

Corporate performance measures **2023-24**



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Performance measures by directorate

The summary table below shows the distribution of actions and performance indicators across the 2023-24 directorate plans. There is also a list describing the status of 2022-23 corporate indicators which shows the number that are continuing into 2023-24.

Directorate/service	Directorate plan status	Action	KPI – Corporate	KPI - Other
Adult Social Care	Final	29	11	7
Children’s Services	Final	10	6	5
Public Health and Wellbeing	Final	25	4	3
Finance and Legal	Final	23	0	20
Digital, Customer and Commercial Services	Final	25	5	11
Regeneration and Enterprise	Final	16	7	0
Housing and Communities	Final	38	5	29
Environment	Final	68	11	27
People and Inclusion	-	0	5	3
	Total	234	54	105

Corporate KPI’s compared to 2022-23

59 indicators

34 carried forward to 2023-24

25 no longer classed as a corporate KPI (but may still be used at a team level)

Adult Social Care (11 corporate KPI's, 29 actions)

Adult Social Care – Key Performance Indicators								
Key performance indicator	22-23 Q4 outturn	2022-23 target	2023-24 target	2024-25 target	Reporting frequency	Benchmarking	Council plan priority	Council plan outcome
PI.2617 Number of new Care Act assessments carried out for people aged over 65	172	140	147	154	Quarterly	Local measure	Borough of opportunity	Everyone, including our most vulnerable, have the choice, support and control of the services they need to live independently
PI.2132 % of contacts to adult social care with an outcome of information and advice/signposting	26.5%	23.0%	23.0%	23.0%	Quarterly	Local measure		
PI.2618 Total number of carers assessments completed by Carers Network	46	57	60	63	Quarterly	Local measure		
PI.2619 Number of people aged 18 - 64 in supported living and living in the community with care	333	TBC	TBC	TBC	Quarterly	Local measure		
PI.2620 Number of people awaiting a Care Act review where the last review or assessment was over 12 months ago	419	399	380	361	Quarterly	Local measure		
PI.2621 Number of new people aged over 65 into residential care or nursing care	80	94	89	84	Quarterly	Local measure	Borough of opportunity	All residents benefit from access to high quality, integrated health and social care
PI.2622 Number of new people aged over 65 receiving a long term care package (home care) in the community	219	225	214	203	Quarterly	Local measure		
PI.2623 Number of people awaiting an OT assessment (18+)	819	600	700	542	Quarterly	Local measure		
PI.2628 % of Adult Social Care Providers with a CQC rating of Inadequate	0%	No target set, reporting for information only			Quarterly	National figures available		
PI.2625 % of Adult Social Care Providers with a CQC rating of Good or Outstanding	70%	No target set, reporting for information only			Quarterly	National figures available		
PI.2626 % of S42 individuals with outcomes expressed, fully achieving their outcomes	64%	68%	72%	75%	Quarterly	Region 62.4%, England 65.8% (2021/22)	Safe and healthy borough	Residents live in safe communities where safeguarding of vulnerable people of all ages protects them from harm and supports the prevention of crime and exploitation
PI.2627 % of S42 individuals with outcomes expressed, fully and partially achieving their outcomes	97%	98%	98%	98%	Quarterly	Region 93.6%, England 94.7% (2021/22)		

Adult Social Care – Actions		
Council plan priority	Council plan outcome	Number of actions in directorate plan
Borough of opportunity	Everyone, including our most vulnerable, have the choice, support and control of the services they need to live independently	7
	All residents benefit from access to high quality, integrated health and social care	18
Future council	Financial sustainability	4

Children's Services (6 corporate KPI's, 10 actions)

Children's Services – Key Performance Indicators								
Key performance indicator	22-23 Q4 outturn	2022-23 target	2023-24 target	2024-25 target	Reporting frequency	Benchmarking	Council plan priority	Council plan outcome
PI.2251 EYFS – Percentage of pupils achieving a Good Level of Development	61.9%	69%	70%	71%	Annual		Borough of opportunity	Quality education, new skills, apprenticeship training and job opportunities are accessible to all
PI.120 16 to 18-year old's who are not in education, employment or training (NEET)	3.1%	2.8%	2.6%	2.4%	Quarterly	2.8% W Mids. region		
PI.1447 % of agency social workers (children's)	12.3%	15%	14%	12%	Quarterly	17.6% Top Quartile LAIT Annual Figure	Safe and healthy borough	Residents live in safe communities where safeguarding of vulnerable people of all ages protects them from harm and supports the prevention of crime and exploitation
PI.432 Number of children looked after per 10,000 of the population	86.2	83.5	82.5	81.5	Quarterly	83.4 Statistical neighbours 2021/22		
PI.433 Number of children subject to child protection plan per 10,000 of the child population	36.8	49	49	49	Quarterly	52.6 Statistical neighbours 2019/20		
PI.2250 % of closed Early Help Cases that were not open to Level 4 Services less than 6 months after closure	94.2%	90%	90%	92%	Quarterly	Local measure		

Children's Services – Actions		
Council plan priority	Council plan outcome	Number of actions in directorate plan
Borough of opportunity	Children and young people benefit from the best possible start in life in our Child Friendly borough	2
	Those with special educational needs and disabilities and care leavers achieve the best possible outcomes	2
	Quality education, new skills, apprenticeship training and job opportunities are accessible to all	2
Safe and healthy borough	Residents live in safe communities where safeguarding of vulnerable people of all ages protects them from harm and supports the prevention of crime and exploitation	3
	Poverty is reducing as we address all forms of inequality, improve social, emotional and mental health and wellbeing	1

Public Health and Wellbeing (4 corporate KPI's, 25 actions)

Public Health and Wellbeing – Key Performance Indicators								
Key performance indicator	22-23 Q4 outturn	2022-23 target	2023-24 target	2024-25 target	Reporting frequency	Benchmarking	Council plan priority	Council plan outcome
PI.1441 Air Quality completed in actions in accordance with the timetable in the approved Air Quality Action Plan	90%	90%	90%	90%	Quarterly	Local measure	Safe and healthy borough	Our climate commitment is creating a sustainable borough on its way to net zero carbon emissions, improved air quality, reduced fuel poverty and outstanding waste and recycling services
PI.2257 Value of savings made by prevention (intervention) to the people of Dudley (Scams Team)	£241,000	£1 million	£1 million	£1 million	Quarterly	Local measure	Safe and healthy borough	Residents live in safe communities where safeguarding of vulnerable people of all ages protects them from harm and supports the prevention of crime and exploitation
PI.2074 Proportion of premises in the borough that are broadly compliant with food hygiene law (star rating of 3 or more).	91.5%	90%	90%	90%	Quarterly			
PI.2260 Smoking at time of delivery Dudley Residents	10.9%	10%	8%	7%	Quarterly		Safe and healthy borough	Poverty is reducing as we address all forms of inequality, improve social, emotional and mental health and wellbeing

Public Health and Wellbeing – Actions		
Council plan priority	Council plan outcome	Number of actions in directorate plan
Borough of opportunity	Children and young people benefit from the best possible start in life in our Child Friendly borough	2
	Those with special educational needs and disabilities and care leavers achieve the best possible outcomes	1
	All residents benefit from access to high quality, integrated health and social care	7
Safe and healthy borough	Our climate commitment is creating a sustainable borough on its way to net zero carbon emissions, improved air quality, reduced fuel poverty and outstanding waste and recycling services	1
	People have a safe and welcoming indoor and outdoor environment which promotes healthy, physical and active lifestyles	3
	Residents live in safe communities where safeguarding of vulnerable people of all ages protects them from harm and supports the prevention of crime and exploitation	3
	Discrimination is tackled at all levels in the authority and in our community as we actively promote equality, diversity and inclusion	1
	Poverty is reducing as we address all forms of inequality, improve social, emotional and mental health and wellbeing	1
Future council	Process	5
	Financial sustainability	1

Digital, Customer and Commercial Services (5 corporate KPI's, 25 actions)

Digital, Customer and Commercial Services – Key Performance Indicators								
Key performance indicator	22-23 Q4 outturn	2022-23 target	2023-24 target	2024-25 target	Reporting frequency	Benchmarking	Council plan priority	Council plan outcome
PI.2266 Percentage of applicable contracts awarded that include Social Value outcomes	58.33%	80%	85%	90%	Quarterly	Local measure	Borough of ambition and enterprise	Business support is opening doors to new industries and emerging sectors to support local economic growth
PI.47 % Corporate Complaints given a full response within 20 working days	71%	85%	85%	85%	Quarterly	Local measure	Future council	Process
PI.2578 % of corporate Complaints Upheld / Justified	-	-	No target set as 2023-24 will be the baseline		Quarterly	Local measure		
PI.2337 Total revenue retained from school customers (baselined from 2021 data – data for services where there is a decision to close the service will be removed from the baseline)	98%	97%	95%	92%	Annual	Local measure	Future council	Financial sustainability
PI.2338 Commercial opportunity –contribution to fixed costs forecasted in agreed business cases, including savings	£389,840	£210k	£720k	£1.3m	Annual	Local measure		

Digital, Customer and Commercial Services – Actions		
Council plan priority	Council plan outcome	Number of actions in directorate plan
Borough of opportunity	Quality education, new skills, apprenticeship training and job opportunities are accessible to all	4
Borough of ambition and enterprise	Digital opportunities are being exploited to modernise our working culture, customer experience and public services	2
	Business support is opening doors to new industries and emerging sectors to support local economic growth	2
Future council	Financial sustainability	17

Regeneration and Enterprise (7 corporate KPI's, 16 actions)

Regeneration and Enterprise – Key Performance Indicators								
Key performance indicator	22-23 Q4 outturn	2022-23 target	2023-24 target	2024-25 target	Reporting frequency	Benchmarking	Council plan priority	Council plan outcome
PI.2641 Number of adult education programmes (age 19+) developed to support priority sectors of the economy (FAFFA indicator)	N/A	7	7	7	Quarterly	Local measure	Borough of opportunity	Quality education, new skills, apprenticeship training and job opportunities are accessible to all
PI.2642 Number of employers, partners and funding agencies worked with us to drive inclusive growth and social value for major investment projects	N/A	3	3	3	Quarterly	Local measure		
PI.2643 Number of Community organisations supported to develop and improve community engagement to access learning, training and employment opportunities across the borough	N/A	5	5	5	Quarterly	Local measure		
PI.2644 Number of Dudley Businesses receiving financial support (WMCA UKSPF Performance measure)	N/A	N/A	10	15	Annual	Local measure	Borough of ambition and enterprise	Ongoing regeneration schemes are attracting investment, stimulating innovation and entrepreneurs to support new and existing businesses
PI.2639 Number of Dudley Businesses receiving non-financial support (WMCA UKSPF Performance measure)	N/A	N/A	100	150	Quarterly	Local measure		
PI.1691 % of major applications determined within 13 weeks (large and small scale combined)	100%	PI:65% LPI:95%	PI:65% LPI:95%	PI:65% LPI:95%	Quarterly	1st DCLG ranking (June 2020)	Destination of choice	Maximising use of brownfield sites, new commercial and residential developments ensure the borough is the destination of choice
PI.1693 % of other applications determined within 8 weeks	98%	PI:70% LPI:90%	PI:70% LPI:90%	PI:70% LPI:90%	Quarterly	4th DCLG ranking (June 2020)		

Regeneration and Enterprise – Actions		
Council plan priority	Council plan outcome	Number of actions in directorate plan
Borough of opportunity	Quality education, new skills, apprenticeship training and job opportunities are accessible to all	2
Safe and healthy borough	People have a safe and welcoming indoor and outdoor environment which promotes healthy, physical and active lifestyles	1
Borough of ambition and enterprise	Ongoing regeneration schemes are attracting investment, stimulating innovation and entrepreneurs to support new and existing businesses	1
	Business, residents and visitors benefit from improved highways and travel connectivity through multi-modal offer	1
	Business support is opening doors to new industries and emerging sectors to support local economic growth	1
	Levelling up inequalities is ensuring all borough towns and neighbourhood have good access to services, retail and leisure opportunities	2

Destination of choice	Maximising use of brownfield sites, new commercial and residential developments ensure the borough is the destination of choice	1
	Our world class visitor attractions continue to grow and are complemented by a strong hospitality sector and vibrant night-time economy	2
Future council	Process	1
	Place	3
	People	1

Housing and Communities (5 corporate KPI's, 38 actions)

Housing and Communities – Key Performance Indicators								
Key performance indicator	22-23 Q4 outturn	2022-23 target	2023-24 target	2024-25 target	Reporting frequency	Benchmarking	Council plan priority	Council plan outcome
PI.2027 Satisfaction - way your anti-social behaviour complaint was handled?	68.1%	70%	70%	70%	Quarterly	60.7% HouseMark Median 2021/22	Safe and healthy borough	Residents live in safe communities where safeguarding of vulnerable people of all ages protects them from harm and supports the prevention of crime and exploitation
PI.913 RP01 Proportion of homes that do not meet the Decent Homes Standard	0.58%	1%	20%	TBC	Quarterly	Local measure	Destination of choice	People have access to a range of housing offers that are affordable, accessible and attractive, meeting the needs of our diverse communities
PI.1191 V&L05 Average re-let time for Standard Relets.	60.23	N/A	40	40	Quarterly	36 (2021/22)		
PI.1899 Rent loss- % of potential rent receipts lost (Dwellings)	1.97%	1.8%	1.8%	1.8%	Quarterly	1.62% HouseMark Median 2021/22		
PI.2529 TP01 Proportion of respondents who report that they are satisfied with the overall service from their landlord	N/A	First time we are capturing this information, targets will be set once we have established a baseline			Annual	Local measure		

Housing and Communities – Actions		
Council plan priority	Council plan outcome	Number of actions in directorate plan
Borough of opportunity	Everyone, including our most vulnerable, have the choice, support and control of the services they need to live independently	4
Safe and healthy borough	Residents live in safe communities where safeguarding of vulnerable people of all ages protects them from harm and supports the prevention of crime and exploitation	6
	Discrimination is tackled at all levels in the authority and in our community as we actively promote equality, diversity and inclusion	3
	Poverty is reducing as we address all forms of inequality, improve social, emotional and mental health and wellbeing	2
Borough of ambition and enterprise	Digital opportunities are being exploited to modernise our working culture, customer experience and public services	3

Destination of choice	People have access to a range of housing offers that are affordable, accessible and attractive, meeting the needs of our diverse communities	6
Future council	Process	9
	Place	1
	People	2
	Financial sustainability	2

Environment (11 corporate KPI's, 68 actions)

Environment – Key Performance Indicators								
Key performance indicator	22-23 Q4 outturn	2022-23 target	2023-24 target	2024-25 target	Reporting frequency	Benchmarking	Council plan priority	Council plan outcome
PI.1498 % household waste sent for reuse, recycling and composting (NI 192)	37.7% (Q3)	38.5%	42%	48%	Quarterly	40.1% CIPFA Family Group Average (Q3 2022/23)	Safe and healthy borough	Our climate commitment is creating a sustainable borough on its way to net zero carbon emissions, improved air quality, reduced fuel poverty and outstanding waste and recycling services
PI.1499 % municipal waste land filled (NI 193)	2.64% (Q3)	1.7%	1.5%	1%	Quarterly	7.9% CIPFA Family Group Average (Q3 2022/23)		
PI.1200 No. of external accreditations held for our Parks and Green Spaces (including Green flag)	17	17	6	6	Annual	Local measure	Safe and healthy borough	People have a safe and welcoming indoor and outdoor environment which promotes healthy, physical and active lifestyles
PI.2471 % of trees with a valid tree inspection	16%	16%	16%	16%	Quarterly	Local measure		
PI.2425 No. of All Casualties (3 yr rolling average, and % reduction compared to 2015-17 baseline) (593)	-4.2% (476)	-2%	-1%	-1%	Annual	Local measure		
PI.2393 % street lighting inventory that is LED	15%	15%	50%	85%	Quarterly	Local measure		
PI.2383 % Highway Safety Inspections completed on time	18%	5%	18%	30%	Quarterly	Local measure		
PI.2390 % of gullies cleansed as per annual programme	85%	85%	100%	100%	Quarterly	Local measure		
PI.324 No. incidents of fly-tipping	1,984	No target figure set, ongoing reduction			Quarterly	Local measure		
PI.322 % fly-tipping enforcement actions	414	No target figure set, dependent on no. fly-tips and evidence available			Quarterly	Local measure		
PI.2478 Number of Penalty Charge Notices issued for parking offences	7,954	Guidance for Local Authorities on Enforcing Parking Restrictions (section 2.2) does not allow Local Authorities to set targets			Quarterly	Local measure	Borough of ambition and enterprise	Business, residents and visitors benefit from improved highways and travel connectivity through multi-modal offer

Environment – Actions		
Council plan priority	Council plan outcome	Number of actions in directorate plan
Safe and healthy borough	Our climate commitment is creating a sustainable borough on its way to net zero carbon emissions, improved air quality, reduced fuel poverty and outstanding waste and recycling services	24
	People have a safe and welcoming indoor and outdoor environment which promotes healthy, physical and active lifestyles	30
Borough of ambition and enterprise	Business, residents and visitors benefit from improved highways and travel connectivity through multi-modal offer	5
Destination of choice	Our world class visitor attractions continue to grow and are complemented by a strong hospitality sector and vibrant night-time economy	3
Future council	Process	6

People and Inclusion (5 corporate KPI's)

People and Inclusion – Key Performance Indicators								
Key performance indicator	22-23 Q4 outturn	2022-23 target	2023-24 target	2024-25 target	Reporting frequency	Benchmarking	Council plan priority	Council plan outcome
PI.352 Working days/shifts lost per FTE due to sickness absence (excluding Schools) <i>PI.352 is also reported as a % on PI.1959</i>	14.53 Days	No target set in line with other local authorities.			Quarterly	Days lost per FTE figures for West Midlands councils (WME publication or LGA inform). ONS data.	Future council	People
PI.370 Long term sickness absence per FTE (excluding Schools) <i>PI.370 is also reported as a % on PI.1960</i>	10.4 Days	No target set in line with other local authorities.			Quarterly			
PI.371 Short term sickness absence per FTE (excluding Schools) <i>PI.371 is also reported as a % on PI.1961</i>	4.09 Days	No target set in line with other local authorities.			Quarterly			
PI.2056 Number of the councils' headcount to be part of apprenticeship	109	183	TBC once headcount for year is known. Target is 1.8% of headcount		Annual	Central Government apprenticeship starts figures		
PI.2062 % of Council employees completing the employee survey (bi-annual)	36.2%	45%	-	45%	Bi-annual	Local measure		

Corporate measures – summary by council plan priority

The following dashboard and summary table provides information on our high-level corporate performance indicator measures (KPI's) for 2023-24, aligned to our 2022-25 Council Plan priorities and outcomes. Strategic Executive Board (SEB) and the Overview and Scrutiny Committee will review these corporate key performance indicators on a quarterly basis.

Corporate KPI's reported in total	54
Quarterly KPI's	45
Annual KPI's	8
Biannual KPI's	1



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

Directorate plan actions – summary by council plan priority

Alongside KPI's, directorates also identify their key actions in the directorate plans. These are areas of work to be completed that are monitored at directorate leadership level. They do not include larger scale projects as these are monitored for the Corporate Portfolio Management Office (CPMO) and the Dudley Portal system.

Actions are also aligned to the council plan priorities and the status (completed, on target, behind) are included in the quarterly corporate performance report. This helps give an overall view of progress against the council plan.

There are 234 actions in total across the directorate plans. Below shows the numbers aligned to each council plan priority.



Council plan priority	Council plan outcome	Action	KPI – corporate	KPI - other	Council plan priority	Council plan outcome	Action	KPI – corporate	KPI - other
DUDLEY THE BOROUGH OF OPPORTUNITY	Children and young people benefit from the best possible start in life in our Child Friendly borough.	7	0	4	DUDLEY THE SAFE AND HEALTHY BOROUGH	Our climate commitment is creating a sustainable borough on its way to net zero carbon emissions, improved air quality, reduced fuel poverty and outstanding waste and recycling services	25	3	3
	Those with special educational needs and disabilities and care leavers achieve the best possible outcomes.	3	0	0		People have a safe and welcoming indoor and outdoor environment which promotes healthy, physical and active lifestyles	34	8	18
	Quality education, new skills, apprenticeship training and job opportunities are accessible to all	8	5	4		Residents live in safe communities where safeguarding of vulnerable people of all ages protects them from harm and supports the prevention of crime and exploitation	13	9	3
	Everyone, including our most vulnerable, have the choice, support and control of the services they need to live independently	11	4	7		Discrimination is tackled at all levels in the authority and in our community as we actively promote equality, diversity and inclusion	5	0	8
	All residents benefit from access to high quality, integrated health and social care	25	5	1		Poverty is reducing as we address all forms of inequality, improve social, emotional and mental health and wellbeing	5	1	4
Total for this priority		54	14	16	Total for this priority		82	21	36

Council plan priority	Council plan outcome	Action	KPI – corporate	KPI - other	Council plan priority	Council plan outcome	Action	KPI – corporate	KPI - other
DUDLEY THE BOROUGH OF AMBITION AND ENTERPRISE	Ongoing regeneration schemes are attracting investment, stimulating innovation and entrepreneurs to support new and existing businesses	2	2	0	DUDLEY BOROUGH THE DESTINATION OF CHOICE	People have access to a range of housing offers that are affordable, accessible and attractive, meeting the needs of our diverse communities	6	4	18
	Digital opportunities are being exploited to modernise our working culture, customer experience and public services	5	0	0		Maximising use of brownfield sites, new commercial and residential developments ensure the borough is the destination of choice	1	2	0
	Business, residents and visitors benefit from improved highways and travel connectivity through multi-modal offer	6	1	2		Our world class visitor attractions continue to grow and are complemented by a strong hospitality sector and vibrant night-time economy	5	0	5
	Business support is opening doors to new industries and emerging sectors to support local economic growth	3	1	0		Visitors are staying longer, exploring wider and spending locally, benefitting from the full borough-offer, including over-night accommodation	0	0	0
	Levelling up inequalities is ensuring all borough towns and neighbourhood have good access to services, retail and leisure opportunities	2	0	0		Across our borough we celebrate and promote the diverse culture, history and heritage of the local townships	0	0	0
Total for this priority		18	4	2	Total for this priority		12	6	23

	Theme	Action	KPI – corporate	KPI - other
FUTURE COUNCIL	Process	21	2	4
	Digital	0	0	4
	Place	4	0	0
	People	3	5	6
	Financial Sustainability	40	2	14
Total for this priority		68	9	28

Further information

For further information corporate performance management and directorate planning please contact

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For more information on the Council Plan and Performance Management, please visit the [performance pages on dudley.gov.uk](#)

Council officers can also view our [SharePoint pages](#) for additional resources.

