

**Quarterly Corporate Performance Management Report
Summary for
Scrutiny Committee on
Community Safety and Community Services
Quarter 4 (January to March 2011)**



Quarterly Corporate Performance Management Report

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Community Safety
Quality Service

Section 1

Introduction

This Summary is taken from the third Quarterly Corporate Performance Management Report of 2010/11 highlighting performance for the period January to March 2010.

The report continues to be presented using the traditional performance framework while the Chief Executive's directorate work with colleagues across the Authority to undertake a review of the current arrangements, taking into account the changing national requirements.

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

The main body of the report focuses on the seven priorities contained in the Council Plan and progress against the key performance indicators and activities used to determine our delivery of these priorities is included in **Section 2**.

To view copies of all Quarterly Corporate Performance Management Reports please use the link below:

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

Section 2

Performance Summary Quarter 4 2010/11

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

There follows a brief summary of performance for each Council Plan priority, including any significant achievements and challenges. The detail behind these headlines is included in Section 3 of the report.

Community Safety Performance Review – Quarter 4

Highlights

- Following the increase in crime during the first half of the financial year, we have returned to low levels of reported crime and the end of year figures show a fall in crime against the previous year. This has been a result of excellent performance during quarter 4 where the number of crimes reported fell by 15.8% when compared with quarter 4 2009/10. (see page 40)

Section 2




Reporting on Council Action Plan Priorities

The Council Plan 2013 sets out the Authority's priorities for the three-year period 2010 to 2013. It provides a focus on where we want to be over the next three years and outlines how we are planning to meet the aspirations of the Community Strategy and the challenges of the Next Generation Local Area Agreement.

This section provides a detailed review of the progress of the key performance indicators and activities affecting community safety and community services that are contained within the Council Action Plan.




Traffic light status indicators are used to denote performance as follows:

In terms of the **key activities** they represent the following progress:

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

NB: The Directorate of Children's Services provide narrative only and do not apply a performance alert.

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

-  Better than target limits
-  Within target limits
-  Worse than target limits

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

Select Committees receive a summary of this report based on their areas of interest. For clarity, key performance indicator scorecards include reference to the Select Committee monitoring its performance.

Use the link below to view the Council Action Plan 2013:







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

Community Safety





Priority 1 Strengthening trust and confidence by working to prevent and reduce crime and antisocial behaviour

Key Activities					
Direct.	Ref.	Description	Q4 Status	Update	Lead Officer
DUE	CS1.1a	To continue to improve security on local authority car parks through Park Mark Awards	●	<ul style="list-style-type: none"> We have successfully retained our existing 15 Park Mark Awards. Assessors will carry out follow-up site visits during April/May and have been requested to assess a 16th car park. 	Garry Dean
CEX	CS1.1b	Work with partners to reduce overall crime in the Borough. Continued development and implementation of bespoke strategies to reduce crime	★	<ul style="list-style-type: none"> Partnership Borough wide strategic assessment completed and signed off by strategic board. Annual community safety plan written and signed off by strategic board. Dudley remains the safest borough within the west midlands with the lowest crime rate per 1000 residents 	Dawn Hewitt
CEX	CS1.1c	Delivery of the Prolific and other Priority Offenders (PPO) Scheme	★	<ul style="list-style-type: none"> Scheme continues to be successful with a multi-agency commitment to managing this cohort of offenders 	Bob Dimmock/ Sue Hayward
CEX	CS1.1d	Work with partners to oversee the development of the Reducing Re-offending Strategy	●	<ul style="list-style-type: none"> The Reducing Reoffending Strategy is in its final stages of development. It is anticipated that it will be approved by safe & sound's Strategic Board at their May Meeting and begin to be implemented in June 2011. 	Bob Dimmonk/ Sue Hayward
CEX	CS1.1e	Coordinate delivery of Operation Stay Safe	★	<ul style="list-style-type: none"> New appointment based system trialled. Four sessions undertaken this quarter. Going into new financial year, the project has been paused whilst an evaluation takes place during the spring 	Andy Winning
CEX	CS1.1f	Coordinate and deliver crime reduction activities through the Joint Activities Group (JAG)	●	<ul style="list-style-type: none"> Operation Spotlight continues to deliver DNA property marking kits to victims of burglaries. Evaluation of the initiative put on hold until more data is available. Example of other initiatives. <ul style="list-style-type: none"> CCTV target hardening of Central Mosque Funding to remove disused tennis courts attracting ASB Domestic Violence U Tube campaign launched for hard to reach groups. . 	Bob Dimmock
DACHS	CS1.1g	Review working practices to tackle anti-social behaviour Corporate and Partnership levels	●	<ul style="list-style-type: none"> Work started on process mapping current service delivery for 3 key areas of demand. Work of project team refocused following last project board meeting with a new project manager appointed 	Diane Channings
L&P	CS1.1h	Review potential ASBO cases in the pipeline to ensure resources will be available and identify problems at an early stage	-	<ul style="list-style-type: none"> No instructions received during quarter 4. 	Richard Clark
CEX	CS1.2a	Host annual Face the People event where the public can hold the Safe & Sound Partnership to account for their performance, and influence the next year's priorities	●	<ul style="list-style-type: none"> Originally postponed by Strategic Board until October to fit better with the strategic assessment process, now proposal will go to May board to scrap all together following organisational restructure. 	Alistair Cook
CEX	CS1.2b	Produce at least two Safe & Sound Partnership four-page pullout supplements per year for inclusion in Dudley Together to inform the public about partnership working	★	<ul style="list-style-type: none"> Now converted 100% to e-newsletter, co-ordinated through marketing officer. First e-newsletter was produced alongside last hard copy. 	Alistair Cook

Key Activities

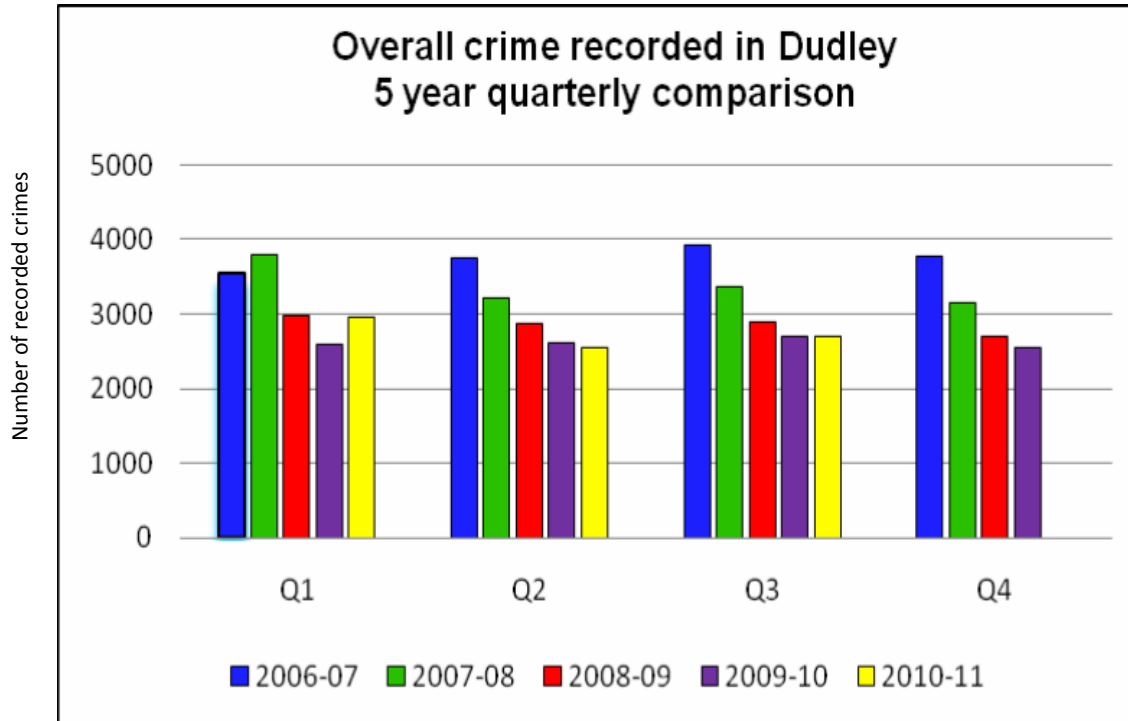
Direct.	Ref.	Description	Q4 Status	Update	Lead Officer
CEX	CS1.2c	Continuously update the Safe & Sound Partnership website, informing the public about new projects or activities undertaken and providing links to appropriate websites such as West Midland Police		<ul style="list-style-type: none"> This remains problematic in terms of getting staff to update continuously, but the front page is continuously updated through the marketing officer. The site is now complemented by a linked campaign site which will soon be branching out to attempt income generation from the sales of campaigns 	Alistair Cook
CEX	CS1.2d	Embed trust, confidence and core business (apply justice seen just done principal), by considering marketing potential for every new activity undertaken at every Joint Activity Group meeting		<ul style="list-style-type: none"> Although the principal government target has now been scrapped, Board confirmed that it should remain a priority and the marketing activity has continued as before 	Alistair Cook
CEX	CS1.2e	Proactive identification of tensions via tension monitoring process and implementation of appropriate measures		<ul style="list-style-type: none"> Tension monitoring process under continuous improvement. New Community Integration delivery group met first on 31st January 2011, being developed to aid process. 	Rosina Ottewell
CEX	CS1.2f	Development of the Hate Crime Strategy		<ul style="list-style-type: none"> Hate Crime Strategy completed and approved by Safe and Sound on 22nd November 2010. 	Rosina Ottewell/ Nina Bahia
CEX	CS1.2g	Implement the key actions of the Hate Crime Strategy		<ul style="list-style-type: none"> Ongoing work to develop action plan. Still awaiting the national guidance on the Cross Government Action plan promised for last spring. Coalition Government promising this by May 11. Also impact of spending review on both CC action plan and Hate Crime action plan still to be fully assessed. 	Rosina Ottewell/ Nina Bahia
CEX	CS1.3a	Explore benefits of undertaking partnership self-assessment event		<ul style="list-style-type: none"> Thematic peer review undertaken regarding anti social behaviour via the west midlands peer support programme. 	Dawn Hewitt

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Actual	10/11 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	Select Committee
CEX	SSC 01.1	Overall crimes recorded	11,428	10,459	10,458	2,952	5,505	7,989	10,138	Community Safety and Community Services
										

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Actual	10/11 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	Select Committee
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Year	Q1	Q2	Q3	Q4	Annual Totals
2006-07	3548	3762	3926	3766	15002
2007-08	3802	3223	3365	3142	13532
2008-09	2982	2862	2896	2710	11450
2009-10	2586	2622	2698	2553	10459
2010-11	2949	2557	2698	-	*8204

*Up to quarter 3 2010/11

CEX	NI 016 (NGLAA)	Number of serious acquisitive crimes per 1,000 population	15.38	13.64	15	4.11 ▲	7.80 ●	11.52 ●	14.40 ●	Community Safety and Community Services
CEX	NI 020 (NGLAA)	Number of 'assaults with less serious injury' (including racially and religiously aggravated) offences per 1,000 population	6.55	6.03	7.7	1.52 ★	2.70 ★	3.96 ★	5.16 ★	Community Safety and Community Services
CEX	NI 030	Re-offending rate of prolific and priority offenders (PPO) (number of convictions across the target group divided by the number of offenders in the target group)	First reported in 2010/11		-	-	-	-	Final data not yet available	Community Safety and Community Services

Key Performance Indicators

Direct.	Ref.	Definition	08/09 Actual	09/10 Actual	10/11 Target	Q1 Actual	Q2 YTD Actual	Q3 YTD Actual	Q4 YTD Actual	Select Committee
DCR	L&P LDS 134	% of anti-social behaviour order applications that result in a successful legal outcome	100%	00	00	None recorded				Community Safety and Community Services

Community Safety

Priority 2 Substance misuse – engaging misusers into interventions at an early stage

Key Activities					
Direct.	Ref.	Description	Q4 Status	Update	Lead Officer
CEX	CS2.1a	Ensure effective delivery of commissioned services	★	<ul style="list-style-type: none"> Adult Tier 2/3 services are effectively being delivered and targets are being met. Drug Intervention Programme is being delivered effectively with key diagnostic indicators being met. 	Elaine Hopwood/ Dee Russell
CEX	CS2.1b	Awareness raising of the effects of substance misuse, e.g. through campaigns such as Tackling Drugs Changing Lives week and the Christmas Alcohol and Cocaine Campaign	★	<ul style="list-style-type: none"> Nationally, Tackling Drugs Changing Lives did not take place, locally the Drug and Alcohol Team (DAAT) have been involved in a number of community events raising awareness and the Christmas Cocaine and Alcohol Campaign took place on 17th and 18th December 2010. 	Sue Haywood/ Elaine Hopwood/ Dee Russell
CEX	CS2.1c	Ensure delivery of bespoke drug and alcohol awareness sessions for communities	▲	<ul style="list-style-type: none"> Despite the fact that bespoke training sessions were requested the person enquiring failed to make contact prior to the training post coming to an end. Therefore no sessions were delivered in this quarter. Training is no longer provided due to no more funding available 	Dee Russell
CEX	CS2.2a	Ensure that appropriate interventions are delivered to maximise adult drug users into treatment	★	<ul style="list-style-type: none"> Outreach, peer support and prison surgeries and Short Duration Programmes (SDP) in prison have been implemented to maximise drug users into treatment. 	Elaine Hopwood/ Dee Russell
CEX	CS2.2b	Delivery of Basic Drug and Alcohol Awareness Training Sessions (Tier 1) to professionals across the Borough to enable them to understand the substance misuse agenda and signpost people into treatment	●	<ul style="list-style-type: none"> 69 people were trained in tier 1 Refresher courses have also been offered and undertaken 	Dee Russell/ Sue Hayward
CEX	CS2.2c	Delivery of the Drug and Alcohol Intervention Programme (Tier 2) to professionals across the Borough to enable them to provide interventions to those people that they work with who present with drug and alcohol issues	●	<ul style="list-style-type: none"> 16 people were trained in tier 2. 	Dee Russell/ Sue Hayward
DUE	CS2.3a	Reduce harm to children by limiting the access to alcohol	●	<ul style="list-style-type: none"> For the full year 74 test purchases for alcohol were carried out with 6 sales.. 	Nick Powell
DACHS	CS2.3b	To implement the Alcohol Strategy <ul style="list-style-type: none"> Take part in the systems thinking programme and implement outcomes 	●	<ul style="list-style-type: none"> Alcohol strategy refreshed to include Crime & Disorder, Parental Substance Misuse and Accident Prevention. 	Ann Parkes
CEX	CS2.3c	Support children and young people to become and remain healthy – Reduce alcohol and substance misuse among young people	★	<ul style="list-style-type: none"> 86.2% of young people left treatment in an agreed and planned way with 88% being referred on to other services for ongoing support. This maintains Dudley as one of the best performers in the region and significantly above the national average of 73%. Strong partnership working with YOS, Connexions and CAMHS services.. 	Audrey Heer

Key Activities

Direct.	Ref.	Description	Q4 Status	Update	Lead Officer
CEX	CS2.3d	Implementation of actions from the Children and Young Persons Substance Misuse Plan	★	<ul style="list-style-type: none"> Completion of needs assessment and action plan for 2011/2012. Data from the Healthy Lifestyle shows there has been a steady decline in the use of alcohol by school pupils over the past 6 years and reported drug use by young people has fallen again since 2008. Due to reduction in capacity to deliver education within schools this may lead to an increase in substance misuse. Cannabis use is still the top drug of choice. These young people are at much greater risk of becoming victims of violence and aggression and carrying weapons than those who have been drunk. Concern that focus in the Borough seems to be on alcohol issues and not drugs 	Audrey Heer
CEX	CS2.3e	Ensure that systems are in place to provide support to young people with alcohol issues identified through Operation Stay Safe	●	<ul style="list-style-type: none"> Agencies involved in Operation Stay Safe providing targeted alcohol interventions with young people accessing the project. Problematic users are referred to the Zone for support. Evaluation to be completed to identify changes in behaviour etc of those who have accessed and been supported through Operation Stay Safe. 	Audrey Heer/ Andy Winning
CEX	CS2.3f	Ensure that staff working with children and young people are trained to provide universal education and or targeted interventions	●	<ul style="list-style-type: none"> Due to reduction in capacity to train the generic workforce in 2011-12 focused promotion of substance use training to the children and young peoples workforce resulted in an increased take-up by foster carers and children's social care teams. 	Audrey Heer/ Children & Young Persons Misuse Group
CEX	CS2.3g	Awareness raising in respect of the effects of alcohol misuse – Joint campaigns e.g. Christmas and Cocaine Campaign	★	<ul style="list-style-type: none"> The Drugs and Alcohol Action Team have worked through out the year to raise awareness of the impact of alcohol misuse on individuals, families and communities. A workshop was arranged by the Young Persons Substance Misuse Group and held in March 2011 to raise awareness in respect of Foetal Alcohol Spectrum Disorders 	Drug & Alcohol Team

Quality Service
Priority 2 Resource efficiency

Key Activities

Direct.	Ref.	Description	Q4 Status	Update	Lead Officer
DCR	QS2.3a	Review the service provision of Dudley Council Plus to ensure it meets customer needs in the right location	●	<ul style="list-style-type: none"> Existing services reviewed and revised - Benefit administration, Housing lettings/terminations, Refuse/recycling/green waste. Corporate ID card verification scheme being finalised. 	Sean Beckett