

### Corporate KPI performance 2022-23 Q1

KPI's due to be reported

4

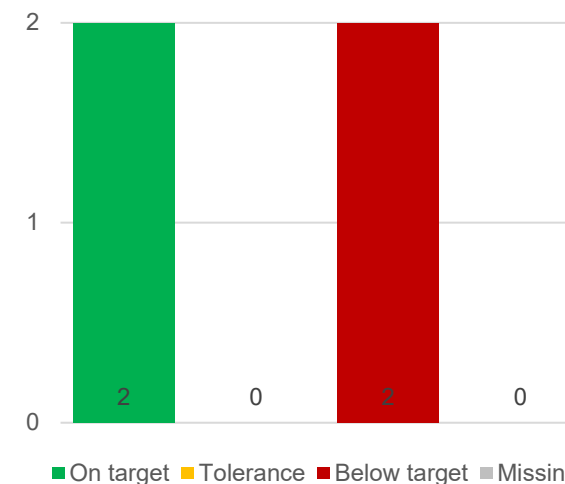
KPI's reported

4

KPI's missing data

0

KPI status

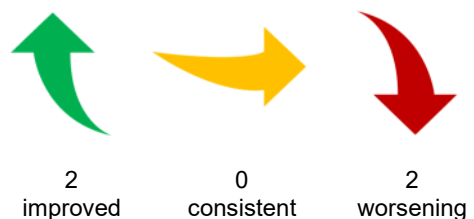


KPI short term trend

Short term trend data available at Quarter 2

KPI annual trend

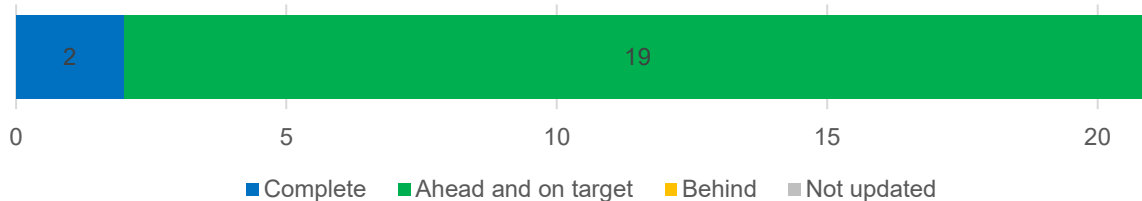
Comparing 2022-23 Q1 to 2021-22 Q1



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

### Directorate plan actions status 2022-23 Q1

Action status



Actions due to be updated

21

Actions updated

21

Actions not updated

0



## KPI scorecards 2022-23 Q1



**Dudley the borough of opportunity**

Performance indicator	Comparator to 2021-22				2022-23 financial year					Benchmarking comparator data
	Qtr. 1 outturn	Qtr. 2 outturn	Qtr. 3 outturn	Qtr. 4 outturn	Qtr. 1 outturn	Target	Score	Short term trend	Annual trend	
<b>PI 2133</b> % of working age service users (18-64) with learning disability support living alone or with family	49%	49.5%	51%	49%	<b>46%</b>	50%	▲	Available Q2	▾	77.3% England 19/20
<b>PI 2132</b> % of contacts to adult social care with an outcome of information and advice/signposting	10.8%	10.6%	10.9%	9%	<b>9%</b>	11%	▲	Available Q2	▾	Local measure
<b>PI 501</b> (ASCOF2B) - Prop of 65+ at home 91 days after discharge from hospital into reablement services	97%	93%	92%	86%	<b>98%</b>	83%	★	Available Q2	↗	82% England 19/20



**Dudley the safe and healthy borough**

Performance indicator	Comparator to 2021-22				2022-23 financial year					Benchmarking comparator data
	Qtr. 1 outturn	Qtr. 2 outturn	Qtr. 3 outturn	Qtr. 4 outturn	Qtr. 1 outturn	Target	Score	Short term trend	Annual trend	
<b>PI 2134</b> % of the conversion of safeguarding concerns to enquiry	7.5%	8.4%	8.1%	10%	<b>6%</b>	<b>20%</b>	★	Available Q2	↗	37% England 19/20

## Performance reporting

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

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

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



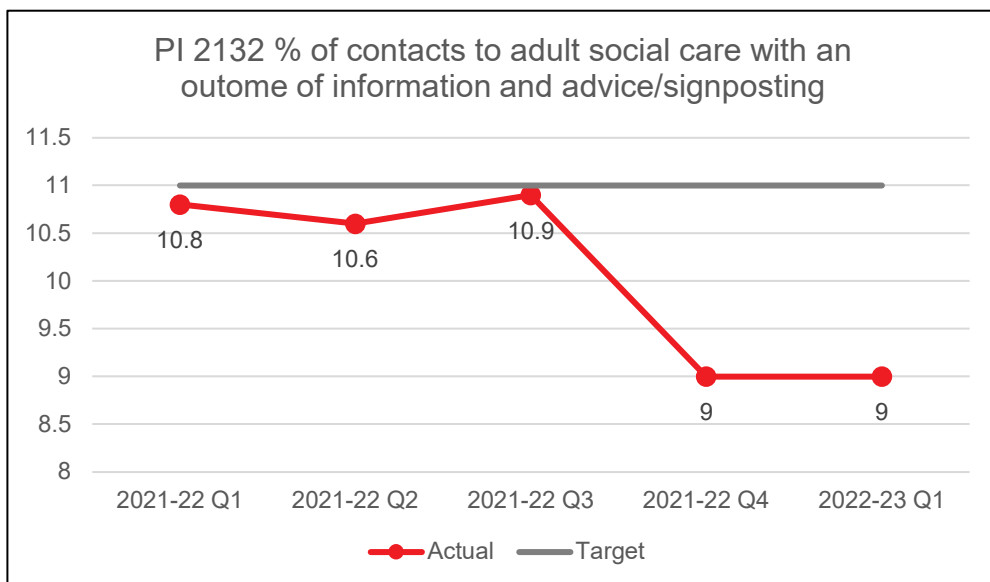
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# Exception reporting

## PI 2132 % of contacts to adult social care with an outcome of information and advice/signposting

PI	2021-22				2022-23			
	Q1	Q2	Q3	Q4	Quarter 1			
	Outturn	Target	S	T	Outturn	Target	S	T
PI 2132	10.8	10.6	10.9	9	9%	11%	▲	-



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

The implementation of the Adults Portal will continue to be monitored throughout Q2 as this becomes further embedded in working approaches.

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

There was a spike in proportion of contacts with an outcome of advice/signposting demonstrated at Q3 21/22 and this then reduced due to a recording change within Liquidlogic.

Contacts are only recorded for new clients and 'contacts' for existing clients are recorded within case notes, which do not form part of the figures reported.

The more recent drop in proportion in Q4 21/22 is considered to be related to the implementation of the "Dudley Adults Portal" <https://adultsocialcare.dudley.gov.uk/web/portal/pages/home>

This provides more information/advice upfront and so has likely contributed to a fall in the proportion of contacts that come in through other front door mechanisms that only require advice/signposting. Pattern remains consistent for Q1 22/23.

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

An upgrade to the portal in summer 2022 will provide greater functionality in regards to analytics of its usage. We will then be able to conduct a more in-depth review of how this is changing the way citizens access information about services.

Once this exercise is conducted the definition and/or target of this measure may need to be reviewed to ensure that it is fit for purpose.



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