

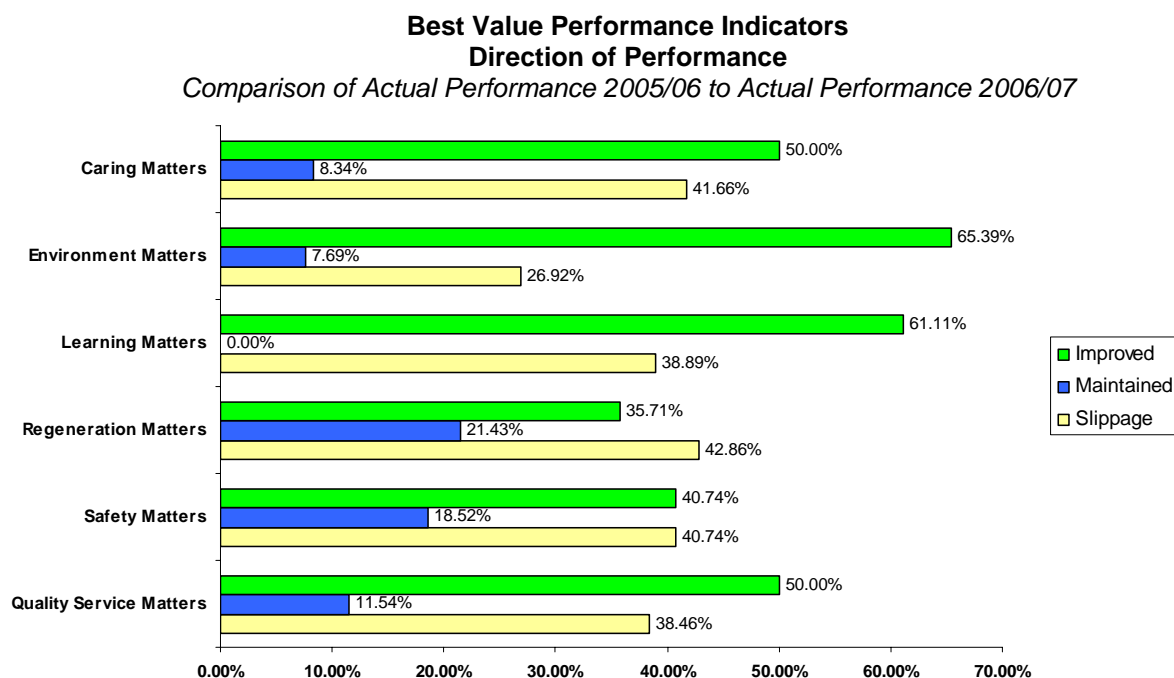
Section 2

Review of Best Value Performance 2006/07

The end of year figures for our 141 Best Value performance indicators were reported in the annual Best Value Performance Plan published on the 30th June 2007.

As in 2006, the Best Value Performance Plan was produced incorporating the Council Action Plan and performance data and targets (BVPIs) and not as a stand alone document. This provides a single point to review recent performance and to set out our intentions and ambitions for the next 12 months.

Where it is possible to make comparisons between 2005/06 and 2006/07 performance, analysis of the end of year information shows that overall we have either improved or maintained performance on 62.6% of our indicators (51.22% improved and 11.38% maintained). The following table illustrates this information by Council Plan theme:



Of the indicators showing a dip in performance, only 11 have slipped by more than 15% and these are detailed in the table overleaf.

In addition, we reported on 32 Best Value Satisfaction Performance Indicators. The outturns for these PIs are obtained from the three-yearly Local Government User Satisfaction Survey, and where it is possible to make comparisons between the 2003/04 survey results and those obtained for 2006/07, analysis shows that overall we have either improved or maintained performance on 72% of our Satisfaction indicators (56% improved and 16% maintained).

Explanations of Slippage of >15% in 'Actual 2005/06' and 'Actual 2006/07' Performance Figures

BVPI Ref	Theme	Definition	Actual 2005/06	Actual 2006/07
49	Caring Matters	The percentage of Looked After Children at 31 March with three or more placements during the last financial year	11.30	14.70
<p><i>The looked after cohort is transient in nature. Targets were set based upon the 2005/06 looked after population. A number of factors influence this indicator, for example, the age profile of the group and the duration of the period of care. Small numbers greatly affect the value of the indicator, however the PI has still maintained excellent performance and retains the optimum banding for the 7th consecutive year</i></p>				
170a	Learning Matters	The number of visits to/uses of local authority funded or part-funded museums and galleries per 1,000 population	593.00	406.30
<p><i>In 2005/06 we hosted the World War Two exhibition at the Merry Hill Centre and then toured it. This was a one-off event which significantly inflated visitor numbers for that period. Problems with the museums website during 2006/07 have also contributed to the fall in visitor numbers</i></p>				
170b	Learning Matters	The number of those visits to Local Authority funded, or part-funded museums and galleries that were in person, per 1,000 population	194.00	155.78
<p><i>In 2005/06 we hosted the World War Two exhibition at the Merry Hill Centre and then toured it. This was a one-off event which significantly inflated visitor numbers for that period. Problems with the museums website during 2006/07 have also contributed to the fall in visitor numbers</i></p>				
99aiii	Safety Matters	Percentage change in the number of people killed or seriously injured (KSI) in road traffic collisions since the 1994 average	-55.53	-34.78
99ciii	Safety Matters	Percentage change in the number of people slightly injured in road traffic collisions since the 1994 average	-8.21	1.78
<p><i>These targets represent an average or linear assessment of the overall level of accident reduction needed to meet Central Government's 10 year targets for reducing road accidents between 2000 and 2010. The council is already ahead of its projected linear target for reducing road accidents and well on course for meeting the 2010 targets. Several of our results vary by more than 15%, this is because they are based in very small figures which can be significantly affected in terms of percentage change by, in some cases, one accident</i></p>				
215b	Safety Matters	The average time taken to repair a street lighting fault, where response time is under the control of a DNO	11.31	25.90
<p><i>A series of discussions have taken place with the network provider both locally and nationally to target future improvement in performance</i></p>				
14	Quality Service Matters	The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force	0.31	0.45
<p><i>The small numbers involved mean that a small increase/decrease can significantly impact upon the percentage outturn</i></p>				
15	Quality Service Matters	The percentage of local authority employees retiring	0.19	0.15

BVPI Ref	Theme	Definition	Actual 2005/06	Actual 2006/07
		on grounds of ill health as a percentage of the total workforce		
<i>The small numbers involved mean that a small increase/decrease can significantly impact upon the percentage outturn</i>				
76a	Quality Service Matters	The number of housing benefit claimants in the local authority area visited, per 1,000 caseload	220.28	155.94
<i>Risk assessment process was improved during the year, so low quality referrals were rejected earlier and not subject to an investigation</i>				
76c	Quality Service Matters	The number of Housing Benefit and Council Tax Benefit (HB/CTB) fraud investigations carried out by the Local Authority per year, per 1,000 caseload	30.21	24.42
<i>Risk assessment process was improved during the year, so low quality referrals were rejected earlier and not subject to an investigation</i>				
79bii	Quality Service Matters	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
<i>Target was overstated. Performance still top quartile</i>				

Achievement against target

The chart below illustrates an analysis of our performance against target and shows that overall 75.59% of Best Value performance indicators either fully met or were within their agreed target limit.

Best Value Performance Indicators
Comparison of Performance Against Target for 2006/07
based upon the percentage of performance indicators that can be compared to target



This analysis is based on 127 performance indicators. The traffic light analysis is not suitable for indicators where no target has been defined, i.e. where the indicator is new or has been amended and a baseline is yet to be established.

A full copy of the Best Value Performance Plan can be accessed via the link below:

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

Section 3

Summary of Service Achievements

The main body of this report draws together the separate strands of performance information relating to Council Plan objectives to provide an overview of the key achievements and issues affecting Dudley MBC during the first quarter of 2007/08. This section highlights a number of our key service successes during the quarter, emphasising our continued commitment to making sure that local people get the best possible quality public services.

April saw the launch of the **Council Action Plan 2010** (see **sections 4** and **5** for more information) and Dudley's **Local Area Agreement** (see **section 6**).

The following pages present a handful of the many service achievements during quarter 1, highlighting our continued progress towards the delivery of our key Council Plan priorities. **Section 11** includes many other good news stories.

Caring Matters

- DACHS Assistant Directors Val Beint and Brendan Clifford gave a presentation at a national Local Government Conference in London in June on "Working with your NHS partners through a time of change"
- The Mayor, the Mayor's Consort and the Chief Executive officially launched the Mediation Service annual report. The free service is available to Dudley residents and has been at the forefront of neighbourhood reconciliation
- DACHS NVQ Assessment Centre has been awarded the highest accolade for the second time running. The assessment centre, based at Parkes Hall in Dudley, delivers high quality work related training, ensuring Dudley's social care employees are fully trained, qualified and competent in the delivery of the service of health and social care provision. The centre retained, for a second time, the award of "High A grade with no action points" after inspection. This grade is very rarely awarded given the standards set by City & Guilds
- Brettle Lane day centre in Amblecote has again 'raised the bar'. During March, interviews were held for an admin post, primarily to be based at the Adult Services central support office, but also involving some working within day services units across the borough. Two service users used skills picked up in recruitment and selection training when they participated in interactive exercises during the interview process. At the end of the recruitment process both felt it had been a positive experience, and that they appreciated their views being taken into account. They also said that they were keen to repeat the experience should the opportunity arise again
- In addition to Crystal & Halesowen Leisure Centres being Quest accredited, Dudley Leisure Centre has been notified that it will receive its inspection during September 2007

Environment Matters

- The results of the recent Tenants Satisfaction Survey highlighted that tenants believe the services they receive are very good and that there has been an improvement in customer satisfaction – 74% of tenants are satisfied with the overall service compared to 72% when surveyed in 2004
- The renovation of the Pocket Park in Lye High Street is now complete with the return of the town's popular murals. Of some historic interest, the murals were originally painted by local artists in the late 1980s. One mural depicts festival images including an early 1920s local St. Georges Day procession, there are also scenes of historic brick making, mining and other industries
- Major improvements and increases to the number of nature reserves across Dudley for people to enjoy have been praised in a national report. The conservation report looked at what work 25 local authorities based in urban areas have carried out since 1993 to improve nature facilities in the area. Dudley Council, which has expanded its range of nature reserves from four to seven during this period, was praised in the report. Dudley was rated as improving with a target in sight
- Kerbside recycling services are now available to nearly 99% of borough residents. Baseline data is being collated to identify locations throughout the borough which do not make use of our recycling services

Learning Matters

- Children's Services have had success in gaining government funding to set up a virtual school for looked after children and to provide private tuition to the children in our care
- There were 10129 participants in Library events between April and June 2007. The events included Story Time, Rhythm and Rhyme, IT tasters and Silver Surfers
- Libraries received the excellent news that they had achieved a score of 94% for the national the Public Library Service Standard. In addition a recent customer survey revealed a high satisfaction rating of 94%

Regeneration Matters

- Dudley Council will be taking a lead role to ensure the West Midlands makes the most of all land in the region. With funding support from Advantage West Midlands, DUE will host the Regional Brownfield Land Working Group. The group, which meets quarterly, looks at the redevelopment of brownfield sites, which is becoming increasingly important in the current planning and regeneration climate
- A group of around 20 visitors from Europe visited the Black Country to learn more about the region's regeneration projects. The delegates from Hardec Kralove, a regional development agency in the Czech Republic saw a number of projects. After arriving in Sandwell the group visited Dudley Zoo and Castle to find out more about the multi-million-pound regeneration plans at the site

Safety Matters

- Overall crime has reduced, particularly in areas of criminal damage and vehicle crime. Repeat incidents of domestic violence have fluctuated during the quarter but the trend is good as is domestic violence detections
- Community Safety's merger of the Drugs Intervention Programme (DIP) and the Prolific & Other Priority offenders (PPO) teams has recently been subject to the Government Office West Midlands self assessment. The Partnership has been assessed as green (Good). Actions identified in the self assessment will now be taken forward
- DUE's Street Lighting service has secured an additional £270k from the Department for Transport towards their capital programme

Quality Service Matters




- Print Services received an award for Best Finished product 2007 from Apcom
- Following the successful use of the Partnership Evaluation Tool with our 10 most significant partnerships, we are commencing identification of a further 20-30 partnerships which play key roles in the delivery of council plan priorities
- A new directorate management structure has been established in Finance with the appointment of two new Assistant Directors – Dave Cook (ICT and Business Transformation) and Mike N Williams (Revenues, Benefits and Management Support)

Section 4

Summary of Key Performance Indicators 2007/08

In order to provide a strategic focus to corporate performance management, Cabinet and Corporate Board identified a set of Key Performance Indicators for inclusion in the Council Plan 2010. These indicators have been selected to reflect a variety of factors, including delivery of Community Strategy Objectives, Local Area Agreement outcomes, Directorate Strategic Plan Objectives, Corporate Health, and statutory performance frameworks such as the Performance Assessment Framework and Every Child Matters.




Dudley's performance against this set of Key Performance indicators is provided in the scorecards that follow. Traffic light status indicators denote performance as:

-  Performance is better than target limits (within agreed tolerance, generally where target is exceeded by more than 10% or, in the case of Social Services Performance Assessment Framework Indicators, where current performance has a 4 or 5 Blob rating)
-  Performance is within target limits (generally +/-10% of target)
-  Performance is worse than target limits (generally more than 10% away from target)

In addition, Audit Commission **Metropolitan Average** and All England **Top** and **Bottom** quartile data for 2005/06 is provided for comparator purposes. An authority's quartile position for an indicator is determined by listing the values for that indicator for all other authorities in the comparator group (in this case All England) ranked by order of performance. The list is then divided into 4 parts, with an equal number of indicators in each part.

Further information on those KPIs that are also LAA indicators (marked **LAA**) is included in **Section 6** and for those that are also CPA indicators (marked **CPA**) in **Section 7**.

Of the 50 key performance indicators reported in quarter 1, 33 (66%) are on or above target for the year to date:

				Total
Caring Matters	4	3	2	9
Environment Matters	1	3	0	4
Learning Matters	2	1	6	9
Regeneration Matters	2	2	0	4
Safety Matters	5	3	7	15
Quality Service Matters	3	4	2	9
Total	17	16	17	50

Caring Matters Key Performance Indicators 2007/08

Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
DACHS	BV 054	Older People helped to live at home per 1,000 population aged 65 or over	92	94	94	91	●	Quarter 1 is good performance and is equivalent to 4 Blobs out of 5	94.28	100.1	72.2
DACHS	BV 213/ CPA H24	Number of households for whom housing advice casework intervention resolved their situation	1.52	1.75	0.44	0.35	▲	There are a number of improvement activities in place with the aim of achieving the year end target set. The 2006/07 year end outturn is an improvement on the previous year's results	28	5	1
DACHS	HCOP 14.1 LAA	Number of older people (60+) participating in adult and community learning	New PI	To be reported in quarter 2				-	-	-	
DACHS	HCOP 14.2 LAA	Number of older people (60+) completing a learning programme	New PI	To be reported in quarter 2				-	-	-	
DACHS	HSG HM 050/ CPA H22	% change in the average number of families placed in temporary accommodation (deleted BV 203)	-35.47%	-20%	-20%	-4.09%	▲	There are a number of improvement initiatives aimed at raising performance including, introduction of homelessness toolkit; referrals to the mediation team; use of crash pad and sanctuary scheme; improvement in training and staff resources; and changes to case management / referral process	4.44%	-16%	19.09%
DACHS	HSG HM 051/ CPA H25	Proportion of households accepted as statutorily homeless (deleted BV 214)	0%	1%	1%	0.83%	★	Current performance is within target	4.08%	0.37%	4.23%
DUE	DUE C&C 002	Number of Leisure Options Card holders	52	4000	3468	3623	●	There are currently 3623 people registered on the Options + Scheme	-	-	-
DUE	DUE D&EP 003 / HCOP 07.1 LAA	Increased uptake of Dudley Food for Health Award	New PI	55	13	13	●	13 Food for Health Awards granted during quarter 1. If this level of awards is maintained throughout the year the end of year target of 55 awards should be achieved	-	-	-
DUE	HCOP 05.1a/ CPA C19 LAA	% of population that are 20 minutes travel time (walking) from a range of 3 different sports facility types, 1 of which has achieved a quality assured standard	TBA	30	Since last year we have gained Quest accreditation at Halesowen and Crystal Leisure Centres. In addition Dudley Leisure Centre and Coseley Pool are working towards accreditation. The annual results for this indicator will be published by Sport England during quarter 3			-	-	-	
DUE	HCOP 05.1b LAA	Attendances recorded at structured physical activity sessions at designated parks activity stations	New PI	125	125	797	★	There have been 75 sessions held during quarter 1 with a total of 797 attendances. This places us well ahead of target	-	-	-
FIN	FIN BEN 002a	Benefits shop activity – benefits take-up	2493556	2550000	566610	716836	★	Target exceeded	-	-	-

Caring Matters Key Performance Indicators 2007/08

Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
FIN	FIN BEN 002b	Benefits shop activity – number of successful new claims for Attendance Allowance and Income Support	951	960	220	331	★	Target exceeded	-	-	-

Environment Matters Key Performance Indicators 2007/08

Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
DACHS	BV 063/ CPA H11	Energy SAP rating of local authority-owned dwellings	65	66				This indicator has seen a year on year improvement in performance. This is an annually reported indicator	63	69	63
DACHS	BV 064/ CPA H23	No of vacant dwellings returned into occupation or demolished as a direct result of action by the authority	61	200	20	18	●	This indicator has seen a year on year improvement in performance	223.69	76.5	7
DACHS	BV 066a/ CPA H6	Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account dwellings	97.63%	97.7%	97.7%	96.69%	●	Performance is traditionally lower during the first half of the year, with the impact of the free rent weeks improving outturns at the quarter 3 period. The 2006/07 year end outturn is the highest rent collection rate achieved for Dudley based on reported outturns from 2000/01	96.87%	98.59%	97.07%
DACHS	BV 184a/ CPA H1	% of local authority dwellings which were non-decent at the start of the financial year	25%	17%				Latest performance outturns are in line with targets and on course to meet the Governments decent homes standard by 2010 within our existing and planned resources These are annually reported indicators	48%	16%	47%
DACHS	BV 184b/ CPA H2	% change in the proportion of non-decent dwellings between the start and end of the financial year	32%	17.6%					19.8%	28.3%	4.1%
DACHS	BV 212/ CPA H8	Average time taken to re-let local authority housing (days)	27	30	30	28	●	The outturn for 2006/07 represents a significant improvement in performance from 32 days in 2005/06 and 45 days in 2004/05	51	29	51
DUE	BV 82ai + BV 82bi/ CPA E6	% of total tonnage of household waste arisings which have been recycled and / or composted	22.97%	27%	27%	33.55%	★	The volume of waste that has been recycled or composted during quarter 1 is well ahead of target. <i>In part based on estimates</i>	-	-	-
DUE	BV 199a/ CPA E4	% of relevant land and highways assessed as having combined deposits of litter and detritus that fall below an unacceptable level	13.5%	14%				Reported in quarter 2	17.5%	8.8%	21%
DUE	BV 199b/ CPA E46	% proportion of land with visible graffiti	6%	5%				Reported in quarter 2	7%	1%	6%
DUE	BV 199c/ CPA E47	% proportion of land with visible fly-posting	1%	1%				Reported in quarter 2	1%	0%	2%
DUE	BV 223	Principal road maintenance – where structural maintenance should be considered (%)	TBA	14%				Roads survey information is provided once a year through an external surveying company. The 2006/7 end of year survey results have not yet been received	-	-	-
DUE	BV 224a	Non-principal road maintenance - where structural maintenance should be considered (%)	TBA	17%				As above	-	-	-

Environment Matters Key Performance Indicators 2007/08

Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
DUE	BV 224b/ CPA E11	Un-classified roads - where structural maintenance should be considered (%)	9.97%	13%				As above	-	-	-
DUE	DUE local PI	Number of incidents of fly-tipping	New PI	TBA				Reported in quarter 2	-	-	-
DUE	DUE local PI	Number of fly-tipping enforcement actions	New PI	TBA				Reported in quarter 2	-	-	-

Learning Matters Key Performance Indicators 2007/08

Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
DACHS	DACHS local PI	Number of learners engaged in Adult Community Learning	New PI					Information not available	-	-	-
DCS	BV 043a	% of statements of Special Educational Need issued by the authority (a) excluding those effected by exceptions to the rule under SEN code of practice	94.44%	100%	100%	100%	★	The target for this indicator of 100% was met for the first quarter of 2007/08 financial year	95%	100%	95.7%
DCS	BV 043b	% of statements of Special Educational Need issued by the authority (b) including those affected exceptions to the rule under SEN code of practice	90.57%	95%	95%	93.65%	★	There was a 1.35% discrepancy between target of 95% and outcome. This was due to 5 cases not meeting the 18-week timescale due to late medical advice	79.7%	95.4%	72.5%
DCS	BV 045	% of half days missed due to total (authorised & unauthorised) absences in secondary schools maintained by the Local Education Authority	7.23%	7.22%	7.22%	8.2%	▲	The data represents cumulative data from Sept 2006 to May 2007 collated from FORVUS. Due to a change in registration codes it has had an adverse effect on the overall absence figure. A total of 13 schools have exhibited improved attendance against 2005-2006 with additional support being targeted to those with deteriorating attendance	8.29%	7.26%	8.3%
DCS	BV 046	% of half days missed due to total (authorised & unauthorised) absences in primary schools maintained by the Local Education Authority	5.07%	5.05%	5.05%	5.5%	▲	The data represents cumulative data from Sept 2006 to May 2007 collated from the School Census Returns. Across Primary Schools in each Township we have seen significant levels of improved attendance and support will be targeted to those schools who have deteriorating attendance	5.56%	5.13%	5.98%
DCS	DCS EYYE 17	% of looked after children having a current (up to date) Personal Education Plan	63.6%	75%	75%	55.1%	▲	The Director of Children's services has contacted all partners who contribute to the success of this indicator to request that a Working Group is formed to look at how performance can be improved	-	-	-
DCS	DCS EYYE 15	% of schools being placed in OfSTED serious weakness/improvement notices (deleted BV 047)	2.68%	0%	0%	1.79%	▲	Three schools remain with a notice to improve. One school given a notice to improve following inspection in June 2007	-	-	-
DCS	DCS EYYE 16	% of schools being placed in OfSTED special measures (deleted BV 048)	2.68%	0%	0%	2.68%	▲	Three schools remained in this category in June 2007, two schools in July 2007	-	-	-

Section 5




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 we are planning to meet the aspirations of the Community Strategy and the challenges outlined in the Local Area Agreement.




As we continue to develop our outcome focussed performance management arrangements, in addition to the ongoing monitoring of key performance indicators, this section provides a more detailed review of the progress of the critical success factors contained within the Council Action Plan.

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 (within agreed tolerance, generally where target is exceeded by more than 10% or, in the case of Social Services Performance Assessment Framework Indicators, where current performance has a 4 or 5 Blob rating)
-  Performance is within target limits (generally +/-10% of target)
-  Performance is worse than target limits (generally more than 10% away from target)

Work is currently taking place to ensure that from quarter 2 risk monitoring will be linked to the Council Action Plan priorities.

Use the link below to view a full copy of the Council Action Plan 2010:

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

Caring Matters Priority 4

Support vulnerable adults and promote independent living

Critical Success Factors				
Ref.	Description	Lead Officer	Updates	Q1 Status
4.1a	Develop a range of ongoing initiatives to promote the health and well being of older tenants in the borough Working in conjunction with the sheltered housing service	Val Beint (DACHS)	To be reported in quarter 2	-
4.1b	Redesign of Mental Health Adult Day Services	Richard Carter (DACHS)	Day Service re-design has now been agreed by Decision Sheet. Work has begun on implementing the proposals. Clients from St John's House centre (NHS) and Dawn Rose (MIND) are being redirected to other services. 3 posts at Woodside have been transferred to the vocational service	●
4.1c	Development of stepped care model and Primary Care Mental Health Team	Richard Carter (DACHS)	GP Commissioners have put forward proposals for a primary-care based service for patients with low level mental illness. GPs are working closely with Specialist Providers to avoid overlap of services. Stepped Care model has been approved by GPs and PCT	●
4.1d	Increase number of people with a learning disability in employment (paid and supported)	Richard Carter (DACHS)	Appointments have been made to job coach posts for LD/MH. A bid has been made to the Big Lottery Fund to set up a gardening project employing people with learning disabilities	●
4.1e	Pilot Individualised Budgets for people with a learning disability	Richard Carter (DACHS)	Project Manager will identify suitable clients and support them to take up an individual budget. Model will be applied to clients requiring a residential placement to determine the maximum amount available to each client based on the needs assessment and resource allocation framework	●
4.1f	Older people supported with a gardening service	Val Beint (DACHS)	To be reported in quarter 2	-
4.1g	Older people attending LEAP physical activity sessions (60,000 attendees per annum)	Val Beint (DACHS)	To be reported in quarter 2	-
4.1h	Older people receiving 'Good Neighbour' Support (96 older people supported)	Val Beint (DACHS)	To be reported in quarter 2	-
4.2a	Implementation of the Older People's Strategy	Val Beint (DACHS)	Group meeting regularly, working groups formed to produce a transport access audit and community safety pathway	●
4.2b	Continued integration of Community Mental Health Team for Older People (dedicated team base/accommodation)	Richard Carter (DACHS)	Older People's CMHT has been re-located to Woodside (task complete)	★
4.2c	Establish baseline for HSOP 14.1 and 14.2 (LAA)	Ros Partridge (DACHS)	To be reported in quarter 2	-

Key Performance Indicators

Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
DACHS	BV 054	Older People helped to live at home per 1,000 population aged 65 or over	92	94	94	91	●	Quarter 1 is good performance and is equivalent to 4 Blobs out of 5	94.28	100.1	72.2
DACHS	HCOP 14.1 LAA	Number of older people (60+) participating in adult and community learning	New PI	To be reported in quarter 2					-	-	-
DACHS	HCOP 14.2 LAA	Number of older people (60+) completing a learning programme	New PI	To be reported in quarter 2					-	-	-

Caring Matters Priority 5

Protecting vulnerable people

Critical Success Factors				
Ref.	Description	Lead Officer	Updates	Q1 Status
5.1a	Implementation of Supporting People 5 year development strategy	Ron Sims (DACHS)	To be reported in quarter 2	-
5.1b	Assessment of the impact of the governments revised financial arrangements for the future of Supporting People funding	Ron Sims (DACHS)	To be reported in quarter 2	-
5.1c	Increase in number of people with a learning disability in supported living (including re-provision of Grange House)	Richard Carter (DACHS)	Accommodation and support plans have been firmed up for all residents. Two 2-bedroom bungalows have been identified	★
5.1d	Keep vulnerable people safe, sound and secure in their own homes	Val Beint (DACHS)	To be reported in quarter 2	-
5.2a	Development and implementation of procedures for Homeless Service	Sian Evans (DACHS)	Project Plan drawn up. Framework for procedures created	●
5.2b	Development and Implementation of the Homeless prevention toolkit	Sian Evans (DACHS)	Project Plan drawn up. IT solution scoped and funding identified	●
5.2c	Development and Implementation of the Housing Options Service	Sian Evans (DACHS)	Two of the three staff in place. First draft of Project Plan produced. Research underway	●

Key Performance Indicators											
Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
DACHS	BV 213/ CPA H24	Number of households for whom housing advice casework intervention resolved their situation	1.52	1.75	0.44	0.35	▲	There are a number of improvement activities in place with the aim of achieving the year end target set. The 2006/07 year end outturn is an improvement on the previous year's results	28	5	1
DACHS	HSG HM 050/ CPA H22	% change in the average number of families placed in temporary accommodation (deleted BV 203)	-35.47%	-20%	-20%	-4.09%	▲	There are a number of improvement initiatives aimed at raising performance including, introduction of homelessness toolkit; referrals to	4.44%	-16%	19.09%

Key Performance Indicators

Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
								the mediation team; use of crash pad and sanctuary scheme; improvement in training and staff resources; and changes to case management / referral process			
DACHS	HSG HM 051/ CPA H25	Proportion of households accepted as statutorily homeless (deleted BV 214)	0%	1%	1%	0.83%	★	Current performance is within target	4.08%	0.37%	4.23%

Environment Matters Priority 9

Helping people to live in homes of their choice

Critical Success Factors				
Ref.	Description	Lead Officer	Updates	Q1 Status
9.1a	To review existing service in partnership with housing management services	Helen Barlow (DACHS)	Service currently under review	●
9.1b	To develop joint working protocols and procedures with the Anti Social Behaviour unit	Helen Barlow (DACHS)		
9.2a	To develop a landlord accreditation scheme	Helen Barlow (DACHS)	Procedures currently under review Accreditation scheme been progressed and awaiting training for landlords through Homestamp, although behind schedule from previous year	▲
9.2b	To develop a property accreditation scheme	Helen Barlow (DACHS)		
9.2c	To provide Homestamp training for all landlords	Helen Barlow (DACHS)		
9.2d	To convene and facilitate a landlords forum 2 x year	Helen Barlow (DACHS)		
9.2e	To develop a priority inspection programme for private rented properties	Helen Barlow (DACHS)		
9.2f	To develop a comprehensive enforcement policy for all private sector housing matters	Helen Barlow (DACHS)		
9.2g	To provide comprehensive range of information including access to other languages and formats including updating website	Helen Barlow (DACHS)		
9.3a	To licence all licensable HMOs	Helen Barlow (DACHS)	Licensing of HMOs still progressing, although behind schedule from previous year	▲
9.3b	To develop HMO priority inspection programme	Helen Barlow (DACHS)		
9.3c	To review and develop an enforcement policy	Helen Barlow (DACHS)		
9.4a	Pilot and implement Choice based lettings	Sian Evans (DACHS)	IT procured. Most of staff team recruited. Consultation and briefings progressing well	●
9.5a	To implement the Empty Property Action Plan	Helen Barlow (DACHS)	Procedures currently under review Protocol agreed with Fire and Police Services for early identification of potential problem properties	●

Critical Success Factors

Ref.	Description	Lead Officer	Updates	Q1 Status
9.5b	To develop procedures and commission agent to manage properties acquired through Empty Dwelling Management Orders	Helen Barlow (DACHS)	Empty Property Officer to be appointed	
9.6a	To deliver the new Home Office contract for housing asylum seekers	Resham Sandhu (DACHS)	To be reported in quarter 2	●
9.6b	To keep abreast of national/regional policy changes and to review their impact on the borough	Steve Forbes (DACHS)	To be reported in quarter 2	
9.7a	To Identify strategic partner to develop schemes	Ron Sims (DACHS)	Interviewed final three RSLs to make final selection for strategic partner	●
9.7b	To develop scheme for planning and commence first scheme on site	Ron Sims (DACHS)		

Key Performance Indicators

Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
DACHS	BV 064/ CPA H23	No of vacant dwellings returned into occupation or demolished as a direct result of action by the authority	61	200	20	18	●	This indicator has seen a year on year improvement in performance	223.69	76.5	7
DACHS	BV 066a/ CPA H6	Rent collected by the local authority as a proportion of rents owed on Housing Revenue Account dwellings	97.63%	97.7%	97.7%	96.69%	●	Performance is traditionally lower during the first half of the year, with the impact of the free rent weeks improving outturns at the quarter 3 period. The 2006/07 year end outturn is the highest rent collection rate achieved for Dudley based on reported outturns from 2000/01	96.87%	98.59%	97.07%

Environment Matters Priority 10

Provision of decent homes

Critical Success Factors

Ref.	Description	Lead Officer	Updates	Q1 Status
10.1a	To ensure all homes in the Council's Housing Stock meet the Decent Homes Standard 2010	David Harris (DACHS)	Capital programme (Decency) work is ongoing, Electrical Partner appointed and procurement commenced for remaining required supplementary contracts	●
10.1b	To target investment towards properties which give the most benefit to achieving the target of dealing with climate change	David Harris (DACHS)		
10.2a	North Priory clearance programme. Providing homes that meet residents needs	Nigel Collumbell (DACHS)	Clearance of North Priory Estate - Lettings plan agreed and clearance of estate underway Relocating households off the estate has commenced prior to demolition of existing properties. Community work groups also being undertaken to inform development of urban design guidance note	●
10.2b	To develop and oversee a relocation plan for residents and to clear the estate	Andrew Leigh (DACHS)		
10.2c	To produce a developers brief and procure a partner for regeneration of the estate	Andrew Leigh (DACHS)		
10.3a	To undertake consultation with stakeholders at key stages including establishing a Strategy Steering Group	Andrew Leigh (DACHS)	Updated Housing Strategy approved at Cabinet 13 June 2007 and launched at bi-annual Housing Strategy Conference July 2007	★
10.3b	To ensure actions in the Housing Strategy are incorporated into divisional plans	Andrew Leigh (DACHS)		

Key Performance Indicators

Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
DACHS	BV 184a/ CPA H1	% of local authority dwellings which were non-decent at the start of the financial year	25%	17%				Latest performance outturns are in line with targets and on course to meet the Governments decent homes standard by 2010 within our existing and planned resources	48%	16%	47%
DACHS	BV 184b/ CPA H2	% change in the proportion of non-decent dwellings between the start and end of the financial year	32%	17.6%			These are annually reported indicators		19.8%	28.3%	4.1%
DACHS	BV 063/ CPA H11	Energy SAP rating of local authority-owned dwellings	65	66				This indicator has seen a year on year improvement in performance. This is an annually reported indicator	63	69	63

Learning Matters Priority 14 Learning opportunities for adults

Critical Success Factors				
Ref.	Description	Lead Officer	Updates	Q1 Status
14.1a	Ensure adult learning is planned and delivered in community settings to meet individual and group needs	Ros Partridge (DACHS)	<p>Academic year 06/07 on target, currently 7318 individual learners on programmes. Retention at 94% over all programmes</p> <p>MATRIX status achieved for three years following inspection against the standards April 2007</p> <p>Awards evening celebrating learners achievements held June 2007</p>	●
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)	To be reported in quarter 2	-

Key Performance Indicators											
Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
DACHS	DACHS local PI	Number of learners engaged in Adult Community Learning	New PI					Information not available	-	-	-

Safety Matters Priority 18

Safer Communities

Critical Success Factors				
Ref.	Description	Lead Officer	Updates	Q1 Status
18.1a	Implement the actions of the Community Safety Partnership / Safe & Sound to reduce crime across the borough	Dawn Hewitt (CEX)	See 18.3a	-
18.2a	Implement the actions of the Prolific & other Priority Offenders team	Dawn Hewitt (CEX)	See 20.4a	-
18.2b	Identify our most prolific and other priority offenders and reduce the number of crimes they commit (PPO)	Dawn Hewitt (CEX)	See 20.4a	-
18.3a	Crime reduction initiatives to focus on LAA crime priorities <ul style="list-style-type: none"> • Motor vehicle Theft • Criminal damage • Domestic abuse • Violent crime 	Will O'Connor (CEX)	Overall crime has reduced particularly in areas of criminal damage and vehicle crime. Repeat incidents of domestic violence have fluctuated during the quarter but the trend is good as is domestic violence detections. Violent crime is slightly above target	●
18.4a	To target reduced crime and instances of anti-social behaviour through an effective street lighting maintenance, repair and replacement programme	Garry Dean (DUE)	68 new street lights were installed during quarter 1. Over 96% of faults were attended within 5 days	●
18.5a	Ensure minor equipment to maintain people in their homes is delivered within seven working days	Val Beint (DACHS)	Last year 93% of all equipment was delivered within 7 days. We are on target to maintain this high performance	●
18.5b	Reduced waiting times for major adaptation in owner -occupied housing	Ron Sims (DACHS)	To be reported in quarter 2	-

Key Performance Indicators											
Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	Met Average 05/06	Top Quartile 05/06	Bottom Quartile 05/06
CEX	CEX CS 001	Reduce overall crime	15012	15524	3879			Overall crime has reduced particularly in areas of criminal damage and vehicle crime. Repeat incidents of domestic violence have fluctuated during the quarter but the trend is good as is domestic violence detections. Violent crime is slightly above target	-	-	-

Section 6

Local Area Agreement Performance Indicators

Local Area Agreements (LAAs) represent a new relationship between local and central government and key partners. They are three year agreements that allow more freedom and flexibility in providing local solutions that meet local needs, with the incentive of gaining extra funding where stretch targets are achieved.

As a round three area, Dudley's 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.

Government required our LAA to be divided into 4 'blocks':

- Children & Young People
- Healthier Communities & Older People
- Safer & Stronger Communities
- Economic Development & Enterprise

In each block there is 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.

This section highlights the performance indicators in each block. The scorecards on the following pages show quarter 1 performance where available, three year targets and accountable directorates or agencies.

Traffic light indicators denote performance in quarter 1 as follows:

- ★ Performance is better than target limits (within agreed tolerance, generally where target is exceeded by more than 5%)
- Performance is within target limits (generally +/-5% of target)
- ▲ Performance is worse than target limits (generally more than 5% away from target)

Those marked **KPI** are Key Council Plan Performance Indicators included in sections 4 and 5.


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

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

Healthier Communities & Older People Block Performance Indicators

Direct./ Agency	Ref.	Definition	Baseline	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	08/09 Target	09/10 Target
PCT	HCOP01.1	All-age all-cause mortality rates males (number per 100,000)	812.4	803.9	This is an annually reported indicator				791	778.3
PCT	HCOP01.2	All-age all-cause mortality rates females (number per 100,000)	553.9	557.2	This is an annually reported indicator				550.4	543.7
PCT	HCOP01.3	% index of disparity for all-age, all-cause mortality rates, males	5.9%	6.1%	This is an annually reported indicator				6.2%	6.2%
PCT	HCOP01.4	% index of disparity for all-age, all-cause mortality rates, females	6.6%	6.8%	This is an annually reported indicator				6.9%	6.9%
PCT	HCOP02.1	Cancer mortality rate (number per 100,000)	120.4	121.1	This is an annually reported indicator				118.9	116.7
PCT	HCOP02.2	Circulatory disease mortality rate (number per 100,000)	93.2	91.3	This is an annually reported indicator				86.5	81.9
PCT	HCOP03.1	Cancer mortality rate (most deprived neighbourhoods) (number per 100,000)	12.4	11.9	This is an annually reported indicator				11.4	10.9
PCT	HCOP03.2	Circulatory disease mortality rate (most deprived neighbourhoods) (number per 100,000)	52.2	57	This is an annually reported indicator				60	60
PCT	HCOP04.1	% obesity in adult males	17.6%	19.4%	This is an annually reported indicator				19.6%	19.6%
PCT	HCOP04.2	% obesity in adult females	17.2%	18.4%	This is an annually reported indicator				18.6%	18.6%
DUE	HCOP05.1a KPI	% of the total population within a 20 minute walk of 3 different designated activity centres, at least one of which has achieved the recognised QA standard	2%	30%	This is an annually reported indicator				45%	60%
DUE	HCOP05.1b KPI	Number of attendances recorded as structured physical activity sessions in designated parks activity stations	TBA Q2	125	125	797	★		150	150
TBA	HCOP05.2	Number of recorded obese adults losing weight through a personalised weight management programme, which includes an exercise programme at designated "activity stations"	TBA Q2	TBA Q2	?	?	?		TBA Q2	TBA Q2

Healthier Communities & Older People Block Performance Indicators

Direct./ Agency	Ref.	Definition	Baseline	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	08/09 Target	09/10 Target
TBA	HCOP05.3	Number of community volunteers for health hours spent on physical activity (all physical activity hours)	TBA Q2	TBA Q2	?	?	?		TBA Q2	TBA Q2
CEX	HCOP06.1	Number of employees per annum in NHS and DMBC, participating in employer – supported healthy living / fitness activity	TBA Q2	TBA Q2	This is an annually reported indicator				TBA Q2	TBA Q2
CEX	HCOP06.2	% social class 6 and 7 participating in public sector employer supported healthy living / fitness activity	TBA Q2	TBA Q2	This is an annually reported indicator				TBA Q2	TBA Q2
CEX	HCOP06.3	Number of employees per annum in NHS and DMBC undertaking a minimum of 5 x 30 minutes physical activity per week	TBA Q2	TBA Q2	This is an annually reported indicator				TBA Q2	TBA Q2
DUE	HCOP07.1 KPI	Number of food outlets receiving the Dudley Food for Health Award	52	54	13	13			60	65
PCT	HCOP07.2	Average number of portions of fruit and vegetables consumed by children aged 9 – 11yrs	3.2	3.5	This is an annually reported indicator				3.5	3.8
PCT	HCOP07.3	% of Get Cooking! Service users increasing their consumption of fruit and vegetables	72%	72%	This is an annually reported indicator				72%	72%
PCT	HCOP07.4	% of Get Cooking! Service users improving one or more aspects of their diets other than fruit and vegetable consumption (i.e. oily fish, sugar, salt and fats)	71%	71%	This is an annually reported indicator				71%	71%
PCT	HCOP07.5	Number of Get Cooking! sessions delivered by Food for Health Advisors	270	270	This is an annually reported indicator				270	270
DUE	HCOP08.1	% of smoke free public places and workplaces contacted	TBA Yr 1	TBA Yr 1	This is an annually reported indicator				TBA Yr 1	TBA Yr 1
PCT	HCOP08.2a	Number of smokers (rate per 100,000 16+) who quit at four week follow up with the NHS smoking cessation service	719	1012	1012	?	?		1012	1054
PCT	HCOP08.2b	(Stretch) Number of smokers who quit at 4 week follow up with the NHS smoking cessation service	1769	2385 <i>Stretch</i>	?	?	?		2510 <i>Stretch</i>	2625 <i>Stretch</i>
PCT	HCOP08.3	% of adults (18+) who are smokers	21%	21%	This is an annually reported indicator				21%	20%

Healthier Communities & Older People Block Performance Indicators

Direct./ Agency	Ref.	Definition	Baseline	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	08/09 Target	09/10 Target
PCT	HCOP09.1	% of children who are exposed to smoke in the home	TBA Q1	TBA Q2	This is an annually reported indicator				TBA Q2	TBA Q2
PCT	HCOP09.2	Number of four week quitters from deprived communities using the Dudley Stop Smoking Service (rate per 100,000 population)	TBA Q2	TBA Q2	This is an annually reported indicator				TBA Q2	TBA Q2
PCT	HCOP10.1	% of children smoking in deprived communities	TBA Q2	TBA Q2	This is an annually reported indicator				TBA Q2	TBA Q2
PCT	HCOP10.2	% of schoolchildren (years 8 & 10) who smoke	12%	?	This is an annually reported indicator				10%	9%
TBA	HCOP11.1	Number of Older People's handbooks distributed	-	15000	?	?	?		15000	-
DACHS	HCOP11.2	Number of older people in receipt of welfare benefits advice	1024	1800	This is an annually reported indicator				2400	3200
TBA	HCOP12.1	An economy wide agreed pathway	-	-	-	-	-		-	-
DACHS	HCOP12.2/ PAF C32	Older people helped to live at home per 1,000 population	93	94	94	91	●		95	TBA Q2
DACHS	HCOP12.3/ PAF D41	Delayed discharges per 100,00 population	21	20	20	?	?		20	20
DACHS	HCOP12.4	Number of users of intermediate care (admission avoidance and stepdown)	192	205	This is an annually reported indicator				205	205
DACHS	HCOP12.5 PAF C28/B11	Intensive home care 65+ (number per 1000)	13.3	12	12	11.4	●		13.9	TBA Q2
DACHS	HCOP12.6	Number of users of reablement services	1664	1685	This is an annually reported indicator				1685	1685
DACHS	HCOP12.7/ PAF C62	Services for carers (%)	9.5%	11%	11%	12.4%	★		12%	TBA Q2
DACHS	HCOP12.8/ PAF D56	Waiting times for care packages (%)	93%	95%	95%	97%	●		95%	95%

Healthier Communities & Older People Block Performance Indicators

Direct./ Agency	Ref.	Definition	Baseline	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	08/09 Target	09/10 Target
DACHS	HCOP12.9/ BV 201/ PAF C51	Adults & older people receiving direct payments at 31 st March per 100,000 people aged 18+	56	90	90	70	▲		150	TBA Q2
DACHS	HCOP13.1/ PAF D54	% equipment delivered within 7 days	80%	93%	93%	91%	●		85%	85%
DACHS	HCOP13.2/ PAF D55	Waiting time for assessment (%)	80.5%	90%	90%	94%	●		85%	85%
DACHS	HCOP13.3/ PAF E47	Ethnicity of older people receiving an assessment (ratio)	1.02	1.1	1.1	1.3	▲		1.1	1.1
DACHS	HCOP13.4/ E48	Ethnicity of older people receiving services following an assessment (ratio)	1.07	1.1	1.1	1.1	★		1.1	1.1
DACHS	HCOP13.5	Average length of time waiting for minor adaptations (weeks)	2	2	This is a half-yearly reported indicator				2	2
DACHS	HCOP13.6	Average length of time waiting for major adaptations (weeks)	50	45	This is a half-yearly reported indicator				40	35
DACHS	HCOP14.1 KPI	Number of older people aged 60+ participating in adult and community learning	TBA Q2	TBA Q2	?	?	?		TBA Q2	TBA Q2
DACHS	HCOP14.2 KPI	Number of older people aged 60+ completing a learning programme.	TBA Q2	TBA Q2	?	?	?		TBA Q2	TBA Q2
DACHS	HCOP14.3	Number of older people (60+) using library service	11755	11873	2968	?	?		11990	12108
CEX	HCOP15.1	Number of people claiming attendance allowance (Entitled Cases)	10930	11250	11010	10930	●		11600	11940
CEX	HCOP15.2	Number of people claiming pension credit (Entitled Cases)	18260	18550	18332	18280	●		18880	19150
CEX	HCOP15.3	Number of people claiming Income Support (Entitled Cases)	9980	TBA Q1	?	9980	?		TBA Q1	TBA Q1

Safer & Stronger Communities Block Performance Indicators

Direct. / Agency	Ref.	Definition	Baseline	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	08/09 Target	09/10 Target
DOSTI	SSC06.5a	Number of voluntary and community organisations/networks that can demonstrate influence over local decisions in the last year	0	5	This is an annually reported indicator				8	12
DOSTI	SSC06.5b	Number of voluntary and community organisations/networks operating in the most deprived areas that can demonstrate influence over local decisions in last year	0	1	This is an annually reported indicator				2	4
DCVS	SSC06.6	Number of voluntary and community organisations, funded by partner organisations, to deliver local services	TBA Q1	TBA Q2	This is an annually reported indicator				TBA Q2	TBA Q2
DCVS	SSC06.7	Monetary value of services delivered by the Voluntary and Community Sector on behalf of partner organisations	TBA Q1	TBA Q2	This is an annually reported indicator				TBA Q2	TBA Q2
DCVS	SSC06.8	Number of Voluntary and Community organisations assessing themselves as fit for purpose for delivering services (a local assessment tool to be devised to help assessment)	0	TBA Q2	This is an annually reported indicator				TBA Q2	TBA Q2
DUE	SSC07.1	% of municipal waste landfilled	18%	17%	This is an annually reported indicator				16%	15%
DUE	SSC07.2	% of municipal waste recycled	10%	11%	This is an annually reported indicator				12%	13%
DUE	SSC07.3	% of households contributing in the council's kerbside recycling scheme in areas with lower participation rates	TBA Yr 1	2%	This is an annually reported indicator				2%	2%
DUE	SSC08.1	Levels of litter and detritus using BVPI 199a at District level (%)	18%	16%	Reported in quarter 2				14%	13%
DUE	SSC08.2	Levels of litter and detritus using BVPI 199a in low density residential housing (%)	26%	23%	Reported in quarter 2				20%	18%
TBA	SSC08.3	% of residents reporting an increase in satisfaction with their neighbourhoods and in disadvantaged areas showing a narrowing of the gap between these areas and the rest	23%	3%	?	?	?		3%	3%
DACHS	SSC09.1	% social housing that is non-decent	24%	23%	This is an annually reported indicator				14%	8%

Safer & Stronger Communities Block Performance Indicators

Direct. / Agency	Ref.	Definition	Baseline	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	08/09 Target	09/10 Target
DACHS	SSC09.2	Number of vulnerable people offered assistance who improved their housing condition	54	50	This is an annually reported indicator				55	60
DACHS	SSC09.3	% per 1000 households who consider themselves homeless who approach the local authority's housing services and for whom housing advice case work interventions resolved their situation	1.095%	1.75%	0.44%	0.35%	▲		2%	2.25%
WMFS	SSC10.1	(Stretch) Number of malicious vehicle fires	249	240 <i>Stretch</i>	60 <i>Stretch</i>	26	★		232 <i>Stretch</i>	225 <i>Stretch</i>
WMFS	SSC10.2	(Stretch) Number of accidental dwelling fires	259	247 <i>Stretch</i>	61 <i>Stretch</i>	49	★		239 <i>Stretch</i>	233 <i>Stretch</i>
WMFS	SSC10.3	(Stretch) Number of arson incidents other buildings	61	58 <i>Stretch</i>	15 <i>Stretch</i>	10	★		56 <i>Stretch</i>	55 <i>Stretch</i>
CEX	SSC11.1	% public aware of the harm caused by alcohol misuse to individuals, families and communities	TBA Q1	TBA Q2	This is an annually reported indicator				TBA Q2	TBA Q2
DACHS	SSC12.1a	Number of installed measures through Warmfront	79	80	This is an annually reported indicator				85	90
DACHS	SSC12.1b	Number of installations by Health through Warmth	46	46	This is an annually reported indicator				51	56
DACHS	SSC12.1c	Number of major repairs/improvement assistance	30	30	This is an annually reported indicator				35	40
DACHS	SSC12.2	Number of energy efficient units via Able to Pay Schemes	1376	1380	This is an annually reported indicator				1400	1420
DUE	SSC12.3	% of employees working in organisations committed to work place travel plans	16%	17%	This is an annually reported indicator				18%	19%
DACHS	SSC12.4	SAP Rating of Local Authority's housing stock	64	66	This is an annually reported indicator				67	68
DUE	SSC13.1a	% participation in local authority sport and recreation - of 11 – 19 year olds	73%	75%	This is an annually reported indicator				77%	80%
DUE	SSC13.1b	% participation in local authority sport and recreation – social class D/E	66%	70%	This is an annually reported indicator				73%	75%

Safer & Stronger Communities Block Performance Indicators

Direct. / Agency	Ref.	Definition	Baseline	07/08 Target	Q1 YTD Target	Q1 YTD Actual	Q1 YTD Status	Comments	08/09 Target	09/10 Target
DUE	SSC13.1c	% participation in local authority sport and recreation – over 60 year olds	50%	55%	This is an annually reported indicator				65%	65%
DUE	SSC13.1d	% participation in local authority sport and recreation – BME	95%	96%	This is an annually reported indicator				98%	100%
DUE	SSC13.1e	% participation in local authority sport and recreation – people with disabilities	356%	375%	This is an annually reported indicator				390%	400%
DUE	SSC13.2	% of population volunteering in sport and active recreation for at least one hour per week	5.6%	5.9%	This is an annually reported indicator				6.2%	6.5%
DUE	SSC13.3	Number of attendances at cultural venues within the Borough	1327671	1400000	This is an annually reported indicator				1465000	1540000
DACHS	SSC13.4	% of population who are active library users	23%	24%	24%	?	?		25%	26%
DUE	SSC13.5a/ BV 119a	% public satisfaction with sports/leisure facilities & events	47%	48%	This is an annually reported indicator				49%	50%
CEX	SSC13.5b/ BV119b	% public satisfaction with libraries	76%	TBA Q1	This is an annually reported indicator				TBA Q1	TBA Q1
DUE	SSC13.5c/ BV 119c	% public satisfaction with museums & galleries	42%	TBA Q1	This is an annually reported indicator				TBA Q1	TBA Q1
DUE	SSC13.5d BV 119d	% public satisfaction with theatres/concert halls	41%	42%	This is an annually reported indicator				43%	44%
Learning Skills Council	SSC14.1	Number of new individuals participating in learning engagement activities delivered by Voluntary & Community Orgs (VCO)	94	120	30	?	?		140	160
Learning Skills Council	SSC14.2	Numbers of individuals progressed into learning from learning engagement activities delivered by or through VCOs	50	60	15	?	?		80	100
Learning Skills Council	SSC14.3	Number of VCOs newly able to deliver formal learning activities	5	8	2	?	?		12	16

Section 7

Comprehensive Performance Assessment Performance Indicators

The Comprehensive Performance Assessment (CPA) service assessment score for each block – Environment, Housing and Culture – is derived from a performance information score and an inspection score (where relevant). The performance information score for each of the service assessments will be derived by combining results for the performance indicators (PIs) detailed in this section. Performance of each PI will be compared against pre-determined thresholds. The proposed **lower and upper thresholds** provided by the Audit Commission in “The Harder Test Framework for 2007” (released 2nd August 2007) are provided for comparator purposes.

This section provides confirmed results for the year ending 2006/07 for the Environment and Culture blocks. Final information for the Housing block will be included in the quarter 2 report.

End of year threshold position is as follows:

Based on manually calculated scores, all 30 indicators in the **Environment block** have results confirmed:

Above	13	43.33%
Between	15	50%
Below	2	6.67%
<i>We are now a Planning Standards Authority for Major Applications (announced March 2007) and this will limit the Environment score to a maximum of 2</i>		
Overall Score	2	

Based on manually calculated scores, 15 of the 17 indicators in the **Culture block** have results confirmed:

Above	4	26.67%
Between	11	73.33%
Below	0	0%
<i>2 results to be reported in October/November 2007 - C19 and C16. No more than 15% 'below' and 25% or more 'above' would score 3</i>		
Overall Score (based on 15 scores)	3	

Use the link below for further information on the CPA:

<http://www.audit-commission.gov.uk/cpa/index.asp?page=index.asp&area=hpcpa>

DACHS	E24 / BV 063 KPI	Average SAP rating of local authority-owned dwellings	65	65	Above	SAP rating failing to show an annual improvement	SAP rating 65 or greater overall and not declining over successive years
DUE	E26 / BV 084a	Number of kilograms of waste per head of population	410	455.43kg	Between	555kg / head (joint collection / disposal authorities)	455kg / head (joint collection / disposal authorities)

CPA Key Performance Indicators

Culture Service Assessment 2007

Direct	PI Ref	Definition	06/07 Target	06/07 Year End Actual	Confirmed Year End Threshold Position	Lower Threshold	Upper Threshold
Access							
DUE	C1 / BV 178	% of total length of footpaths and other rights of way easy to use by members of the public	71%	60%	Between	50%	90%
DACHS	C2	Public library service standards on access – Performance made up of combination of results for PLSS 1, 2 & 6 as shown below	-	-	Between	More than one at or below lower individual threshold (one below scores between)	All above lower individual threshold AND at least one meets upper individual threshold
DACHS	C2a / PLSS 1	Proportion of households living within a specified distance of a static library	95% 1 mile 100% 2 miles	100% within 2 miles	Between	5 percentage points below the standard	No upper threshold, if score above the lower threshold score will be in between
DACHS	C2b / PLSS 2	Aggregate scheduled opening hours per 1,000 population for all libraries. Standard = 128 hours	128 hours	115	Below	20 percentage points below the standard	Meets or exceeds the standard
DACHS	C2c / PLSS 6	Number of library visits per 1,000 population. Standard = 6000 visits	6000	4750	Between	30 percentage points below the standard (4200 visits or less)	Meets or exceeds the standard
DACHS	C3	Public library service standards on ICT provision – Performance made up of combination of results for PLSS 3 & 4 as shown below	-	-	Between	Both at or below the lower individual threshold; OR PLSS 3 (C3a) at or below the lower threshold and PLSS 4 (C3b) below the upper individual threshold	PLSS 3 (C3a) above lower individual threshold AND PLSS 4 (C3b) meets upper individual threshold

Direct	PI Ref	Definition	06/07 Target	06/07 Year End Actual	Confirmed Year End Threshold Position	Lower Threshold	Upper Threshold
DACHS	C3a / PLSS 3	% of static libraries providing access to electronic information resources connected to the internet. Standard = 1005	100%	100%	Between	Does not meet the standard	No upper threshold, if score above the lower threshold score will be between
DACHS	C3b / PLSS 4	Total number of electronic workstations available to users per 10,000 population. Standard = 6	6	6	Above	25 percentage points below the standard	Meets or exceeds the standard
DUE	C19	% of population that are within 20 minutes travel time (urban areas – by walk; rural areas – by car) of a range of three different sports facility types, of which one has achieved a specified quality assured standard	-		Results will be based on performance based on the data submitted to the active places database and quality assurance scheme by end October 2007	30%	50%

Participation

DACHS	C4	Active borrowers as a percentage of population	-	22.8%	Between	20.4%	27.3%
DCS	C16	% of 5 – 16 year olds in school sports partnerships engaged in two hours a week minimum on high quality PE and school sport beyond the curriculum	-	87% to be confirmed in November 2007	Above (to be confirmed in November 2007)	Below 80% pupils in school sports partnerships	85 of pupils in school sports partnerships
DUE	C17	% of adults participating in at least 30 minutes moderate intensity sport and active recreation on three or more days a week	-	16.65% + DEP = 22.17%	Between (based upon deprivation adjustment)	Below 24%	27%
DUE	C18	% of population volunteering in sport and active recreation for at least one hour per week	-	5.62% + DEP = 7.17%	Between (based upon deprivation adjustment)	Below 5%	6.5%

Quality

Direct	PI Ref	Definition	06/07 Target	06/07 Year End Actual	Confirmed Year End Threshold Position	Lower Threshold	Upper Threshold
DUE	C5 / BV 119a	Resident satisfaction with sport / leisure facilities (survey every 3 years)	55%	47%	Between	49%	60%
DACHS	C6 / BV 119b	Resident satisfaction with libraries (survey every 3 years)	-	76%	Above	63%	72%
DUE	C7 / BV 119c	Resident satisfaction with museums / galleries (survey every 3 years)	48%	42%	Between	31%	50%
DUE	C8 / BV 119d	Resident satisfaction with theatres / concert halls (survey every 3 years)	50%	41%	Between	36%	56%
DUE	C9 / BV 119e	Resident satisfaction with parks / open spaces	72%	64%	Between	66%	77%
DACHS	C11	Public library service standards on stock. Performance made up of combination of results for PLSS 5, 9 & 10 as shown below	-	-	Above	More than one at or below lower individual threshold	All above lower individual threshold AND at least one meets upper individual threshold
DACHS	C11a / PLSS 5	Requests supply time 50% in 7 days, 70% in 5 days, 85% in 30 days	50% in 7 days 70% in 15 days 85% in 30 days	75.56% in 7 days 82.69% in 15 days 90.30% in 30 days	Above	10 percentage points below the standard for any of the three components	Meets or exceeds the standard for all three components
DACHS	C11b / PLSS 9	Annual items added through purchase per 1,000 population. Standard - 216	216	216	Above	15 percentage points below the standard (183.6)	Meets or exceeds the standard
DACHS	C11c / PLSS 10	Time taken to replenish the lending stock on open access or available on loan. Standard = 6.7 years	6.7 years	8.3 years	Between	30 percentage points above the standard (8.71)	Meets or exceeds the standard
DACHS	C14a / PLSS 7	Public library service standards of satisfaction – assessment of users 16 and over of their library service	94%	94%	Above	20 percentage points below the standard (= 74)	7 percentage points below the standard (= 87)

Direct	PI Ref	Definition	06/07 Target	06/07 Year End Actual	Confirmed Year End Threshold Position	Lower Threshold	Upper Threshold
DUE	C15	Museums accreditation – where applicable	Level 2	Level 2	Above	Level 0	Level 2
Value for money							
DACHS	C13	Cost per visit (libraries)	-	£3.23 when adjusted becomes £3.18	Between	£3.46	£2.53

Section 8 Financial Reporting

Financial Monitoring Regime (FMR) Latest Position (June 2007)

Service	2007/08 Approved Budget £000	Projected Spending £000	Variation £000	Narrative
Chief Executive's	12,718	12,989	271	As a result of additional pressures in Community Safety, loss of funded streams for Marketing and Communications and additional costs of Comprehensive Performance Assessment process. Action has been taken to reduce the ongoing impact of the increased costs, but is unlikely to take effect in the current financial year
Children's Services	50,326	53,326	3,000	Due to further increases in the number of looked after children, particularly those placed out of borough and fostered, together with increased home to school transport costs, including budgeted savings which have not been achieved
DACHS	76,464	76,285	-179	Mainly efficiencies in the management of the Asylum Seekers contract
DUE	47,859	47,873	14	Pressures from waste care will be off set against planned savings and available reserves
Finance	19,349	18,349	-1,000	Better than forecast interest on investments resulting from favourable cash flows
Law and Property	1,851	1,851	0	
Local Area Agreement (LAA)	0	483	483	This funding would be used towards supporting training for employment in the borough in line with a stretch targets included in the LAA. The Council will be able to re-coup this investment after the end of the agreement in 2009/10 by having first call on any Performance Reward Grant received from achieving the stretch targets
TOTAL	208,567	211,156	2,589	

Section 9

Partnership Working Progress Report

August 2007

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

Audit Commission Inspections

Use of Resources

The portfolio of work done in preparation for the use of resources inspection has now been submitted to the Audit Commission. They will be notifying us of the issues that they wish to discuss further, and we anticipate that these discussions will take place by mid August. This should be followed by the results of the inspection during the early autumn.

Regeneration Partnerships

The Audit Commission have commenced their follow up inspection of partnership working. As previously reported this is concentrating on the Brierley Hill Regeneration Partnership and the Dudley Town Centre Forum. A number of key partners were interviewed as well as representatives of the local authority, and during August there will be a further round of interviews with a view to their completing their inspection and then reporting back in September.

Partnership Evaluation Tool (PET)

Following the successful use of the PET with our 10 most significant partnerships, we are commencing identification of a further 20-30 partnerships which play key roles in the delivery of council plan priorities. As this programme of evaluations progresses members will be kept fully informed of progress.

Member Training

The majority of the newly elected members attended induction training in May, and for the first time this included a section introducing them to their roles and responsibilities in respect of partnership working.




Section 10

Risk Management

The section provides an overview of current High Net and Monitored Risks across the Authority. There are currently 23 risks in these two categories, shown in the tables on the following pages.

Work is ongoing to ensure that these risks are explicitly linked to Council strategic objectives, in order that changes in their status that may impact on performance can be monitored and reviewed.

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

	= High Risk Status
	= Medium Risk Status
	= Low Risk Status

Corporate Board identified issue	Direct.	Risk Ref	Risk	Risk Owner	Mitigating Actions	Gross Risk	Net Risk
Civil Contingencies	Chief Exec's	1691	Failure to provide effective authority response to a major or minor incident	Ian Skidmore	<ul style="list-style-type: none"> • Ensure all Corporate & Directorate emergency plans are current • Provide emergency planning training to all responsible officers within the council • Establish a dedicated District Emergency Centre & EP training facility • Review the borough's risk assessment in conjunction with other agencies 	M	L
Community Cohesion	DACHS	1810	Failure to assist communities to cohere	Linda Sanders	<ul style="list-style-type: none"> • Utilise and communicate latest and best practice guidance (KLOEs, KLORA, Service Standards) and implement the cross-Government strategy of respect in the development and design of DACHS services. • Statutory Complaint procedure developed and effective systems in place to receive, monitor and review customer feedback and complaints • Proactive consultation with Partnerships and documented review through the use of the consultation framework • Ensure that community profiles, performance information and outcomes from consultation exercises are utilised for DACHS service planning and promote effective access to services • Ensuring the sustainability of our housing estates in providing decent homes, preventing homelessness and bringing empty properties back into use 	M	L

Corporate Board identified issue	Direct.	Risk Ref	Risk	Risk Owner	Mitigating Actions	Gross Risk	Net Risk
Regeneration	DUE	1567	Failure to regenerate town centres	George Whitehouse	<ul style="list-style-type: none"> • Selection of lead developers • CPO powers • Assume secure funding to purchase vacant properties • Selection of approved consultants • Political agreement for scheme • Deliver special purpose vehicle securing to secure funding to enable set up of arms length company and development partner 	H	M
Respect Agenda	DACHS	1818	Failure to encourage a greater sense of 'Respect' within our communities	Linda Sanders	<ul style="list-style-type: none"> • Implement the cross-Government 'Respect Action Plan' in the development and design of local services • Implementation and monitoring of the 'Respect Standard' for Housing Management • Proactive consultation with partners and customers in the design and monitoring of a Neighbourhood Charter setting service standards for respect and anti-social behaviour • The development of the Local Area Agreement by 2007 to include mandatory respect and anti-social outcomes 	M	L
Single Status	Chief Exec's	1559	Job Evaluation Implementation	Steve Woodall	<ul style="list-style-type: none"> • Project plan • Engage consultancy to carry out job evaluation • Design and implement a pay and reward strategy • Implement a new appeals procedure for grading appeals 	H	M
Single Status	Chief Exec's	1560	Pay grades review	Steve Woodall	<ul style="list-style-type: none"> • Project plan • Design and implement a new council wide pay and reward strategy 	M	M

Dudley MBC

Sickness Analysis April 2007 to June 2007

ALL EMPLOYEES	A	B	C	D
DEPARTMENT	<i>FTE days of sickness since 1 April</i>	<i>FTE STAFF</i>	<i>Days lost per FTE member of staff</i>	Sickness as a % of FTE days since 1 April
Chief Executive's	1008.04	314.8	3.20	5.77
<i>Children's Services</i>	3143.88	1120.4	2.81	5.06
<i>DACHS</i>	7474.59	2441.2	3.06	5.52
<i>Finance</i>	1253.05	552.0	2.27	4.09
<i>Law & Property</i>	220.47	187.5	1.18	2.12
<i>Urban Environment</i>	3447.8	1189.6	2.90	5.22
<i>Total</i>	16547.83	5805.5	2.85	5.14

ALL EMPLOYEES

Schools Total	7656.05	4449.6	1.72	3.48
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ALL EMPLOYEES

AUTHORITY TOTAL	24203.88	10255.1	2.36	4.46
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Sickness as a % of FTE days in 2006/7 = 10.40

Sickness as a % of FTE days in 2005/6 = 10.83

To comply with the statutory indicator, calculations are based on FTEs of 198 working days per annum (16.50 per month) for school staff and 222 per annum (18.5 per month) for all others, thus excluding holidays and leave

Column C = Column A

Column B

Column D = Column A

*(Number of months of report x working days per month x Column B) x
100*

Quarterly Directorate Issues Report

Directorate: Adult, Community, and Housing Services	2007-08 Quarter 1
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1. KEY ISSUES RELATING TO DIRECTORATE STRATEGIC PLANS

Directorate Strategic Plan Priority (inc. Ref.)	Comment and Proposed Action
2.10	Almost all the residents at Bridge House have now moved to alternative models of care in the community
4.1	A successful bid for funds to promote Direct Payments with older people was made in conjunction with Age Concern. Last year 93% of all equipment was delivered within 7 days. We are on target to maintain this high performance
Library peer review and remodelling	Senior library management team are all in post from the 1 st July. This includes 2 new Heads of Service for Operations and Strategy and Development. The Operational team are now arranged in localities based on the area committee structure to enable closer working with local communities. The Strategy and Development Team has staff responsible for Children and Young People, Adults, Community Development and Access and Resources and Planning. This team will ensure the library service can work closely with borough wide communities and other teams who work with them
To further develop supported housing within the Dudley Borough (2.4)	This activity has been highlighted as being behind schedule. However, progress has been made and is continuing to be made in terms of more activities aimed at Health & Wellbeing are on offer i.e. get cooking, smoking cessation, walking trails, ottago exercises, expert patient
Adult Protection Awareness – Roll out of training and implementation of Safeguard and Protect procedures (5.1)	Good Progress is being made, procedures rolled out and training has taken place for over 1050 staff to date
To ensure that all homes in the Council's Housing Stock meet the Decent Homes Standards by 2010 (2.14)	Capital programme (Decency) work is ongoing, Electrical Partner appointed and procurement commenced for remaining required supplementary contracts

Directorate Strategic Plan Priority (inc. Ref.)	Comment and Proposed Action
To maximise the benefits of assistive technology (Telecare) for residents of the Borough (1.3)	Tenders returned for Warden Call Contract and reality checks of two shortlisted contractors scheduled for July 2007
Implementation of the Cultural Strategy (2.6)	1 st annual report on progress being put together with AD Culture and Leisure Regional commentary on Culture in Dudley nearly completed
Improve access to library services (4.4)	Achieved 7 out of 10 Public Library standards, an improvement of 2 on performance in last financial year
To strengthen workforce planning and development within the Directorate and the wider sector including NHS Partners (8.2)	Initial meetings held with PCT colleagues to scope possible action. Regular contact at HR level started
To implement Dudley Health & Wellbeing Partnership Health and Social Care Strategy (9.7)	This activity is being monitored through HIMMT. Good progress is being made on consultation, information and workforce issues
To develop Joint Commissioning Framework with PCT (9.8)	Consultation and engagement (Think Tanks) taken place in June/July 07. Highlighted on BBC Radio WM

2. DIRECTORATE PERFORMANCE INDICATORS – REPORTING BY EXCEPTION

Performance Indicator	Comment and Proposed Action
Public Libraries Service Standards (PLSS)	Achieved more standards for 2006-07 than previous years. The three standards that have not been achieved are: PLSS 2: aggregate opening hours per 1000 population for all the libraries PLSS 6 : Number of Library visits per 1000 population PLSS 10: Time taken to replenish the lending stock on open access or available for loan
PLSS 2: aggregate opening hours per 1000 population for all the libraries	Outturn for 2006-07 is 115 hours and the standard is 128. The Library service is going through a modernisation process which will look at this issue
PLSS 6 : Number of Library visits per 1000 population	The outturn for 2006-7 is 4750, the standard is 6000. The Library service is going through a modernisation process which will look at this issue
PLSS 10: Time taken to replenish the lending stock on open access or available for loan	The outturn for 2006-07 is 8.3, the standard is 6.7. Although this does not meet the standard performance, it has consistently improved over the last 3 years: 13.6 2004-05, 10.5 2005-06
A Housing Services real time performance and risk monitoring framework has been established enabling accountable managers direct access to monitor and comment on their respective basket of key performance measures and risks. There are currently no significant exceptions to report and key issues are progressed through senior managers and divisional management groups	

3. SIGNIFICANT ACHIEVEMENTS/POINTS OF NOTE

- **Parkes Hall NVQ Assessment Centre** – post Assessor visits
- Val Beint and Brendan Clifford gave a presentation at a national Local Government Conference in London on 21/06/07 on “Working with your NHS partners through a time of change”
- **Skills for Care Awards** - four submissions made for highly valued services to their Annual Awards 1) Best in house training provider/assessment centre 2) Most effective partnership for workforce development 3) Most effective practice in workforce development across partner agencies
- **Training** – About 1,500 staff trained in Mandatory Training Courses and about 1900 in Adult Protection
- **National Deaf Awareness Day** – marked in Adult Social Care
- **Joint Commissioning Framework** – worked with PCT and CSD to produce three successful “Think Tanks” events including a very successful event with the public on the future of services promoting our health, care and well-being which was also featured on BBC Radio WM by Brendan Clifford and Sarah Dugan (DPCT, Director of Patient Experience and Service Improvement)
- The Mayor, the Mayor’s Consort and Chief Executive officially launched the **Mediation Service** annual report. The free service is available to Dudley residents and has been at the forefront of neighbourhood reconciliation

- Dudley Council and Dudley Federation of Tenants and residents Associations held a **Dudley Anti-Social Behaviour Conference** 18th May to raise awareness of anti social behaviour and help to shape, improve or influence the directorate's services
- 40 media releases issued to the press and media
- There were 10129 participants in **Library events** between April and June 2007. The events included Story Time, Rhythm and Rhyme, IT tasters and Silver Surfers
- **Adult Learning Awards Ceremony** – Teaching Assistants NVQ Level 2, 3, Higher and Assessor awards 47 individual adults. Online tests for Literacy, Numeracy and Language 18 individual adults. Family Learning 73 individual adults
- **DACHS Award Ceremony** – 232 certificates awarded. A previous winner was featured in the Express and Star as he was a Mentor to this year's winner
- **Tenants Satisfaction Survey** – The results of the recent survey found that tenants believe the services they receive are largely very good and there has been an improvement in customer satisfaction. For example two key performance measures derived from the survey have improved. 74% of tenants are satisfied with the overall service (72% in 2004)
- **Libraries** received excellent news that they achieved the Best Value Performance Indicator and Public Library Service Standard of 94%. Also their customer survey revealed a high satisfaction rating of 94%.
- **Our NVQ Assessment Centre** has been awarded the highest accolade for the second time running. The assessment centre, based at Parkes Hall in Dudley, is run to deliver high quality work related training. This qualification ensures Dudley's social care employees are fully trained, qualified and competent in the delivery of the service of health and social care provision. The centre retained, for a second time, the award of "High A grade with no action points" after inspecting systems, processes and procedures. This grade is very rarely awarded as it is hard to achieve the City & Guilds standards
- **Service Users join the recruitment process** – Brettle Lane day centre in Amblecote has again 'raised the bar'. During March, interviews were held for an admin post, primarily to be based at the Adult Services central support office, but also involving some working within day services units across the borough. Two service users used skills picked up in recruitment and selection training when they participated in interactive exercises during the interview process. At the end of the recruitment process both felt it had been a positive experience, and that they appreciated their views being taken into account. They also said that they were keen to repeat the experience should the opportunity arise again
- **Ethnic Minority Communities Consultation Meeting** – DACHS employees played an active role in successfully launching the council's first corporate Black and Minority Ethnic (BME) communities' consultation event on March 28th at the Village Hotel in Dudley. Over 60 BME community representatives attended the event to learn about changes to the way we are meeting the diversity of needs as part of our commitment to promoting race equality. Linda Sanders, director, gave examples of the range of DACHS improvements to the quality and delivery of services, which include the Henry Court housing scheme which provides 38 flats to a diverse multi-cultural group of residents; the provision of Halal and vegetarian meals on wheels; and the translation and interpretation service