.	<p>Sex & Relationships Education (SRE) continued</p> <ul style="list-style-type: none"> • 1 secondary school supported with delivery of 'Maybe Baby' experience for 20 year 10 female students • 1 special school trained and supported to provide 'Maybe baby' programme for mixed class of secondary aged students • 2 further schools recruited to work towards a whole school approach to SRE • 1 primary school supported with SRE policy and curriculum review • Planning and delivery of 2 evening trainings sessions for 30+ pharmacists 'Sex, Young People and Condoms' to enable condom issuing in support of Emergency Hormone Contraception (EHC) and Chlamydia screening programmes • 1 secondary school supported with planning and enhancing SRE curriculum <p>3 x 1 hour mother and daughter puberty sessions planned and delivered in partnership with school staff in targeted primary with high black and minority ethnic community. Excellent attendance by mothers for years 4, 5 & 6 girls (approx 40 girls)</p> <ul style="list-style-type: none"> • Primary school supported with 1:1 'growing up' sessions for Special Educational Needs (SEN) child • 6 Sexual health sessions commissioned/delivered in secondary schools to support SRE programme • 2 secondary schools given direct support within lessons – 3 sessions in total • 1 primary school given direct support within lessons • Whole school staff SRE training provided for 1 primary school • Provided free training from partner agency (police) on issues of consent for relevant professionals that support school work • Liaison and planning with School Health Advisor for further sexual health drop in within identified secondary school • Supported OPH commissioned service, Brook, to provide SRE in schools and colleges re Long Acting Reversible Contraception (LARC's) • Attended 3 networking meetings with local agencies providing SRE related support to Dudley young people and schools • Provided support and signposting for looked after children(LAC) workers around identified issues for LAC • Liaison with primary care to support increased LARC service provision and plans for associated awareness raising of these services to young people – local schools/colleges • Planning meeting to provide tailored training for Youth Offending Service (YOS) • Commissioned trained SHA to provide enhanced SRE delivery for schools.












Objective 1		Keep Children Safe and Promote their Health and Wellbeing
Ref (SPECTRUM)	Key Activity	Progress
1.1e (A.263)	Continued; Commission or provide a range of primary prevention programmes and lifestyle services for children and young people in schools, youth and college settings.	<p>Obesity Prevention</p> <ul style="list-style-type: none"> • Revising and updating Whole School improvement Obesity Prevention Plan • Evaluating and finalising Dudley Cooking in the Curriculum pilot programme • Delivered 'cooking in the curriculum' training to 33 staff (18 primary schools) • Commissioned Food Safety training to 30 staff (16 primary schools) • Coordinated 2 x whole school fit4life days • Planned and developed a local response to national '10 minute shake up' campaign (change4life) <p>Delivery of 1 x Jumping Beans programme -monitored and reviewed Food Dudes Programme which is operating in 30 x Early Years settings, 2 special schools and 50 primary schools. - Dynamic Dudes (physical activity element linked to Food Dudes) pilot research started in 2 primary schools</p> <p>Risk Taking Behaviours</p> <p>R U Different- Social Norms programme operating in 9 secondary schools - Contributed to Risk Taking scoping report, workshop and dissemination - Sun awareness campaign materials and programme distributed to 51 schools</p> <p>Oral Health</p> <p>Monitored Oral Health Contract</p> <p>Physical Activity</p> <p>1943 walk hours delivered. Rowing programme launch event took place on June 2nd with over 200 attendees. Indoor rowing sessions delivered in Stourbridge College, Ellowes school, Ridgewood school and Dudley Water sports Centre. A total of 239 activity hours delivered. Outdoor rowing sessions delivered at Dudley Water Sports Centre. A total of 358 activity hours. This gives a total of 597 activity hours through the rowing project.</p> <p>Weight Management</p> <p>224 child weight management referrals received during Q1. 3 child weight management programmes delivered this quarter - 1 Jumping Beans programme (6 children), 1 How Do You Measure Up programme (14 children) and 1 Phases programme (10 children). Child Weight Management Advisor recruited.</p> <p>Food and Nutrition</p> <p>10 schools supported to develop new food growing schemes or to improve existing ones via a small grant fund.</p> <p>Spurgeons: 1 get cooking course started with 5 service users.</p>

Objective 1		Keep Children Safe and Promote their Health and Wellbeing
Ref (SPECTRUM)	Key Activity	Progress
1.1e (A.263)	Continued; Commission or provide a range of primary prevention programmes and lifestyle services for children and young people in schools, youth and college settings.	<p>Tobacco Control</p> <p>18 secondary schools received tobacco Resistance workshop-2337 year 7 pupils attended</p> <ul style="list-style-type: none"> • 14 youth groups engaged in Kick Ash projects • 16 youth Kick Ash ambassadors identified • 29 arts & health tobacco workshops delivered with 74 young people participating • 19 primary schools received Smoke free children workshop -1500 children participating • 3 secondary schools running stop smoking sessions -3 colleges running stop smoking sessions • 50 young people setting quit date - 46 still quit at 4 weeks <p>13 youth organisations received tobacco workshops with 262 young people participating</p>

Objective 1		Keep Children Safe and Promote their Health and Wellbeing
Ref (SPECTRUM)	Key Activity	Progress
1.1f (A.264)	Contribute to improving the mental health and wellbeing of children in Dudley Borough through the school setting	<p>✔ ONTARGET Bal Kaur & Jill Edwards</p> <p>Healthy Schools</p> <ul style="list-style-type: none"> • Commissioned Mental Health First Aid Youth training programme for delivery Sept/Oct 2014 • 2 emotional health and wellbeing(EHWP) training sessions delivered to 21 school staff • Provided 11 sessions of In school support (individual advice & guidance) • Attended 10 multi agency network meetings re improving the EHWP offer to schools. • Cyber safety competition judged, presentation evening organised, delivered, posters produced and disseminated to every educational setting in the borough. <p>Transition resource aligned to the 5 ways to wellbeing designed, produced and disseminated to every year 6 pupils in the borough via the school.</p>



Objective 2		Raise Aspirations and Achievement	
Ref (SPECTRUM)	Key Activity	Progress	
1.2a (A.586)	Narrow the Gap for Vulnerable Groups	✔ ONTARGET	Huw Powell & Trish Brittain
		<p>There has been a focus both locally and nationally on the need to close the gap between underperforming vulnerable pupils and their peers. Central government have directed additional resources to this area of work through their Pupil Premium funding for children and young people who are either eligible for Free School Meals or those pupils who are Looked After. Dudley has historically had a significant gap in the performance of its Free School Meals (FSM) pupils compared with non-FSM that is wider than other local and benchmark authorities.</p> <p>We are working with lead schools to identify effective practice in closing the gap and sharing this with peers as well as providing detailed analysis of pupil data and examples of good practice in the effective use of this data.</p>	
1.2b (A.589)	Ensure all young people make a positive post 16 transition in education, employment and training in order to meet the Raising Participation Age duty	✔ ONTARGET	Huw Powell & Trish Brittain
		<p>Raising Participation Board has established itself therefore strong working partnerships to help reduce NEET. This means Post 16 Providers are responding quickly to need as this information is shared on a regular basis. Young People are in good sustainable Post 16 provision as both participation and retention rates are high. All Year 11 2014 leavers have a post 16 destination.</p>	
1.2c (A.592)	Respond to and Implement the Revised Code of Practice for SEN Reforms	✔ ONTARGET	Huw Powell
		<p>The Children and Families Act 2014 requires all Local Authorities to implement a number SEN Reforms that require us to adopt a different approach and new practices and process with regard to children and young people with special needs and/or a disability.</p> <p>We are confident that we are ready to implement the reforms for September and are planning to build on the work already underway and to continue consulting and improving. We have identified a number of challenges that we need to continue to address and have invited the DfE to support us with some aspects of these.</p>	
1.2d (A.596)	Improving achievement in Maths	✔ ONTARGET	Huw Powell & Trish Brittain
		<p>Across the age range, from Foundation stage through to KS4 GCSEs, when compared with performance in English/literacy, Dudley pupils have typically performed less well in mathematics/numeracy.</p> <p>We are establishing a Centre for Development of Mathematics; some initial work and joint working of meeting with and linking the schools identified. A maths audit and action plans for 3 secondary schools have been undertaken. MASTS – maths specialist teachers working across all primary schools resulting in 25% improvement across MAST schools at end of KS2 (2013)</p>	





2. Regeneration, skills and employment

Quarterly performance indicator scorecard		01/04/2014 to 30/06/2014		
PI ref	Performance indicator	Actual	Target	Score
PI 329	Number gaining employment (following a learning intervention)	7	7	
PI 325	Number of Adults in English and Maths programmes	340	300	
PI 614	% learners achieving learning outcomes (Academic Year)	98%	95%	
PI 405	Total number of Adults participating in learning	2,184	1,800	
PI 234	Number of employers supported by Adult Community Learning	7	7	
PI 443	Number of Hours Work Experience Provided to Libraries	140.75	111	
PI 494	Number of Hours Work Experience Given In Archives	1.25	20	
	Target for 2014-15 has been evenly distributed across the four quarters. This is due to being unable to accurately profile the target using last year's performance due to the closure of the Archives for part of the year. Actual data may not be evenly distributed across each quarter but may still achieve the annual target.			
PI 406	Total number of Credit Union members	4400	> 4,300	
	Maintained membership sustainability target following the annual clearance of dormant account in June 2014. New members this quarter 219 and 197 dormant accounts closed.			
PI 170	Credit Union share to loan ratio	69%	75%	
	Continue to show improvement to achieve the share to loan ratio			
PI 280	Number of working age people claiming Job Seekers Allowance	7,127	< 7,998	
PI 79	% of working age people claiming Job Seeker's Allowance	3.7	< 4.1%	

2. Regeneration, skills and employment *action plan progress*

Objective 1		To create a thriving local enterprise economy
Ref (SPECTRUM)	Key Activity	Progress
2.1a (A.19)	Work with partner agencies to ensure those wishing to establish new enterprises have access to maximum support	<p>✔ ONTARGET Rupert Dugdale</p> <p>To date the Dudley Business Loan Fund has supported 40 local businesses, created 106 jobs and safeguarded 339 jobs. In addition the Fund has supported 4 Black and Minority Ethnic businesses and supported 11 women-led businesses. Regional Growth Fund Round 6 has now been launched and Expressions of Interest are sought from local businesses.</p>
		<p>✔ ONTARGET Nick Powell</p> <p>10 high and medium risk premise inspections for food standards were carried out towards an end of year target of 68.</p>
2.1c (A.36)	To monitor the implementation of the Black Country Core Strategy annually	<p>✔ ONTARGET Helen Martin</p> <p>The DMBC Authorities Monitoring Report (AMR) has been produced and was published Dec 2013. Dudley has completed monitoring of Black Country Core Strategy (BCCS) policies within our boundaries and this is being fed into the wider AMR report for the sub region.</p>
		<p>✔ ONTARGET Matt Bowsher</p> <p>43,111 hits on Dudley Community Information Directory during quarter 1. 15,380 hits on libraries website. 5,948 hits on Archives website. 95 new followers, social media for libraries. 55 new followers, social media for Archives. 140.75 hours work experience provided in Libraries. 1.25 hours work experience provided in Archives. 7 people gained employment during quarter 1 7 employers supported by Adult Learning</p>
2.1d (A.622)	Services which enable Economic Well-Being	

Objective 2		To increase the number and diversity of businesses attracted to the borough	
Ref (SPECTRUM)	Key Activity	Progress	
2.2a (A.24)	To work proactively with the development industry and business community to promote Dudley as a location for new investment and to facilitate the growth of existing businesses	 ONTARGET Rupert Dugdale	
		<p>The third “Meet the Funders” event is scheduled to take place in Quarter 2 of 2014 -15. This will provide an overview of available funding opportunities for local businesses and the process for applying. The Cavendish Quarter has been chosen by the Council as the location for the proposed Dudley Town Centre food store, and the preferred developer is currently in negotiation with food store operators. Development/marketing briefs are being prepared for a number of key employment/residential sites identified in the Black Country Joint Core Strategy Regeneration Corridors and the Council’s Local Centres Regeneration Strategies, and the economic growth opportunities provided by these sites are being developed as part of the approved Black Country City Deal programme, the draft Black Country European Strategic Investment Fund and the delivery plan in the draft Black Country Strategic Economic Plan.</p> <p>The Brierley Hill Business Investment Zone has been launched and applications from potential occupiers are being received. A comprehensive development of land at Colley Gate which has been subject of numerous complaints has been marketed by the Council and potential developers have been set a deadline of the end of quarter 1 for best and final offers.</p>	
2.2b (A.23)	Seek to develop/ provide affordable studio space in the borough for creative industries	 ONTARGET Duncan Lowndes	
		<p>Additional studio space incorporated within proposals for the White House Cone development. Currently awaiting outcome of European Regional Development Fund (ERDF) application. Additional studio space at Red House Cone all currently let.</p>	








Objective 3		
Improve the vibrancy and attractiveness of the Borough's town centres		
Ref (SPECTRUM)	Key Activity	Progress
2.3a (A.25)	To deliver the regeneration framework for the borough through Area Action Plans and Development Strategy Development Plan	 ONTARGET Helen Martin
		Brierley Hill, Stourbridge and Halesowen Area Action Plans have been adopted in line with the Local Development Scheme. The Development Strategy (Preferred options to be published for 9 weeks consultation following approval at Cabinet on 3rd July 2014)
2.3b (A.26)	To deliver Area Action Plan for Dudley town centre in accordance with approved Local Development Scheme	 ONTARGET Helen Martin
		The Dudley Area Action Plan (issues and options published 14th March 2014) has commenced in line with the Local Development Scheme.
2.3c (A.27)	To deliver actions against the existing Area Development Framework for Dudley Town Centre, Brierley Hill Area Action Plan, and emerging action plans for Stourbridge and Halesowen	 ONTARGET Rupert Dugdale
		<p>Dudley Townscape Heritage Initiative (THI): Work has started on the Fountain Arcade shop fronts renovation and the building contract has been awarded for the renovation and conversion of 23 Priory Street/former Carvers Café for bistro and restaurant use. The Phase 2 THI bid for the town centre was not successful in the face of significant competitive bids and the bid is being revised for submission during quarter 2</p> <p>Dudley Market Place; the Phase 1 contract (New Street) is well underway and the contract has been awarded for Phase 2 (Market Place)</p> <p>The Cavendish Quarter has been chosen by the Council as the location for the proposed Dudley Town Centre food store, and the preferred developer is currently in negotiation with food store operators</p> <p>Castle Hill: Work is well underway on the construction of the major access route into the site and detailed design is underway for the new zoo entrance.</p> <p>Brierley Hill: The Brierley Hill Business Investment Zone has been launched and applications from potential occupiers are being received</p>
2.3d (A.21)	Development of a new Tourism Prospectus to identify tourism priorities for the Borough	 ONTARGET Phil Coyne
		Draft tourism prospectus proposed pending discussion with Members and Partners.

Objective 4 To increase the number of people in the borough able to access training and job opportunities, leading to sustained employment		
Ref (SPECTRUM)	Key Activity	Progress
2.4a (A.28)	Working with partners & other agencies to support local people into local jobs through the provision of employability skills & training	<p>✔ ONTARGET Rupert Dugdale</p> <p>The Council meets, on a quarterly basis, with Jobcentre Plus and the three Prime Contractors, responsible for delivering the Government's Work Programme across the Black Country.</p> <p>The Black Country District Job Seekers Allowance (JSA) claimant count by its 14 Jobcentres stands at 32,888 (June 2014). The total number of Dudley residents on the JSA register currently stands at 7,127. This is a reduction of 0.4% from March 2014.</p>
		<p>✔ ONTARGET Matt Bowsher</p> <p>1,115 Archives productions.</p> <p>357,687 Library issues, consisting of, 355,793 books, CDs and DVDs, 918 e-books, 976 e-audio books.</p> <p>Use of on line library resources: OUP: 161 searches; Britannica 27,719 searches; 543 driving theory tests taken; 10 citizenship tests taken; 45 users of who else writes like; Ancestry searches: 51,395; 4,609 online magazine downloads; 918 e-book issues; 976 e-audio book downloads. 11 standard user logins to Cobra, with 149 documents having been viewed.</p> <p>Use of on line Archives resources (made up from Ancestry, A2A & Black Country History & Website): Ancestry Page Impressions: 32129 Ancestry User Visits: 907 A2A Page Impressions: 3669 A2A User Visits: n/a BCH Page Impressions: 17017 BCH User Visits: 13282</p> <p>Tender submissions have been returned and evaluated for the new library system. Presentations have been given by suppliers all of whom have been asked to re-submit their pricing based on revised schedules. These have yet to be returned.</p> <p>98% of learners achieving learning outcomes</p> <p>97% of learners retained</p> <p>Ofsted Report May 2014: on the impact of family learning on adults and children and good practice models of delivery. Dudley ACL Team family learning in partnership with schools and Children's Centres is highlighted as excellent practice and this is posted on the Ofsted website.</p>
2.4b (A.623)	Services which enable Learning & knowledge and achievement	

Objective 5		To alleviate hardship suffered by households resulting from low incomes and vulnerable to changes with the economy
Ref (SPECTRUM)	Key Activity	Progress
2.5a (A.32)	Castle & Crystal Credit Union to provide efficient and cost effective financial services.	✓ ONTARGET Dharminder Dhaliwal
		Launched new Castle and Crystal Credit Union website, this has included a new online facility to sign up for Credit Union membership and improved access for savers and new loans.
2.5b (A.202)	Deliver targeted marketing, promoting financial services	✓ ONTARGET Dharminder Dhaliwal
		Implemented a social media campaign including a monthly Facebook campaign. This has resulted in an increase in new members.
2.5c (A.203)	Deliver homeless grant loans on behalf of the Directorate of Adult, Community & Housing Services	✓ ONTARGET Dharminder Dhaliwal
		Continuing to deliver as and when requested by Directorate of Adult, Community & Housing Services

Objective 6		Improve the transport network
Ref (SPECTRUM)	Key Activity	Progress
2.6a (A.35)	To ensure that the local highway infrastructure is developed effectively to reduce congestion, maximise safety & increase access throughout the Borough to national networks	✓ ONTARGET Martyn Holloway
		Progressing well with completing delivery of the 13/14 programme for Local Safety Schemes, Safer Routes to Schools and for Pedestrian Crossing improvements which is supported by the Integrated Transport Block. A major scheme business case for Pensnett Improvement is being developed. This Scheme will bring much needed journey time reliability on this important route between Pensnett Trading Estates and the National Road Network.

3. Tackling crime, fear of crime and anti social behaviour

Quarterly performance indicator scorecard		01/04/2014 to 30/06/2014		
PI ref	Performance indicator	Actual	Target	Score
PI 340	Crime Survey England & Wales (Victim Crime)	1,926	< 1,881	
PI 282	Number of serious acquisitive crimes recorded	701	< 787	
PI 97	Total recorded all crime	3,621	< 3,750	
PI 64	Violence with injury	436	< 390	
	Work streams to reduce this number are in place, which include West Midland Police reorganisation of local delivery particularly around Domestic Abuse Teams. Commissioned services to reduce night time economy violence have been employed.			
PI 335	Number of reported incidents of criminal damage	566	< 610	
PI 565	Number of recorded incidents of Burglary Dwelling	196	< 210	
PI 566	Number of recorded incidents of Robbery	51	< 60	

3. Tackling crime, fear of crime and anti social behaviour *action plan progress*

Objective 1		Crime reduction: To maintain low levels of crime and seek opportunities to further reduce crime where possible
Ref (SPECTRUM)	Key Activity	Progress
3.1a (A 37)	Contribute to the effective delivery of Integrated Offender Management	<p>✔ ONTARGET Sue Haywood</p> <p>Dudley is performing well in respect of reducing reoffending. This is underpinned by Integrated Offender Management which demonstrates excellent partnership working</p>
		<p>✔ ONTARGET Bob Dimmock</p> <p>A number of commissioning decisions supporting activities have recently been approved by the board. These are.</p> <ol style="list-style-type: none"> 1. Purchase of Drug Itemiser portable drug detection machine. 2. Funding to support safety of Domestic Abuse Victims. 3. Professional training to increase referrals to domestic abuse support. 4. Match Funding Interfaith project. 5. Funding to support ongoing initiatives based on intelligence profiling. <p>This will be an ongoing process.</p>
3.1c (A 49)	Ensure effective delivery of the Domestic Abuse Support Services which is to be commissioned to commence service delivery July 2014	<p>✔ ONTARGET Anne Bowden</p> <p>Dudley Domestic abuse service contract awarded to Sandwell Women's Aid. Premises secured in central Dudley. Two IDVA staff tuded from Victim Support to the new service. SWA providing added value in the form of sexual violence services, female offender project and young people's support services. Expected to be fully operational in Dudley by 1 August</p>
3.1d (A 378)	Ensure the ongoing development and effectiveness of the Police and Crime Board for the Dudley Borough	<p>✔ ONTARGET Sue Haywood & Bob Dimmock</p> <p>The board continues to meet although the membership is down on that that originally attended the first two meetings. No one has put themselves forward for the chair's position which continues to be performed by the Police Commander. Actions to rectify this are on going</p>
		<p>✔ ONTARGET Garry Dean</p> <p>Following assessment during March 2014, Car Parks have received confirmation that all 17 of the Council's pay and display car parks previously holding the Safer by Design Parking Award have been re-accredited for a further 12 month period.</p> <p>The scheme is administered by the British Parking Association, promoted by the Association of Chief Police Officers and sites are independently inspected by their representatives. The award demonstrates that the facility provides Police accredited parking, with quality management, effective surveillance, appropriate lighting and a clean environment.</p>
3.1e (A 38)	To continue to improve security on local authority car parks through Park Mark Awards	<p>✔ ONTARGET Garry Dean</p> <p>Following assessment during March 2014, Car Parks have received confirmation that all 17 of the Council's pay and display car parks previously holding the Safer by Design Parking Award have been re-accredited for a further 12 month period.</p> <p>The scheme is administered by the British Parking Association, promoted by the Association of Chief Police Officers and sites are independently inspected by their representatives. The award demonstrates that the facility provides Police accredited parking, with quality management, effective surveillance, appropriate lighting and a clean environment.</p>


Objective 2		Anti social behaviour: Reduce the risk of harm arising from ASB incidents and improve levels of customer satisfaction	
Ref (SPECTRUM)	Key Activity	Progress	
3.2a (A 617)	Provide support to agencies and to communities and where appropriate co-ordinate partnership activities to reduce the level of risk of harm in identified situations	✔ ONTARGET Andy Winning	
		1. Convene, co-ordinate and support inter-agency task groups to tackle themed ASB and safety issues in localities e.g. Coseley, Hawbush. 2. Ensure DMBC, Police and other partners are updated on new ASB legislation, and that appropriate partnership structures and processes are in place. 3. Secure agreement with partners for procurement and processes to manage upgraded Partnership mobile CCTV	
3.2b (A 618)	To develop resources that address community safety issues relevant to children and young people	✔ ONTARGET Katriona Lafferty	
		Content of streetwise board game cards created : junior edition and anti-bullying editions Darker nights resource pack near completion on target for September Consultation sessions for '12 days of Christmas campaign' in diary for over the summer Website updates identified	
3.2c (A 619)	To identify care and referral pathways for young people experiencing abusive relationships and promote these to other agencies	✔ ONTARGET Katriona Lafferty	
		Referral pathway has been developed in conjunction with partners -awaiting final agreement from colleagues Stakeholder event to promote YPDA project to take place October 13th Meeting to discuss training dates with relevant colleague to take place 28.07.14	
3.2d (A 386)	Anti Social Behaviour service improvement plan implementation review	✔ ONTARGET Diane Channings	
		Work continuing on strands highlighted in Q4. Additional work commenced on the practical implementation of the new ASB (Anti-Social Behaviour) , Police & Crime Act, including agreeing a process with the Safe & Sound partnership for implementation of a "community trigger". Audit of Service also undertaken this quarter. Audit report on findings not yet delivered.	

Objective 3		
Community Cohesion/Integration: Refine local approaches to cohesion and Integration and further develop tension monitoring		
Ref (SPECTRUM)	Key Activity	Progress
3.3a (A 379)	Work with partners to identify and lessen tensions and promote community cohesion/integration	✔ ONTARGET Rosina Ottewell
		Work ongoing - improvements to tension monitoring process in place, including Terms of Reference updated.
3.3b (A 620)	Increase the number of 3 rd party reporting centres for Hate Crime across the Borough from eight	✔ ONTARGET Rosina Ottewell
		Number of 3rd Party reporting centres increased from 8 to 12
3.3c (A 621)	Align local information with local intelligence with counter terrorism local profile 2014	✔ ONTARGET Sue Haywood
		<i>Awaiting feedback</i>
3.3d (A 55)	To ensure to review and respond to tensions in the borough through the Community Cohesion and Tension Monitoring Executive.	★ AHEAD Geoff Thomas
		A review has been initiated during the quarter of the membership and ToR of the Executive which has been agreed and implemented

Objective 4		
Drugs and alcohol: Increase the number of adults who misuse substances into treatment in order to improve health and crime reduction		
Ref (SPECTRUM)	Key Activity	Progress
3.4a (A 43)	Ensure effective delivery of commissioned services	<p>✔ ONTARGET Diane McNulty</p> <p>Following tender process in 2013 the new three year contract for Adult Integrated Substance Misuse Service commenced on 1st April 2014.</p> <p>The organisation who will be providing this service for the next three years, subject to performance and availability of funding is CRI. CRI were faced with the huge challenge of merging four organisations, which has been successfully achieved. Staff who were uncertain about the model of an integrated service is now praising the benefits.</p> <p>The service is recovery focused based at Atlantic House in Lye developing community based venues that will reach out to drug and alcohol users in their own community.</p>
		<p>✔ ONTARGET Diane McNulty</p> <p>Commissioning Manager, CRI Manager and data manager meet with Custody Inspector on a monthly basis to monitor the number of offenders arrested as a result alcohol related offences are being referred into and taking up treatment interventions.</p> <p>Assertive outreach team employed by CRI deliver service in a number of venues and settings to improve engagement of alcohol users. Arrest referral in the custody suite at Brierley Hill Police Station engaging with alcohol users who have been arrested. Work with neighbourhood officers to engage with alcohol users in the community. Prison in-reach engaging with alcohol users in prison and ensuring pathway is in place to engage with treatment service is needed on release.</p> <p>At March 2014 the number of Alcohol Treatment Requirements (ATRs) was 15 which exceeded our target of 12. At the end of this quarter there were 8 ATRs with 3 completions.</p>
3.4c (A 54)	Review the effectiveness of the Joint Local Protocol between Adult Drug and Alcohol Services and Family and Safeguarding Services. (Number of Common Assessments Completed CAFs and increase of numbers into treatment)	<p>✔ ONTARGET Diane McNulty</p> <p>The protocol has been reviewed and responsibility for ensuing adherence to the revised guidance has recently been transferred to the Office of Public Health.</p>

Objective 5		Children and young people substance misuse: Increase the number of young people leaving specialist treatment in a planned way	
Ref (SPECTRUM)	Key Activity	Progress	
3.5a (A 45)	Ensure effective delivery of commissioned services	✔ ONTARGET Diane McNulty	
		Following a tendering process, the Young People's Substance Misuse Treatment Service is now provided by Cranstoun. The Service has moved premises to 1 Castle Street, Dudley and is now known as SWITCH. Monthly monitoring meetings are held with the service provider. Quarterly SLA meetings are also undertaken using local data and reports produced by the National Drug Treatment Monitoring Service/Public Health England.	
3.5b (A 46)	Ensure that a referral process is in place and implemented for those children and young people leaving specialist treatment and in need of other services on exit	✔ ONTARGET Diane McNulty	
		Qtr 1 data not available. All referral processes with other providers are being updated by the new service.	
3.5 c (A 381)	Increase awareness of the impact of parental substance misuse (hidden harm)	✔ ONTARGET Diane McNulty	
		Funding has been provided for the Steps Together project to support 24 families affected by alcohol misuse to improve their quality of life by exploring, through facilitated engagement, basic coping strategies and skills. The Time for Me project provides a support service for children and young carers who are affected by someone they live with using drugs and/or alcohol, in order to improve quality of life and provide respite. Both projects are provided through Barnardo's.	
3.5d (A 47)	Reduce harm to children by limiting the access to alcohol and tobacco	✔ ONTARGET Nick Powell	
		Test Purchases for alcohol were carried out at 3 premises resulting in 1 sale with 1 license review requested. Test Purchases for tobacco were carried out at 5 premises resulting in 2 sales.	


4. Caring for the elderly and vulnerable

Quarterly performance indicator scorecard		01/04/2014 to 30/06/2014		
PI ref	Performance indicator	Actual	Target	Score
PI 501	ASCOF 2B P1 - Proportion of older people (65 and over) who were still at home 91 days after discharge from hospital into reablement or rehabilitation services	85.6%	88%	

4. Caring for the elderly and vulnerable *action plan progress*

Objective 1		Enable and embed personalised community based support
Ref (SPECTRUM)	Key Activity	Progress
4.1a (A624)	That our safeguarding processes are enabling adults to remain safe from harm and that staff across all partner agencies are equipped to respond to reported abuse. Implement Peer Review actions for improvement	<p>✔ ONTARGET Brendan Clifford & Matt Bowsher</p> <p>Work with Dudley Group of Hospitals has seen consolidation with the review and re-assurances offered to the board on safeguarding matters.</p> <p>Peer review recommended that the threshold document be reviewed. This has taken place in a small working group and training for staff in the new customer journey is planned from October.</p> <p>A review of documentation associated with the alert system is completed. Partners invited to comment about the alert system and its use with modifications to improve the process.</p> <p>Task and finish group met and produced guidance for partners which will be presented to August Partnership Board and Learning Disability Board.</p> <p>We have taken part and contributed to the national pilot study.</p> <p>External e-learning now available for partners.</p> <p>In April 2014 the website was changed so members of the public have a clear access to safeguarding. Following consultation with voluntary groups and members of the public.</p> <p>The website now has details on varied aspects of safeguarding and is the main vehicle for raising awareness.</p>

Objective 1		Enable and embed personalised community based support <i>continued</i>
Ref (SPECTRUM)	Key Activity	Progress
4.1b (A 625)	To drive improved outcomes for people who use services and carers	<p>✔ ONTARGET Brendan Clifford & Matt Bowsher</p> <p>The revised performance framework will incorporate outcomes and quality measures. All Heads of Services are being consulted on local measures and a methodology to capture impacts and outcomes.</p> <p>Implement an effective learning from complaints method that ensures lessons from complaints helps to improve services: From November 2014 quarterly discussions with joint DMG to centre around learning from complaints.</p> <p>Payments process redesigned to speed up access to direct payments staff scheduled throughout the last 3 weeks of August. Procurement of approved list of direct payment support providers goes out to advert 16th July 2014 which will increase capacity from 3 to around 5 providers.</p> <p>The local account and forthcoming budget consultation will build in views and outcomes for people with learning disabilities through the utilisation of support provided by voices for choice, Langstone, Changing our Lives and Learning Disability Partnership.</p> <p>Training on the Care Act will be delivered to provider agencies and a stakeholder event in Sept/OCT will further enable local groups to understand the implications of the care act on their service areas.</p> <p>Ensuring that the annual Local Account is developed through co-production and involvement with local people and stakeholders: Reference Group of local people meeting to consider key aspects of the local account in July 2014.</p> <p>Metrics around integrated care i.e. better care fund and progress of the customer journey will be reported regularly to joint DMG. Progress around ASCOF measures is reported via the local account and to the health & well being board.</p>

Objective 2		Develop sustainable and high quality services which deliver value for money for local people	
Ref (SPECTRUM)	Key Activity	Progress	
4.2a (A 626)	We will ensure that universal and preventative services support people's quality of life and wellbeing	 ONTARGET Brendan Clifford & Matt Bowsher	
		<p>Work to commence in Sept to map and review universal services across Customer Journey Pathway. DCID (Dudley Community Information Directory) will be further enhanced by incorporating an involvement /engagement calendar. Meetings will be held with business objects to consider building in a "trip advisor" type facility onto the directory.</p> <p>DACHs have already undertaken a wide ranging programme to deliver good quality information and advice to local people. i.e. Information disseminated through the internet, the DCID, utilising social media along with traditional methods such as leaflets. Development of the community hubs, safe places; go to champions. As per the requirements of the care act further work will commence on ensuring information is relevant for self funders and that people have access to independent financial advice.</p> <p>The first core group meeting was held to conclude the mapping and gapping exercise for advocacy mid July with subsequent quarterly meetings to oversee the Borough's Strategic approach to advocacy. The draft Strategy to be ready by November 2014.</p>	

5. Health and well-being

Quarterly performance indicator scorecard		01/04/2014 to 30/06/2014		
PI ref	Performance indicator	Actual	Target	Score
PI 293	Number of people where homelessness is prevented by intervention by DMBC or partner agency	328	250	★
PI 680	Bookstart – Number of packs gifted to babies and 3 year olds	2,378	1,976	★
PI 675	Number of accepted referrals for adult weight management programmes	1,816	1,760	🟡
PI 730	% of eligible cohort offered an NHS health check	122%	100%	★
PI 731	% of eligible cohort receiving a health check	37%	50%	⚠️
	Emis web migrations in the GP practices that deliver this programme continue to hinder health check delivery. This is likely to continue into Q2. Additional community out-reach has been commissioned which will start from July, to mitigate, and behaviour change campaigns to encourage the public to take up the service that has been put in place.			



5. Health and well-being *action plan progress*



Objective 1		To reduce levels of obesity among people
Ref (SPECTRUM)	Key Activity	Progress
5.1a (A 382)	To provide specific targeted activity programmes for those at risk of becoming overweight or obese	✓ ONTARGET Andy Webb
		Working with the Office for Public Health, programmes are on offer for customers at risk of becoming overweight or obese. These are available in leisure centres and at the Hubs delivered by the team of Activators. Programmes include Mind, Exercise, Nutrition, Do it! (MEND) and Shapes plus the well established early intervention GP referral arrangements. Work with the Clinical Commissioning Group (CCG) on an action plan emerging from the adopted Physical Activity & Sport Strategy provides further opportunities to develop interventions to address overweight and obesity.

Objective 2		
Improve people's physical health and encourage healthy lifestyle choices		
Ref (SPECTRUM)	Key Activity	Progress
5.2a (A 69)	To increase the percentage of physically active adults and children	<p>✔ ONTARGET Andy Webb</p> <p>Active People Survey (APS) 7 results published in early December 2013 indicated that adult participation is continuing to increase in Dudley. APS indicated that from APS1 to APS7 participation of 3x30 mins per week had increased from 17% to 19.2%. Link: http://www.sportengland.org/research/who-plays-sport/local-picture/who-plays-sport-in-local-communities/ The adopted Physical Activity and Sport Strategy will seek to increase levels of activity among both adults and children through the engagement of a range of partner organisations.</p>
5.2b (A 635)	To determine planning applications in accordance with the Planning for Health Supplementary Planning Document	<p>✔ ONTARGET Helen Martin</p> <p>The Planning for Health Supplementary Planning Document (SPD) is now a material consideration in the determination of planning applications. Applications are being determined with due regard to the guiding principles within the document.</p>
5.2c (A 265)	Commission and provide a range of lifestyle services across the life-course - stop smoking, weight management, healthy eating, physical activity, NHS health checks, self management, health trainers	<p>✔ ONTARGET Karen Jackson & Diane McNulty</p> <p>Physical Activity 1 new volunteer has been recruited through the Public Health volunteer's programme. A total of 29 hours of volunteering carried out for the physical activity team in this quarter.</p> <p>Exercise Referral 163 exercise referrals received Walking for Health: 1943 walk hours delivered. Tandrusti service delivered 23 courses to 407 people providing 6383 activity hours LEAP Over 50:819 sessions attendances this quarter Healthy Towns: Ranger delivery attendances 7371, partners 1263, external providers/events 294, total 8928, providing 14741 activity hours.</p> <p>Food and Nutrition. Commissions: Action Heart: 2 Get Cooking courses completed with 18 service users. Age UK: 1 Get Cooking course completed with 8 service users, 24 completed, 1 master classes completed with 6 attendees CHADD: 1 course completed with 3 service users. Dudley MIND: 1 Get Cooking course completed with 6 service users. Fit Food: 2 Get Cooking courses to black and minority ethnic groups completed with 26 service users, 18 completing. Sessional Workers: 7 Get Cooking courses completed with 45 service users, 32 completing. ACL: 9 Get Cooking courses completed with 58 completers. Total: 24 Get Cooking courses completed with 170 service users and 144 completing.</p>


Objective 2		Improve people's physical health and encourage healthy lifestyle choices
Ref (SPECTRUM)	Key Activity	Progress
5.2c (A 265)	Continued; Commission and provide a range of lifestyle services across the life-course -stop smoking, weight management, healthy eating, physical activity, NHS health checks, self management, health trainers	<p>✔ ONTARGET Karen Jackson & Diane McNulty</p> <p>4x fun with food programmes in progress, a total of 38 people accessing the service. 2x specialist nutrition programme in progress – coeliac gluten free Get Cooking 13 people attending. Volunteers Programme: 36 hours contributed from food and nutrition volunteers attending Get Cooking and Fun with Food.</p> <p>Vascular Team NHS Health Checks performance has now been added to the Clinical Commissioning groups's (CCG's) monthly GP performance scorecard, including ratings. These ratings go forward to the overall rating of the practice and peer review. Workplace health check services continue at a rate of 1 workplace event per week, offering full health check to those eligible and a free cholesterol and diabetes test to all those who are not eligible for an NHS health check under the programme criteria. A pilot has begun to increase uptake from black and minority ethnic and hard to reach groups with 'Pharmalead', which is lead by 2 local pharmacists. They are targeting local faith and social groups to raise awareness of the health check and offering a health check to those eligible who wish to proceed. They will also be carrying out home visits to the housebound to increase access further. The Public Health England (PHE) Information Governance Toolkit has been used to assess the current NHS Health Checks programme in Dudley. A gap analysis was undertaken and an action plan developed. This action plan will be updated via the monthly Vascular Checks Project meetings. The NHS Health Checks annual report is in development and expected to be complete in quarter 2.</p> <p>Health Trainer Service 337 referrals into the service with 97% of clients referred appropriately and 208 (62%) referred from deprived postcodes. 324 assessments completed and 315 new personal health plans created. 317 personal health plans completed with 63% of these from deprived postcode areas. 205 clients have achieved goals identified in their personal health plans with 57% of these being from deprived postcode areas.</p> <p>Stop Smoking Services Data for Q1 available End Aug</p> <p>Breastfeeding Update Maternity Infant Feeding Assistant contract with DGH extended till March 2015. -Black Country Partnership Foundation Trust contract extended until March 2015. -10 Health Visitors and Family Support workers completed the Dudley 2 day Breastfeeding management course. - 6 Volunteer buddies started breastfeeding training -28 Family Support Workers and Health visitors have received breastfeeding update training -16 midwives trained by UNICEF in 2 day breastfeeding management</p>


Objective 2		
Improve people's physical health and encourage healthy lifestyle choices		
Ref (SPECTRUM)	Key Activity	Progress
5.2c (A 265)	Continued; Commission and provide a range of lifestyle services across the life-course -stop smoking, weight management, healthy eating, physical activity, NHS health checks, self management, health trainers	<p>✔ ONTARGET Karen Jackson & Diane McNulty</p> <p>Weight Management 1816 accepted referrals for adult weight management services overall, both for commissioned and provided services. 3 adult weight management programmes have been delivered this quarter - 2 Fit Blokes programmes (26 adults) and 1 Shapes programme (14 adults).</p>
5.2d (A 266)	Commission and provide a range of social marketing and health campaigns to raise awareness and trigger behaviour change	<p>✔ ONTARGET Joy Boyes</p> <p>Activity outlined in OPH campaign plan for Q1 delivered, including Green spaces for health; Skyride; Exercise referral programme; Let's Get; British rowing programme; Lose weight, feel great; Cervical cancer - Beautiful on the outside and inside; Sun awareness; Shop healthy/ healthy retailers; Stroke awareness; Clean hands, save lives; Road to wellbeing; Stop2move; Healthy Living Pharmacies.</p> <p>Physical Activity and Food and Nutrition. Joint website and let's Get campaign, completed and re vamped, content management training delivered to 14 staff. Your Spice Kitchen' healthy recipe booklet produced using recipes gathered from local South Asian and Yemeni communities. These were nutritionally analysed, reviewed and tested. 1550 copies printed with various distribution points at Age UK, Dudley MIND, Fit Food Fit Life CIC, Action Heart and Adult and Community Learning Team. Lets get campaign stand at Armed forces day</p> <p>Vascular Team The new PHE marketing resources have been received. These have been used to promote a local radio advert and 2 newspaper adverts which ran in June and are going forward to July. This has prompted the need for the local development of bespoke resources to increase uptake and awareness by the Dudley population. A full social marketing research exercise is planned for quarter 2 and development of resources planned for quarter 3. An evaluation of marketing is now added to the health checks software and is completed online by the provider for each service user who receives a health check. This will further inform the development of marketing strategies.</p> <p>Alcohol Let's Talk Drink World Cup Campaign - 400 campaign packs distributed to 41 pubs. An additional 400 campaign packs given out at events through a commissioned 'identification and bief advice' (IBA) pharmacy programme. 200 campaign packs distributed at community events by Priory Pharmacy. Campaign to be evaluated in July.</p>




Objective 2		
Improve people's physical health and encourage healthy lifestyle choices		
Ref (SPECTRUM)	Key Activity	Progress
5.2d (A 266)	Continued; Commission and provide a range of social marketing and health campaigns to raise awareness and trigger behaviour change	 ONTARGET Joy Boyes
		<p>Breastfeeding Update Social media campaign for 'Normalizing Breastfeeding' launched. Posters, radio adverts, web site, pre campaign qualitative and quantitative research completed.</p> <p>Weight Management 75 staff from 41 GP practices received a practice visit and training on weight management referral criteria. The team attended 12 events in the quarter to promote weight management services providing information to over 350 individuals. Specific marketing campaigns have been delivered to promote services - Weight Watchers, Shapes, Slimming World and Fit Blokes. Additional social marketing research work with young women has been completed. An assets based approach to working with this group is being developed. Two events for BME communities were delivered to support the development of bespoke activity with these groups. One 2-day training session for LD carers has been delivered training 14 carers. Counterweight training has been delivered to 34 staff at 3 separate training events. Support provided to 27 children with Learning Disabilities, their families and social work teams.</p>
5.2e (A 267)	Commission and provide a range of primary prevention programmes across the life course with a focus on tobacco control, breast feeding, cancer prevention, healthy living	 ONTARGET Karen Jackson & Diane McNulty
		<p>Self Management Programme 123 people living with long term health conditions successfully completed a self management programme. Programmes included Expert Patients Programme, Diabetes Self Management Programme and Looking After Me Carer's programme. 67% completions were people living in areas of highest deprivation (Quintiles 1 and 2)</p> <p>Food and Nutrition 1 nutrition master classes completed with 6 service users Age UK</p> <p>Cancer prevention Skin cancer awareness sessions delivered to: Halesowen Asian Elderly Association (22 women and 18 men); physiotherapists at Russells Hall Hospital (x25); and Asian elderly members at the Shree Gujarati Hindu Centre.</p>


Objective 2		
Improve people's physical health and encourage healthy lifestyle choices		
Ref (SPECTRUM)	Key Activity	Progress
5.2e (A 267)	Continued; Commission and provide a range of primary prevention programmes across the life course with a focus on tobacco control, breast feeding, cancer prevention, healthy living	 ONTARGET Karen Jackson & Diane McNulty
		<p>Further cancer awareness raising sessions delivered at Shree Gujarati Hindu Centre as part of the Asian elderly cancer project - breast cancer awareness to 14 women, prostate cancer awareness to 8 men and bowel cancer awareness to a mixed group. Supported Community Health Champions with project targeting taxi drivers - visited 5 taxi bases to carry out health & wellbeing questionnaires, followed by visits to 4 bases to share health information.</p> <p>Engaged with 21 taxi drivers/ operators to share a range of healthy lifestyle messages.</p> <p>Commissioned and co-delivered workshop on effective communication alongside cervical screening update to 38 staff from 16 GP practices - included receptionists, health care assistants, practice nurses and practice managers.</p> <p>Alcohol Health Improvement</p> <p>Developed 6 new pages for young people's 'Think Alcohol' website. Supported Cfed to work with 39 young people on an alcohol awareness project. Commissioned a drug and alcohol training programme for 2014/15. One Tier 2 course delivered to 5 people and 1 bespoke course delivered to 10 people at 14+ team to date.</p>
5.2f (A268)	Embed the Making Every Contact Count approach within the Council, Partner organisations and key providers.	 ONTARGET Karen Jackson & Diane McNulty
		<p>15 staff from across the community enablement, telecare and falls teams was trained in MECC and also OPH staff as a pilot to roll out across the Council from September.</p> <p>The Council Healthy Living Champions continue to deliver, to date they have had 1265 conversations with people about their health- 58% public/clients and 33% friends/family and have made 488 referrals 62% to physical activity programmes. 9% to the health trainer service, 6% to weight management programmes and NHS health checks and 5% to stop smoking services.</p> <p>35 staff and 30 volunteers from Dudley Citizens Advice Bureau received a briefing session on MECC and plans agreed for follow up training.</p>



Objective 2		
Improve people's physical health and encourage healthy lifestyle choices		
Ref (SPECTRUM)	Key Activity	Progress
5.2g (A 269)	Increase the capacity of people to improve their own health and wellbeing through developing and evaluating asset based approaches, and the health champions and public health volunteers programmes	<p>✔ ONTARGET Joanna Pritchard</p> <p>Public health volunteers have contributed a total of 573.5 hours to the self management programme, physical activity team, healthy eating team, weight management team, stop smoking service and breastfeeding team.</p> <p>An additional 663 hours of volunteer time have been invested in training and development. Ten job opportunities have been shared with the volunteers, and one reference written. Three volunteers have applied to become volunteer representatives.</p> <p>32 breastfeeding buddy volunteers are in the process of applying to join the Public Health volunteer programme.</p> <p>Work for the 'Investing in Volunteers' assessment has been completed including an involvement policy, a handbook, and a communications and recruitment plan. All evidence submitted and assessment visit completed. 16 volunteers gave up their time to be interviewed as part of this process. Volunteer's website also developed.</p> <p>Breastfeeding Update</p> <p>31 Breastfeeding buddy volunteers have completed the transition to the Office of Public Health. Buddy training OCN accredited.</p>
		<p>✔ ONTARGET Amarjot Birdi</p> <p>Mental health promotion activity this quarter:</p> <p>112 self help resource packs sent to individuals and 37 to organisations on request. Produced and circulated Public Mental Health e-Bulletin Edition Four to 631 cross-sector contacts to raise awareness of five ways to wellbeing messages and related work.</p> <p>Implemented local campaign to support Mental Health Awareness Week in May by distributing 1800 self-help packs to services and organisations in Dudley Borough to support stress and anxiety management.</p> <p>Launched Annual Small Grant Fund (Round 18) to build capacity for mental health promotion activity in the community setting. 31 applications received, mainly from the community and voluntary sector.</p> <p>Presentation on anxiety awareness and mental wellbeing promotion delivered as part of launch event to 15 people.</p> <p>Delivered Anxiety and Stress awareness training session to 40 Mental Health Forum service users.</p> <p>Mental Health First Aid 'lite' training delivered to 30 staff and volunteers at Substance Misuse service provider CRI (Crime Reduction Initiative).</p> <p>Supported Health and Wellbeing at Work event to raise awareness of how employers can look after their mental health and disseminated 'Road to Wellbeing' resources to 60 individuals.</p>
5.2h (A270)	Improve the mental health and wellbeing of people in Dudley Borough	


Objective 2		Improve people's physical health and encourage healthy lifestyle choices
Ref (SPECTRUM)	Key Activity	Progress
5.2i (A 627)	Services which enable Health & Well Being	 ONTARGET Matt Bowsher
		<p>During quarter 1 574 Dudley residents were serviced and 515 of residents. 9 prescriptions 1 new borrower received in Libraries. 58 items of dementia collections issued. Halesowen library launched the 1st Dementia awareness collection of books and resources during Dementia awareness week. Events & activities to support Health and Wellbeing, number held and numbers attending: No. Of events: 31. No attending events: 467. Bookstart – Number of packs gifted to babies and 3 year olds: Total: 2378 consisting of 1335 to Babies, 1043 to 3 year olds. Number of emergent readers engaged (6 book challenge): No. of people signed up for the Challenge: 56, No. of people who have completed the Challenge to date: 27 No. of people who have joined the library as part of the Challenge: 16 National Numeracy Challenge Online promotional events Carer's and Adult Learners' Week Event (Brierley Hill Library): 15 spoken with; Stourbridge Library: 21 spoken Brierley Hill Library: 14 spoken with</p>


Objective 3		To increase participation in leisure, recreational and cultural activities for learning, health improvement, socialising and personal growth
Ref (SPECTRUM)	Key Activity	Progress
5.3a (A 383)	To support the voluntary sports sector in developing facilities, its workforce, and performance pathways	 ONTARGET Duncan Lowndes
		<p>Sport clubs and organisations are supported in developing bids for external funding. A number of Borough clubs have been successful in securing Sport England funding from the Inspired Facilities programme which equates to in excess of £300,000 investment in grass roots sport. Unit3Sixty, an indoor skateboard, scooter and BMX venue is being developed in Stourbridge. Kewford Eagles FC opened their million pound plus football development in Wall Heath in April 2014. Activities at Dudley Water Sports Centre have been increased with the British Rowing programme having commenced and triathlon using the water. A walking group also makes use of the premises as a meeting point. Working with the Black Country Be Active County Sports Partnership it is intended to provide dedicated support to a small number of clubs to assist them in planning for the future.</p>

Objective 4		
Improve health care quality and effectiveness of local healthcare providers		
Ref (SPECTRUM)	Key Activity	Progress
5.4a (A 284)	Deliver clinical guidance, support and audit to ensure high quality and effective clinical pathways for a range of health conditions	 ONTARGET Clair Huckerby & Shelagh Cleary
		<p>Osteoporosis and Vitamin D guidelines approved and implemented, diabetes guidelines updated.</p> <p>Vascular Team The Lifestyle Best Practice Guidelines are now in review to go forward to the 4th edition. A small time limited sub-group has been agreed by the Stroke and Transient Ischemic Attack (TIA) Implementation Group to be formed to review the current Stroke and TIA pathway and the Atrial Fibrillation Pathway. A review of the Coronary Heart Disease pathway is planned for quarter 2/3. The Chronic Kidney Disease pathway has been taken to the Acute Kidney Injury Implementation Group for review and to develop plans to reduce the higher than average number of acute admissions for acute kidney injury by promotion of measures to be agreed, but including embedding of the Chronic Kidney disease pathway and clinical development opportunities.</p> <p>The diabetes pathway including identification of those at high risk of diabetes and their subsequent management has been ratified for use by clinicians within Dudley. Monitoring of annual review of those at risk of diabetes has been added to the GP/OPH software and is reportable on a monthly basis to the CCG. The Dudley diabetes website contract has been renewed for 2014/5</p>
5.4b (A 285)	Ensure the delivery of secondary prevention programmes for vascular diseases and long-term conditions within the primary care and acute settings	 ONTARGET Clair Huckerby & Shelagh Cleary
		<p>Pharmaceutical Public Health Team ongoing support for the delivery of the Quality Premium for Dudley CCG- Hypertension</p> <p>Self Management Programme 123 people living with long term health conditions completed a Self Management Programme. 65% attended Expert Patients Programme 30% attended Diabetes Self Management Programme and 5% attended a carers course; Looking After Me.</p> <p>Vascular Team A clinical outcomes audit has been developed to assess the effectiveness of the NHS Health Check programme in respect to the diagnostic pathway covering Atrial Fibrillation, Chronic Kidney Disease and Hypercholesterolemia. The audit format, data collection and analysis has now been agreed together with the development of a service user satisfaction survey and is set to take place during quarter 2 within the practice setting.</p>
5.4c (A 286)	Provide guidance, support and oversight on Pharmaceutical public health	 ONTARGET Clair Huckerby
		Review of medicines safety following publication of Stage 3 directive on medicines safety, public health advice note on the repatriation of immunosuppressant's issued




Objective 5		Alleviate homelessness
Ref (SPECTRUM)	Key Activity	Progress
5.5a (A 392)	To achieve the Gold Standard for Housing Advice Service	 ONTARGET Diane Channings
		<p>We are partnered with Lichfield, Wolverhampton and Solihull to complete the first part of the Gold Standard "journey".</p> <p>This involves peer reviews and the development of an action plan to meet the ten Gold Standard challenges.</p> <p>Our peer review is programmed for September, and we are already working on those areas of our service which may need to be enhanced to fully meet the standard.</p>

Objective 6		Protect people from infectious disease and environmental hazards across the life course
Ref (SPECTRUM)	Key Activity	Progress
5.6a (A 275)	Provide scrutiny, challenge and advice in relation to public health cancer and non cancer screening programmes to ensure high quality and effective services- cervical, breast, bowel, diabetic eye screening, triple A, antenatal, neonatal and newborn infant programmes	 ONTARGET Louise Grainger
		<p>The Office of Public Health has the remit to scrutinise and challenge existing and new public health cancer/non cancer screening programmes.</p> <p>KPI performance data has been submitted for the fourth quarter of 2013/14 for all Antenatal and Newborn screening programmes.</p> <p>Key achievements:</p> <p>KPI NB1 - Newborn blood spot screening - coverage (PCT responsibility at birth) performance was 98.1% an improvement on qtr 3 performance (96.6%) (Acceptable >=95.0% achievable >=99 %)</p> <p>KPI NB3 – Newborn blood spot screening – timeliness of result performance was 99.8 % (Qrt 3 - 99.9%) (Acceptable >=95.0% achievable >=98.0%)</p>
5.6b (A 276)	Improve the uptake of Chlamydia screening and infection detection rates	 ONTARGET Mayada Abu Affan
		<p>Accessibility for Chlamydia testing in young persons aged 15 to under 25 years old is important to reduce Chlamydia infection among this age group through early diagnosis, treatment and contact tracing.</p> <ul style="list-style-type: none"> The Office of Public Health (OPH) continue to increase the number of Chlamydia diagnoses and continue to concentrate its target testing activities in the hot spot areas for sexually transmitted diseases and teenage pregnancy. The OPH continue to raise the profile of sexual health in the Borough among health and social care staff and the public and continue to monitor the need for sexual health and sexual health services and implement plans to meet those needs.

Objective 6		
Protect people from infectious disease and environmental hazards across the life course		
Ref (SPECTRUM)	Key Activity	Progress
5.6b (A 276)	Continued; Improve the uptake of Chlamydia screening and infection detection rates	 ONTARGET Louise Grainger
		<ul style="list-style-type: none"> A sexual health awareness workshop for non-clinical staff is currently being co-ordinated by OPH and will be held on the 10th September 2014. The aim of the workshop is to raise awareness of contraception and sexual health and provide information and service signposting. The session is aimed at non-clinical staff who come into direct contact with young people. The session is to be supported by colleagues from OPH, the Local Authority and representatives from the Dudley Group of Hospitals NHS Trust. A further awareness session aimed at clinical staff is also to be programmed and delivered later in the year.

Objective 7		
Ensure strategies, programmes and services are in place that will contribute to reducing health inequalities		
Ref (SPECTRUM)	Key Activity	Progress
5.7a (A 271)	Ensure programmes and services are in place that meet the health needs of vulnerable and minority groups, including asylum seekers, refugees and other migrant workers	 ONTARGET Amarjot Birdi
		<p>Health Inclusion Programme</p> <p>4 networking and sharing meetings held with frontline workers to support health needs of minority ethnic communities and vulnerable groups particularly those affected by homelessness. Provided PH input to consultation meeting on development of Gibbs Road housing.</p> <p>Advised and supported the CCG engagement officer to establish links with minority ethnic communities in Lye and Netherton.</p> <p>Completed public health input to short listing and interviewing process for successful procurement of a Language and Interpreting Service for DMBC.</p> <p>Completed Q4 review of the community development workers service contract with mental health trust. Supported quarterly review meeting of Home-Start Dudley led by Children's Services, with regard to public health input.</p> <p>Identified and confirmed contacts for establishment of referral pathways into mental health services for the Domestic Abuse provider contract led by Community Safety.</p> <p>Advised the migrant health needs assessment process with regard to report content and outcomes. Re-established and strengthened links with the regional migrant health group to support local needs and direction.</p> <p>Supported weight management programme in delivering 2 pilot programmes (African and Caribbean communities, and South Asian women) to ensure culturally relevant mental health awareness perspective. Engaged with 80 people in total.</p>

6. Cleaner, greener and environmentally friendly

Quarterly performance indicator scorecard		01/04/2014 to 30/06/2014		
PI ref	Performance indicator	Actual	Target	Score
PI 375	Residual household waste KG's per household (NI 191)	134.79 kg's	141.25 kg's	
	First estimate			
PI 348	Percentage of household waste sent for reuse, recycling and composting (NI 192)	51.89% (19,695 tonnes)	40%	
	First estimate			
PI 350	Percentage of municipal waste land filled (NI 193)	3.8% (1,686 tonnes)	5%	
	First estimate			
PI 194	Improved street and environmental cleanliness (detritus) (NI 195b)			
	The survey takes place 3 times per year - July, November & March. The first results for 2014-15 will be reported in Q2, Q3, & Q4			
PI 195	Improved street and environmental cleanliness (fly posting) (NI 195d)			
	The survey takes place 3 times per year - July, November & March. The first results for 2014-15 will be reported in Q2, Q3, & Q4			
PI 196	Improved street and environmental cleanliness (graffiti) (NI 195c)			
	The survey takes place 3 times per year - July, November & March. The first results for 2014-15 will be reported in Q2, Q3, & Q4			
PI 197	Improved street and environmental cleanliness (litter) (NI 195a)			
	The survey takes place 3 times per year - July, November & March. The first results for 2014-15 will be reported in Q2, Q3, & Q4			

6. Cleaner, greener and environmentally friendly *action plan progress*

Objective 1		To encourage sustainable waste management practices amongst the Borough's residents and businesses and to provide increased opportunities for recycling	
Ref (SPECTRUM)	Key Activity	Progress	
6.1a (A 79)	To change public perception of waste minimisation and recycling through education and awareness raising activities	✔ ONTARGET Heidi Marsh-Geyton	
		<p>Waste Care continuing with their education work in schools in order to reinforce recycling messages and raise awareness of the enhanced household collection service.</p> <p>Once the new service has bedded-in, Waste will look to specifically target any areas with low recycling rates.</p>	
6.1b (A 80)	To develop more sustainable waste management, e.g. through greater recycling and improved public perception and participation	✔ ONTARGET Heidi Marsh-Geyton	
		<p>Phase 3 of the Waste Transformation was completed during the final quarter of 2013/14, with Borough-wide collections commencing week beginning 17th March. This final phase, the largest to be undertaken and including approximately 49,000 properties, has bedded in well and is showing high levels of participation. The re-optimisation of collection rounds continues and will ensure that the service is as efficient as it possibly can be, this is being carried out with minimal impact on residents other than potential changes to times of collections.</p> <p>The incinerator plant underwent its scheduled annual outage for essential maintenance during the quarter.</p> <p>Arrangements were put in place with other incinerator plants during the outage to ensure that no collected residual waste was sent to landfill during the three-week period.</p> <p>Arrangements are now in place for street sweepings to be recycled. These had previously been sent to landfill.</p> <p>Waste Care is working with contractors at the Household Waste Recycling Centre on a trial to recycle mattresses with the aim of reducing the number sent to landfill in future.</p>	





Objective 2		To alleviate traffic congestion	
Ref (SPECTRUM)	Key Activity	Progress	
6.2a (A 82)	Implementation of the Transport Asset Management Plan (TAMP) to manage and improve the borough's highway network	✓ ONTARGET	Garry Dean
		The Network Management Strategy & Plan continues to be used in the strategic management of the Borough's highway and road assets.	
6.2b (A 83)	To promote sustainable modes of travel as a mechanism to reduce congestion, promote healthier lifestyles & improve air quality	✓ ONTARGET	Martyn Holloway
		<p>The Council continues to work in partnership with Centro delivering the larger Sustainable Transport Fund project and has recently been successful in securing £210K which had been reallocated from under spent elements in the Scheme within the wider West Midlands.</p> <p>This funding will be used to improve existing pedestrian facilities which will bring much needed journey time improvements to public transport in the area.</p> <p>Work has now commenced on construction of a new split pedestrian crossing facility to the busy A4036 Pedmore Road which will bring improvements to pedestrian safety and access to the Merry Hill Shopping Centre.</p>	
6.2c (A 84)	To reduce the impact of traffic congestion in order to improve journey times across the Borough & promote new investments	✓ ONTARGET	Martyn Holloway
		<p>As discussed at (A83) funds have now been secured to improve 5 pedestrian crossings in the Sedgley area which will facilitate improvements to journey time and reliability.</p> <p>Work continues on improvements to the High Street, Pensnett as discussed at A35.</p>	
6.2d (A 85)	To work with partners to develop the transport network to support investment in Brierley Hill	✓ ONTARGET	Martyn Holloway
		Work has commenced on pedestrian improvements across the busy A4036 Pedmore Road to facilitate safer access to the Merry Hill Shopping Centre from the adjacent residential estate and public footpath network.	



Objective 3		To protect and enhance the environment through advice, regulation and enforcement	
Ref (SPECTRUM)	Key Activity	Progress	
6.3a (A 81)	To improve air quality in the borough through the Air Quality Action Plan	✓ ONTARGET	Nick Powell
		The Council has an Air Quality Action Plan approved by Cabinet. 100% (5) of the actions that were due in the first quarter were completed	
6.3b (A 70)	Ensure access to clean and safe food and water and safe places of work	✓ ONTARGET	Nick Powell
		89% of food establishments in the Borough are broadly compliant with food hygiene law.	
6.3c (A 89)	Continued; Conservation and management of the Borough's green spaces	✓ ONTARGET	Garry Dean
		<p>Green Flag judges visited a number of the Borough's parks and nature reserves during June. The outcome of these inspections was that Silver Jubilee Park, Netherton Park, Huntingtree Park, Stevens Park Wollescote, Leasowes Park and Wrens Nest Nature Reserve have all been awarded Green Flags for the second year running. In addition, Priory Park, Dudley has been awarded a Green Flag for the first time.</p> <p>As part of their assessments, the Green Flag judges spoke to a number of Council officers, volunteers and Friends Groups during their visits, learning of the extensive partnership working in place between the Authority and local stakeholders.</p> <p>The Green Spaces leaflet, which provides public information on the events and activities taking place in the Borough's parks and open spaces, has been updated and distributed to various public information outlets across the Borough.</p> <p>Green Care staff are working extended 'summer hours', during what is recognised as one of the busiest periods of the year for the service. In addition to grass cutting operations, a number of the teams have been diverted to support bedding, football pitch reinstatement and chemical control works during the quarter.</p>	

Objective 4		To protect, preserve and develop for appropriate use the unique heritage of the borough for this and future generations
Ref (SPECTRUM)	Key Activity	Progress
6.4a (A 86)	To undertake project work to identify mitigating actions regarding proactive flood management	<p>✔ ONTARGET Garry Dean</p> <p>Joint working arrangements around flood management are being explored between the four Black Country councils. One of the proposals is to appoint a Black Country Flood Risk Manager. Dudley has been asked to move this proposal forward on behalf of the Black Country councils.</p> <p>Street Maintenance continue to focus their gully emptying operation on the Borough's primary routes and identified flooding hotspots, especially during the periods of heavy rain experienced during the first quarter.</p>
		<p>✔ ONTARGET Stuart Connelly</p> <p>Continue to progress on the White House Cone museum Glass Quarter project that enhances the glass offer within the borough and ensures long term sustainability.</p> <p>Continue to provide glass outreach sessions, specially designed for visually impaired groups (developed with advice from the Pocklington Trust) to stimulate and engage participants both mentally and socially. Museum Accreditation achieved in February 2014. The museum team continue to work on collections management in a bid to improve the physical care and access to the collections.</p> <p>The Black Country Geopark application has been submitted as required.</p> <p>Continue to work with the health authority and key partners to provide a healthy walks programme based around the Dudley walking festival and heritage attractions (e.g. Himley Hall, The Limestone way etc).</p> <p>Work with external partners to promote the museum collections, venues and services, and the borough as a visitor destination.</p>










Objective 5		To preserve and improve the quality and biodiversity of the natural and built environment
Ref (SPECTRUM)	Key Activity	Progress
6.5a (A 34)	To work with local businesses and the community in the improvement and maintenance of local town centres and the local environment	<p>✔ ONTARGET Garry Dean</p> <p>The Street Cleansing Team continues to forge partnership links with community groups around the Borough who wish to carry out environmental clean-ups in their local areas. Over 30 community litter picks have taken place or are planned so far this year.</p> <p>The successful project to recycle cardboard from Dudley Market Traders has resulted in a fifty percent reduction in waste collected. Street Cleansing are recycling a tonne of card board each week from the Market Place.</p>

Objective 5		To preserve and improve the quality and biodiversity of the natural and built environment	
Ref (SPECTRUM)	Key Activity	Progress	
6.5b (A 92)	To improve the quality of the environment by early interventions through Street, Green Care and Waste Care	✔ ONTARGET Garry Dean & Heidi Marsh-Geyton	
		<p>Monitoring information is being used to inform service delivery and to improve standards of street and open space cleanliness across the Borough.</p> <p>The Council's trees continue to be managed in accordance with the Tree Strategy and the Tree Risk Strategy, with work undertaken on trees most in need of attention.</p> <p>The programme of carriageway and footway reconstruction and resurfacing works continues at various locations across the Borough.</p> <p>The Authority has received a grant award of £318,757 from government for additional pot hole and highway repair work during 2014/145. This is part of the £140m made available to local authorities in England to deal with the damage caused to local roads by the recent extreme weather conditions.</p> <p>In addition, in its 2014 Budget statement, the government announced the creation of a Pothole Fund worth £200 million, £168 million of which was to be made available to local highways authorities in England to help repair damage to the local road network. Dudley submitted its funding bid along with other councils nationally and was awarded £567,000. The funding is available in the 2014/15 financial year.</p>	
6.5c (A 93)	To preserve and improve the environment through the formulation of policy and its delivery, and the application of enforcement actions	✔ ONTARGET Heidi Marsh-Geyton	
		<p>Proactive enforcement activity for environmental offences, e.g. fly-tipping, littering etc, continues in accordance with the Council's Waste Enforcement Policy.</p> <p>During the first quarter, Street Cleansing removed 178 fly-tips from various locations around the Borough. During the same period Enforcement Officers carried out 169 investigations into fly-tip incidents, issued 21 fixed penalty notices for fly-tipping and undertook 105 duty of care inspections.</p>	
6.5d (A 87)	Continue to improve the council's aging lighting stock and signage through the installation of more energy efficient systems	✔ ONTARGET Garry Dean	
		<p>The installation of the CMS (Central Management System) continues to progress well, which in future will allow us to control and monitor the street lights remotely and provide options for reducing energy consumption. Approximately 11,000 lanterns were replaced during 2013/14 as part of the CMS 'invest to save' project.</p>	






Objective 6		To strengthen and improve communities to provide choice and opportunity	
Ref (SPECTRUM)	Key Activity	Progress	
6.6a (A 393)	To make the best use of our stock to ensure we can provide and maintain affordable housing for customers with housing need	 ONTARGET Diane Channings	
		<p>Investment needs profiled over 30 years and elemental graphs produced by element. Smoothing in progress to suit latest resources.</p> <p>Additional 500 property surveys planned for Quarter 2 & 3.</p> <p>Sustainability modelling for high rise in progress.</p> <p>New build programme ongoing with surveys and site investigations undertaken - awaiting results.</p> <p>Further progress made on work strands referred to in Q4 update (i.e. installation & development of case management software, procurement of data / credit checks for tenancies & applications and procurement of document checker). Opportunity taken to chair WMBUS (West Midlands Making Best Use of Stock) Fraud Sub Group with 1st meeting held in May. This platform will provide an opportunity to influence the approach taken to fraud detection and prevention by social landlords across the region with the intention of improving outcomes in Dudley. Team Managers and Fraud Officers also attended regional CIH (Chartered Institute of Housing) conference as guest speakers, raising the profile of Dudley's work on Tenancy Fraud.</p> <p>New Kirona application for Home Checks being tested before roll out later in the summer. Implementation of policy and procedure started.</p> <p>Fuel Poverty Strategy now with Housing Strategy and Action Plan being co-ordinated by them.</p>	
6.6b (A 628)	To provide advice and assistance through the Dudley Home Improvement Service to secure the repair, improvement and adaptation of homes using a variety of funding mechanisms.	 ONTARGET Ron Sims	
		<p>Initial meeting proposed for September to review Housing Assistance Scheme.</p> <p>Review currently underway of the Winter Warmth Scheme 13/14.</p> <p>In preparation for the delivery of the Winter Warmth Scheme 2014/15 regular meetings are taking place at least monthly during the year and frequency will increase from September for winter period.</p>	
6.6c (A 629)	Remodel delivery of Community Equipment Service following review completed in 2013/2014	 ONTARGET Ron Sims	
		Work underway on the Implementation of the Community Equipment Review Action Plan.	
6.6d (A 630)	To continue to bring empty properties back into use using a combination of advice, guidance and enforcement action.	 ONTARGET Ron Sims	
		<p>Draft Borough's Empty Homes Strategy completed.</p> <p>Initial meeting proposed for the review of the Enforcement Strategy in September.</p> <p>Draft enforced sales policy completed.</p>	

Objective 7		Contribute to the wider determinants of health by developing an environment that promotes health and wellbeing	
Ref (SPECTRUM)	Key Activity	Progress	
6.7a (A 287)	Support measures to improve the physical and legislative environment so that it is conducive to health	 ONTARGET Bal Kaur	
		<p>Food and Nutrition</p> <p>Refurbishment of Dudley Wood Neighbourhood Learning Centre (NLC) kitchen now complete as agreed in service level agreement, delivery of Get Cooking commences in April.</p> <p>Garden Organic supporting the development of a food growing strategy, a consultation event on 11th June took place with 25 stakeholders attending.</p> <p>Grow Food 4 Life project continuing for a further 10 months (from April), contract extended. 2x6week food growing skills courses delivered 8 people completing. 274 people engaged via events and outreach. 217 children involved in food growing activities.</p> <p>9 local shops engaged in the Shop Healthy initiative. All promotional resources produced including fruit and vegetable displays from the Scottish Grocers Federation.</p> <p>11 high street food outlets achieving a Dudley Food for Health Award.</p> <p>48 retailer visits carried out re Illicit and underage sales of alcohol resulting in 3 counterfeit/ illicit bottles seized. 30 test purchase exercises with 1 sale to an underage customer. 1 review undertaken.</p> <p>48 retailer visits re Illicit and under age sales of tobacco resulting in 180 packs of cigarettes scanned, - 8,940 illicit cigarettes and 59 50g pack of hand rolling tobacco seized. 4 test purchase exercises across 40 premises detecting 2 underage sales. 1 shop repeat offender had tobacco gantry removed by tobacco company</p>	
6.7b (A 288)	Embed workplace health across Dudley Borough workplaces, starting with the Council	 ONTARGET Karen Jackson & Ruth Olding	
		<p>Evaluation report on pilot in progress</p> <ul style="list-style-type: none"> - Paper will be presented to Corporate Board July 2014 -Staff Workbook in development 	

7. Community Council- People being served better

Quarterly performance indicator scorecard		01/04/2014 to 30/06/2014		
PI ref	Performance indicator	Actual	Target	Score
PI 418	Working days/shifts lost per FTE to sickness absence	2.21 days	2.25 days	
PI 361	Long term sickness absence per FTE	1.32 days	-	
	<i>Q1 previous year 1.205 days recorded (English Met average for this period during 2012-13 is 1.6 days)</i>			
PI 362	Short term sickness absence per FTE	0.89 days	-	
	<i>Q1 previous year 0.885 days recorded (English MET average for this period during 2012-13 is 0.9 days)</i>			
PI 145	Average number of days lost per lost time accident at work	31.5 days	14.4 days	
	Although the number of accidents is low for the quarter (11) a couple of the accidents resulted in staff being off for several weeks, thus increasing the average number of days per lost time accidents at work.			
PI 258	Number of lost time accidents at work	11	34	
PI 55	% local authority employees from an ethnic minority (BVPI 17)	6.5%	6.6%	
PI 35	% employees declaring they have a disability	1.9 %	2%	
PI 104	% sundry debt raised paid within 6 months	97.5%	97.3%	
PI 95	Speed of payment of suppliers	8.8	10	

7. Community Council- People being served better *action plan progress*

Objective 1 Engage and empower communities enabling residents to make decisions on service outcomes in their local areas.		
Ref (SPECTRUM)	Key Activity	Progress
7.1a (A 281)	Provide support and further development of the new Community Forums Key aims: <ul style="list-style-type: none"> Continued public support Community outcomes delivered through forums 	 ONTARGET Geoff Thomas
		Report on the review of Community Forum activity approved by the Scrutiny Board - subsequent discussions now taken place with the Police regarding joint work around Forum and Pact meetings
7.1b (A 103)	Implementation and ongoing review of Community Forums as part of Community Council	 ONTARGET Philip Tart
		Various issues relating to the operation of the Forums and the grants process were discussed by Chairs/Vice Chairs and Lead Officers in June 2014. The Community Forums will continue to be the subject of an ongoing review process during the 2014/15 municipal year.
7.1c (A 367)	Support the council's community engagement strategy to involve and inform customer's decision-making, including the development of community forums, localism, community assets	 ONTARGET Barry Hutchinson
		Dudley borough's community has been encouraged to engage in the council's decision making process through community forums and facebook and twitter community forum.
7.1d (A96)	Ensure the Council fulfils its legal obligations resulting from the Localism Act and oversees / guides the changes the Council will undergo as a result of responding to community activity	 ONTARGET Philip Tart
		Policy and guidelines to deal with Community Right to Challenge agreed by Cabinet in October 2013. The Director of Corporate Resources is chairing an officer steering group to co-ordinate corporate activity.
7.1e (A 368)	Make legal and mandatory information accessible and interactive in a consistent and cost-effective manner	 ONTARGET Jan Jennings & Shelley Brooks
		Information protocol is ready for signing off for DACHS. A core information set of 6 publications is being designed.



Objective 1 Engage and empower communities enabling residents to make decisions on service outcomes in their local areas.		
Ref (SPECTRUM)	Key Activity	Progress
7.1f (A 631)	Services which enable Stronger communities	<p>✔ ONTARGET Matt Bowsher</p> <p>During quarter 1 Archives hired out 192 rooms and libraries hired out 202.</p> <p>1317 library activities took place during quarter 1 with 16,242 attending. Local schools maintained regular class visits to Stourbridge library; here is an example of a compliment received in June: We're nearing the end of our school year and I wanted to say a huge thank you to you for conducting all the class visits to the library. Everyone came back saying what a lovely atmosphere there was in the library and how they enjoyed the sessions with you as things were pitched just right for each class. So thank you very much and hopefully I can be in touch with you next year to arrange similar visits again.</p> <p>iPad training sessions delivered in Stourbridge locality libraries by ACL tutors, which were very popular, here is a compliment; "It was most enjoyable. The instructors were very good, enthusiastic and easy to follow".</p> <p>Halesowen and Brierley Hill locality continues to host a full range of events and activities including regular class visits, Rattle & Rhyme sessions, reading groups, art groups, homework clubs, work clubs and philosophy talks.</p> <p>The Big Book fortnight event at Halesowen library in May with Sathnam Sanghera was successful, feedback comments included: 'More similar to the above and literary quizzes' - 'how about Caitlin Moran next year'.</p> <p>Brierley Hill was part of this year's St George's Day celebrations, The library also hosted 'the art of the possible' which engaged local young people in various art projects including graffiti sessions, drama workshops and graphic/comic art sessions.</p> <p>16 events held in Archives with 344 attendees. 214.75 volunteer hours received in Libraries. 541.75 volunteer hours received in Archive. 727.6 volunteer hours in Community Learning 2184 number of adults participating in community learning. 568 people participated in enrichment events. 18% of learners were from BME groups. 16% of learners with disabilities.</p>

Objective 1		Engage and empower communities enabling residents to make decisions on service outcomes in their local areas.
Ref (SPECTRUM)	Key Activity	Progress
7.1f (A 631)	Continued; Services which enable Stronger communities	<p>✔ ONTARGET Matt Bowsher</p> <p>Carers Art Exhibition: Eight learners who had been on the Carers Art Therapy Course have exhibited their work at the Archives. A celebration event to launch the exhibition was held and visitors were able to talk to Carers about the work they do and how adult learning is key to their achievements. This is part of the programme of learning that supports widening participation and support for vulnerable adults.</p> <p>Adult Learners Week (ALW) – June: More than 150 learners took part in additional ALW workshops in the borough to celebrate and promote adult learning. Events like using your iPad, Indian Cooking and Holiday French were some of the workshops that were on offer. The singing class from the Dementia Gateway and Halas Homes performed to an audience of 300 people at Cosford Air Museum to promote ALW.</p>
		<p>✔ ONTARGET Matt Bowsher</p> <p>Learning Disability Partnership, Age Alliance is fully supported by DACHS and is systematically involved in key areas of development.</p> <p>Communication plans drafted for Better Care Fund, Customer Journey and Care Act, Local Account and MFT Strategy</p>
7.1g (A 632)	We are clear about our vision and priorities and regularly consult, engage and communicate with staff, local people, partners and stakeholders.	

Objective 2		Strengthen partnership working with public bodies, Community, Voluntary Faith Sector to improve the effectiveness of public services	
Ref (SPECTRUM)	Key Activity	Progress	
7.2a (A 104)	Promote and support joint working between partners and the voluntary and community sector through	✔ ONTARGET Simon Manson	
		Next 'moving forward together' event being planned for autumn. Revised service level agreements in place with Dudley Council for Voluntary Service and the Centre for Equality and Diversity.	
7.2b (A 338)	Further develop a new strategic approach to support the continued growth of the local social enterprise sector as part of the Dudley Borough delivery programme, with a focus on: <ul style="list-style-type: none"> • Drawing down ERDF funding to boost further rounds of CEF • Establishing a network of local community hub space • Exploiting opportunities arising from centre-based regeneration 	✔ ONTARGET Andy Wright & Diane Shenton	
		Working with New Heritage, a scoping document has been produced which sets out both an initial pilot and subsequent main development phase based on (a) identifying premises in Dudley to establish an enterprise hub; and (b) lever in additional funding from external sources with which to boost CEF. In quarter 2 will seek endorsement via Dudley Borough Delivery Group, then approval via Corporate Board and relevant Cabinet members	
7.2c (A 633)	Through partnership and integration we will enhance people's wellbeing and enable people to prevent and postpone the need for care and support.	✔ ONTARGET Matt Bowsher & Brendan Clifford	
		<p>Work progressing with Customer Journey, Health Integration and Better Care Fund. Bid submitted for Better Care Fund. Dudley fast tracked. Dudley already working together i.e. rapid response team.</p> <p>Agreed programme around 7 day working.</p> <p>Improvement in the Adult Social Care satisfaction rating. Improved score for all other satisfaction questions within the survey relating to the adult social care outcomes framework. Commissioning are developing quality of life measures as part of revising SLA's.</p> <p>From the 01/04/2014 the Better Care Fund (BCF) becomes active. This fund (for this financial year) will be a "virtual" pooled budget arrangement between SSD, the CCG and DGoH. The use of this budget is tied to certain performance indicators, one of which is the number of delayed days on Hospital. If the required performance targets are not met, financial penalties will incurred that will affect the monies available to all three partners.</p> <p>The implications of the Care Act are being woven into the development of the customer journey. Training around the new requirements of the Act will be commencing around 30th July. This will help to ensure that practitioners will be building in the well being and prevention duties into their day to day practice.</p> <p>Andrea Pope-Smith and Brendan Clifford are representative on the board. DACHS part of the health and well being development group and contributed to the success of the health and well being annual event.</p>	

Objective 3		Improve service provision through initiatives around Technology, Innovation and Transformation, ensuring that they are more effective and at lower cost.	
Ref (SPECTRUM)	Key Activity	Progress	
7.3a (A 116)	Review the options for delivering customer services and extend the use of Dudley Council Plus	✔ ONTARGET Mike Williams, Sean Beckett & Sandra Taylor	
		IVR options being revised. More reception options being considered. Delivering services from libraries being developed.	
7.3b (A 118)	Complete Transforming our Workplace (ToW) and review transformational elements in order to use learning from the initiative	✔ ONTARGET Steve Cooper & Sarah Treneer	
		Awaiting data	
7.3c (A 138)	Review Repairs and Maintenance policy in line with ToW	✔ ONTARGET Paul Bickerdike	
		Policy revision will be deferred pending the completion of the Transforming our Workplace agenda and the wider review of the corporate property function. It will also encompass revisions to the Capital Strategy, This has determined a new scope/timetable (March 2015)	
7.3d (A 257)	Develop phase 2 of the consolidated ICT service – review of operational processes and efficiency savings.	✔ ONTARGET Sandra Taylor	
		<p>An interim process for procurement without the trading account has been implemented and this was reviewed in July to ensure that it is working satisfactory. A full review of the process, from request to fulfilment will be undertaken in the autumn.</p> <ul style="list-style-type: none"> • A review of posts across the directorate teams is underway to identify consistent job roles across all of the teams. • Work is underway to consolidate the directorate and central IT Training resource • The identified efficiency savings (including budget reduction) have been achieved with the deletion of posts both within the central directorate establishment and also from directorate teams. 	
7.3e (A 258)	Undertake a review of Procurement as part of the corporate review of senior management and support services	✔ ONTARGET Ian Clarke	
		To be agreed with Iain Newman. This review is subject to other strategic initiatives being resolved first.	

Objective 4 Provide robust strategic policy and guidance in order to discharge the Council's legislative responsibilities		
Ref (SPECTRUM)	Key Activity	Progress
7.4a (A 170)	Ensure that the Council understands its equality obligations by providing advice and guidance on advancing equality in service delivery, employment and training across the council, particularly on the implementation of the Equality Act 2010.	✔ ONTARGET Simon Manson
		Briefing held for new members on equality responsibilities. Budget equality sub-group meeting to look at the extra 2014/15 savings.
7.4b (A 98)	Ensure that the actions of the council and its partners in response to the community rights in the Localism Act and in developing our society in Dudley advance equality of opportunity and foster good relations	✔ ONTARGET Geoff Thomas
		The new procedures adopted in response to the localism act have been implemented and the equality action plan was prepared
7.4c (A 253)	Implement the requirements of the Local Government Finance Act 2012 including: <ul style="list-style-type: none"> Managing the impact of transactional local Council Tax Reduction scheme Implementation of empty homes premium 	✔ ONTARGET Mike Williams
		The approved Year 2 CTR scheme was implemented on 1st April 2014 to include a 8.5% reduction in CTR (with some vulnerable group protection). The impact on collection rates is being monitored monthly. Empty Homes Premium successfully applied to appropriate accounts from 1st April 2014. Some negative customer feedback received, however no impact on collection rate to date, although monitoring will continue.
7.4d (A 254)	Respond to the government's plans to reform other Welfare Benefits: <ul style="list-style-type: none"> Respond appropriately to Universal Credit implementation Programme. review localised Welfare Assistance scheme in response to removal of funding for scheme at end of 14/15 Respond to Govt plans for a single fraud investigation service(SFIS) Continue to review Discretionary Housing Payments policy 	✔ ONTARGET Mike Williams
		Universal Credit – Recent announcements indicate that most job seekers will not migrate to Universal Credit until 2016/17 at the earliest so Housing Benefit administration by LA's will now need to continue until at least 2017. Local Welfare Assistance scheme implemented but Govt funding may cease from 31/03/15. Review undertaken and a small number of changes proposed. Discretionary Housing Payments policy updated from April 2014. Both are being regularly monitored. A date of Feb 15 has been announced for the Dudley transfer of Fraud staff to the DWP under the SFIS initiative. The requirement for retaining resources for corporate fraud initiatives is being investigated with a potential bid for external funding.

Objective 4		
Provide robust strategic policy and guidance in order to discharge the Council's legislative responsibilities		
Ref (SPECTRUM)	Key Activity	Progress
7.4e (A 111)	Ensure the Council meets the requirements of the Health and Safety at Work etc. Act 1974, by implementing the key improvement objectives of the Corporate Health and Safety Action Plan	 ONTARGET Simon Reece
		The new 5 year Corporate Health and Safety Plan is now in place and elements have been implemented.
7.4f (A 634)	We will design and deliver services and systems that enhance quality of life and wellbeing and meet financial, legislative and demographic challenges.	 ONTARGET Matt Bowsher & Brendan Clifford
		<p>Customer Journey Leads identified and meeting fortnightly and Operational Focus Group (OFG) established and meet monthly. Detailed work has been carried out at looking at the current demand within our existing system and how this would fit with the new customer journey model.</p> <p>Numbers of posts and levels in line with the new customer journey have now been approved and formal consultation process has been concluded along with VR and expressions of interest as part of the restructure. The new customer journey will go live 1st Sept 2014.</p> <p>There are potentially significant financial implications of implementing the Care Act funding reforms; the plans will need to be developed once further guidance has been issued. Other strands of work such as the Better Care Fund tie in closely to delivering key strands of the Care Act reform.</p> <p>Programme Support Manager in post and selection process for project support officers underway.</p> <p>Commissioning team is being restructured to align closely with the customer journey philosophy. Commissioners will be directly linked with the three service areas. Annual assertive reviews will be carried out for individuals and contracts and will be carried out via a pre-planned calendar approach.</p> <p>A report was tabled at DMT in April to highlight the developments of the reconfiguration of Woodside Day Centre. The vision for Woodside Day Centre is to become a modern independence and recovery based service focusing person centred outcomes through provision of a range of FACS and Universal Services as part of the emerging locality model included within the Better Care Fund integration programme. A independence and Recovery Plan has been co-designed through the working group and consultation with a number of current and prospective Mental Health providers. Implementation Plan tabled, key tasks and responsible individuals identified, critical path and dependencies yet to be finalised. Revised Communication Plan built around the emerging vision, service specification, pathway and implementation plan. With regard to engagement and involvement, the working group are taking account of past lessons learnt, Ongoing engagement with staff on plans for reconfiguration and regular communication taking place with people who use the centre and their families.</p>

Objective 4		
Provide robust strategic policy and guidance in order to discharge the Council's legislative responsibilities		
Ref (SPECTRUM)	Key Activity	Progress
7.4g (A 97)	Provide support processes, advice & guidance on the implications of the Localism Act 2011 regarding; <ul style="list-style-type: none"> The general power of competence for local authorities Community Rights to challenge Community Rights to bid (Assets of Community Value) 	ONTARGET Andy Wright & Diane Shenton
		To date, the Council has received no nominations for assets of community value, nor any service challenge through Right to Challenge.

Objective 5		
Develop and promote the governance process		
Ref (SPECTRUM)	Key Activity	Progress
7.5a (A 100)	Review the Constitution (including on-going review of Scrutiny Committees) and Code of Corporate Governance	ONTARGET Philip Tart
		Revised Constitution published and the 2014 review will be submitted to Cabinet in the autumn.
7.5b (A 102)	Promote the highest standards of information governance across the organisation including data protection, information security and records management through promoting good practice and taking prompt action to resolve any issues	ONTARGET Iain Newman
		Continued to develop work plan in accordance with agreed Information Governance Strategy. Progress overseen by Information Governance Board

Objective 6		Workforce planning, People Management and Leadership	
Ref (SPECTRUM)	Key Activity	Progress	
7.6a (A 106)	Develop the Corporate HR and OD Strategy based on council priorities and budget savings	✔ ONTARGET	Teresa Reilly
		Consultation for the next Corporate People Strategy to commence in Q4 following the senior management restructure	
7.6b (A 109)	Address the key organisational priorities for learning and development identified in the corporate L&D Strategy, including the leadership development programme	✔ ONTARGET	Teresa Reilly
		The learning and development priorities in the strategy are being reviewed and are likely to include Leadership development – in particular developing an approach for middle leaders (pre TORCh) Developing commercial awareness Performance management. The strategy will link in with the Health and wellbeing strategy. Torch action learning projects commenced for cohorts 4-6	
7.6c (A 727)	Support directorates in delivering budget savings through professional advice relating to effective and fair workforce including managing the employee impact of restructuring.	✔ ONTARGET	Teresa Reilly
		Work is on-going as necessary with the relevant policies and processes reviewed and updated s applicable. Manager briefing sessions scheduled for Q2 to support leadership development in managing change.	

Objective 7		Effective use of financial resources	
Ref (SPECTRUM)	Key Activity	Progress	
7.7a (A 112)	Implement the council's budget and medium term financial strategy	✔ ONTARGET	Iain Newman
		Budget timetable agreed for the 2015/16 budget and Medium Term Financial Strategy to 2017/18. Initial proposals for necessary savings agreed by Cabinet on 3rd July 2014.	
7.7b (A 259)	Ensure best value through sound Procurement practice.	✔ ONTARGET	Iain Newman
		Best value is actively promoted in relation to procurement practice	
7.7c (A 115)	Undertake the Audit Plan and value for money and other efficiency reviews across the Council.	✔ ONTARGET	Iain Newman
		Audit Plan approved by Audit and Standards Committee in April 2014 and currently on target for completion of plan.	

Objective 8		Embed health and health care improvement across all council directorates and partner organisations by providing oversight, direction and expert advice to elected members, council directorates and partner organisations	
Ref (SPECTRUM)	Key Activity	Progress	
7.8a (A 290)	Lead the development and implementation of specific health- related strategic plans- current focus the obesity strategy, tobacco control strategy and suicide and self harm prevention strategy	 ONTARGET Ruth Holding & Diane McNulty	
		<p>Physical Activity Physical Activity and Sport Strategy completed and is an agenda item for adoption at cabinet in July.</p> <p>Tobacco Control</p> <ul style="list-style-type: none"> • Peer assessment of Dudley Tobacco Programme carried out • Tobacco Health Scrutiny action Plan agreed at Corporate Board in July • Tobacco Strategy Action plan in development <p>Suicide Prevention Strategy The needs assessment is completed and the recommendations will now be consulted on, prior to a refreshed strategy being developed.</p>	

Section 4: Sickness Absence (Sickness Analysis for April 2014 to June 2014)

All Employees	A	B	C	D
DIRECTORATE	FTE days of sickness since 1 April	FTE STAFF	Days lost per FTE member of staff	Sickness as a % of FTE days since 1 April
Chief Executive's	207.68	157.941	1.31	2.37%
Children's Services	3339.16	1296.81	2.57	4.64%
DACHS	5313.98	1848.85	2.87	5.18%
Corporate Resources	1414.20	769.10	1.84	3.31%
Urban Environment	2942.44	986.10	2.98	*5.38%
Total	13217.46	5058.81	2.61	4.71%

All Employees

Schools Total	7096.65	4148.97	1.71	3.46%
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All Employees

AUTHORITY TOTAL	20314.11	9207.79	2.21	4.18%
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Sickness as a % of FTE days in 2013/14	9.52	4.50%	* Of the 5.38% sickness in Urban Environment 3.53% was long term absence including serious accidents in Environmental Management. It is noted that sickness has improved on the same period last year from 6.13%.
Sickness as a % of FTE days in 2012/13	10.63	4.79%	
Sickness as a % of FTE days in 2011/12	9.27	4.40%	
Sickness as a % of FTE days in 2010/11	9.82	4.65%	
Sickness as a % of FTE days in 2009/10	9.99	4.73%	
Sickness as a % of FTE days in 2008/9	9.85	4.66%	
Sickness as a % of FTE days in 2007/8	9.91	4.68%	
Sickness as a % of FTE days in 2006/7	10.40	4.92%	

To comply with the statutory indicator, calculations are based on FTEs of 198 working days per annum (16.50 per month) for school staff and 222 per annum (18.5 per month) for all others, thus excluding holidays and leave.

Column C = $\frac{\text{Column A}}{\text{Column B}}$

Column B

Column D = $\frac{\text{Column A}}{\text{Column B}} \times 100$

(Number of months of report x working days per month x Column B) x 100

Section 5: Corporate risk register

Corporate Risks were reviewed by Corporate Board on the 20th May 2014. The table below provides the latest information for each risk and its current rating.

Risk Ref	The Risk	Risk Owner	Risk rating 2013-14			
			Q1	Q2	Q3	Q4
ORG0001	Potential implications of equal pay settlements	Phil Tart	Moderate (8)			
ORG0002	The Council may be unable to set and/or manage its budget so as to meet its statutory obligations within the resources available	Iain Newman	Major (20)			
ORG0003	Energy and Carbon reduction targets not achieved by the Council resulting in: increased energy costs, increased carbon emissions, financial penalties from the Environment Agency under the CRC scheme	Phil Tart	Significant (12)			
ORG0007	Corporate Property Review There is a risk that the Council fails to vacate sites in a timely manner and is unable to release sites to the LLP for disposal in accordance with the development agreement, resulting in financial consequences detrimental to the Council.	Phil Tart	Moderate (10)			
ORG0013	Information Governance: The Council may fail to; assess the importance of information to the business and may be unaware of the potential impact on the organisation should the confidentiality, integrity or availability of information be compromised.	Iain Newman	Major (16)			
ORG0017	Welfare reform/s - There is a risk that various changes to welfare and benefits could place people at risk and increase demand for statutory services	Phil Tart	Significant (15)			
ORG0019	The Council acknowledges that there is a risk of fraud across all areas of its operations and is working both internally and with external partners to prevent and reduce this risk.	Iain Newman	Significant (12)			
ORG0021	It is becoming increasingly difficult for the Council to mitigate against the risks to children and young people who are vulnerable to harm due to rising demand for services and contracting budgets	Iain McGuff	Major (20)			

All Corporate risks are identified and assessed in accordance with the Corporate Risk Management Strategy. Risks will be assessed in terms of impact and likelihood in accordance with the following scales:



		IMPACT				
		1 Insignificant	2 Minor	3 Moderate	4 Significant	5 Major
Service, Partnership & Project Delivery	Minor errors in systems and processes handled within normal daily routine	Short term disruption and action required. Managed by intervention from Head of Service/ Block Leader or Project Manager.	Noticeable disruption affecting customers. Intervention and management by local management team.	Disruption of core activities. Key targets missed, some services compromised. Intervention by DMT or Project Board or Block Leaders Group required	Loss of core activities. Strategic aims compromised. Intervention by Cabinet/, etc.	
Financial	Not exceeding £10k losses or negative variance against annual revenue budget or capital budget	£11-50k losses or negative variance against annual revenue budget or capital budget	£50k to £250k losses or negative variance against annual revenue budget or capital budget	Between £250K to £750k losses or negative variance against annual revenue budget or capital budget	Greater than £750k losses or negative variance against annual revenue budget or capital budget	
Reputation	Event or decision not in the public domain that has little impact outside of DMBC	Event or decision in the public domain that receives minimal or no negative coverage by local media	Event or decision in the public domain that receives some negative coverage by local media and/or pressure groups	Event or decision in the public domain that receives significant negative coverage by national media and/or pressure groups	Event or decision in the public domain that receives extensive negative coverage by national media and/or pressure groups	

Probability (Over the 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

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