




## Best Value Quartiles 2006/07

In December 2007, the Audit Commission published the national Best Value Performance Indicator results for 2006/07, including the All England and Metropolitan quartile data highlighting each authority's position nationally for the majority of PIs.




The quartiles are presented with the best performance being in the top quartile and the worst performance being in the bottom quartile.

The tables on the following pages highlight those performance indicators where Dudley's outturn placed us in top and bottom quartiles, by Council Plan theme. These figures provide accurate comparison data as at the end of 2006/7, and do not take into account the current performance of the PIs concerned.

Performance is highlighted using traffic light indicators as follows:-

-  Performance is better than target limits
-  Performance is within target limits
-  Performance is worse than target limits

In addition, Direction of Travel is indicated using the following symbols:-

-  Dudley's outturn for 2006/07 is better than in 2005/06
-  Dudley's outturn for 2006/07 is the same as 2005/06
-  Dudley's outturn for 2006/07 is worse than in 2005/06

Use the link below for further information on Audit Commission Best Value Performance Indicator data:-

<http://www.audit-commission.gov.uk/performance/>

### Caring Matters Best Value Performance Indicators – Top Quartile 2006/07

Direct.	Ref.	Description	Actual 2003/04	Actual 2004/05	Actual 2005/06	Actual 2006/07	Target 2006/07	Status 2006/07	Direction of Travel	Target 2007/08	Performance	Met Av 06/07	Top Q 06/07	Bottom Q 06/07
DUE	BV170c	The number of pupils visiting museums and galleries in organized school groups.	4810	3698	12636	12359	4000	★	↘	13000	Bigger is better	14963	8866	831

### Regeneration Matters Best Value Performance Indicators – Top Quartile 2006/07

Direct.	Ref.	Description	Actual 2003/04	Actual 2004/05	Actual 2005/06	Actual 2006/07	Target 2006/07	Status 2006/07	Direction of Travel	Target 2007/08	Performance	Met Av 06/07	Top Q 06/07	Bottom Q 06/07
DUE	BV106	Percentage of new homes built on previously developed land	98%	99.13%	99.82%	99.73%	98%	●	↘	95%	Bigger is better	89.85%	96.92%	65.93%
DUE	BV219c	Percentage of conservation areas with published management proposals	-	5%	4.8%	28.57%	26%	●	↗	28.5%	Bigger is better	16.44%	23.2%	0%

### Regeneration Matters Best Value Performance Indicators – Bottom Quartile 2006/07

Direct.	Ref.	Description	Actual 2003/04	Actual 2004/05	Actual 2005/06	Actual 2006/07	Target 2006/07	Status 2006/07	Direction of Travel	Target 2007/08	Performance	Met Av 06/07	Top Q 06/07	Bottom Q 06/07
DUE	BV204	The number of planning appeal decisions allowed against the authority's decision to refuse on planning applications, as a percentage of the total number of planning appeals against refusals of planning applications	-	42%	41.9%	46.67%	38%	▲	↘	36%	Smaller is better	32.8%	25.6%	37.9%

### Regeneration Matters Best Value Performance Indicators – Bottom Quartile 2006/07

Direct.	Ref.	Description	Actual 2003/04	Actual 2004/05	Actual 2005/06	Actual 2006/07	Target 2006/07	Status 2006/07	Direction of Travel	Target 2007/08	Performance	Met Av 06/07	Top Q 06/07	Bottom Q 06/07
DUE	BV109a	Percentage of major applications determined within 13 weeks	41%	41%	58.11%	55.13%	60%	●	↘	60%	Bigger is better	70.67%	80.65%	65.22%

### Quality Service Matters Best Value Performance Indicators – Top Quartile 2006/07

Direct.	Ref.	Description	Actual 2003/04	Actual 2004/05	Actual 2005/06	Actual 2006/07	Target 2006/07	Status 2006/07	Direction of Travel	Target 2007/08	Performance	Met Av 06/07	Top Q 06/07	Bottom Q 06/07
CEX	BV011a	Percentage of top-paid 5% of staff who are women	34.4%	39.69%	41.4%	45.1%	42%	●	↗	45%	Bigger is better	43.74%	43.56%	24.11%
CEX	BV011b	The percentage of the top 5% of local authority staff who are from an ethnic minority	3.74%	2.32%	3.6%	4.6%	3.7%	★	↗	4.6%	Bigger is better	4.03%	4.53%	0%
FIN	BV078a	To measure average processing time taken across all new Housing and Council Tax Benefit (HB/CTB) claims submitted to the Local Authority, for which the date of decision is within the financial year being reported	28.1	21.79	25.06	22.19	22	●	↗	23	Smaller is better	34	24.5	33.8
FIN	BV079bii	HB overpayments recovered as a percentage of the total amount of HB overpayment debt outstanding at the start of the year, plus amount of HB overpayments identified during the year	-	-	52.83%	38.82%	50%	▲	↘	45%	Bigger is better	32.21	38.38	26.8
DUE	BV205	The local authority's score against a 'quality of planning services' checklist	-	72%	83%	100%	100%	★	↗	100%	Bigger is better	96.7%	100%	88.9%

## Quality Service Matters Best Value Performance Indicators – Bottom Quartile 2006/07

Direct.	Ref.	Description	Actual 2003/04	Actual 2004/05	Actual 2005/06	Actual 2006/07	Target 2006/07	Status 2006/07	Direction of Travel	Target 2007/08	Performance	Met Av 06/07	Top Q 06/07	Bottom Q 06/07
FIN	BV010	The percentage of national non-domestic rates collected in-year	98.4%	97.6%	98%	98%	98%	●	➔	98.1%	Bigger is better	98.32%	99.3%	98.43%
CEX	BV016a	The percentage of local authority employees with a disability	0.8%	1.08%	0.82%	1.7%	1%	★	➔	1.7%	Bigger is better	2.67%	4.43%	1.9%




# Reporting on Council Action Plan Priorities

The Council Action Plan 2010 describes the business direction for the authority for the period 2007–2010. It sets out how the Council are planning to meet the aspirations of the Community Strategy and the challenges outlined in the Local Area Agreement.




As the outcome focussed performance management arrangements, continue to develop, in addition to the ongoing monitoring of key performance indicators, this section provides a detailed review of the progress of the critical success factors contained within the Council Action Plan, plus an assessment of the key risks to the delivery of the Council's priorities.

Traffic light status indicators are used to denote performance.




In terms of the **critical success factors** they represent the following progress:-

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

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

-  Performance is better than target limits
-  Performance is within target limits
-  Performance is worse than target limits

**Net Risk Status** is shown after mitigating actions have been applied:

	Low
	Medium
	High

Use the link below to view Council Action Plan 2010:-

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

## Caring Matters Priority 1

## To increase access to and participation in cultural activity

Priority 1 Critical Success Factors				
Ref.	Description	Lead Officer	Updates	Status @ Q3
1.1a	Improve promotion and programming of activities to increase access and participation by target groups	Andy Webb (DUE)	New promotional materials widely distributed and work progressing on specific information for facilities. Signage replacement programme is progressing which will be tactile and include pictograms to assist users with disabilities and users who do not have English as a first language	●
1.1b	To achieve Sporting Equals accreditation for the Sport and Recreation Service	Andy Webb (DUE)	Commitment to progressing through four levels of Sporting Equals accreditation has been made and documentary evidence has been produced which meets Foundation level of Standard	●
1.2a	Improving the provision of child focused facilities through the provision of additional multi-use games areas, facilities, and play areas for local recreation	Andy Webb (DUE)	Following opening of MUGA at Hurst Green and skate facilities at Stourbridge and Quarry Bank, plans are progressing for further MUGAs at Chapel St, Brierley Hill and in Gornal	●
1.3b	Increasing the number of quality assured sports facilities within the borough	Duncan Lowndes (DUE)	QUEST achieved in 4/6 of Sport and Recreation Section – Halesowen LC, Crystal LC, Dudley LC and Sports Development. Coseley Pool assessment delayed until early 2008 due to unavailability of assessor	●
1.4a	Improve the quality of displays and interpretation across the museums service	Duncan Lowndes (DUE)	All the oil paintings in the Art Collection have been photographed as part of a national recording initiative for inclusion in the Worcestershire Directory. Copies of the photographs will be included on the CALM database	●
1.4b	Improve and develop the unique and nationally important collections for glass and geology	Duncan Lowndes (DUE)	Exhibition and events programme ongoing in all museums	●
1.5a	Increase use of cultural services by low participant or under represented groups	Duncan Lowndes (DUE)	Continued implementation of Options +; Mend programme, support for Falls project; Me2 scheme; Tandrusti project; looked after children initiatives etc	●

Priority 1 Key Performance Indicators													
Direct.	Ref.	Definition	07/08 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Target	Q3 YTD Actual	Q3 YTD Status	Comments	Met Average 06/07	Top Quartile 06/07	Bottom Quartile 06/07	
DUE	DUE C&C 002	Number of Leisure Options Card holders	4000	3623	3845	3824	3858	●	Performance is ahead of target largely due to marketing activity	-	-	-	
DUE	HCOP 05.1a/ CPA C19	% of population 20 minutes travel time (walking) from a range of 3 different sports facility types, 1 of which has achieved a quality	30%	The results of the Sport England Survey will be reported in quarter 4							-	-	-

Priority 1 Key Performance Indicators												
Direct.	Ref.	Definition	07/08 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Target	Q3 YTD Actual	Q3 YTD Status	Comments	Met Average 06/07	Top Quartile 06/07	Bottom Quartile 06/07
	LAA	assured standard										
DUE	HCOP 05.1b LAA	Attendances recorded at structured physical activity sessions at designated parks activity stations	125	797	2851	125	4012	★	1161 participants during quarter 3	-	-	-

Priority 1 Risks						
Directorate	JCAD Ref.	Description	Risk Owner	Q1 Net Risk Status	Q2 Net Risk Status	Q3 Net Risk Status
DUE	UE0002	Inability to attain sufficient numbers of facilities with a recognised quality accreditation award	Andy Webb	M	M	M

**Caring Matters Priority 3**

**Tackling poverty and social exclusion**

**Priority 3 Critical Success Factors**

Ref.	Description	Lead Officer	Updates	Status @ Q3
3.1a	Promote take-up of Income Support (IS) and Attendance Allowance (AA)	Mike N Williams (FIN)	Target is likely to be achieved	★
3.1b	Raise level of unclaimed benefits through Benefits Shop	Mike N Williams (FIN)	Target is likely to be achieved	★

**Priority 3 Key Performance Indicators**

Direct.	Ref.	Definition	07/08 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Target	Q3 YTD Actual	Q3 YTD Status	Comments	Met Average 06/07	Top Quartile 06/07	Bottom Quartile 06/07
FIN	FIN BEN 002a	Benefits shop activity – benefits take-up	2550000	716836	1367615	1785000	1863054	★		-	-	-
FIN	FIN BEN 002b	Benefits shop activity – number of successful new claims for Attendance Allowance and Income Support	960	331	622	672	802	★		-	-	-

**Priority 3 Risks**

Directorate	JCAD Ref.	Description	Risk Owner	Q1 Net Risk Status	Q2 Net Risk Status	Q3 Net Risk Status
Finance	FP0008	Failure to deliver Benefits target through staff turnover at Benefits Shop	Mike N. Williams	L	L	L



## Environment Matters Priority 6

## Improve the quality of public spaces

Priority 6 Critical Success Factors				
Ref.	Description	Lead Officer	Updates	Status @ Q3
6.2a	Ensure the long-term sustainable management and development of the borough's Green Space assets	Duncan Lowndes (DUE)	Plans underway to progress the expansion of the Park Keeper Service in the near future	●
6.2b	Support and develop the management of council owned local nature reserves and areas of nature conservation value	Duncan Lowndes (DUE)	Plans for the rebuilding of the Wrens Nest Site Base still ongoing. Peoples Millions bid unsuccessful. Plans underway to declare additional areas of land as Local Nature Reserves	●
6.2c	Restoration of the Leasowes Grade 1 listed historic landscape	Duncan Lowndes (DUE)	Plans for commencement of the restoration in the Spring 2008 underway	●

## Learning Matters Priority 14

## Learning opportunities for adults

Priority 14 Critical Success Factors				
Ref.	Description	Lead Officer	Updates	Status @ Q3
14.1a	Ensure adult learning is planned and delivered in community settings to meet individual and group needs	Ros Partridge (DACHS)	Adult Community Learning Team planning within service framework and priorities to meet needs. Currently planning with LSC for 08/09. Good progress being made	★
14.2a	Develop a varied programme of lifelong learning opportunities and make them easily and locally accessible to users of sheltered housing services	Val Beint (DACHS)	Staff in Sheltered Housing Schemes have been trained to facilitate groups. Crafts, painting, film club and computer classes take place. All contributing to the overall well-being of tenants	★

Priority 14 Key Performance Indicators												
Direct.	Ref.	Definition	07/08 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Target	Q3 YTD Actual	Q3 YTD Status	Comments	Met Average 06/07	Top Quartile 06/07	Bottom Quartile 06/07
DACHS	DACHS ACL 001	Number of learners engaged in Adult Community Learning	7230	This is an annually reported indicator					-	-	-	

Priority 14 Risks						
Directorate	JCAD Ref.	Description	Risk Owner	Q1 Net Risk Status	Q2 Net Risk Status	Q3 Net Risk Status
DACHS	AC0012	Inability to maintain external funding levels required to maintain service/staff levels, would result in staff and service loss across the borough	Kate Millin	M	L	M

Regeneration Matters Priority 15

Creating a prosperous borough

Priority 15 Critical Success Factors				
Ref.	Description	Lead Officer	Updates	Status @ Q3
15.1a	Develop Castle Hill for mixed use to provide business, employment, leisure and housing opportunities with significant investment and improvements to Dudley Zoo	Rupert Dugdale (DUE)	In discussions regarding the Advantage West Midlands funding agreement which are expected to be completed in spring 2008 to enable work to commence on the development in summer 2008	●
15.2a	<p>Deliver the regeneration and transformation of the Borough's town centres</p> <ul style="list-style-type: none"> <li>Establish an appropriate mechanism to deliver the regeneration developments in Dudley town centre</li> <li>Adoption of Area Action Plans for Brierley Hill, Halesowen and Stourbridge town centres</li> </ul>	George Whitehouse (DUE)	<p><b>Dudley Town Centre</b> – It was agreed by the Cabinet in October 2007 to create an Arms Length Company and identify a development partner to lead the delivery of the Dudley Area Development Framework. It was also agreed to establish the Dudley Town Centre Partnership following the creation of the Arms Length Company</p> <p><b>Brierley Hill Area Action Plan</b> – The stage 2 report of the Brierley Hill Characterisation Study has been received. David Lock Associates have been commissioned to undertake the Strategic Place-Making and Feasibility Study. The consultation responses from the issues and options stage have been analysed and made publicly available. Further efforts are being made to target industrial occupiers in Brierley Hill and Harts Hill. A full first draft of the preferred options will be circulated to officers on 11th January 2008 for comment before going to Cabinet in February 2008 for approval for the statutory 6-week consultation</p> <p><b>Halesowen Area Action Plan</b> – The information gathering exercise is now completed. The key findings are on the Council website. A project team meeting will be arranged for the new year to discuss project management arrangements for this Development Plan Document prior to commencement. Work on the £30 million redevelopment of Halesowen town centre is expected to be completed by the end of December 2008. Progress reports are submitted to every Halesowen Area Committee to update members of the public and Elected Members</p> <p><b>Stourbridge Area Action Plan</b> – The information gathering exercise is now completed. The key findings are on the Council website. An initial meeting has been held between key teams to discuss project management arrangements. Planning Policy is preparing a project plan setting out the key tasks and workload implications for each team. This will be circulated and another meeting held in early 2008 to agree those arrangements</p>	●

Priority 15 Risks						
Directorate	JCAD Ref.	Description	Risk Owner	Q1 Net Risk Status	Q2 Net Risk Status	Q3 Net Risk Status
DUE	UEDC0011	Failure to regenerate town centres, identify and commit suitable development partners	George Whitehouse	M	M	M

## Regeneration Matters Priority 16

To champion the interests and assets of the Dudley borough – securing resources and improving its position regionally, nationally and internationally

Priority 16 Critical Success Factors				
Ref.	Description	Lead Officer	Updates	Status @ Q3
16.1a	To ensure the successful design and implementation of the Dudley Local Area Agreement Block 4 - Economic Development and Enterprise to attract and bring together funding to support Economic Well Being initiatives	Jean Brayshay (DUE)	The employment and skills stretch targets are being delivered jointly by Future Skills Dudley and the Adult & Community Learning Team within DACHs and partners. Quarter 3 performance figures are currently being finalised but based on initial discussions, it appears that there is a sufficient number of clients being recruited to achieve the year end targets. For the employment target, clients have to be in sustained employment for 13 weeks or more before they can be counted in the performance figures. Business support outcomes are being delivered by Business Link West Midlands and performance to date is either on or ahead of target	●
16.1b	To develop the Wren's Nest and Seven Sisters Visitor Experience project and support the development of the Black Country as an Urban Park submission to the Living Landmarks the People's Millions Programme of the BIG Lottery Fund and the submission of an application to the Heritage Lottery Fund (HLF) for a discrete component of the BIG Lottery fund proposal	Rupert Dugdale (DUE)	In October 2007, Black Country Consortium was informed that the Black Country Urban Park had been successful in being one of four projects to move through to the public vote in the Big Lottery Funds People's £50 Million Lottery Contest to be decided in December 2007. A major marketing campaign was undertaken to promote the vote over a two-week period by either on-line or telephone voting. On 12th December, it was announced that the Black Country Urban Park project came second in the public vote, with Sustrans Connect2 winning the £50million. Plans are now being developed to take forward the Strata project and the Black Country Urban Park, albeit on a reduced scale or over a longer period of time	●

Priority 16 Key Performance Indicators												
Direct.	Ref.	Definition	07/08 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Target	Q3 YTD Actual	Q3 YTD Status	Comments	Met Average 06/07	Top Quartile 06/07	Bottom Quartile 06/07
DUE	EDE 04.2 LAA	Number of new business starts	373	54	157	223	279	★		-	-	-
DUE	EDE 04.3 LAA	Number of businesses assisted	463	132	419	277	833	★		-	-	-

Priority 16 Risks						
Directorate	JCAD Ref.	Description	Risk Owner	Q1 Net Risk Status	Q2 Net Risk Status	Q3 Net Risk Status
DUE	UE0005	Failure to secure commitment and resources from external funding bodies and deliver in accordance with the requirements	Jean Brayshay	L	L	M

## Regeneration Matters Priority 17

## Optimise the opportunities for local people to obtain local jobs

Priority 17 Critical Success Factors				
Ref.	Description	Lead Officer	Updates	Status @ Q3
17.1a	The delivery of effective local jobs for local people brokerage/jobs search programmes, which link local residents with employment opportunities	Colin Hill (DUE)	353 disadvantaged residents have been placed into work through Future Skills Dudley since the beginning of the financial year against a target of 250 for the year. Employability skills have been embedded within mainstream and non-mainstream provision by Future Skills Dudley	★
17.1b	The delivery of quality training and supporting services that equip local people with the skills & qualifications demanded by local employers	Colin Hill (DUE)	1959 disadvantaged residents have received training and/or achieved recognised qualifications through Future Skills Dudley since the beginning of the financial year against a target of 1100 for the year. Development of referral links with local Job Centre Plus Offices and in-depth initial assessment of client needs has continued	★

Priority 17 Key Performance Indicators												
Direct.	Ref.	Definition	07/08 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Target	Q3 YTD Actual	Q3 YTD Status	Comments	Met Average 06/07	Top Quartile 06/07	Bottom Quartile 06/07
DUE	DUE ER001	Number of disadvantaged residents placed into work through Future Skills Dudley	250	76	189	180	353	★	Performance remains ahead of target. Development of referral links with local Job Centre Plus offices and in-depth initial assessment of client needs has continued	-	-	-
DUE	DUE ER002	Number of disadvantaged residents receiving training and/or achieving recognised qualifications through Future Skills Dudley	1100	292	1249	825	1959	★		-	-	-

Priority 17 Risks						
Directorate	JCAD Ref.	Description	Risk Owner	Q1 Net Risk Status	Q2 Net Risk Status	Q3 Net Risk Status
DUE	UEDD0001	Local employers fail to engage with the Council over employment opportunities	John Woodall	L	L	L

**Quality Service Matters Priority 22    Customer access to services**

<b>Priority 22 Critical Success Factors</b>				
<b>Ref.</b>	<b>Description</b>	<b>Lead Officer</b>	<b>Updates</b>	<b>Status @ Q3</b>
22.5a	Complete Remodelling of Library Service	Jayne Wilkins/ Jen Beardsmore (DACHS)	To be reported in quarter 4	-
22.5b	Achieve threshold for Public Library Standards (PLS)	Jayne Wilkins (DACHS)	To be reported in quarter 4	-



## Quality Service Matters Priority 23 Maximise the potential of our council employees – our greatest asset

Priority 23 Key Performance Indicators												
Direct.	Ref.	Definition	07/08 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Target	Q3 YTD Actual	Q3 YTD Status	Comments	Met Average 06/07	Top Quartile 06/07	Bottom Quartile 06/07
CEX	BV 011a	% of the top paid 5% of local authority staff who are women	45%	44.8%	44.5%	45%	45.6%	●		43.74%	43.56%	24.11%
CEX	BV 011b	% of the top paid 5% of local authority staff who are from an ethnic minority	4.6%	4.9%	4.3%	4.6%	4.5%	●		4.03%	4.53%	0%
CEX	BV 012	The proportion of working days/shifts lost to sickness absence (days per FTE)	10.2	2.36	4.66	7.65	7.45	●		11.01%	8.09%	10.73%
CEX	BV 016a	% of local authority employees with a disability	1.7%	2%	1.9%	1.7%	1.9%	★		2.67%	4.43%	1.9%
CEX	BV 017a	% of local authority employees from an ethnic minority	5.1%	5.2%	5%	5.1%	5%	●		5.9%	5.2%	1%

Priority 23 Risks						
Directorate	JCAD Ref.	Description	Risk Owner	Q1 Net Risk Status	Q2 Net Risk Status	Q3 Net Risk Status
CEX	CE0004	Loss of staff	Steve Woodall	L	L	L
CEX	CE0005	Job evaluation implementation	Steve Woodall	M	M	M
CEX	CE0006	Pay grade review	Steve Woodall	M	M	M

**Quality Service Matters Priority 24    ICT Strategy and E-Government**

<b>Priority 24 Critical Success Factors</b>				
<b>Ref.</b>	<b>Description</b>	<b>Lead Officer</b>	<b>Updates</b>	<b>Status @ Q3</b>
24.1a	Meet legislation such as Data Protection, Freedom of Information and Computer Misuse Act	Dave Cook (FIN)	Regular reports submitted to Corporate Board	★

<b>Priority 24 Risks</b>						
<b>Directorate</b>	<b>JCAD Ref.</b>	<b>Description</b>	<b>Risk Owner</b>	<b>Q1 Net Risk Status</b>	<b>Q2 Net Risk Status</b>	<b>Q3 Net Risk Status</b>
FIN	FP0005	Failure to meet government initiatives	Mike S. Williams	L	L	M
FIN	FP0006	Failure to provide prompt services	Mike N. Williams	M	L	M
FIN	FP0006	Failure to understand business need	Mike N. Williams	M	L	M

# Section 5

## Local Area Agreement Performance Indicators

### Stretch Targets




As a round three area, Dudley's Local Area Agreement (LAA) came into force in April 2007. It is an agreement between central government and Dudley Community Partnership about which local priorities will be met and how specific government money will be spent.

Details are given of the Economic Development and Enterprise Block.

In the block are a range of outcomes agreed by all as key priorities for Dudley Borough, together with the performance indicators that will provide the basis for monitoring and reporting. The outcomes reflect national priorities set by government and local priorities identified in the Dudley Community Strategy.

A number of the performance indicators were negotiated with Government Office West Midlands as stretched targets attracting Performance Reward Grant (PRG). PRG is paid on the achievement of at least 60% of the stretch target. This section highlights the indicators with stretch targets included in the LAA, with year to date performance where available. In addition, the total PRG available is shown, together with an estimation of the proportion of this grant that would be awarded based on current performance. *This information is a guide and not an actual indication of how much reward will be received.*

Traffic light indicators denote year to date performance as follows:

-  Performance is better than target limits
-  Performance is within target limits
-  Performance is worse than target limits

Use the link below to access further information on the LAA:-

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

## LAA Economic Development & Enterprise Block Stretch Targets

Direct./ Agency	Thematic P'ship	Ref.	Definition	Baseline	07/08 Stretch Target	Q3 YTD Stretch Target	Q3 YTD Actual	Q3 YTD Status	08/09 Stretch Target	09/10 Stretch Target	Performance Reward Grant (PRG)	PRG to be awarded based on performance YTD
DUE	EDRP	EDE 04.1.1	Number of people aged 18 - 64 moving into sustained employment from within either our Priority Areas (as defined) or from Key Priority Groups (as defined)	33	92	63	57	▲	See 09/10	374	£950,000	No PRG based on the results for quarter 3
DUE	EDRP	EDE 04.4.4.1	Number of working aged adults (18 – 64) drawn from within either Priority Wards or Priority Groups (as defined) with NVQ Level 1 or equivalent	25	20	5	5	●	See 09/10	110	£600,000	No PRG based on the results for quarter 3
DUE	EDRP	EDE 04.4.4.2	Number of working aged adults (18 – 64) drawn from within either Priority Wards or Priority Groups (as defined) with Skills for Life at levels 1 & 2	25	29	10	14	★	See 09/10	113		£198,827
DUE	EDRP	EDE 04.4.4.3	Number of working aged adults (18 – 64) drawn from within either Priority Wards or Priority Groups (as defined) who possess Skills for Life within entry levels 1 - 3	35	31	12	22	★	See 09/10	118		£380,645

# **Partnership Working Progress Report February 2008**

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

## **Audit Commission Inspection**

The previously reported inspection on regeneration partnership working has now been completed and inspectors have issued a draft report. The Audit Commission concluded that:

“Overall the Council has sound major regeneration project and partnership policies and procedures”.

Some issues for improvement were highlighted, the priorities being the need for a revision of our partnership database with a view to maximising the effectiveness of our investment of staffing resource, and the need for a review of officer capacity in respect of regeneration projects. Work has begun on addressing the issues highlighted by the Audit Commission, and progress will be reported to members in due course.

## **Partnership Evaluation Tool (PET)**

The previously identified most significant partnerships which play key roles in the delivery of council plan priorities are currently being evaluated as part of the annual partnership evaluation programme. This is likely to be completed in late March or early April, and the results will be reported to Members when available.

## **Next Generation Local Area Agreement (NGLAA)**

Dudley Community Partnership has received Government Office feedback on the 1<sup>st</sup> submission NGLAA, and partners are negotiating the proposed amendments prior to resubmission. It is anticipated that the NGLAA will be signed off in May or June, and Members will be kept informed of progress.

# Current High Net Risks

This section provides an overview of current High Net Risks.

Risk Rating is shown assuming current controls (mitigating actions) are in place.

## **Risk Assurance Protocol**

In addition to these High Net Risks and the Council Plan specific risks referred to earlier, the Audit Committee recommended that for each quarter Directors should "sign off" a Risk Assurance Protocol document in respect of all risks within their directorates, to assure Members that they have reviewed risks and mitigating actions on a regular basis and, if necessary, reported upon any changes or actions that may have occurred since the last quarter. Signed copies for this quarter and each and every quarter hereafter will be kept on the corporate risk register, with any significant changes or issues being reported to Members.

For further information contact Sara McNally, Risk Manager, on 01384 815346.

## High Net Risks (as per Risk Register) at 25<sup>th</sup> January 2008

JCAD Ref.	Risk	Assessment of Risk (assuming current controls in place)			Mitigating Actions	Owner
		Impact (Severity)	Likelihood (Probability)	Risk Rating		
UEBBB0001	Not implementing the contaminated land strategy effectively or in an acceptable timeframe	Major (5)	Almost Certain (5)	Major (25)	<ul style="list-style-type: none"> <li>Develop and maintain a database of sources of contamination and other relevant information to assist in identifying contaminates</li> <li>Complaints for public are addressed which would lead to the identification of contaminated land and follow up remediation</li> </ul>	Tim Glews (DUE)
UEDC0009	Failure by third party to deliver ERDF contract for Tourism in Black Country	Significant (4)	Likely (4)	Major (16)	<ul style="list-style-type: none"> <li>Curtail losses by closing programme</li> </ul>	Rupert Dugdale (DUE)
UEDA0003	Failure to develop transnational partnership with European Councils and/or Regional Development Agencies will limit the Council's ability to access European Funding in 2007 and beyond	Significant (4)	Likely (4)	Major (16)	<ul style="list-style-type: none"> <li>Engage with Members to gain political agreement to investigate the benefits of development of a transnational partnership</li> </ul>	Jean Brayshay (DUE)
UEDBL0004	Delay to metro constrains regeneration and loss/abortive investment to Brierley Hill	Significant (4)	Likely (4)	Major (16)	<ul style="list-style-type: none"> <li>Development alternative access strategies</li> <li>Maximise planning obligations</li> </ul>	Martyn Holloway (DUE)

# Directorate Reporting

This section provides detailed reporting on Directorate progress towards Directorate Strategic Plan objectives and exception reporting on Best Value and Local Performance Indicators not included in the Council Action Plan reporting.

In particular, Directorates are asked to report on any significant variation from anticipated progress, new pressures arising within the Directorate having implications for performance and to advise on proposed actions to be taken.

Directorates also report on any significant achievements of note during the period, such as any external accreditation, nomination for awards or positive publicity.



## Quarterly Directorate Issues Report

<b>Directorate: Adult, Community &amp; Housing Services</b>	<b>2007-08</b>	<b>Quarter 3</b>
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### 1. KEY ISSUES RELATING TO DIRECTORATE STRATEGIC PLANS

Directorate Strategic Plan Priority (inc. Ref.)	Comment and Proposed Action
<b>22.5a</b> Library Modernisation	<p>The Select Committee on Regeneration, Culture and Adult Education on the 24<sup>th</sup> October 2007 resolved ‘to support the proposed modernisation of the library service’ and asked ‘that Cabinet ensure that, where appropriate, the re-provided facilities are in place before any libraries are decommissioned’. The resolution was endorsed at Cabinet on the 31<sup>st</sup> October 2007</p>

### 2. DIRECTORATE PERFORMANCE INDICATORS – REPORTING BY EXCEPTION

Performance Indicator	Comment and Proposed Action
% population who are active library users	<p>Outturn for quarter 3 is 216.6 per thousand, which is below the target of 24. The target needs reviewing using more accurate active borrower information which was not available at the time the target was set</p>

### 3. **SIGNIFICANT ACHIEVEMENTS/POINTS OF NOTE**

- **Dudley Inspire project** established as part of the national scheme to:

“Create seamless access across over 4000 public, 2 national, almost 700 higher education libraries, as well as special libraries and those in further education colleges and schools, and to build an effective interface to resources for learning with museums, galleries, archives and other organisations and services”

In Dudley, the scheme will enable referrals between users of the libraries managed by Dudley Council, Stourbridge College, Halesowen College, Dudley College, Dudley PCT and the Mental Health and Psychiatry library at Russells Hall Hospital.

- **The Big Wild Read Summer Reading Challenge** run by the libraries in the 2007 summer holidays working with Early Years & Foundation stage team of the Directorate of Children’s Service, was very successful. The number of children joining the challenge more than doubled to 2,352, with 1,370 reading all six books. It was rounded off with a celebration event attended by Cllr Michael Evans and Adrian Chiles, where donated prizes were handed out to children

## Quarterly Directorate Issues Report

Directorate: Urban Environment	2007- 08 Quarter 3
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### 1. KEY ISSUE RELATING TO DIRECTORATE STRATEGIC PLANS

Directorate Strategic Plan Priority	Comment and Proposed Action
Strategic Planning	The Directorate is working with Corporate Policy to develop the 2008/9 Strategic Plan

### 2. DIRECTORATE PERFORMANCE INDICATOR – REPORTING BY EXCEPTION

Performance Indicator	Comment and Proposed Action
<b>BV109a</b> % of major planning applications determined within 13 weeks	Target 60%, Actual 73.08%  Performance is ahead of target. Continued sustained improvement due to improved procedures. The target has now been met for four consecutive quarters and we expect to be formally removed from Standards status in 2008

### 3. SIGNIFICANT ACHIEVEMENTS/POINTS OF NOTE

- **Coaching in Partnership Awards** – Two sports coaches from DUE’s Sport and Recreation Team have been awarded the Coaching in Partnership Award at the School Partnership Awards. The coaching in partnership award recognises the hard work of the coaches in delivering sports activities to schools as part of the curriculum time and the time they give out of hours to deliver sports coaching sessions
- **Jobs boost for people in Dudley** – Workers throughout Dudley can now help shape multi-million pound building projects across the borough as part of a new jobs agreement. DUE’s Future Skills programme has set up an agreement with Carillion Managed Services to highlight up-and-coming jobs on a number of construction sites as soon as they become available. It will give workers registered with Future Skills and Signpost in Brierley Hill an early opportunity to apply for jobs on a number of key developments across the borough
- **Himleywood lights up the night sky** – Approximately 24,000 people flocked to see the annual bonfire and fireworks spectacular. Himleywood – The Director’s Cut went with a bang as about £20,000 worth of fireworks lit the night sky to the explosive soundtracks of blockbuster movies
- **Blue Plaque for William Shenstone** – William Shenstone became the latest person’s life to be remembered through Dudley Council’s blue plaque scheme, when a blue plaque was placed in Halesowen in his memory.

## Quarterly Directorate Issues Report

<b>Directorate: Finance, ICT and Procurement</b>	<b>2007-08 Quarter 3</b>
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### 1. KEY ISSUES RELATING TO DIRECTORATE STRATEGIC PLANS

Directorate Strategic Plan Priority (inc. Ref.)	Comment and Proposed Action
Deliver the priorities / actions in the directorate People Management Strategy	Satisfactory progress being achieved in all areas
Deliver the priorities / actions in the directorate Equality and Diversity Action Plan	
Deliver the priorities / actions in the directorate ICT Plan	
Deliver the priorities / actions in the directorate Asset Plan	
Undertake service improvements following reviews	

### 2. DIRECTORATE PERFORMANCE INDICATORS – REPORTING BY EXCEPTION

Performance Indicator	Comment and Proposed Action
<b>BV 076</b> No. of Benefit fraud investigations per 1000 caseload	▲ Achieving 13.8 (target 16.5). No further action being taken. This indicator does not affect the Benefits CPA score
<b>BV78a/b</b> Average time for processing new Housing / Council Tax benefit claims and changes in circumstances	★ Currently achieving 20 days (target 23) and 10.7 days (target 14) respectively, indicating continued improvement in performance following new system implementation in 2005/06

### 4. SIGNIFICANT ACHIEVEMENTS/POINTS OF NOTE

- The recently published national **BVPI** results for 2006/07 show Dudley MBC as the best performing metropolitan council for processing new housing and council tax benefit claims

(performance was 22 days compared with the top quartile of 25.8 days). This position has been maintained into 2007/08 (source: DWP results for the first quarter)

- The **BVPIs** also show Dudley to be the second best metropolitan council for council tax collection (97.9% compared to the top quartile of 96.9%)
- Colleagues participated in the **BME consultation event** held at Dudley College on 17<sup>th</sup> November and gained valuable insight into community needs