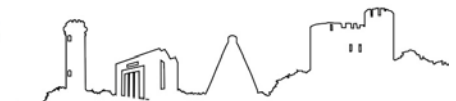


Corporate Performance Quarter 4 Summary

Future Council Scrutiny Committee
9th June 2021



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

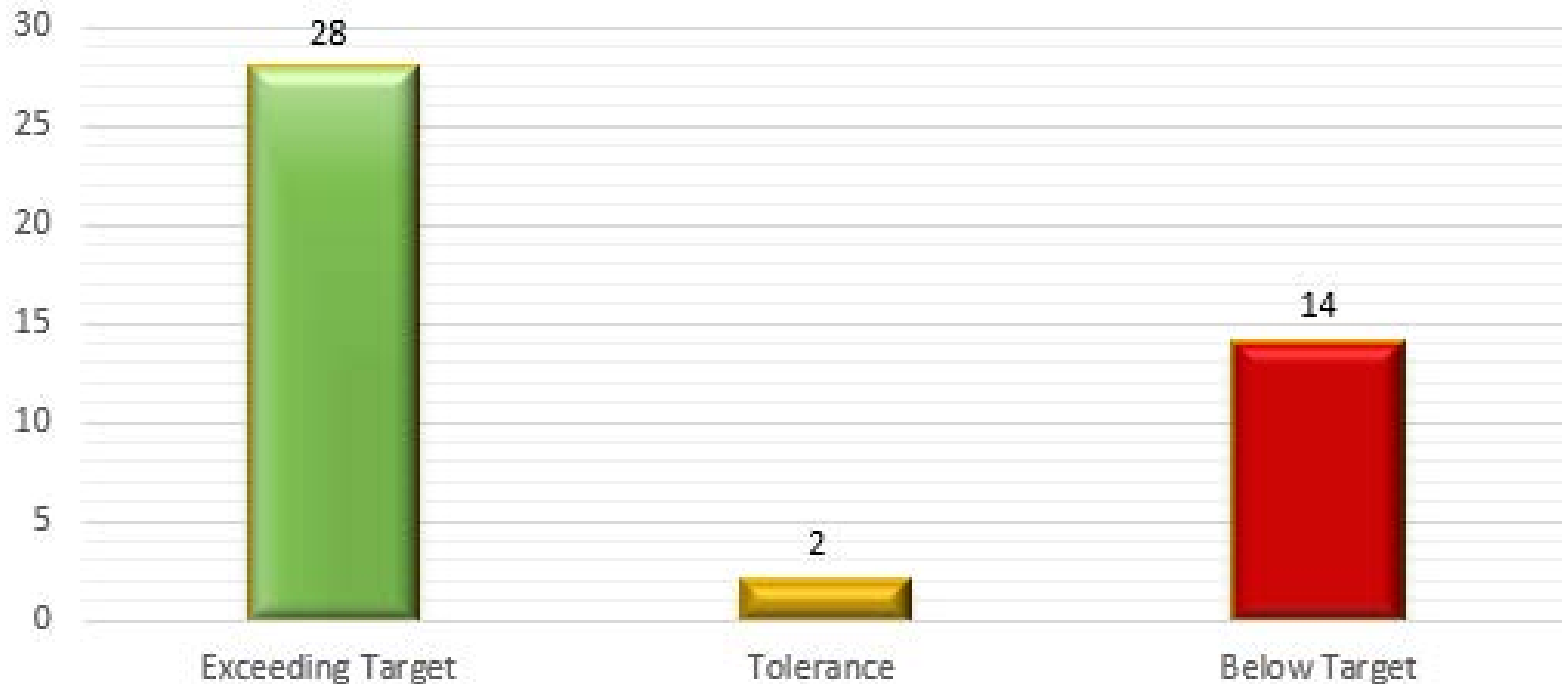


Quarter 4 Outturns

Page 14 of Report

- Total number of Directorate KPI's
 - 289 (approx.)
- Corporate KPI's monitored :-
 - 34 Quarterly
 - 11 Annual
- Quarter 4 KPI outturns – 44 (1 Delayed data)

Chart 1: Performance indicator Summary



Quarter 4

KPI's below target Inc. trend status

Page 15 of the report

Of the 14 performance indicators below target for this quarter, the trend values are:




 6 are improving:  0 consistent:  8 worsening

Table 1: Performance indicators below target 

Q4
Short term
trend

PI.2079 Number of Corporate Complaints received (Replaces PI 46 from Qtr.1)



PI.2027 Satisfaction with way your anti-social behaviour complaint was handled



PI 432 Number of children looked after per 10,000 of the population



PI 1447 % of agency social workers



PI 2133 % of working age service users (18-64) with a primary support reason of learning disability support, who are living on their own or with their family



PI.2074 Proportion of premises in the borough that are compliant with food hygiene law



PI.47 % of Corporate Complaints given a full response within 20 working days



PI.2062 % of Council employees completing the employee survey



PI.1899 FP02 Rent loss- % of potential rent receipts lost (Dwellings) (HouseMark CP & Strategic PI)



PI 1466 Number of early help assessments started



PI 426 Timeliness of Single Assessments - % Completed Within 45 Working Days



PI.120 16 to 18-year old's who are not in education, employment, or training (NEET)



PI.1705 Number of adults 19+ participating in learning



PI.1709 Number of employers supported with ACL funding streams



Quarter 4

Short Term Trend Comparing Q3 to Q4

Page 14 of report

- Quarter 4 KPI outturns – 44




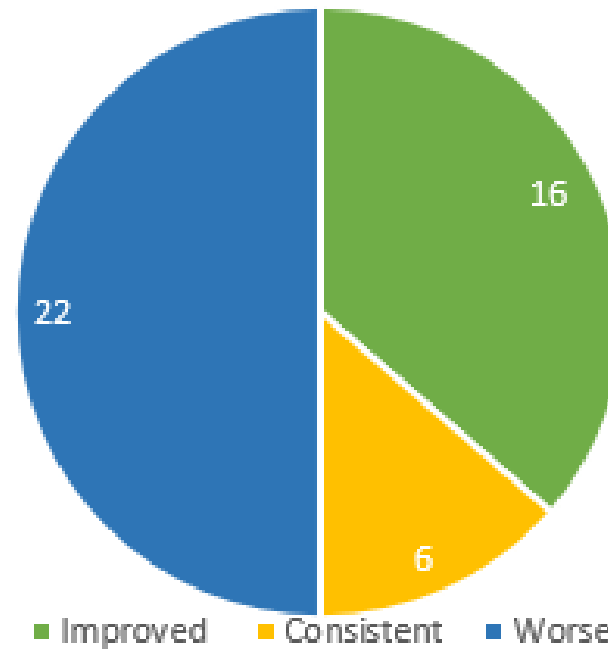
- 16 Improved trend 
- 6 consistent trend 
- 22 Worsening trend 

Chart 2: Short Term Trend Status



Performance Highlights

PI 316 - Number of affordable homes, exceeded target this year with 148 delivered, target 130. (Page 20 CPR)

PI 1200 - Number of external accreditations to our parks and greens spaces increased from 18 to 20 this year. (Page 22 CPR)

PI 433 - Number of children subject to child protection plan has considerably decreased and is below our target and our statistical neighbour's target, Dudley Q4 outturn 42.6, target 50. (Page 23 CPR)

Areas of Concern:

PI2062 - Employee engagement return rates reduced from 41% to 38.7% with a target of 50%. Response rates remain an organisational issue to increase future completion rates. (Page 18 CPR)

PI.1899 - Rent loss is above target and shows a slight increase compared to last quarter from 1.88% up slightly to 1.9%, target 1.5%. (Page 20 CPR)

Adults

- The Annual Safeguarding Assurance Exercise has taken place with positive feedback
- Dudley Council's Project Rita (Reminiscent Interactive Therapy Assistant) made it to the last three from hundreds of submissions across the country.
- Dudley Disability Service Unicorn staff have adapted to new roles in supporting both Urgent Care colleagues and the most complex of disabled people within the community.

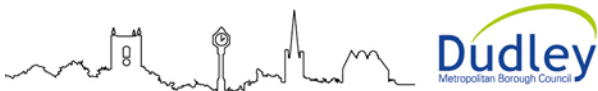
Public Health

- Dudley were one of the first areas to roll out asymptomatic testing in the community.
- Dudley local outbreak management plan (LOMP) developed by Dudley Council and its key partners
- Automation of data reporting we provides rapid and frequent data reports to all partners.

Business Planning

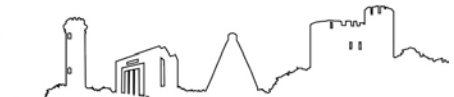
- Next Steps

- Covid-19 Dudley Rates (Page 40)
- Corporate Measures Review 2021-22
- Council Plan 2022-25
- Borough Vision
- Future Council Programme
- Performance Framework



Dudley
Metropolitan Borough Council

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Questions



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