

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



**Quarter Four
(January to March 2008)**

Quarterly Corporate Performance Management Summary Report

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Section 1

Introduction

This is the final Quarterly Corporate Performance Management Report of 2007/08 highlighting performance for the period January to March 2008.

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

The main body of the report focuses on the six key themes contained in the Council Plan and progress against the key performance indicators and critical success factors used to determine our delivery of key Council priorities is included in **Section 4**. Risk monitoring, aligned to Council Plan priorities, is also included in this section. A summary of performance, with an at a glance view of the key performance indicators for each Council Plan theme, together with an overview of some of the key service achievements and issues affecting Dudley MBC during quarter 3, is included in **Section 3**.

Section 2 introduces the new National Indicators for Local Authorities and Local Authority Partnerships.

Section 5 provides a summary of those Local Area Agreement performance indicators with stretch targets attracting reward grant.

Section 6 provides an update on the value for money profiles.

Section 7 gives a progress report on the Council's Partnership working.

Section 8 provides an overview of current High Net Risks across the Authority.

Section 9 gives more detailed Directorate reporting, including issues relating to the delivery of Directorate Strategic Plans. Sickness absence details are incorporated into Chief Executive's Directorate reporting.

The final budget statement for the financial year will be submitted to Cabinet separately and is therefore not included in this report.

Section 2

National Indicators for Local Authorities and Local Authority Partnerships

The Local Government White Paper *Strong and Prosperous Communities*, published in October 2007, introduced a new set of national performance indicators reflecting national priority outcomes for local authorities and partnerships. This single set of 198 indicators was subsequently announced as part of the Comprehensive Spending Review 2007 and will be reported by all areas from April 2008.

A Task and Finish Group has been established by the Corporate Planning and Performance Management Implementation Group* to implement the national indicator set in Dudley. All directorates are represented on this group and work is currently underway to identify responsible Assistant Directors and operational leads for each indicator. This work is due to be completed by the end of May 2008.

Government stated that the new indicator set would replace all other existing sets of indicators, including Best Value Performance Indicators (BVPIs) and Performance Assessment Framework indicators (PAFs). The Commission for Social Care Inspection, however, has since written to all authorities requesting that we continue to report on existing social care BVPIs and PAFs for 2008/09 at least. In addition, concern within directorates that key operational performance management capability would be lost if all existing reporting mechanisms were ceased, means that the decision has been made to retain a number of the other BVPIs for reporting during 2008/09. The Task and Finish Group directorate representatives have agreed criteria for establishing which BVPIs to retain and which to cease collecting and are working with their DMTs to complete this exercise by the end of May.

Once both of these pieces of work are complete, Dudley's **Performance Pact** will be updated to reflect the changes to our Performance Management Framework in 2008/09. The purpose of the Performance Pact is to bring together in a single location a statement of the performance commitments of Dudley Council for the coming year. The update for 2008/09 is being completed alongside the developing Performance Pact for Dudley Community Partnership. See the link below to view the Council's Performance Pact in full:

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

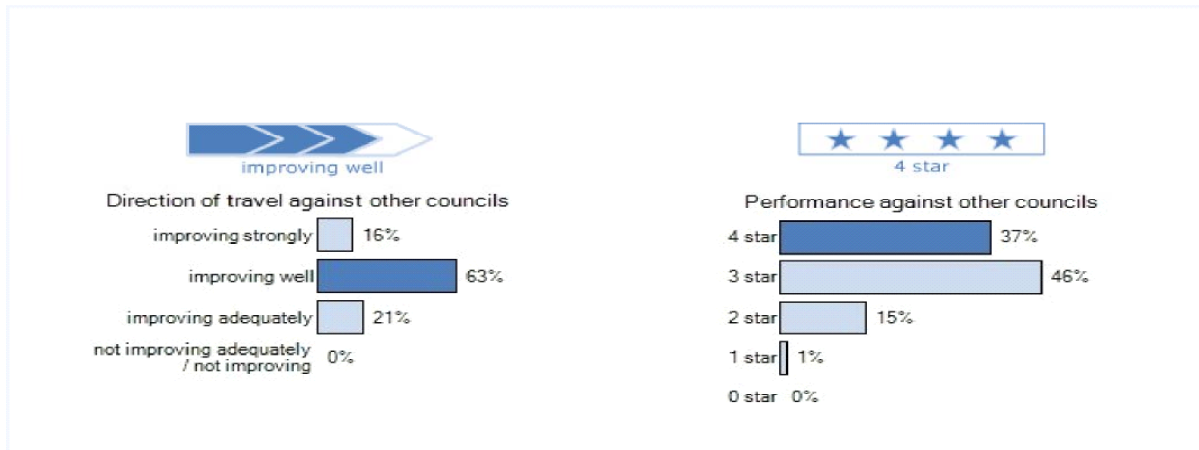
For further information, contact Jennie Webb in Corporate Policy and Research on 01384 815203.

* The Planning and Performance Management Implementation Group reports to the Assistant Directors' Group.

Section 3 Performance Summary

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

In February, the Audit Commission published the CPA result for 2008, awarding Dudley the maximum **four star status** and **improving well**.



The Council was praised for its work with diverse communities to **strengthen cohesion**, as well as its **strong partnership working** which has led to a reduction in crime.

Section 9 highlights many more good news stories from around the authority during quarter 4.

Safety Matters Performance Highlights

CEX CS 001: We exceeded our target to reduce the number of incidents of overall crime in the Borough, the fourth consecutive year that crime rates have fallen.

Quality Service Matters Performance Highlights

FIN DCP 004: The target for the percentage of switchboard calls answered within 30 seconds was achieved by Dudley Council Plus, a significant improvement on last year's performance.

Quality Service Matters Areas for Concern





FIN DCP 003: We did not achieve our target for the percentage of calls to 01384 812345 answered within 30 seconds. However this year's performance is a significant improvement on 2006/07.

A summary of the key performance indicators for each Council Plan theme is shown in the following tables.

Safety Matters Key Performance Indicators 2007/08

Council Plan Priority	Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Actual	Year End Actual	Year End Status	Met Average 06/07	Top Quartile 06/07	Bottom Quartile 06/07
Priority 18	CEX	CEX CS 001	Reduce overall crime	15012	15524	3802	7025	10390	13532	★	-	-	-
	CEX	CEX CS 008	Reduce commercial crime	2685	2551	618	1157	1732	2357	★	-	-	-
	CEX	S&SC 01.1a LAA	Reduce violent crime (LAA Stretch)	3661	3341 (Stretch)	871	1653	2351	3048	★	-	-	-
	CEX	S&SC 01.1b LAA	Reduce criminal damage (LAA Stretch)	5549	5388 (Stretch)	1232	2187	3454	4554	★	-	-	-
	CEX	S&SC 01.1ci LAA	Maintain reporting levels of domestic abuse incidents	3388	3300	876	1792	2646	3578	★	-	-	-
	CEX	S&SC 01.1d LAA	Reduce thefts of motor vehicles (LAA Stretch)	1112	1382 (Stretch)	271	483	690	910	★	-	-	-
Priority 19	CEX	CEX CS 006	Reduce the number of incidents of racially aggravated crime	308	293	79	124	170	222	★	-	-	-
	L&P	L&P LDS 134	Percentage of ASBO applications that result in a successful legal outcome	New PI	80%	0%	0%	100%	100%	★	-	-	-
Priority 20	CEX	CEX CS 003/ S&SC 04.2 LAA	To increase the number of people in treatment for drug misuse	1103	1285	840	975	1075	1193	●	-	-	-

Quality Service Matters Key Performance Indicators 2007/08

Council Plan Priority	Direct.	Ref.	Definition	06/07 Actual	07/08 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Actual	Year End Actual	Year End Status	Met Average 06/07	Top Quartile 06/07	Bottom Quartile 06/07
Priority 22	FIN	FIN DCP 003	% of telephone calls answered < 30 seconds	61.5%	80%	63.12%	59.81%	65.46%	71.47%		-	-	-
	FIN	FIN DCP 004	% of switchboard calls answered < 30 seconds	62.26%	80%	85.85%	85.09%	85.86%	86.56%		-	-	-
	FIN	FIN DCP 008	% customers to Dudley Council Plus seen by a Customer Services Adviser within 10 minutes	88.03%	80%	89.39%	92.16%	93.36%	91.67%		-	-	-
	FIN	FIN DCP 016	% customers to Dudley Council Plus making cash payments within 10 minutes	88.38%	80%	0%	0%	100%	99.5%		-	-	-

Section 4




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 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

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

Audit Commission All England Top and Bottom Quartile and Metropolitan Average data for 2006/07 is included for comparator purposes. The quartiles are presented with the best performance being in the top quartile. (See **Section 3** for a summary of key performance indicators by Council Plan theme).

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

PROBABILITY (Over next 12 months)	Almost Certain > 90%	5	Minor (5)	Moderate (10)	Significant (15)	Major (20)	Major (25)
	Likely 50% - 90%	4	Minor (4)	Moderate (8)	Significant (12)	Major (16)	Major (20)
	Moderate 30% - 50%	3	Insignificant (3)	Minor (6)	Moderate (9)	Significant (12)	Significant (15)
	Unlikely 10% - 30%	2	Insignificant (2)	Minor (4)	Minor (6)	Moderate (8)	Moderate (10)
	Rare < 10%	1	Insignificant (1)	Insignificant (2)	Insignificant (3)	Minor (4)	Minor (5)
			1 Insignificant	2 Minor	3 Moderate	4 Significant	5 Major

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

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

Safety Matters Priority 18

Safer Communities

Priority 18 Critical Success Factors				
Ref.	Description	Lead Officer	Updates	Status @ Q4
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)		
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 	Dawn Hewitt (CEX)	Continued focus to develop strategies and initiatives with Partners to reduce overall crime. During quarter 4 there was a reduction of 196 fewer offences from the previous quarter. Performance for the 2007-08 shows a crime reduction of 13.84% for overall crime	★

Priority 18 Key Performance Indicators												
Direct.	Ref.	Definition	07/08 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Actual	Year End Actual	Year End Status	Comments	Met Average 06/07	Top Quartile 06/07	Bottom Quartile 06/07
CEX	CEX CS 001	Reduce overall crime	15524	3802	7025	10390	13532	★		-	-	-
CEX	CEX CS 008	Reduce commercial crime	2551	618	1157	1732	2357	★		-	-	-
CEX	S&SC 01.1a LAA	Reduce violent crime (LAA Stretch)	3341 (Stretch)	871	1653	2351	3048	★	This target continues to perform well. Efforts to maintain this will continue through the development of the new LAA and the work carried out through JAG	-	-	-
CEX	S&SC 01.1b LAA	Reduce criminal damage (LAA Stretch)	5388 (Stretch)	1232	2187	3454	4554	★	This target continues to perform exceptionally well. Efforts to maintain this will continue through JAG activities	-	-	-

Priority 18 Key Performance Indicators												
Direct.	Ref.	Definition	07/08 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Actual	Year End Actual	Year End Status	Comments	Met Average 06/07	Top Quartile 06/07	Bottom Quartile 06/07
CEX	S&SC 01.1ci LAA	Maintain reporting levels of domestic abuse incidents	3300	876	1792	2646	3578	★	Target achieved. Relevant actions through partnership activity will be carried out to maintain this	-	-	-
CEX	S&SC 01.1d LAA	Reduce thefts of motor vehicles (LAA Stretch)	1382 (Stretch)	271	483	690	910	★		-	-	-

Priority 18 Risks							
Directorate	JCAD Ref.	Description	Risk Owner	Q1 Net Risk Status	Q2 Net Risk Status	Q3 Net Risk Status	Q4 Net Risk Status
CEX	CE0001	Failure to meet the community safety partnership targets	Bob Dimmock	Minor (6)	Minor (6)	Moderate (8)	Minor (4)

Safety Matters Priority 19

Anti social behaviour and reassurance

Priority 19 Critical Success Factors				
Ref.	Description	Lead Officer	Updates	Status @ Q4
19.1a	Develop the cross agency anti- social behaviour unit (ASBU) and	Dawn Hewitt (CEX)	Exploration of possibilities for closer co-working has started. Seconded Police Officer has improved capacity to respond to ASB cases	●
19.1b	Identify cross agency teams to contribute to the ASBU	Dawn Hewitt (CEX)		
19.1c	Develop Anti Social Behaviour Unit team	Dawn Hewitt (CEX)	Community Safety, Witnessing Team and Home Security Initiative staff integrated within the ASBU team. Role of Young persons Co-ordinator refocused on ASB issues, particular projects aimed at prevention, engagement of young people and fear of crime	●
19.2a	To reduce anti-social behaviour in the Borough by reviewing potential ASBO cases in the pipeline to ensure that resources will be available and identify potential problems at an early stage	Mohammed Farooq (L&P)	100% - Above target	★
19.3a	Through the reassurance initiative reduce fear of crime and increase public confidence	Dawn Hewitt (CEX)	Website now live and advertised through published summary of a three year plan. Reassurance meetings to continue	★
19.4a	Reduce incidents of racially aggravated crimes	Andy Winning (CEX)	New priorities with leads agreed and approved by cabinet: • Parenting • Drugs and alcohol • Positive activities inside and outside of school • Community Cohesion	●
19.4b	Build respect in communities and reduce its impacts on ant-social behaviour	Andy Winning (CEX)		

Priority 19 Key Performance Indicators												
Direct.	Ref.	Definition	07/08 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Actual	Year End Actual	Year End Status	Comments	Met Average 06/07	Top Quartile 06/07	Bottom Quartile 06/07
CEX	CEX CS 006	Reduce the number of incidents of racially aggravated crime	293	79	124	170	222	★		-	-	-
L&P	L&P LDS 134	Percentage of ASBO applications that result in a successful legal outcome	80%	0%	0%	100%	100%	★		-	-	-

Priority 19 Risks							
Directorate	JCAD Ref.	Description	Risk Owner	Q1 Net Risk Status	Q2 Net Risk Status	Q3 Net Risk Status	Q4 Net Risk Status
CEX	CE0002	Failure to impact upon anti-social behaviour	Dawn Hewitt	Minor (4)	Minor (4)	Minor (4)	Minor (4)
L&P	LP0002	Failure to hit targets for ASBO applications that result in a successful legal outcome	Philip Tart	Moderate (8)	Moderate (8)	Minor (4)	Minor (4)

Safety Matters Priority 20

Substance misuse

Priority 20 Critical Success Factors				
Ref.	Description	Lead Officer	Updates	Status @ Q4
20.1a	Implement the Drugs Intervention Programme (DIP) improving client engagement action plan	Dawn Hewitt (CEX)	Evaluation of the Drugs Intervention Programme underway. The DIP Increasing Client Engagement (ICE) reviewed and updated	●
20.1b	Reduce harm caused by illegal drugs	Dawn Hewitt (CEX)	The Strategic Summary and Treatment Plan for 2008-09 have been developed and submitted to the NTA for sign off	●
20.1c	Ensure adults and young people have access to drug treatment services	Dawn Hewitt (CEX)	Young People's Substance misuse needs assessment and action plan submitted to and signed off by GO/NTA	●
20.1d	Reduce the harm caused by alcohol	Dawn Hewitt (CEX)	Multi-Agency Alcohol Strategy Group in place and a needs assessment has commenced	●
20.2a	Appropriate education, prevention and early intervention programmes in place	Audrey Heer (CEX)	Tier 1 and Tier 2 training programmes scheduled until end of March 2009	●
20.2b	Ensure staff working with children and young people are appropriately trained	Audrey Heer (CEX)		
20.2c	Appropriate young person centre treatment services commissioned	Audrey Heer (CEX)	Discussions still ongoing nationally to agree future performance management reporting	●
20.3a	Increase public awareness of the harm caused by alcohol to individuals, families and communities	Sue Haywood (CEX)	Projects and Initiatives funded through Neighbourhood Renewal Fund in respect of tackling alcohol misuse are being developed and advertised	●
20.3b	Reduce public perception of drug dealing and drug use as a problem	Sue Haywood (CEX)	Community concerns taken forward in Community Safety 3 year plan. Further follow up work from Community engagement event to take place	●
20.4a	Align the Prolific & other Priority Offenders (PPO) and the Drugs Intervention Programme (DIP) working arrangements as required by the Home Office	Dawn Hewitt (CEX)	Revised Terms of reference for DIP / PPO steering group agreed and membership revised & agreed	●

Priority 20 Key Performance Indicators												
Direct.	Ref.	Definition	07/08 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Actual	Year End Actual	Year End Status	Comments	Met Average 06/07	Top Quartile 06/07	Bottom Quartile 06/07
CEX	CEX CS 003/S&SC 04.2 LAA	To increase the number of people in treatment for drug misuse	1285	840	975	1075	1193	●	Figures up to the end of February 2008	-	-	-

Priority 20 Risks							
Directorate	JCAD Ref.	Description	Risk Owner	Q1 Net Risk Status	Q2 Net Risk Status	Q3 Net Risk Status	Q4 Net Risk Status
CEX	CE0001	Failure to meet the community safety partnership targets	Dawn Hewitt	Minor (6)	Minor (6)	Moderate (8)	Moderate (6)

Quality Service Matters Priority 22 Customer access to services

Priority 22 Critical Success Factors				
Ref.	Description	Lead Officer	Updates	Status @ Q4
22.1a	Produce and implement a strategy to support corporate transformation through service redesign and efficiency savings including service transfers to Dudley Council Plus	Geoff Thomas (CEX)	Work with Housing and Dudley Council Plus to transfer remaining agreed housing telephony to Dudley Council Plus as soon as is practicable. The Housing Manager look up has been developed and is added to appropriate services on a rolling programme according to Dudley Council Plus's priorities	●
22.2a	Identify appropriate locations and secure agreements for the continued development and growth of the Dudley Council Plus network so as to improve customer access across the Borough	Mike N. Williams (FIN)	Road Map under review following the transfer of DCP to Finance directorate	●
22.3a	Joint work with directorates and CATS team to facilitate the effective and efficient transfer of services to Dudley Council Plus	Mike N. Williams (FIN)	See 22.1a	●

Priority 22 Key Performance Indicators												
Direct.	Ref.	Definition	07/08 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Actual	Year End Actual	Year End Status	Comments	Met Average 06/07	Top Quartile 06/07	Bottom Quartile 06/07
FIN	FIN DCP 003	% of telephone calls answered < 30 seconds	80%	63.12%	59.81%	65.46%	71.47%	▲		-	-	-
FIN	FIN DCP 004	% of switchboard calls answered < 30 seconds	80%	85.85%	85.09%	85.86%	86.56%	●		-	-	-
FIN	FIN DCP 008	% customers to Dudley Council Plus seen by a Customer Services Adviser within 10 minutes	80%	89.39%	92.16%	93.36%	91.67%	★		-	-	-
FIN	FIN DCP 016	% customers to Dudley Council Plus making cash payments within 10 minutes	80%	0%	0%	100%	99.5%	★		-	-	-

Priority 22 Risks							
Directorate	JCAD Ref.	Description	Risk Owner	Q1 Net Risk Status	Q2 Net Risk Status	Q3 Net Risk Status	Q4 Net Risk Status
CEX	FPAO0003	Failure to improve access to council services	Mike N. Williams	Minor (6)	Minor (6)	Minor (6)	Minor (6)

Quality Service Matters Priority 24 ICT Strategy and E-Government

Priority 24 Critical Success Factors				
Ref.	Description	Lead Officer	Updates	Status @ Q4
24.2a	Support the continued ICT needs of Dudley Council Plus	Dave Cook (FIN)	Finance Directorate has taken over the running of Dudley Council Plus and has established a steering group and developed an action plan to address ongoing issues and future developments	

Quality Service Matters Priority 27

Effective partnerships – ensure the council provides appropriate leadership to secure collaborative partnerships that make a difference

Priority 27 Critical Success Factors				
Ref.	Description	Lead Officer	Updates	Status @ Q4
27.5b	Allocation and monitoring of funded projects	John Hodt (CEX)	NRF to be superseded by the new Transitional Fund for 2008-09	●
27.5c	Review of local Neighbourhood Renewal strategy	John Hodt (CEX)		

Priority 27 Risks							
Directorate	JCAD Ref.	Description	Risk Owner	Q1 Net Risk Status	Q2 Net Risk Status	Q3 Net Risk Status	Q4 Net Risk Status
CEX	CE0007	Failure to develop efficient partnership working	Geoff Thomas	Minor (6)	Minor (6)	Moderate (8)	Moderate (8)
CEX	CE0009	Failure to identify customer expectations of council services	Andy Wright	Minor (4)	Minor (4)	Minor (4)	Minor (4)

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.

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

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

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.

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 performance at the end of year one where available. In addition, the tables in the following pages show the total PRG available on the successful achievement of target.

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

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

Those marked **KPI** are Key Council Plan Performance Indicators included in sections 3 and 4.

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

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

LAA Safer & Stronger Communities Block Stretch Targets

Direct./ Agency	Thematic P'ship	Ref.	Definition	Baseline	07/08 Stretch Target	Year End Actual	Year End Status	08/09 Stretch Target	09/10 Stretch Target	Performance Reward Grant (PRG)
Safe & Sound	Safe & Sound	SSC01.1a KPI	Number of violent crimes	3370.92	3341	3048	★	3277	3213	£820,000
Safe & Sound	Safe & Sound	SSC01.1b KPI	Number of incidents of criminal damage	5532	5388	4554	★	5190	4991	£610,000
Safe & Sound	Safe & Sound	SSC 01.1cii	% repeat victim rate of domestic violence	37.6%	35.35%	34.95	★	33.1%	30.85%	£615,000
Safe & Sound	Safe & Sound	SSC 01.1ciii	Number of sanctioned detections for domestic violence crime incidents	724.92	750	587	▲	775	800	
Safe & Sound	Safe & Sound	SSC 01.1civ	Number of offences brought to justice	138	316	344	★	333	350	
Safe & Sound	Safe & Sound	SSC01.1d KPI	Number of recorded crime incidents for theft of motor vehicle	1405.92	1382	910	★	1330	1280	£350,250
WMFS	Safe & Sound	SSC10.1	Number of malicious vehicle fires	249	240	111	★	232	225	£760,000
WMFS	Safe & Sound	SSC10.2	Number of accidental dwelling fires	259	247	194	★	239	233	
WMFS	Safe & Sound	SSC10.3	Number of arson incidents other buildings	61	58	39	★	56	55	

Section 7

Partnership Working Progress Report

May 2008

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

Audit Commission Inspection

Work has begun on the previously reported Audit Commission requirements for us to review the corporate partnerships database and officer capacity in respect of regeneration projects.

- In agreement with the Audit Commission we are concentrating on producing a database identifying our 100 most significant partnerships. This is so that we can ensure that our resources are concentrated in partnerships that will yield the most benefit
- Review of our capacity to take part in regeneration partnerships is also now under review

Partnership Evaluation Tool (PET)

The annual partnership evaluation programme is now almost complete, and our 10 most significant partnerships have a green rating. This is an improvement on last year, when 2 of those partnerships were amber, but improvement has come about as a result of the implementation of the 2007 improvement plans. The outcomes of the evaluation programme will be reported in full once it has been completed.

Next Generation Local Area Agreement (NGLAA)

It is anticipated that the NGLAA will be signed off in June 2008, with negotiations currently taking place following submission of the 2nd draft. Currently 28 indicators have been agreed with Government Office, and a further handful remains the subject of negotiation.

Section 9

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

Directorate: Chief Executive's	2007-08 Quarter 4
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2. ADDITIONAL KEY ISSUES FOR THE DIRECTORATE

Key Issue	Comment and Proposed Action
Preventing Violent Extremism Pathfinder Fund	During 2008/9 we will administer £105,000 from the Government to be spent in the Borough on activities intended to reduce the likelihood of people becoming involved in violent extremist activity. The projects funded are agreed with and managed locally by the British Muslim Forum, and include Imam and Mosque Capacity Building, Tackling Extremism Together conferences, and Citizenship Seminars
Transitional Fund	During 2008/9 Dudley is in receipt of the first year of two of the Transitional Fund, the amount awarded being £1,100,000 in the first year and £400,000 in the second. This follows the cessation of the Neighbourhood Renewal Fund on 31st March 2008, after seven years of funding. The money will be used to support the delivery of the Local Area Agreement, preparation for Comprehensive Area Assessment, and Community Renewal

4. SIGNIFICANT ACHIEVEMENTS/POINTS OF NOTE

- New **Community engagement database** developed and prepared to go live in April 2008 – see link: <http://appsrvr1/engagement/>
- **Community Safety:** Safe & Sound partnership has assisted in reducing crime in the Borough for the fourth consecutive year. Over this time crime levels have fallen, making the Dudley Borough the safest in the West Midlands


Quarterly Directorate Issues Report

Directorate: Finance, ICT and Procurement	2007-08 Quarter 4
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2. ADDITIONAL KEY ISSUES FOR THE DIRECTORATE

Key Issue	Comment and Proposed Action
Transfer of Dudley Council Plus to the Finance Directorate	The overall process is being managed through the Officer Steering Group, chaired by the Director of Finance. The Group includes senior managers from DUE, DACHS and Chief Executive's as well as from Finance. An Action Plan has been developed and is being implemented. Sean Beckett has been appointed Interim Customer Services Manager

3. DIRECTORATE PERFORMANCE INDICATORS – REPORTING BY EXCEPTION

Performance Indicator	Comment and Proposed Action
FIN DCP 004/008/016 	Dudley Council Plus switchboard and customer service responses – targets exceeded by between 8% and 24%

4. SIGNIFICANT ACHIEVEMENTS/POINTS OF NOTE

- Successful transfer of Housing non repairs calls to Dudley Council Plus