

### Corporate KPI performance 2022-23 Q2

KPI's due to be reported

4

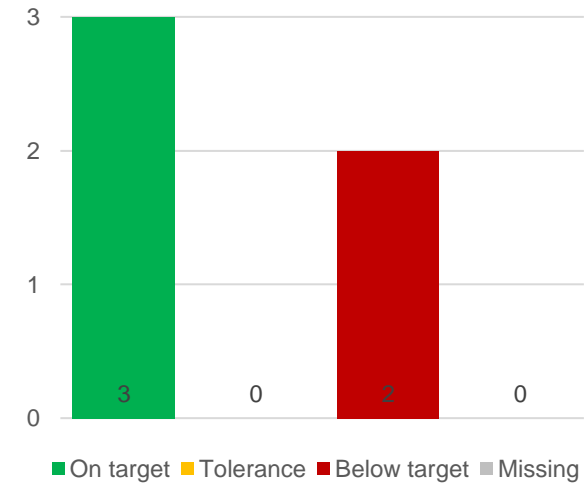
KPI's reported

4

KPI's missing data

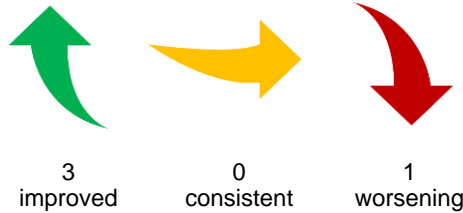
0

KPI status



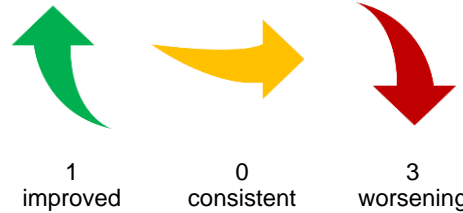
#### KPI short term trend

Comparing 2022-23 Q2 to 2022-23 Q1



#### KPI annual trend

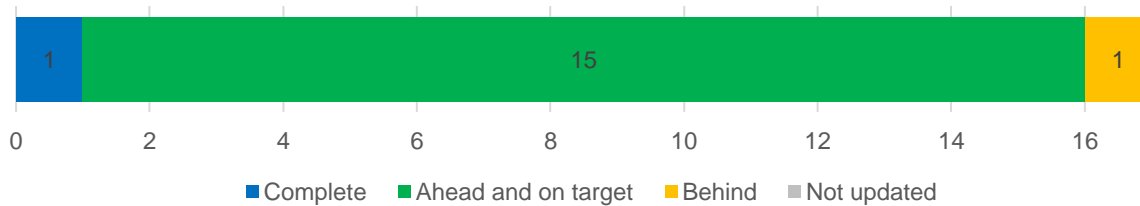
Comparing 2022-23 Q2 to 2021-22 Q2



*KPI's new for 2022-23 cannot be compared*

### Directorate plan actions status 2022-23 Q2

Action status



Actions due to be updated

17

Actions updated

17

Actions not updated

0



## KPI scorecards 2022-23 Q2



Dudley the safe and healthy borough

Performance indicator	2021-22	2022-23 financial year						Benchmarking comparator data
	Qtr. 2 outturn	Qtr. 1 outturn	Qtr. 2 outturn	Target	Score	Short term trend	Annual trend	
<b>PI 1441</b> Air Quality completed in actions in accordance with the timetable in the approved Air Quality Action Plan	100%	97.7%	<b>98.9%</b>	<b>75%</b>	★	↗	↘	
<b>PI 2257</b> Value of savings made by prevention (intervention) to the people of Dudley (Scams Team)	£410,400	£135,000	<b>£6,000</b>	<b>£150,000</b>	▲	↘	↘	Local measure
<b>PI 2074</b> Proportion of premises in the borough that are broadly compliant with food hygiene law (star rating of 3 or more).	86.6%	89.5%	<b>92.9%</b>	<b>90%</b>	★	↗	↗	
<b>PI 2260</b> Percentage smoking at time of delivery (Dudley residents)	6.8%	11.5%	<b>8.4%</b>	<b>9%</b>	★	↗	↘	Local Measure

## Performance reporting

This dashboard shows top level figures from the Corporate Quarterly Performance Management Report.

The report is published via the website: <https://www.dudley.gov.uk/council-community/performance/>

Performance indicators and actions can be viewed via Spectrum: <https://appsrvr4.dudley.gov.uk/spectrum>



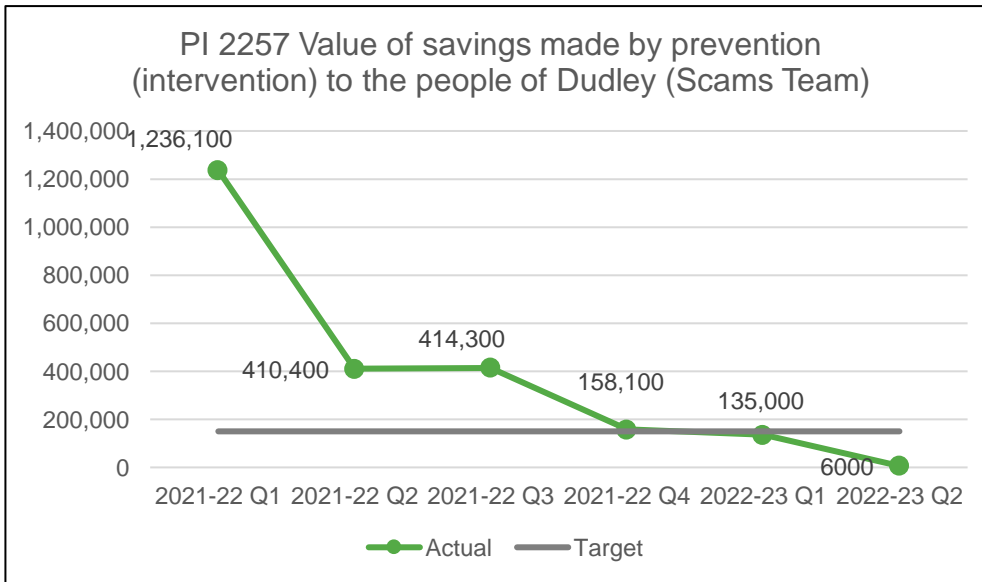
Working as One Council in  
the historic capital of the Black Country



## Exception reporting

### PI 2257 Value of savings made by prevention (intervention) to the people of Dudley (Scams Team)

PI	2021-22				2022-23				
	Q1	Q2	Q3	Q4	Q1	Quarter 2		S	T
	Outturn	Target							
PI 2257	1,236k	410k	414k	518k	135k	6k	150k	▲	▼



#### Performance: what is the data telling us?

The intervention figure is significantly below target due to various factors;  
 In qtr 2 the Scams Team (consisting of two officers, 1.8fte) have concentrated on providing ongoing support to known victims, which does not provide added value to intervention savings. They have also been diverted to assisting in other TS work – notably test purchasing and raids on illegal tobacco sellers – due to TS being short staffed and currently carrying two full time vacancies, one full time secondment to the Commonwealth Games, and one long term sick, which has had a significant impact on the team.

#### Impact: what are the issues/risks for service delivery?

Failure to support scam victims exposes them to continued risk of financial abuse and subsequent impacts on financial independence and mental health.

#### Assurance: evidence that actions are in place and having an impact

The issue has been addressed, and the service of free installation of call blockers has been promoted via social media. As a result the team has spent October dealing with new referrals and installing call blockers. As a result the savings accrued for October are £191,000. The team is expected therefore to be on or above target by end of qtr 3.



Working as One Council in  
the historic capital of the Black Country

