

# Quarterly corporate performance summary

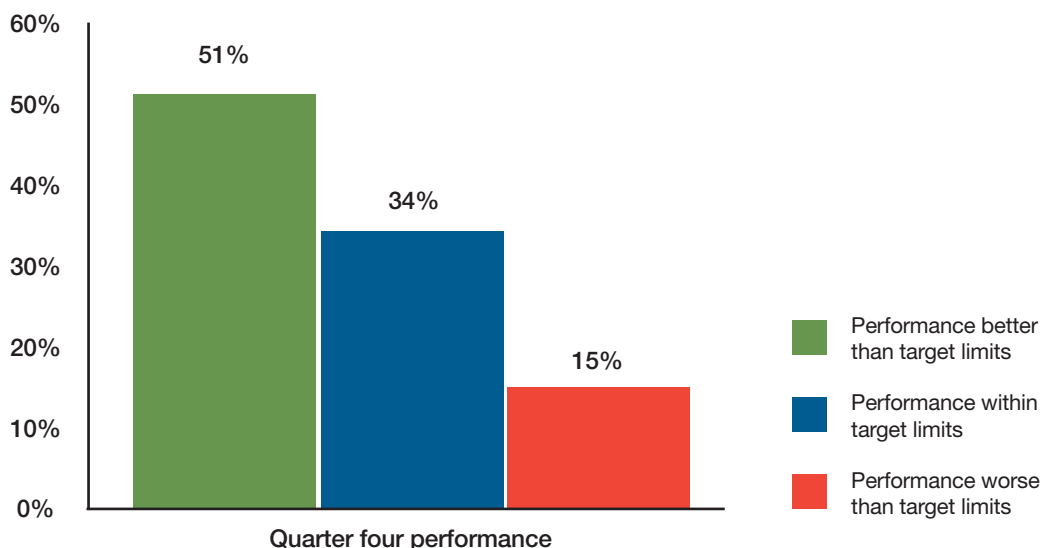
## Quarter four 2009/10

Regular monitoring of our council plan priorities ensures effectiveness is continually under review. Corporate performance management reports are prepared quarterly for cabinet and corporate board.

Additional scrutiny is provided by the member performance management sub-group, which reviews and comments on the reports prior to their submission to cabinet. This summary contains the performance highlights and areas for concern discussed by the sub-group at their quarter four meeting.

### How did we perform in quarter four?

85 percent of our reported council plan key performance indicators are on or exceeding target at the end of 2009/10.



### Performance highlights

- Latest results show that the rate of teenage conceptions in the borough has reduced by 20.1 per cent since the 1998 baseline year
- There has been a considerable increase in the number of children and young people supported through the use of the common assessment framework and work continues to implement the action plan for safeguarding following the adult social care inspection
- 2009/10 has seen a significant increase in the percentage of social care clients who receive personal budgets and/or direct payments. Latest national figures available show us to be in the top 10 per cent of all English and metropolitan councils
- Due to increased enforcement actions over the last two years there has been a continued reduction in the number of fly-tipping incidents
- 89 per cent of food establishments in the borough are compliant with food hygiene law and there are now around 1,900 food hygiene inspections listed on the scores on the doors website
- This year has seen a significant improvement in the number of households in receipt of income-based benefits who are occupying homes with a high energy efficiency rating, as well as a reduction in the number occupying homes with low energy efficiency levels, therefore reducing the overall number of households in the borough falling into fuel poverty

- In the past two years there has been a total of 396 affordable home completions – against a target of 240
- Successful partnership working has resulted in a reduction in the number of young people who are not engaged in education, employment or training (NEET). This is excellent performance considering the economic climate. The number of young people who are NEET in Dudley is now well below both the England and West Midlands average
- As part of the Dudley Means Business drive to support local people to acquire skills and qualifications, adult and community learning (ACL) has performed strongly, increasing participation in formal adult learning and in encouraging participation in family literacy and numeracy programmes
- Future Skills Dudley has exceeded targets for the number of disadvantaged residents placed into work and for those receiving training and/or achieving recognised qualifications
- The multi-million pound transformation of Halesowen shopping centre was awarded gold by the British Council of Shopping Centres (BCSC) for its recent extension and for doubling the footfall in the year since work on the centre was completed
- The number of overall crimes recorded during 2009/10 is almost 1,000 down on 2008/09
- The achievement of the library service's modernisation programme has culminated in the opening of the fourth library link, established in partnership with Dudley PCT at High Oak Surgery in Pensnett. This is the first library service in Pensnett
- Targets have been exceeded by Dudley Council Plus for the percentage of telephone calls answered and customers seen by an adviser within 10 minutes. In addition, 99 per cent of customers were able to make cash payments within the target time of 10 minutes
- As part of the Dudley Means Business commitment to helping local businesses through the recession, officers in finance ensured that creditor invoices were paid within an average of 9.8 days, exceeding the 10 day target
- Latest figures show that the number of Job Seeker's Allowance (JSA) claimants in the borough decreased by 355 people between March and April 2010 to 10,374

## Current areas of concern

- Performance is currently below target for the percentage of potential rent receipts lost through council homes standing void. Housing management and building services both reviewed their organisational arrangements and workflow processes in 2008/9 in order to improve performance in 2009/10. Despite this, the outturn for 2009/10 has been 1.66 per cent (target 1.5 per cent) and the decision has been taken to conduct an end-to-end review of voids and lettings during 2010/11 to address these performance issues
- The rise in the number of looked after children has impacted on our ability to review cases within the agreed timescales. Work continues on an improvement plan and resources have been identified for the recruitment of a part-time reviewing officer
- This increase in the number of referrals, compounded by a rise in the number of domestic abuse notifications received in children's social care, also means that we have been unable to hit our target of carrying out 67 per cent of initial assessments within seven working days of a referral being received, achieving 55.5 per cent



**Councillor Les Jones**

Chairman of member performance management sub-group



For further information on Dudley's performance contact the corporate policy & research team on 01384 814716 or use the link to view the quarterly corporate performance reports <http://www.dudley.gov.uk/council--democracy/performance-matters-in-dudley/performance-reporting>