



**Quarterly Corporate Performance Management Report
Summary for
Select Committee on Children's Services
Quarter 4 (January to March 2010)**

Quarterly Corporate Performance Management Report

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Section 1

Introduction

This Summary is taken from the final Quarterly Corporate Performance Management Report of 2009/10 highlighting performance for the period January to March 2010.

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

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

A performance summary, incorporating the key service achievements and issues affecting Dudley MBC during quarter 4, is included in **Section 2**.

Section 4 provides latest performance information on the second Local Public Sector Agreement stretch targets attracting reward grant.

Section 5 provides an update on community engagement activity and customer satisfaction.

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 4 2009/10

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.

- Latest figures released during the quarter show that partnership working is successfully reducing the rate of teenage conceptions in the Borough.
- There has been a considerable increase in the number of children and young people supported through the use of the Common Assessment Framework.
- A further example of successful partnership working is evidenced in the reduction in the numbers of our young people who are not engaged in education, employment or training (NEET).

There follows a brief summary of performance for each Council Plan theme, including significant achievements and challenges and updates on the Major Projects Programme. The detail behind these headlines is included in Section 3 of the report.

Caring Matters Performance Review – Quarter 4

Achievements:

- As a result of the increased focus on this target, there has been a significant percentage rate change over the 10 years 1998 to 2008. The 13-19 Youth Partnership has made teenage pregnancy a priority, with an early intervention approach planned for roll out across the Borough. Latest results are for 2008 and show that the rate has reduced by 20.1% since the 1998 baseline year, placing Dudley in the top third of all English councils and in the top 20% of metropolitan councils.
(See page 10).
- The considerable increase in the number of children and young people supported through the use of the Common Assessment Framework (CAF) is evidence of the successful implementation of this multi-agency assessment tool. Continuing to embed the use of the CAF within the Children's Services Directorate will ensure that young people and their families continue to be offered vital support at an early stage and will help to start to reduce the number of looked after children.
(See page 11).

Safety Matters Performance Review – Quarter 4

Challenges:

- 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.
(See page 21).
- 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% of initial assessments within 7 working days of a referral being received.
(See page 21).

Learning Matters

Performance Review – Quarter 4

Achievements:

- Successful partnership working has resulted in a reduction in the numbers of young people who are not engaged in education, employment or training (NEET). This is excellent performance considering the economic climate and the number of young people who are NEET in Dudley is now well below both the England and West Midlands average. In the Ofsted Survey on reducing NEET published this quarter, Dudley was chosen out of 12 Local Authorities due to the successes around consistently reducing NEET numbers.
(See page 19).

Progress on the Major Projects:

Building Schools for the Future & Children's Centres

- Building Schools for the Future (BSF) was the secondary strategy for Vision 2025.
- As the funding for BSF was not allocated to Dudley in Wave 7, the Borough will continue to develop Vision 2025 for 11-19 year olds and the BSF Strategy will be incorporated into this work. Currently there will be no separate BSF development.

Section 3




Reporting on Council Action Plan Priorities for 2009-10

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

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




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

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

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

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




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

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

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

The latest published Comparator data against all England councils and Metropolitan councils is included where available. The figures were taken from Oneplace, the Government website launched to provide information to the public on the Comprehensive Area Assessments published in December 2009.

Direction of travel arrows compare latest performance with the previous year, where available or appropriate:

-  Improving
-  No change
-  Deteriorating

Where data is available, Dudley is also **ranked** against all England and Metropolitan councils. The rank calculation uses the Microsoft excel method of working out percentiles. It orders the data from highest to lowest value and assigns a percentage to each value.

Average figures are also shown for all England and Metropolitan councils for information. This represents the mean unless otherwise stated. The calculation is arrived at by adding up all areas' values for the performance indicator and dividing by the number of values available. Where an area does not have data in the range (that is; if the value is missing or not available) it is not used as part of this calculation.

For further information visit the Oneplace website at:

<http://oneplace.direct.gov.uk/infobyarea/region/area/Pages/areaoverview.aspx?region=55&area=340>

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

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

Caring Matters Priority CM1 – To improve people’s health, well-being and quality of life


Outcome 3 Children and young people be healthy

Key Activities											
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer			
DCS	C1.3a	Work in partnership with key agencies to develop and implement an obesity prevention programme incorporating Change 4 Life and Healthy Towns with children, parents/carer and communities in a range of settings	-	-	-	-	<ul style="list-style-type: none"> Partnership work to promote healthy lifestyles amongst young people recognised as good within Comprehensive Area Assessment and Strategic Review Meeting with Government Office Main partnership activities and projects continue to progress well 	Ian McGuff/ PCT			
DCS	C1.3b	All schools and Pupil Referral Units (PRU) to maintain/ enhance their Healthy School Status, with 50 achieving an additional locally accredited theme	-	-	-	-	<ul style="list-style-type: none"> 56 schools have achieved accreditation in a local theme (see Key Performance Indicators below) 72 schools have engaged with the Annual Review process to maintain their National Healthy School Status 	Julia Simmons			
DCS	C1.3c	Reduce rates of teenage conception	-	-	-	-	<ul style="list-style-type: none"> 2008 conception data shows that Dudley has had a 20.1% reduction since the 1998 baseline (see Key Performance Indicators below) The DEPART has now been launched, Social Care champions have been trained and the referrals are now coming into the Respect Yourself Campaign (RYC) for assessment and planning A universal early identification tool is now in progress and RYC are hoping to launch this in September 2010 through the school nursing service within secondary schools 	Rachel Allen/ Ellen Phillips/ PCT			




Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 YTD Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	All England Average	Met Councils Average	Direction of Travel
DCS	DCS Local PI	Number of schools achieving accreditation in a local theme	New PI	50	27 ★	32 ★	44 ★	56 ★	n/a – local PI		
DCS	DCS Local PI	Number of schools and PRUs engaged with the enhancement of National Healthy School Status	New PI	18	0 ●	0 ●	35 ★	36 ★	n/a – local PI		

Key Performance Indicators

Direct.	Ref.	Definition	Dec' 2007 Actual	Dec' 2008 Actual	Latest Comment	All England Average 2008	Met Councils Average 2008	Direction of Travel
DCS/ PCT	NI 112	% change in the rate of under-18 conceptions per 1000 girls aged 15-17 years resident in the area for the current calendar year (as compared with the 1998 baseline rate of 54.7 per 1000 girls aged 15-17)	-9.5%	-20.1%	<ul style="list-style-type: none"> The national target by 2010 is a rate of 27.3 per 1000 female population aged 15-17 and would require a rate change of -50% from the 1998 baseline rate 	-12.66%	-10.61%	
						In best third	In best 20%	

Key Performance Indicators unchanged since quarter 3 (included for completeness only)

Direct.	Ref.	Definition	08/09 Actual	09/10 Target	09/10 Actual Sept '09	Latest Comment	All England Average 2008/09	Met Councils Average 2008/09	Direction of Travel
DCS/ PCT	NI 56i NGLAA	% of children in year 6 with height and weight recorded who are obese	20.18%	22.9%	20.8%	<ul style="list-style-type: none"> Data collected in September 2009 Height and weight recorded for 3363 Year 6 children, 699 of these recorded as obese 	18.92%	19.8%	
							In worst third	Average	

Outcome 4 Quality service management

Key Activities											
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer			
DCS	C1.4a	Work with partners in the Children's Trust to improve the effectiveness of our early intervention and prevention of underperformance, harm and neglect	-	-	-	-	<ul style="list-style-type: none"> Overall progress in this respect continues to be satisfactory with some good features Parenting strategy, development of extended services, implementation of the Common Assessment Framework (CAF), and work in the area of community cohesion are all gaining ground However continuing high rate of referrals to children's social care indicates that much more remains to be done and budget savings in certain areas pose a risk to our overall effectiveness in this area 	Ian McGuff			

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 YTD Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	All England Average	Met Councils Average	Direction of Travel
DCS	DCS Local PI	Number of children and young people supported through the use of Common Assessment Framework (CAF)	New PI	400	81	175	283	499	n/a – local PI		
					●	●	●	★			

Environment Matters Priority EM2 – Reducing our impact on the environment

Outcome 2 Reduced impact on climate change

Key Activities											
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer			
DUE	E2.2b	Encourage parents to use more sustainable modes of transport for home to school journeys	●	●	●	▲	<ul style="list-style-type: none"> All schools will have completed a Travel Plan and schools are being signed up to the School Travel Wise web site Cycle and pedestrian training schemes are in place to provide skills to encourage active travel to school Safer routes schemes are introduced to make the infrastructure more conducive to walking and cycling including campaigns such as Walk to school, Walk Once a Week and Bike week It should be noted however that the 2010 School Census may show a reduction in active travel due to the adverse weather conditions when the school census was taken in January. If the data has been skewed by the weather we will consider carrying out a mid year sample survey to compare data In 2010/11 we will be increasing the numbers taking pedestrian and cycle training, and promoting a new active travel campaign and Walk Once a Week in partnership with Living Streets and Dudley PCT 	Peter Vangeersdaele			

Key Performance Indicators											
Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 YTD Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	All England Average 2008/09	Met Councils Average 2008/09	Direction of Travel
DCS	NI 198 NGLAA	% of children usually travelling to school by car (including vans and taxis)	35%	34%	Annually reported			34.10%	Not calculated		
			●					●			

Learning Matters Priority LM1 – Safeguarding children and young people




Outcome 1 Improved outcomes for children and young people with learning difficulties and disabilities

Key Activities											
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer			
DCS	L1.1b	Increase range of effective provision for children and young people with disabilities and additional needs	-	-	-	-	<ul style="list-style-type: none"> One primary and one secondary new SEN provision specialist base on target The joint short break and play path finder work at Sycamore is on target Capital short breaks programme has been approved Primary Autistic Spectrum Disorder base developments have been delayed Moving and handling training rooms have been relocated and training has recommenced for schools and parents 	Su Roxburgh Joanne Tasker			

Key Performance Indicators											
Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 YTD Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	All England Average	Met Councils Average	Direction of Travel
DCS	NI 54	% of survey respondents who indicated an acceptable level of services for disabled children (DCSF survey of parents of disabled children)	New PI	Not set	Annually reported			59%	61%	Not calculated	n/a – this is the first survey undertaken

Outcome 2 Quality service management

Key Activities								
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer
DCS	L1.2a	Implement effective strategies to promote equality and diversity	-	-	-	-	<ul style="list-style-type: none"> Action planning and reporting activities are generally in place Directorate actively involved in strategies to promote community cohesion There is evidence of positive impact on outcomes for some groups e.g. GCSE results for looked after children, but more consistent progress across wider range of groups is required e.g. certain black and minority ethnic groups. This was identified as an important area for development within the Comprehensive Area Assessment, and by the National Strategies Team. We are developing specific action plans to address these areas 	Ian McGuff


Key Performance Indicators unchanged since quarter 3 (included for completeness only)								
Direct.	Ref.	Definition	09/10 Target	Latest Actual 2008/09	Latest Comment	All England Average 2007/08	Met Councils Average 2007/08	Direction of Travel
DCS	NI 102i	% point gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stage 2	TBC	All pupils – 23% Boys – 23% Girls – 22%	<ul style="list-style-type: none"> Current performance will not be confirmed until 2010 test and exam results are known 	23.03%	21.94%	
						In worst 25%	In worst 20%	
DCS	NI 102ii	% point gap between pupils eligible for free school meals and their peers achieving the expected level at Key Stage 4	TBC	All pupils – 28% Boys – 33% Girls – 23%		27.63%	28.34%	
						Average	Average	
DCS	NI 105	% point gap between pupils identified as having special educational needs and their peers achieving 5 A*-C GCSE grades or equivalent including English and Maths	TBC	All pupils – 42% Boys – 43% Girls – 42%		44.87%	43.54%	
						Average	Average	
DCS	NI 108	% point gap between pupils in low attaining minority ethnic groups and their peers achieving the expected level at Key Stage 4	TBC	Pakistani – 40.7% White & Black Caribbean – 39.7% White & Asian – 45.2% Any Other Mixed Background – 46.7%		Not calculated		

Learning Matters Priority LM2 – Children and young people enjoy and achieve

Outcome 1 Achieve stretching national educational standards at primary schools

Key Activities								
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer
DCS	L2.1a	Improve outcomes across the Foundation Stage	-	-	-	-	<ul style="list-style-type: none"> School / setting monitoring suggests that 2010 outcomes are likely to improve 	Denise Jarrett
DCS	L2.1b	Increase the percentage of children achieving level 4 by the end of Key Stage 2 in both English and maths	-	-	-	-	<ul style="list-style-type: none"> Statutory end of Key Stage 2 targets have been set in all primary schools for 2011 	Trish Brittain

Key Performance Indicators unchanged since quarter 3 (included for completeness only)

Direct.	Ref.	Definition	09/10 Target	Latest Actual 2008/09	Latest Comment	All England Average Sep 2008 – Aug 2009	Met Councils Average Sep 2008 – Aug 2009	Direction of Travel
DCS	NI 72	% of children assessed against the Early Years Foundation Stage Profile (FSP) achieving 78 points (with at least 6 in each of the scales in personal, social and emotional development and communication, language and literacy)	45%	43%	<ul style="list-style-type: none"> Current performance will not be confirmed until 2010 test and exam results are known 	51.35%	50.5%	
						In worst 5%	In worst 5%	
DCS	NI 73	% of pupils achieving level 4 or above in both English and maths at Key Stage 2	79%	71%			72.45%	72.25%
						Average	Average	

Outcome 2 Achieve stretching national educational standards at secondary schools

Key Activities								
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer
DCS	L2.2a	Improve the percentage of pupils achieving 5+ A*- C GCSEs including English & maths	-	-	-	-	<ul style="list-style-type: none"> Statutory end of Key Stage 4 targets have been set in all secondary schools for 2011 	Steve Lockwood
DCS	L2.2b	Increase the percentage of young people leaving care aged 16 or over with at least one GCSE at grade A*-G or a GNVQ	-	-	-	-	<ul style="list-style-type: none"> Virtual school teachers now tracking targeted groups more successfully 	Pat Finegan

Key Performance Indicators unchanged since quarter 3 (included for completeness only)

Direct.	Ref.	Definition	09/10 Target	Latest Actual 2008/09	Latest Comment	All England Average 2008/09	Met Councils Average 2008/09	Direction of Travel
DCS	NI 75	% of pupils achieving 5 or more A* to C grades at GSCE or equivalent including English and Maths at Key Stage 4	55.7%	48.8%	<ul style="list-style-type: none"> Current performance will not be confirmed until 2010 test and exam results are known 	50.75%	47.27%	↗
						Average	In best third	
DCS	NI 84	% of pupils achieving 2 or more A*-C grades at GCSE or equivalent in Science	No target	48%		53.68%	53.1%	↗
					In worst 25%	In worst 25%		
DCS	NI 101	% of looked after children in care for at least one year who were in year 11 and achieved at least 5 A*-C GCSEs or equivalent including English and Maths	22.2%	7.7%		Not calculated		
				▲				

Outcome 3 Children and young people attend and enjoy school

Key Activities								
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer
DCS	L2.3a	Reduce rate of absence in primary schools	-	-	-	-	<ul style="list-style-type: none"> See Key Performance Indicators below 	Keith Bates
DCS	L2.3b	Reduce rate of absence in secondary schools	-	-	-	-	<ul style="list-style-type: none"> See Key Performance Indicators below 	Keith Bates
DCS	L2.3c	Reduce rate of absence in special schools	-	-	-	-	<ul style="list-style-type: none"> The Ofsted recommendation is to maintain special school attendance across an authority at 90%. Dudley LA is in line with this national requirement (see Key Performance Indicators below) 	Keith Bates
L&P	L2.3d	To issue prosecutions for non-school attendance within 14 days of receipt of instruction (see Key Performance Indicator below)	★	●	▲	●	<ul style="list-style-type: none"> Change in court processes - refusing to issue proceedings without key information being received from Police Process now in place and should not cause future delays Change means significant improvement in recording of previous convictions 	Mohammed Farooq

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 YTD Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	All England Average 2007/08	Met Councils Average 2007/08	Direction of Travel
L&P	L&P LDS 129	% of prosecutions for non-school attendance issued within 14 days of receipt of instruction	73%	90%	100%	92%	44%	See comment	n/a – local PI		
			▲		★	●	▲	▲			
DCS	BV 045	% of half days missed due to TOTAL (that is authorised & unauthorised) absences in secondary schools maintained by the LEA	7.57%	6.65%	7.3%	7.49%	7.49%	7% *	n/a – local PI		
			▲		▲	▲					
DCS	DCS Local PI	% of half days missed due to AUTHORISED absences in secondary schools maintained by the LEA	New PI	-	5.4%	5.5%	5.5%	5.4% *	n/a – local PI		

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 YTD Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	All England Average 2007/08	Met Councils Average 2007/08	Direction of Travel
DCS	DCS Local PI	% of half days missed due to UNAUTHORISED absences in secondary schools maintained by the LEA	New PI	-	1.96%	1.99%	1.99%	1.6% *	n/a – local PI		
DCS	BV 046	% of half days missed due to TOTAL (that is authorised & unauthorised) absences in primary schools maintained by the LEA	6.01%	5.53%	5.7%	5.76%	5.76%	5.7% *	n/a – local PI		
					▲	▲	▲				
DCS	DCS Local PI	% of half days missed due to AUTHORISED absences in primary schools maintained by the LEA	New PI	-	5.1%	5.11%	5.11%	5.1% *	n/a – local PI		
DCS	DCS Local PI	% of half days missed due to UNAUTHORISED absences in primary schools maintained by the LEA	New PI	-	0.6%	0.65%	0.65%	0.6% *	n/a – local PI		
DCS	NI 87	% of pupils persistently absent in secondary schools maintained by the LEA	6.3%	5.9%	4.75%	6.3%	10.44%	4.4% *	5.61%	6.33%	➔
						▲			In worst third	Average	
DCS	DCS Local PI	Absence in special schools	-	9.42%	-	11.06%	9.42%	Awaiting school returned. Anticipated at between 9% and 10%	n/a – local PI		
						▲	●				







*** Absence data is as at the end of January 2010 census return. It should be noted that these are not the end of the academic year absence rates which will be published in quarter 2 2010/11.**

Direct.	Ref.	Definition	▲ Comment
L&P	L&P LDS 129	% of prosecutions for non-school attendance issued within 14 days of receipt of instruction	Change in court processes - refusing to issue proceedings without key information being received from the police. Process now in place and should not cause future delays. The change means significant improvement in recording of previous convictions

Learning Matters Priority LM3 – Achieve economic well-being

Outcome 1 Children and young people engage in further education, employment or training on leaving school

Key Activities											
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer			
DCS	L3.1a	Reduce the proportion of 16-18 year olds not in education, employment or training (NEET)	-	-	-	-	<ul style="list-style-type: none"> Monthly NEET updates are showing a reduction, which is a positive picture considering the economic climate (see Key Performance Indicators below) The Ofsted Survey on reducing NEET was published this quarter. Dudley was chosen out of 12 Local Authorities due to the successes around consistently reducing NEET numbers 	Helen Ellis			
DCS	L3.1b	Increase the proportion of looked after young people aged 19 who are engaged in education, employment or training	-	-	-	-	<ul style="list-style-type: none"> See Key Performance Indicators below Partners are continuing to work hard to ensure care leavers are supported to sustain post 16 provision Connexions, FE Colleges, 16+ Team and LACES continue to meet to share strategies and information Children in Care Group are currently exploring more employer engagement for work experience and work placements 	Helen Ellis Pat Finegan			
DCS	L3.1c	Reduce the number of young people (16-19yrs) with learning difficulties or disabilities (LDD) who are not in education, employment or training	-	-	-	-	<ul style="list-style-type: none"> See Key Performance Indicators below 	Helen Ellis			
DCS	L3.1d	Increase the participation of young offenders in education, employment or training	-	-	-	-	<ul style="list-style-type: none"> Monitoring arrangements in place 'Green Light' project developed and engaging post 16 NEETS Evidence of success reflected in improved outturns 	Helen Ellis Mike Galikowski			

Key Performance Indicators											
Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 YTD Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	All England Average 2008	Met Councils Average 2008	Direction of Travel
DCS	NI 117/ CVP 11.1 LPSA2	% 16-18 year olds who are not in education, employment or training (NEET)	5.4%	4.3%	5.4%	5.9%	5.4%	4.9% *	6.92%	8.76%	
								 See comment	In best 25%	In best 5%	

* The period for the final measurement of this target for reward money under LPSA 2 (see Section 4) was an average of the 3 months Nov, Dec 2009 and Jan 2010. This is the actual figure recorded against quarter 4.

Key Performance Indicators











Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 YTD Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	All England Average 2008	Met Councils Average 2008	Direction of Travel
DCS	CYP 11.2a LPSA2	Number of young people leaving care aged 16 who are in education, training or employment at 19	12	28 out of 35	5	5	16 out of 26	17 out of 33 *		n/a – local PI	
* The cohort of this target increases through the year as young people reach age 19.											
DCS	DCS EYE 80/ CYP 11.2b LPSA2	Number of young people with learning difficulties or disabilities who are not in education, employment or training (NEET)	141	140	134	141	128	72 *		n/a – local PI	
* The period for the final measurement of this target for reward money under LPSA 2 (see Section 4) was an average of the 3 months Nov, Dec 2009 and Jan 2010. This is the actual figure recorded against quarter 4.											
DCS	CYP 11.2c LPSA2	% young offenders in education, employment or training	77.5%	87%	80.5%	75%	84.6%	73.5% *		n/a – local PI	
* The period for the final measurement of this target for reward money under LPSA 2 (see Section 4) was an average of the 3 months Nov, Dec 2009 and Jan 2010. This is the actual figure recorded against quarter 4.											

Direct.	Ref.	Definition	Comment
DCS	NI 117/ CVP 11.1 LPSA2	% 16-18 year olds who are not in education, employment or training (NEET)	Despite excellent performance we have failed to reach our NEET targets. Successful partnership working has resulted in a steady reduction in the overall numbers of young people who are NEET and this is a significant achievement considering the economic climate. Dudley's result is well below both the England and West Midlands average and in the Ofsted Survey on reducing NEET published this quarter Dudley was chosen out of 12 Local Authorities due to the successes around consistently reducing NEET numbers
DCS	CYP 11.2a LPSA2	Number of young people leaving care aged 16 who are in education, training or employment at 19	
DCS	CYP 11.2c LPSA2	% young offenders in education, employment or training	



Safety Matters Priority SM2 – Anti-social behaviour and reassurance


Outcome 2 Children and young people stay safe

Key Activities								
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer
DCS	S2.2a	Secure effective implementation of Dudley Local Safeguarding Children Board principles and priorities	-	-	-	-	<ul style="list-style-type: none"> New working together guidance published in March 2010 Safeguarding procedures being revised Guidance on the Common Assessment Framework (CAF) and Children's Social Care being implemented Interim evaluation report in respect of Domestic Abuse Response Team resource secured Identified priorities for Laming investment 	Graham Tilby
DCS	S2.2b	Ensure effective performance as a corporate parent	-	-	-	-	<ul style="list-style-type: none"> The Corporate parenting action plan is drafted Children's pledge agreed for publication Placement stability remains good 	Roy Perrett
DCS	S2.2c	Reduce proportion of young people who report that they have been a victim of bullying in the TellUs Survey	-	-	-	-	<ul style="list-style-type: none"> TellUs 4 survey indicates that 29.5% of children report having experienced bullying (see Key Performance Indicators below) This figure is in line with national averages and results for similar areas 	Ian McGuff

Key Performance Indicators											
Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 YTD Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	All England Average 2008/09	Met Councils Average 2008/09	Direction of Travel
DCS	NI 59	% of initial assessments for children's social care carried out within 7 working days of referral	66%	67%	65.2%	64.7%	56.7%	55.5%	72.79%	73.03%	
									In worst 25%	In worst 20%	
DCS	NI 66	% of looked after children cases which should have been reviewed during the year ending 31 st March that were reviewed on time (within 28 days of placement, then within three months and six-monthly thereafter - subject to rescheduling if there are significant changes to the child's care plan)	77.9%	90%	79.3%	76.3%	79%	78.7%	92.36%	91.68%	
									In worst 10%	In worst 10%	

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 YTD Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	All England Average 2009/10	Met Councils Average 2009/10	Direction of Travel
DCS	NI 69 NGLAA	% of children surveyed who responded that they have experienced bullying in the last year (TellUs Survey)	47% (TellUs 3)	45%	Reported annually NOTE: TellUs Surveys 3 and 4 are not directly comparable due to changes in the question			29.5% (TellUs 4)	28.57%	28.29%	n/a
									Average	Average	

Direct.	Ref.	Definition	 Comment
DCS	NI 59	% of initial assessments for children's social care carried out within 7 working days of referral	The figure is influenced by the rise we have had into the service and also by the Domestic Abuse notifications which are increasing and where there are a lower conversion rate to initial assessment
DCS	NI 66	% of looked after children cases which should have been reviewed during the year ending 31 st March that were reviewed on time (within 28 days of placement, then within three months and six-monthly thereafter - subject to rescheduling if there are significant changes to the child's care plan)	The rise in the numbers of looked after children, together with staff sickness and inclement weather, has impacted on performance against this target. Continued work on an improvement plan and resource has been identified for 0.5 reviewing officer

Outcome 3 Children and young people make a positive contribution

Key Activities											
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update				Lead Officer
DCS	S2.3a	Work with children and young people to develop the range of opportunities available within Dudley for positive activities, recreation and education beyond school	-	-	-	-	<ul style="list-style-type: none"> N2N (nought to nineteen) established and has added participation of children and young people as a priority within the Children and Young People's Plan for all partners in the Children's Trust 				Mike Wood
DCS	S2.3b	Reduce rate of proven re-offending amongst young people aged 10- 17 years.	-	-	-	-	<ul style="list-style-type: none"> The reporting period for this indicator is Qtr 1 29th Oct 09, Qtr 2 31st Jan 10, Qtr 3 29th April 10 and Qtr 4 29th July 10 See Key Performance Indicators below. We are significantly exceeding the target set 				Mike Galikowski

Key Performance Indicators											
Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 YTD Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	All England Average 2008/09	Met Councils Average 2008/09	Direction of Travel
DCS	NI 19	Rate of proven re-offending by young offenders (i.e. average number of offences per young person in the cohort committed during the 12 month tracking period) (Young people are those aged 10-17)	Reduction of 32.1%	Reduction of 3.5%	Reduction of 30%	Reduction of 58.6%	Reduction of 39%	Final outturn available July 2010	Not calculated		
			★		★	★	★				
DCS	NI 110	% of young people surveyed reporting participating in any group activity led by an adult outside of school lessons (such as sports, arts, music or youth group) (TellUs Survey)	64.8% (TellUs 3)	65.7%	Annually reported			64.9% (TellUs 4)	69.09%	67.5%	Not calculated
						●	In worst 25%	In worst third			

Safety Matters Priority SM3 – Substance misuse

Outcome 2 Reduction of young people using drugs and alcohol

Key Activities								
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Status @ Q3	Status @ Q4	Update	Lead Officer
CEX	S3.2a	Implement the actions of the Young People Harm Reduction Strategy and the Young People Substance Misuse Plan	●	●	●	●	<ul style="list-style-type: none"> Challenge and Confirm meeting held with National Treatment Agency and DCSF to receive feedback on needs assessment and plan. Final plan approved and submitted end January 2010 Following withdrawal of funding for prevention and intervention work, discussions to be held with other agencies to agree on impact of this on action plan Results from Tellus4 survey show 11.2% young people using substances against a target of 11.6% for 2009/10 (see Key Performance Indicators) To Qtr 3 there have been 174 young people accessing specialist treatment services with 95 of these being new clients Working in partnership with Dudley Community Partnership on Systems Thinking Family Project, utilising the viable systems methodology, to examine the role and processes of organisations who provide services to families where alcohol misuse may be one of the issues of concern 	Audrey Heer
CEX	S3.2b	Ensure people working with children & young people are appropriately trained	●	●	●	●	<ul style="list-style-type: none"> Getting Hammered' young people course commissioned and completed Excellent feedback – 19 attendees from a variety of children's agencies 	Audrey Heer

Key Performance Indicators											
Direct.	Ref.	Definition	08/09 Actual	09/10 Target	Q1 YTD Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	All England Average 2009/10	Met Councils Average 2009/10	Direction of Travel
CEX	NI 115 NGLAA	% of young people surveyed reporting frequent misuse of drugs/volatile substances or alcohol (TellUs Survey)	12.8% (TellUs 3)	11.6%	Annually reported			11.2% (TellUs 4)	9.66%	10.84%	↗
			●				●	In worst third	Average		




Section 4

Local Public Sector Agreement 2

Stretch Targets

The 2007/10 Local Area Agreement (LAA) was superseded in May 2008 by the Next Generation Local Area Agreement (NGLAA). Government confirmed, however, that they would honour all commitments arising from the stretch targets negotiated as part of the 2007/10 LAA. As such, our existing 14 targets continue to attract the Performance Reward Grant (PRG) originally agreed. **2009/10 is the final year of the agreement.**

The 14 targets are supported by 28 indicators and the tables on the following pages show the data for all of these, firstly those that are complete and secondly those where further data is still awaited. Traffic light indicators denote latest performance as follows:

-  Better than target limits - 100% or above stretch achieved (i.e. earned 100% of reward)
-  Within target limits – between 60% and 99.99% of stretch achieved (i.e. earned 60% - 99% of reward)
-  Worse than target limits – less than 60% of stretch achieved (i.e. no reward earned)

Those marked **KPI** are Key Council Plan Performance Indicators included in **section 3**.

Following the demise of the Key Stage 3 tests in 2008, Government have declared the targets relating to these as inoperable. Guidance issued by CLG regarding the assessment of these targets has stated that Ministerial agreement has been granted for Government Offices to seek “compromise payment”. Calculation of this payment will be based on the average of the reward monies across the whole agreement, e.g. % of all targets achieved dictates % of inoperable target’s PRG received, for example:

- an LAA has 14 targets in total, 1 of which is deemed “inoperable”
- PRG achieved on the 13 operable targets = 72% of the total PRG available on these 13 targets
- therefore the area will receive 72% of the PRG linked to the inoperable target. These targets are not included in the data below.

PRG linked to 100% successful achievement of all of these targets equates to £9m. PRG is payable once 60% of the difference between the “with stretch” and “without stretch” target is achieved and then rises proportionally to the level of performance achieved up to 100%. Based on an assessment of performance to date, it is anticipated that the Dudley Community Partnership may achieve in the region of £6M PRG.

Note: prior to any claim for PRG, all data for the performance measures will be the subject of rigorous audit by DMBC’s internal audit department and signed off by the Chief Executive. There will then follow a verification and claim process via Government Office West Midland prior to final approval and payment from DCLG. It is unlikely that any PRG will therefore be received until January 2011.

Targets where final performance is reported - (subject to audit)

Ref.	Definition	Final Year				Status	% PRG Achieved	Value of PRG achieved
		Un-stretched Target	Stretched Target	60% Threshold	Actual			
CYP 03.2	% of schools achieving the National Healthy Schools Standards (NHSS)	75%	100%	90%	100%	★	100%	£374,000
This target achieved its full stretch target as 100% of the schools in the Borough have achieved NHSS. In addition all four pupil referral units have also achieved this accreditation. This means that all schools in the Borough have planned programmes in place to tackle pupils health issues identified in the health related behaviour questionnaire.								
CYP 11.1	% of 16 – 18 year olds not in education, employment or training (NEET) KPI	4.6%	4.3%	4.42%	4.9%	▲	0%	£0
The period for final measurement of this target was an average of the three months November, December 2009 and January 2010 and at this point despite excellent performance (well below the England average of 6.4% and the West Midlands regional average of 6.6%) we have failed to reach our 60% threshold for reward (4.42%).								
CYP 11.2a	Number of young people leaving care aged 16 who are in education training or employment (ETE) at 19 KPI	25	28	27	17	▲	0%	£0
The cohort of this target increases through the year as young people reach age 19. At the year end there are 33 young people in the cohort however as only 17 of those are ETE we have failed to achieve our target.								
CYP 11.2b	Number of young people (16 – 19 year olds) with learning difficulties and disabilities NEET KPI	145	140	142	72	★	0%	£0
Performance on this target has been excellent however despite significantly over achieving, PRG is withheld as the total % NEET (CYP 11.1 above) is higher than 4.6%, and therefore we have forfeited any reward achieved.								
CYP 11.2c	% EETS (Education, Employment & Training) in Young Offenders (16 – 18 year olds) KPI	70%	87%	80.2%	73.5%	▲	0%	£0
This target is measured as at 31 March 2010 when we had achieved 73.5% or 50 young people out of 68. The cumulative position for the year is 78.5% (245 young people out of 312).								
SSC 06.3	% of children & young people registered on www.activemag.net reporting that in the previous 12 months they have undertaken:							
SSC 06.3bi	25 hours in the past year	78.57%	84.57%	82.17%	89.87%	★	100%	£68,000

Ref.	Definition	Final Year				Status	% PRG Achieved	Value of PRG achieved
		Un-stretched Target	Stretched Target	60% Threshold	Actual			
SSC 06.3bii	50 hours in the past year	14.29%	19.29%	17.29%	77.22%	★	100%	£68,000
SSC 06.3biii	75 hours in the past year	7.14%	10.14%	8.94%	68.35%	★	100%	£68,000
SSC 06.3biv	100 hours in the past year	7.14%	9.14%	8.34%	68.35%	★	100%	£68,000

The total hours volunteered by those registered on ActiveMag who have achieved 25 hours or more hours volunteered per week is 9,921.5 hours an average of 130 hours per volunteer.

Targets where final performance is NOT yet reported

Ref.	Definition	Final Year				Status	% PRG Achieved	Value of PRG achieved
		Un-stretched Target	Stretched Target	60% Threshold	Latest Actual			
CYP 02.1	Number of conceptions to under 18s per thousand of the female population aged 15 -17	32.7 Average rate over 3 years	30.5 Average rate over 3 years	31.38 Average rate over 3 years	2008/09 43.7	▲	0%	£0

2008/09 (i.e. December 2008 position - second year of agreement) data was released in March 2010. The achieved 2008/09 rate of 43.7 is slightly higher than the England average (43.11) but places us in the top 25% of Metropolitan Councils (Met average 47.76%). Most pleasing is the apparent impact that increased focus on this target has made to the % rate change over the 10 years 1998 to 2008. In 2008 this rate plummeted to a reduction of 20.1% (2007 rate -9.5%). This places Dudley in the top third of England Councils (England average rate change -12.6%) and in the top 20% for Metropolitan Councils (Met average rate change -10.61%).

Despite this significant achievement reaching the final 2009/10 stretch target of an average of 32.7 over the three years is now impossible. It is still mathematically possible to achieve the 60% reward threshold of an average of 31.7 over the three years however and taking into account the performance in years 1 & 2 this would require us to achieve a reduction to an average maximum rate 1.14 per thousand in 2009/10. The total amount of PRG attached to this target is £750,000. The final data for this target will not be available until March 2011.

Section 5

Community Engagement & Customer Satisfaction

This section highlights the various community engagement activities, linked to our Council Plan priorities, that have been undertaken throughout the Council during the second half of 2009/10.

Key issues identified as part of the corporate customer feedback procedure are also included.



Community Engagement

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

This section provides a summary of engagement activity undertaken in relation to children's services during the second half of 2009/10. Further detail can be obtained by contacting the lead officer named against each engagement record or by accessing the database itself:

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

or

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

Reporting Period 1st October 2009 to 31st March 2010

Learning Matters

DCS - 2nd Stage Consultation - Proposal to Expand Hillcrest School

Statutory consultation on proposals

Headline findings: A total of three responses were received to the consultation, all of them expressing support for the proposal.

Toni Guest

Starts: 15/01/2010

Ends: 12/02/2010

DCS - Consultation on Schools Budgets 2010/11

This consultation sets out proposed changes in the Council's arrangements for the determination of school budgets via the Dudley school funding resource allocation formula and proposed actions related to the setting of school budgets in 2010/11.

Headline Findings: To fund schools for Special Educational Need (without statements) on the basis of KS2 SATs results.
To re-direct £370k historic condition and backlog funding through the premises Unit of Resource.

Sue Coates

Starts: 01/04/2009

Ends: 18/06/2009

DCS - Early Years Single Funding Formula

Sets out proposals in the Council's arrangements for the distribution of funding to early years settings. It proposes a single funding formula to be used to determine funding for early years providers.

Headline Findings: Consultees were generally in agreement with the proposals regarding the introduction of a single funding formula for early years settings.

Mirella Harris

Starts: 07/10/2009

Ends: 08/01/2010

Learning Matters

DCS - Consultation on Proposed In-Year Co-ordinated Admissions

Due to new Government Legislation the Local Authority has a statutory duty to co-ordinate in-year admissions for all Primary and Secondary schools (this includes all Voluntary Aided and Foundation/Trust Schools). The scheme will come into operation.

Headline Findings: Overall no major issues or concerns. One response stated that the current system is not causing any particular concerns/problems, but a more cohesive system does seem sensible.

Nikki Hubbard

Starts: 23/10/2009

Ends: 18/12/2009

Safety Matters

CEX - Cyber Bullying Questionnaire (pilot)

To pilot a 'cyber bullying' questionnaire in order to gauge its effectiveness, when relevant changes have been made it will be rolled out as a nationwide questionnaire

Headline Findings: The pilot informed questions for a larger West Midlands survey - see <http://www.youthworksconsulting.co.uk/news.html> for full report.

Katriona Lafferty

Starts: 08/06/2009

Ends: 29/01/2010

Corporate Customer Feedback

The Corporate Customer Feedback procedure has recently been reviewed, both in terms of the customer leaflet and the on-line information and contact form. Use the link below to view the updated procedure:

<http://www.dudley.gov.uk/contact-us/customer-feedback>

There follows a summary of customer feedback relating to children's services for the half year, including details of the number of complaints / compliments, specific issues arising and learning (for example procedures amended as a result of feedback).

Definition of compliment

A compliment is a remark expressing praise and admiration of good service delivery.

Definition of complaint

A complaint is all negative feedback expressed about Dudley MBC about service, policy or action provided by the council itself or a person acting on behalf of the Council. A complaint is a written or oral expression of dissatisfaction or disquiet in relation to the Local Authority's exercise of its functions.

Responding to complaints

Complaints received towards the end of the period and still being dealt with are not included in the reported total number of complaints resolved in 20 working days.

Reporting Period 1st October 2009 to 31st March 2010

Directorate: Children's Services		Contact: Matthew Smith (General) Steve Rice (Children's Social Care)	
No. of compliments received: 4 (General); 32 (Children's Social Care) In the case of Children's Social Care, compliments have been received from the courts and independent reviewing officers for the way that difficult cases have been dealt with.			
No. of complaints received: 5 (General) 58 (Children's Social Care)			
No. of complaints resolved / responded to in 20 days: 3 (General) 46 (Children's Social Care)			
Main area/issues:		Amendments made / actions taken / learning from feedback:	
Children's Social Care Inadequate service; delay; staff attitude		Explanations and apologies are provided when appropriate and always in complaints upheld. Change of practice; review of information provided to foster carers covering allowances; pocket money.	