



**Quarterly Corporate Performance Management Report
Summary for
Select Committee on Community Safety and
Community Services**

Quarter 2 (July to September 2009)

Quarterly Corporate Performance Management Report

Contents

Section 1: Introduction	Page 3
Section 2: Performance Summary Quarter 2 2009/10	Page 4
Section 3: Reporting on Council Action Plan Priorities	Page 11
Safety Matters	
Quality Service Matters	
Section 4: LPSA Stretch Targets	Page 23
Section 5: Partnership Working Progress Report	Page 27
Section 6: Community Engagement & Customer Feedback	Page 28

Section 1

Introduction

This Summary is taken from the second Quarterly Corporate Performance Management Report of 2009/10 highlighting performance for the period July to September 2009.

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**. Risk monitoring, aligned to Council Plan priorities, is also included in this section. A summary of performance, with an at a glance view of the key performance indicators for each Council Plan theme, together with an overview of some of the key service achievements and issues affecting Dudley MBC during quarter 2, is included in **Section 2**.

Section 4 provides latest performance information on the LPSA 2 stretch targets attracting reward grant.

Section 5 gives a progress report on the Council's partnership working.

Section 6 shows the various community engagement activities undertaken throughout the Council during the first half of the financial year, together with information on customer feedback.

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 2 2009/10

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

During quarter 2 the context of the national recession has continued to bring greater pressures on Council and partner services and budgets. Through the Dudley Means Business Group, our response to the recession has continued as we maintain our work with partners to address the many challenges we face.

The most encouraging points to note are that, despite the challenging economic environment, crime levels continue to fall and good progress has been made towards improving access to Council services.

There follows a brief summary of each Council Plan theme, including significant achievements and challenges and an update on the Major Projects programme. An at-a-glance view of the key performance indicators is also included for information.

Safety Matters

Performance Review – Quarter 2

Achievements:

- Overall recorded crime is 11% down against the same period last year.
- Successful initiatives within the Safe & Sound Partnership continue to result in reductions in:
 - Number of violent crimes
 - Incidents of criminal damage
 - Motor vehicle theft
 - Dudley's rate of serious acquisitive crime and
 - Assaults with less serious injury.

Challenges:

- The biggest challenge for the Safe & Sound Partnership is to continue to achieve reductions in reported crime in the context of national recession, which historically is shown to place pressure on the achievement of crime targets.

Quality Service Matters Performance Review – Quarter 2

Achievements:

- The first stage of the Dudley Council Plus service roll-out to libraries went live in September. There are plans for further roll-outs during the next few months.

There are 117 key performance indicators that are reported on by Council Plan Priority in **Section 3**. 46 are reported annually or biennially. Of the 71 remaining, year to date target and actual data is available for 51 of these and their performance can be summarised as follows:-

28	(55% of reported indicators)	Indicators are exceeding target	★
10	(20% of reported indicators)	Indicators are performing on target or within agreed limits	●
13	(25% of reported indicators)	Indicators are performing below target	▲

Year to date performance by Council Plan matter is:-

	★	●	▲	Total
Caring Matters	4	2	1	7
Environment Matters	5	2	3	10
Learning Matters	7	1	7	15
Regeneration Matters	2	0	0	2
Safety Matters	7	1	1	9
Quality Service Matters	3	4	1	8
Total	28	10	13	51

A summary of the key performance indicators relating to community safety and community services, by Council Plan theme, is shown in the following tables.

There are 49 risks that are reported on by Council Plan Priority in **Section 3**. The quarter 2 net status is known for all of these:-

1	2%	Insignificant
20	41%	Minor
24	49%	Moderate
4	8%	Significant
0	0%	Major

Net risk status by Council Plan matter at quarter 2 is:-

	Insignificant	Minor	Moderate	Significant	Major	Total
Caring Matters	1	3	8	1	0	13
Environment Matters	0	8	2	1	0	11
Learning Matters	0	3	1	0	0	4
Regeneration Matters	0	0	5	1	0	6
Safety Matters	0	3	5	0	0	8
Quality Service Matters	0	3	3	1	0	7
Total	1	20	24	4	0	49

Safety Matters Key Performance Indicators 2009/10

Council Plan Priority	Direct.	Ref.	Definition	09/10 Target	Q1 YTD Actual	Q1 YTD Status	Q2 YTD Target	Q2 YTD Actual	Q2 YTD Status	Comment	
Priority SM1	CEX	S&SC 1.1	Overall crimes recorded	Less than 11450	2586	★	5724	5203	★		
	CEX	S&SC 1.1a LPSA2	Number of violent crimes	3213	497	★	1602	984	★	Performance has been particularly strong this quarter with 311 less violent crimes than target. At current performance we are well on track to achieve 100% of our performance reward grant (£820,000). See Section 4 for further information.	
	CEX	S&SC 1.1b LPSA2	Number of incidents of criminal damage	4991	919	★	2496	1895	★	Performance this quarter has again been strong with 582 less incidents of criminal damage than target. At current performance we are well on track to achieve 100% of our performance reward grant (£610,000). See Section 4 for further information.	
	CEX	S&SC 1.1ci	Maintain reporting levels of domestic abuse incidents at at least 3300	3300	1270	★	1650	2421	★		
	CEX	S&SC 1.1d LPSA2	Number of recorded incidents for theft of a motor vehicle	1280	166	★	636	360	★	Performance towards this target remains strong with 276 less offences than target this quarter. At current performance we are well on track to achieve 100% of our performance reward grant (£350,250), only if there is a huge increase to more than 697 incidents in each of the last three quarters of the LPSA would we fail to achieve the 100% target. See Section 4 for further information.	
	CEX	NI 1 NGLAA	% of people who believe people from different backgrounds get on well together in their local area (Place Survey)	Biennially reported through the Place Survey. The 2008/09 result at 72.4% places us in the top half of English Metropolitan councils. The best quartile = 74.6% and the worst quartile = 66.8%.							
	CEX	NI 35 NGLAA	Score assessing standard of local area's arrangements to build resilience to violent extremism (rating poor 0 - good 5)	Annually reported. 2008/09 actual is 2.2. The target for 2009/10 is 2.75. The scoring for this indicator is against 4 main criteria: Understanding of and engagement with Muslim communities; Knowledge of and understanding of the drivers and causes of violent extremism and the Prevent objectives; Development of a risk-based Preventing Violent Extremism action plan, in support of the Prevent objectives; Effective oversight, delivery and evaluation of projects and actions.							
	CEX	NI16 NGLAA	Number of serious acquisitive crimes per 1000 population	15.6	3.44	★	7.8	6.89	★		
	CEX	NI 20 NGLAA	Number of 'assaults with less serious injury' (including racially and religiously aggravated) offences per 1000 population	8	1.52	★	4.02	3.06	★		

Safety Matters Key Performance Indicators 2009/10

Council Plan Priority	Direct.	Ref.	Definition	09/10 Target	Q1 YTD Actual	Q1 YTD Status	Q2 YTD Target	Q2 YTD Actual	Q2 YTD Status	Comment
Priority SM2	CEX	NI 17 NGLAA	% of people surveyed who think anti-social behaviour is a problem in their local area (Place Survey)	Biennially reported through the Place Survey. The result from the 2008/09 survey is 22.6%. The best quartile for English metropolitan councils = 21.8% and the worst quartile = 29.5%.						
	L&P	L&P LDS 134	% of anti-social behaviour order applications that result in a successful legal outcome	100%	100%	★	100%	See comment	No applications were received during quarter 2.	
	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)	2008/09 actual a reduction of 32.1%. The target for 2009/10 is a reduction of 3.5%. Annually reported. The results of the 2009 cohort will be available on the 31 st July 2010. See also S2.3b above.						
Priority SM3	CEX	NI 40	Number of drug users recorded as being in effective treatment	1002	164	-	Quarter 2 data not yet available.		Latest available figures are for the end of August 2009, when 241 people were in effective treatment. The target is not profiled across the quarters as there will be people who commence treatment each month, some who are retained in treatment and some who exit treatment. However, information is received from the National Treatment Agency which indicates whether or not we are "on" trajectory.	
	CEX	NI 115 NGLAA	% of young people surveyed reporting frequent misuse of drugs/volatile substances or alcohol (TellUs Survey)	2008/09 actual is 12.8%. England Average = 10.9% and West Midlands Average = 10.2%. The target for 2009/10 is 11.6%. Annually reported through the TellUs Survey. TellUs 4 due to run October 2009 with results due in March 2011.						

Quality Service Matters Key Performance Indicators 2009/10

Council Plan Priority	Direct.	Ref.	Definition	09/10 Target	Q1 YTD Actual	Q1 YTD Status	Q2 YTD Target	Q2 YTD Actual	Q2 YTD Status	Comment
Priority QSM1	FIN	FIN DCP 003(i)	% of telephone calls answered to 01384 812345 (with effect from quarter 2 this indicator will measure calls to 01384 812345 AND 01384 818181)	85%	87%	●	85%	87%	●	
	FIN	FIN DCP 008	% of customers seen by a Dudley Council Plus adviser within 10 minutes	80%	83%	●	80%	83%	●	
	FIN	FIN DCP 016	% of customers making cash payments at Dudley Council Plus within 10 minutes	90%	96%	★	90%	97%	★	
	CEX	NI 14	Reducing avoidable contact: Minimising the proportion of customer contact that is of low or no value to the customer	2008/09 actual 55.2% The indicator is not targeted. Monitoring of Avoidable Contact continues through the CRM in Dudley Council Plus and the resulting data is used to inform any improvement work undertaken to services which are accessed in this way. General education regarding the relevance of avoidable contact, in terms of customer focus and efficiency within service delivery, continues, and DUE's Environmental Management Division now has a quarterly Customer Contact Group, where NI14 features both on the agenda and in discussion regarding potential changes and improvements to service delivery.						
Priority QSM6	CEX	NI 7 NGLAA	% of third sector organisations surveyed who think that local statutory bodies positively influence their success (Third Sector Survey)	Biennially reported from the Third Sector Survey. The 2008/09 results at 13.4% forms our baseline for improvement. This result is in the national bottom quartile and behind all of the other Black Country authorities: National Average = 16.2%, Walsall = 16.8%, Sandwell = 17% and Wolverhampton = 19.5%.						

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, plus an assessment of the risks to the delivery of the Council's priorities.




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

NB: A zero tolerance has been set for the target limits of key performance indicators with a stretch target.

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

Comparator data is included where possible, but is not yet available for a number of the indicators in the National Indicator Set. It is anticipated that a full set of comparator data will have been released by the Audit Commission in time for inclusion in the quarter 3 report.

Risk Rating is arrived at using the matrix below, and is shown assuming current controls (mitigating actions) are in place:

PROBABILITY (Over 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	5 Major

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>

Safety Matters Priority SM1 – Safer Communities

Outcome 1 Reduce crime and make our communities feel safer

Key Activities						
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Update	Lead Officer
CEX	S1.1a	Work with partners to reduce overall crime in the Borough. Continued development and implementation of bespoke strategies to reduce overall crime	●	●	<ul style="list-style-type: none"> Ongoing opportunities explored for increased collaboration and co-location for partnership working. Programme Paragon (WMP) supports collaborative partnership working. Trust & Confidence indicator owned by CDRP and planned changes to partnership structures to support this indicator. Identified new model and agreement obtained to improve the Strategic Assessment. New model agreed at August Strategic Board. Youth PACT work making solid progress. 	Dawn Hewitt
CEX	S1.1b	Implement the actions of the Community Cohesion Strategy	★	●	Ongoing	Rosina Ottewell
CEX	S1.1c	Development and implementation of the Hate Crime Strategy	▲	●	<ul style="list-style-type: none"> Work commenced. Task and finish group identified and meetings commenced for consultation. 	Rosina Ottewell
CEX	S1.1d	Develop projects with local communities to utilise funding from the Preventing Violent Extremism (PVE) Pathfinder Programme	●	●	<ul style="list-style-type: none"> Continuation and expansion of Imam training, citizenship classes, and Dudley Muslim Women's Network. Programme development continues with the work rolling out into Schools and Further Education Colleges. 	John Hodt

Key Performance Indicators – quarterly reported

Direct.	Ref.	Definition	09/10 Target	Q1 YTD Actual	Q1 YTD Status	Q2 YTD Target	Q2 YTD Actual	Q2 YTD Status	Comment
CEX	S&SC 1.1	Overall crimes recorded	Less than 11450	2586	★	5724	5203	★	
CEX	S&SC 1.1a LPSA2	Number of violent crimes	3213	497	★	1602	984	★	Performance has been particularly strong this quarter with 311 less violent crimes than target. At current performance we are well on track to achieve 100% of our performance reward grant (£820,000). See Section 4 for further information.
CEX	S&SC 1.1b LPSA2	Number of incidents of criminal damage	4991	919	★	2496	1895	★	Performance this quarter has again been strong with 582 less incidents of criminal damage than target. At current performance we are well on track to achieve 100% of our performance reward grant (£610,000). See Section 4 for further information.

Key Performance Indicators – quarterly reported

Direct.	Ref.	Definition	09/10 Target	Q1 YTD Actual	Q1 YTD Status	Q2 YTD Target	Q2 YTD Actual	Q2 YTD Status	Comment
CEX	S&SC 1.1ci	Maintain reporting levels of domestic abuse incidents at at least 3300	3300	1270	★	1650	2421	★	
CEX	S&SC 1.1d LPSA2	Number of recorded incidents for theft of a motor vehicle	1280	166	★	636	360	★	Performance towards this target remains strong with 276 less offences than target this quarter. At current performance we are well on track to achieve 100% of our performance reward grant (£350,250), only if there is a huge increase to more than 697 incidents in each of the last three quarters of the LPSA would we fail to achieve the 100% target. See Section 4 for further information.
CEX	NI16 NGLAA	Number of serious acquisitive crimes per 1000 population	15.6	3.44	★	7.8	6.89	★	
CEX	NI 20 NGLAA	Number of 'assaults with less serious injury' (including racially and religiously aggravated) offences per 1000 population	8	1.52	★	4.02	3.06	★	

Key Performance Indicators – annually or biennially reported

Direct.	Ref.	Definition	Comment
CEX	NI 1 NGLAA	% of people who believe people from different backgrounds get on well together in their local area (Place Survey)	Biennially reported through the Place Survey. The 2008/09 result at 72.4% places us in the top half of English Metropolitan councils. The best quartile = 74.6% and the worst quartile = 66.8%.
CEX	NI 35 NGLAA	Score assessing standard of local area's arrangements to build resilience to violent extremism (rating poor 0 - good 5)	2008/09 actual is 2.2. The target for 2009/10 is 2.75. The scoring for this indicator is against 4 main criteria: Understanding of and engagement with Muslim communities; Knowledge of and understanding of the drivers and causes of violent extremism and the Prevent objectives; Development of a risk-based Preventing Violent Extremism action plan, in support of the Prevent objectives; Effective oversight, delivery and evaluation of projects and actions.

Risks

Direct.	JCAD Ref.	Description	Risk Owner	Q1 Net Risk Status	Q2 Net Risk Status
CEX	CE0001	Failure to meet the community safety partnership targets	Bob Dimmock	Moderate (8)	Moderate (8)
CEX	CEA0009	Potential increase in community tension in local areas	Geoff Thomas	Moderate (9)	Moderate (9)

Safety Matters Priority SM2 – Anti-social behaviour and reassurance

Outcome 1 Reduced anti-social behaviour in the community

Key Activities						
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Update	Lead Officer
CEX	S2.1a	Develop the Anti Social Behaviour Strategy and implement	●	●	Final draft Anti-Social Behaviour Strategy and Business Plan completed.	Andy Winning
CEX	S2.1b	Increase safety of young people and reduce perceptions held by the community	●	●	<ul style="list-style-type: none"> Worked with young people to create the young people's page of the website. Holly hall pupils worked on cyber safety leaflet on their enrichment day. Community safety board game – ongoing. Continued involvement in 'E'safety group. Continued involvement in Anti-bullying Task Group / planning for activities in Anti-bullying Week. 	Katriona Lafferty
DACHS	S2.1c	Continuous review and development of good practice to address anti social behaviour on council estates	●	●	Work with Joint Action Group on geographical hot spots continuing.	Nigel Collumbell/ Margaret Tebbett
DACHS	S2.1d	Reducing crime and antisocial behaviour and increasing community reassurance by joint working with: Police, Connexions, Youth Service, Housing and communities through problem solving locally	★	★	<ul style="list-style-type: none"> Police now leading on PACTs . Brierley Hill Neighbourhood Services partnerships established. Service providers network for St Thomas. Mapping of youth offer undertaken in partnership with Family Information Service - now being formalised with youth service and DCVS. Cradley/Foxcote/Wollescote problem solving group established and underway. North Dudley NSG underway. 	Sue McGavin
L&P	S2.1e	To reduce anti-social behaviour in the Borough by reviewing potential ASBO cases in the pipeline to ensure that resources will be available and identify potential problems at an early stage	●	●	No applications received this quarter.	Richard Clark

Key Performance Indicators – quarterly reported

Direct.	Ref.	Definition	09/10 Target	Q1 YTD Actual	Q1 YTD Status	Q2 YTD Target	Q2 YTD Actual	Q2 YTD Status	Comment
L&P	L&P LDS 134	% of anti-social behaviour order applications that result in a successful legal outcome	100%	100%	★	100%	See comment		No applications were received during quarter 2.

Key Performance Indicators – biennially reported

Direct.	Ref.	Definition	Comment
CEX	NI 17 NGLAA	% of people surveyed who think anti-social behaviour is a problem in their local area (Place Survey)	Biennially reported through the Place Survey. The result from the 2008/09 survey is 22.6%. The best quartile for English metropolitan councils = 21.8% and the worst quartile = 29.5%.

Risks

Direct.	JCAD Ref.	Description	Risk Owner	Q1 Net Risk Status	Q2 Net Risk Status
L&P	LP0002	Failure to review potential ASBO cases resulting in insufficient resources being available to identify problems at an early stage	Philip Tart	Minor (4)	Minor (4)

Outcome 3 Children and young people make a positive contribution

Key Activities

Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Update	Lead Officer
DCS	S2.3b	Reduce rate of proven re-offending amongst young people aged 10- 17 years.	-	-	Report indicates that the YOS has exceeded the target set. There has been a 32.1% reduction against a target of 10%. There is a risk to this target with the Police introducing proportionate crime recording and community resolutions which will impact on the lower level disposals of Reprimands and Final Warnings.	Mike Galikowski

Key Performance Indicators – annually reported

Direct.	Ref.	Definition	Comment
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)	2008/09 actual a reduction of 32.1%. The target for 2009/10 is a reduction of 3.5%. Annually reported. The results of the 2009 cohort will be available on the 31 st July 2010. See also S2.3b above.

Risks

Direct.	JCAD Ref.	Description	Risk Owner	Q1 Net Risk Status	Q2 Net Risk Status
CEX	CE0002	Failure to impact upon anti-social behaviour	Andy Winning	Minor (6)	Minor (6)

Safety Matters Priority SM3 – Substance misuse

Outcome 1 Harm reduction for adults

Key Activities						
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Update	Lead Officer
CEX	S3.1a	Implement change management for integration of new service providers for Dudley Drug Services	●	●	Meeting held as planned to agree format of future Service Level Agreement meetings and monthly meetings being held with new providers to ensure smooth transition process.	Sue Haywood
CEX	S3.1b	Implement the actions of Harm Reduction Strategy in respect of adults	●	●	<ul style="list-style-type: none"> Priorities for 2009/10 agreed and added to. Meeting held to review progress and take forward any actions required. Group to review current Harm Reduction Strategy which will be reviewed and refreshed at the January 2010 Harm Reduction Strategy Group meeting for implementation 1/4/10. 	Sue Haywood
CEX	S3.1c	Implement the actions of the Adult Drug Treatment Plan	●	●	<ul style="list-style-type: none"> Review of Adult Drug Treatment Plan took place at the August SMIG Advisory Meeting. Communication Strategy drafted. DAAT information leaflet drafted. 	Sue Haywood

Key Performance Indicators – quarterly reported

Direct.	Ref.	Definition	09/10 Target	Q1 YTD Actual	Q1 YTD Status	Q2 YTD Target	Q2 YTD Actual	Q2 YTD Status	Comment
CEX	NI 40	Number of drug users recorded as being in effective treatment	1002	164	-	Quarter 2 data not yet available.			<p>Latest available figures are for the end of August 2009, when 241 people were in effective treatment.</p> <p>The target is not profiled across the quarters as there will be people who commence treatment each month, some who are retained in treatment and some who exit treatment. However, information is received from the National Treatment Agency which indicates whether or not we are "on" trajectory.</p>

Outcome 2 Reduction of young people using drugs and alcohol

Key Activities						
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	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"> Young People's Substance Misuse Plan and NI 115 Plans reviewed, updated and progressed. Collection of local and national data to inform first draft of needs assessment. Meetings of stakeholders, front line professionals to inform process and discuss initial findings. 	Audrey Heer
CEX	S3.2b	Ensure people working with children & young people are appropriately trained	●	●	<ul style="list-style-type: none"> 6 x 1 day basic and 2 x 2 day intervention courses undertaken. Drug and alcohol awareness sessions for youth service. 2 Sharps training sessions on safe disposal of needles etc. 1 session with Princes Trust clients. Involvement in tenant sustainment event at Saltwells EDC and Rock the Castle event at Himley Hall. Refresher course developed for those trained over 2 years ago and poster to advertise. 	Audrey Heer
CEX	S3.2c	Development and implement the Borough wide Alcohol Strategy	●	●	Report to August's Strategic Board. Actions identified by Board have been addressed.	Sue Haywood

Key Performance Indicators – annually reported

Direct.	Ref.	Definition	Comment
CEX	NI 115 NGLAA	% of young people surveyed reporting frequent misuse of drugs/volatile substances or alcohol (TellUs Survey)	<p>2008/09 actual is 12.8%. England Average = 10.9% and West Midlands Average = 10.2%.</p> <p>The target for 2009/10 is 11.6%. Annually reported through the TellUs Survey. TellUs 4 due to run October 2009 with results due in March 2011.</p>

Outcome 3 Marketing, communication and public reassurance

Key Activities						
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Update	Lead Officer
CEX	S3.3a	Increase public awareness of the harm caused by alcohol to individuals, families and communities	●	●	Planning of campaigns: <ul style="list-style-type: none"> Alcohol Awareness Week Christmas Alcohol and Cocaine Campaign Community Alcohol Grants. 	Sue Haywood
CEX	S3.3b	Reduce public perception of drug dealing and drug use as a problem	●	●	DAAT Marketing and Communication Strategy drafted.	Sue Haywood

Risks					
Direct.	JCAD Ref.	Description	Risk Owner	Q1 Net Risk Status	Q2 Net Risk Status
CEX	CE0001	Failure to meet the community safety partnership targets	Bob Dimmock	Moderate (8)	Moderate (8)

Quality Service Matters Priority QSM1 – Customer access to services

Outcome 1 Increased range of service areas offered to customers

Key Activities						
Direct.	Ref.	Description	Status @ Q1	Status @ Q2	Update	Lead Officer
FIN	Q1.1a	Joint work with directorates and CATS team to facilitate the effective and efficient transfer of services to Dudley Council Plus	●	●	Ongoing work re. plans to transfer Benefit Services' customer service counter to Dudley Council Plus.	Mike N Williams

Key Performance Indicators – quarterly reported

Direct.	Ref.	Definition	09/10 Target	Q1 YTD Actual	Q1 YTD Status	Q2 YTD Target	Q2 YTD Actual	Q2 YTD Status	Comment
FIN	FIN DCP 003(i)	% of telephone calls answered to 01384 812345 (with effect from quarter 2 this indicator will measure calls to 01384 812345 AND 01384 818181)	85%	87%	●	85%	87%	●	
FIN	FIN DCP 008	% of customers seen by a Dudley Council Plus adviser within 10 minutes	80%	83%	●	80%	83%	●	
FIN	FIN DCP 016	% of customers making cash payments at Dudley Council Plus within 10 minutes	90%	96%	★	90%	97%	★	

Key Performance Indicators – annually reported

Direct.	Ref.	Definition	Comment
CEX	NI 14	Reducing avoidable contact: Minimising the proportion of customer contact that is of low or no value to the customer	2008/09 actual 55.2% The indicator is not targeted. Monitoring of Avoidable Contact continues through the CRM in Dudley Council Plus and the resulting data is used to inform any improvement work undertaken to services which are accessed in this way. General education regarding the relevance of avoidable contact, in terms of customer focus and efficiency within service delivery, continues, and DUE's Environmental Management Division now has a quarterly Customer Contact Group, where NI14 features both on the agenda and in discussion regarding potential changes and improvements to service delivery.

Risks

Direct.	JCAD Ref.	Description	Risk Owner	Q1 Net Risk Status	Q2 Net Risk Status
FIN	FPAO0003	Failure to improve access to council services.	Sean Beckett	Minor (6)	Minor (6)

Quality Service Matters Priority QSM6 – Effective partnerships

Outcome 2 Partnership evaluation

Key Performance Indicators – annually or biennially reported

Direct.	Ref.	Definition	Comment
CEX	NI 7 NGLAA	% of third sector organisations surveyed who think that local statutory bodies positively influence their success (Third Sector Survey)	Biennially reported from the Third Sector Survey. The 2008/09 results at 13.4% forms our baseline for improvement. This result is in the national bottom quartile and behind all of the other Black Country authorities: National Average = 16.2%, Walsall = 16.8%, Sandwell = 17% and Wolverhampton = 19.5%.

Section 4


Local Public Service Agreement Stretch Targets


The 2007/10 Local Area Agreement (LAA) was superseded in May 2008 by the Next Generation Local Area Agreement (NGLAA). It has been confirmed by Government, however, that they will honour all commitments arising from the stretch targets negotiated as part of the 2007/10 LAA. As such, our existing 14 targets highlighted in the following tables will continue to attract the Performance Reward Grant (PRG) originally agreed and it is therefore important that we continue to resource, deliver and monitor their progress.


The 14 targets are supported by 28 indicators and they are distributed across thematic partnerships as follows:

- Health & Wellbeing Partnership – 1 target supported by 1 indicator
- Children’s Trust – 5 targets supported by 9 indicators (5 reported on once a year, i.e. either financial or academic year)
- Stronger Group – 1 target supported by 5 indicators (all reported on annually)
- Economic Development & Regeneration Partnership – 2 targets supported by 4 indicators
- Safe & Sound Partnership – 5 targets supported by 9 indicators

Traffic light indicators denote latest performance as follows:-

 Better than target limits

 Within target limits

 Worse than target limits

NB: A zero tolerance has been set for the target limits of these indicators.

Use the link below to access further information on the 2007/10 LAA and current NGLAA:-

<http://www.dudleyslsp.org/local-area-agreements>

Safe & Sound

The figures shown in the tables below are exact quarter figures and therefore may differ to those presented at the Crime & Reduction Implementation Group (CRIG) or Safe & Sound where seasonally adjusted figures are presented.

Indicator	Latest Performance Q2 09/10			Cumulative Target	Cumulative Actual	Final 3 year Target	Final 3 year 60% Target
	Target	Actual	Status				
SSC 01.1a Reduce number of violent crimes recorded	1602	984	★	82220	6112	9831	9903

Performance has been particularly strong this quarter with 311 less violent crimes than target. The cumulative total reduction to date is 2108 crimes, an average of nearly 211 less per quarter. At current performance we are well on track to achieve 100% of our performance reward grant (£820,000).

Indicator	Latest Performance Q2 09/10			Cumulative Target	Cumulative Actual	Final 3 year Target	Final 3 year 60% Target
	Target	Actual	Status				
SSC 01.1b Reduce number of incidents of criminal damage	2496	1895	★	13074	10530	15569	15913

Performance this quarter has again been strong with 582 less incidents of criminal damage than target. The cumulative total reduction to date is 2,544 incidents, an average of over 254 less per quarter. At current performance we are well on track to achieve 100% of our performance reward grant (£610,000).

Indicator	Latest Performance Q2 09/10			Final 3 year Target	Final 3 year 60% Target
	Target	Actual	Status		
SSC 01.1cii Reduce the % of domestic violence incidents where victim has suffered domestic violence in the previous year.	30.85%	Not known		30.85%	32.05%

Data for this target is not available this quarter due to changes in police recording systems for overall domestic. It would seem that no consultation or information was given as to how these changes would effect data collection and there is a possibility that systems to record repeat victimisation will not be up and running until next year, if ever. Dialogue with West Midlands Police to rectify this situation is ongoing.

The total amount of PRG attached to achieving this target is £61,500; however based on performance so far over the agreement it is unlikely that we will achieve this stretch target.

Indicator	Latest Performance 21 09/10			Cumulative Target	Cumulative Actual	% of cumulative achieved to date	Final 3 year Target	Final 3 year 60% Target
	Target	Actual	Status					
SSC 01.1ciii Increase the number of domestic abuse crime incidents recorded by the police that result in a sanctioned detection	396	278	▲	1921	1470	76.5	2325	2265

A sanctioned detection is an offence for which someone is charged, summonsed, receives a caution or other formal sanction. This quarter we are 118 over target and with present resources we are unable to reduce the gap. Cumulatively performance is 451 sanctioned detections behind target, a gap that has widened since the last quarter. It is unlikely we will achieve any of the £184,500 PRG attached to this target.

Indicator	Latest Performance Q1 09/10			Cumulative Target	Cumulative Actual	Final 3 year Target	Final 3 year 60% Target
	Target	Actual	Status				
SSC 01.1civ Increase number of domestic violence offences where the offender is brought to justice	176	207	★	825	841	1000	960

An offence brought to justice is defined as an offence resulting in a conviction at court, or a caution, or which is taken into consideration by a court. Work undertaken by partners to investigate the data relating to this target has paid off and we are now on target to achieve at least 60% and possibly 100% of this target. The total amount of PRG attached to achieving this target is £369,000.

Indicator	Latest Performance 21 09/10			Cumulative Target	Cumulative Actual	Final 3 year Target	Final 3 year 60% Target
	Target	Actual	Status				
SSC 01.1d Reduce number of recorded crime incidents for theft of motor vehicle	636	360	★	3348	2097	3992	4048

Performance towards this target remains strong with 276 less offences than target this quarter. The total reduction achieved to date is 1251 less crimes (an average of just over 125 incidents less per quarter). At current performance we are well on track to achieve 100% of our PRG (£350,250), only if there is a huge increase to more than 697 incidents in each of the last three quarters of the agreement would we fail to achieve the 100% target.

Section 5

Partnership Working Progress Report

November 2009

This section is intended to give an overall picture of developments with the Council's partnership working.

Partnership Evaluation

The council's most significant partnerships have been engaged in the annual programme of self evaluation with the following results. 13 evaluations have resulted in the agreement of a green status or equivalent, 1 has resulted in amber, and 2 have still to be evaluated. The results of the remaining evaluations will be reported in due course.

Partnership Strategy Development

The council's partnership strategy was published in 2004, following which a number of revisions and updates have been made to parts thereof. Work is now underway to produce a comprehensive update of a number of elements of the strategy, namely:

- "Guide to Partnership working" document - to be revised to reflect the latest requirements of legislation and policy in relation to our partnership working. Also to reflect relevant updates to the constitution as they are published. We are looking to develop this in consultation with our major partners in order to facilitate a more joined up approach across the Borough.
- Partnership evaluation tool - to be revised to provide a greater emphasis on measuring the effectiveness and efficiency, and the ongoing viability of every partnership on the database.
- Partnership database - to be updated to provide the key current information on our significant partnerships.

As these improvements are developed members will be kept informed of developments.

Section 6

Community Engagement & Customer Feedback

This section shows the various community engagement activities undertaken throughout the Council during the first half of the financial year that relate to community safety and community services. Information on customer feedback is 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.

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 April 2009 to 30th September 2009

Safety Matters

DACHS – Anti-Social Behaviour Customer Satisfaction (Apr-Jun 2009)

Once an anti-social behaviour incident is closed, the customer(s) who reported the incident is sent a postal survey.

Headline Findings: Customer results showed 67% were either very satisfied or satisfied with the way their anti-social behaviour complaint was dealt with. 67% of customers will use the service again.

Tracey Smith

Starts: 01/04/2009

Ends: 30/06/2009

DACHS – Anti-Social Behaviour Customer Satisfaction (Jul-Sep 2009)

Once an anti-social behaviour incident is closed, the customer(s) who reported the incident is sent a postal survey

Headline Findings: Customer results showed 60% were either very satisfied or satisfied with the way their anti-social behaviour complaint was dealt with. 56% of customers will use the service again.

Tracey Smith

Starts: 01/07/2009

Ends: 30/09/2009

DACHS – Mediation Service - Customer Satisfaction (Apr-Jun 2009)

A postal satisfaction survey is sent to customers who have recently used the mediation service.

Headline Findings: 100% of customers were satisfied with the mediation service overall.

Tracey Smith

Starts: 01/04/2009

Ends: 30/06/2009

DACHS – Mediation Service - User Satisfaction (Apr-Jun 2009)

A postal satisfaction survey is sent to users who have referred cases to the mediation service.

Headline Findings: Overall satisfaction with the way the cases were dealt with by the mediation officers was 75% very satisfied and 25% satisfied.

Tracey Smith

Starts: 01/04/2009

Ends: 30/06/2009

CEX – Feeling Safe survey

Dudley Youth Council surveyed young people using public transport in order to discover what could be done to make them feel safer.

Headline Findings: 98 young people aged 11 – 23 answered the survey:
General feelings of safety were high, however certain things make young people feel unsafe (older kids, strangers, rowdy people, drunks, lack of lighting and CCTV).

Katriona Lafferty

Starts: 13/08/2009

Ends: 14/08/2009

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 each Directorate's customer feedback 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 April 2009 to 30th September 2009

Directorate: Adult, Community and Housing Services		Contact: Steve Rice
Main area/issues:	Amendments made / actions taken / learning from feedback:	
<u>Housing</u> Neighbour disputes; anti social behaviour; housing requests; requests for work to be carried out not within council remit.	Order issued to fell trees. Mediation offered. Tenant given further advice and assistance. Police to increase patrols of the area. Formal letters issued to people involved in noise disturbance. Repairs / replacement work carried out.	