



# **Quarterly Corporate Performance Management Report**

---

## **Summary for Community Safety and Community Services Scrutiny Committee**

**Quarter 1 (April to June 2011)**

# Quarterly Corporate Performance Management Report

---

## Contents

<b>Section 1: Introduction</b>	<b>Page 3</b>
<b>Section 2: Performance Summary Quarter 1 2011/12</b>	<b>Page 4</b>
<b>Section 3: Reporting on Council Action Plan Priorities</b>	
Community Safety	<b>Page 5</b>

## Section 1: Introduction

---

This Summary is taken from the first Quarterly Corporate Performance Management Report of 2011/12 highlighting performance for the period April to June 2011.

The report represents local people matters and priorities contained within a number of key activities and indicators. This report is the first under the new streamlined performance reporting regime, following the abolition of CAA and the national performance indicator framework. There has been a radical reduction in the number of indicators in the Council Plan, and a determination to operate a revised, slimmed down performance reporting system that focuses on the key local outcomes. Our aim is to reduce the bureaucracy of performance reporting but to make our local priorities and our performance more open and transparent.

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

The main body of the report focuses on the seven priorities contained in the Council Plan and progress against the key performance indicators and activities used to determine our delivery of these priorities is included in **Section 3**.

A performance summary, incorporating the key service achievements and issues affecting Dudley MBC during quarter 1, is included in **Section 2**.

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

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

## **Section 2: Performance Summary Quarter 1 2011/12**

---

This section summarises the performance information and key achievements and issues affecting children's services in Dudley that are addressed in detail in the main body of the report.

There follows a brief summary of performance for each Council Plan priority, including any significant achievements and challenges. The detail behind these headlines is included in Section 3 of the report.

### **Individual and Community Learning Performance Review**

## Section 3: Reporting on Council Action Plan Priorities

---

The Council Plan 2013 sets out the Authority's priorities for the three year period 2010-2013. It provides a focus on where we want to be over the next three years and outlines how we are planning to meet a combination of key drivers:

- National priorities set by Central Government
- Aspirations of the Dudley Community Strategy 2020
- Issues that matter most to local people
- The unique challenges arising from the economic climate

This section provides a detailed review of the progress of the key performance indicators and activities contained within the Council Action Plan.

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

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

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

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

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

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

Scrutiny Committees receive a summary of this report based on their areas of interest. For clarity, key performance indicator scorecards include reference to the Scrutiny Committee monitoring its performance.

Use the link below to view the Council Action Plan 2013:

## Community Safety

### Priority CS1 Maintaining Dudley as the safest borough in the West Midlands

#### Objective 1 Crime reduction: To maintain low levels of crime and seek opportunities to further reduce crime where possible


ref	Key Activities	Status	Progress	Lead Officer
CS1.1a	Ensure delivery of the Prolific and other Priority Offenders (PPO) scheme	●	Scheme continues to be delivered to a high standard, Criteria to be reviewed.	Sue Haywood CEX
CS1.1b	To continue to improve security on local authority car parks through Park Mark Awards	●	Car parks have recently been reviewed re the Park Mark award scheme, with 16 car parks having being re-accredited. Work will continue over the year to further increase the number of car parks with the award.	Garry Dean DUE

#### Objective 2 Anti social behaviour: Contribute to the reduction of the number of anti social behaviour incidents reported within the borough

CS1.2a	Provide support and where appropriate co-ordinate partnership activities to reduce repeat incidents of anti social behaviour and hate crime	●	Happening through Joint Activities Group and further opportunities to explore provision through the Anti Social Behaviour review.	Andy Winning CEX
CS1.2b	Provide support and interventions to vulnerable victims and witness	●	Further work needs to be done in this area through the Anti Social Behaviour review.	Andy Winning CEX
CS1.2c	To implement the outcomes of the corporate Anti Social Behaviour review	●	The first phase of the review (diagnose & understand) was completed during this quarter and work stated on re-design of the service.	Diane Channings DACHS



#### Objective 3 Community Cohesion/Integration: Refine local approaches to cohesion and Integration and further develop tension monitoring

CS1.3a	Development of the Delivery Group for Community Cohesion /Integration and Tension Monitoring to include the planning and delivery of interventions	●	First delivery group met 31 <sup>st</sup> January since then the process has been refined and Community Cohesion Tension Monitoring Evaluation will identify the specific issues to be addressed via this Task and Finish process.	Rosina Ottewell CEX
--------	--	---	--	------------------------

CS1.3b	Respond to new Government guidelines on community integration		Still awaiting government guidelines.	Rosina Ottewell CEX
--------	---	---	---------------------------------------	------------------------

**Priority CS1 Maintaining Dudley as the safest borough in the West Midlands**

**Objective 4 Drugs and alcohol: Increase the number of adults who misuse substances into treatment in order to improve health and crime reduction**

ref	Key Activities	Status	Progress	Lead Officer
CS1.4a	Ensure effective delivery of commissioned services		Services being delivered in line with Service Specification, delivery monitored through Service Level Agreement (SLA) meetings with Service Managers and Commissioning Manager.	Elaine Hopwood Dee Russell CEX
CS1.4b	Ensure the pathway that has been developed during 2010/11 for those who misuse alcohol from CRI and Cranstoun Drug Services to Aquarius is fully implemented		Pathways have been implemented, currently being audited to measure effectiveness.	Elaine Hopwood Dee Russell CEX

**Priority CS1 Maintaining Dudley as the safest borough in the West Midlands**

**Key Performance Indicators**

Direct	Ref	Definition	10/11 Target	10/11 Actual	11/12 Target	Q1 Actual	Q2 Actual	Q3 Actual	Q4 Actual	Select Committee
CEX	SSCO1.1	Overall crime recorded	10,459	10,138	<10,138	2,167 ★				Community Safety and Community Services
CEX	CEX CS NI 16	Number of serious acquisitive crimes per 1,000 population (population 305,400)	15	14.4	<14.4	2.87 ★				Community Safety and Community Services
CEX	CEX CS NI 20	Number of assaults with less serious injury (including racially and religiously aggravated) offences per 1000 population	7.7	5.16	< 5.16	1.19 ●				Community Safety and Community Services
CEX	CEX CS L23	Number of reported incidents of Anti social behaviour	new			Not yet Available				Community Safety and Community Services
CEX	CEX CS Ni 40	Number of Adult drug users into effective treatment	-	1,012	1,012	Available in August				Community Safety and Community Services
DCS	DCS NI 111	First time entrants to the youth justice system	887	830	1,480	Available in August				Community Safety and Community Services