

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

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

| | |
|---|--------|
|  | High |
|  | Medium |
|  | Low |

Use the link below to view Council Action Plan 2010:

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

Caring Matters Priority 1

To increase access to and participation in cultural activity

| Critical Success Factors | | | | |
|--------------------------|--|----------------------|---|-------------|
| Ref. | Description | Lead Officer | Updates | Status @ Q2 |
| 1.1a | Improve promotion and programming of activities to increase access and participation by target groups | Andy Webb (DUE) | New promotional material in place in all facilities and in public domain | ● |
| 1.1b | To achieve Sporting Equals accreditation for the Sport and Recreation Service | Andy Webb (DUE) | Plans are underway to progress this in the near future | ▲ |
| 1.2a | Improving the provision of child focused facilities through the provision of additional multi-use games areas, facilities, and play areas for local recreation | Andy Webb (DUE) | Multi-use games area opened at Hurst Green Skate park opened at Stourbridge and Quarry Bank | ● |
| 1.3b | Increasing the number of quality assured sports facilities within the borough | Duncan Lowndes (DUE) | Dudley Leisure Centre were awarded Quest accreditation during September 2007 | ● |
| 1.4a | Improve the quality of displays and interpretation across the museums service | Duncan Lowndes (DUE) | Introducing new climate change gallery and geology lab at Dudley Museum and Art Gallery. Running live video link at the Glass Studio throughout Red House Glass Cone | ● |
| 1.4b | Improve and develop the unique and nationally important collections for glass and geology | Duncan Lowndes (DUE) | Recently purchased the Jack Haden glass archive to compliment the glass collection | ● |
| 1.5a | Increase use of cultural services by low participant or under represented groups | Duncan Lowndes (DUE) | Issues of Leisure Options Card have increased by 18% National Benchmarking Surveys of leisure centre/swimming pool use identifies good performance in relation to target groups | ● |

| Key Performance Indicators | | | | | | | | | | | |
|----------------------------|-------------|--|--------------|-----------|---------------|---------------|---------------|----------|-------------------|--------------------|-----------------------|
| Direct. | Ref. | Definition | 07/08 Target | Q1 Actual | Q2 YTD Target | Q2 YTD Actual | Q2 YTD Status | Comments | Met Average 05/06 | Top Quartile 05/06 | Bottom Quartile 05/06 |
| DUE | DUE C&C 002 | Number of Leisure Options Card holders | 4000 | 3623 | 3646 | 3845 | ● | | - | - | - |

Key Performance Indicators

| Direct. | Ref. | Definition | 07/08 Target | Q1 Actual | Q2 YTD Target | Q2 YTD Actual | Q2 YTD Status | Comments | Met Average 05/06 | Top Quartile 05/06 | Bottom Quartile 05/06 |
|---------|-------------------------------|--|--------------|-----------|---------------|---------------|---------------|---|-------------------|--------------------|-----------------------|
| DUE | HCOP 05.1a/ CPA C19 LAA | % of population 20 minutes travel time (walking) from a range of 3 different sports facility types, 1 of which has achieved a quality assured standard | 30% | | | | | The annual results for this indicator will be published by Sport England during quarter 3 | - | - | - |

Key Performance Indicators

| | | | | | | | | | | | |
|-----|-------------------|---|-----|-----|-----|------|---|---|---|---|---|
| DUE | HCOP 05.1b LAA | Attendances recorded at structured physical activity sessions at designated parks activity stations | 125 | 797 | 125 | 2851 | ★ | The number of participants during quarter 2 was boosted by children's attendance at the summer Sport Zone scheme. A total of 2054 people participated in structured sessions held within parks during quarter 2. The 2006/7 baseline and annual target for this indicator will be reviewed during October | - | - | - |
|-----|-------------------|---|-----|-----|-----|------|---|---|---|---|---|

Priority 1 Risks

| Directorate | Magique Ref. | Description | Risk Owner | Q1 Net Risk Status | Q2 Net Risk Status |
|-------------|--------------|--|------------|--------------------|--------------------|
| DUE | 1889 | Inability to attain sufficient numbers of facilities with a recognised quality accreditation award | Andy Webb | M | M |

Caring Matters Priority

Tackling poverty and social exclusion

| Key Performance Indicators | | | | | | | | | | | |
|----------------------------|--------------|--|--------------|-----------|---------------|---------------|---------------|----------|-------------------|--------------------|-----------------------|
| Direct. | Ref. | Definition | 07/08 Target | Q1 Actual | Q2 YTD Target | Q2 YTD Actual | Q2 YTD Status | Comments | Met Average 05/06 | Top Quartile 05/06 | Bottom Quartile 05/06 |
| FIN | FIN BEN 002a | Benefits shop activity – benefits take-up | 2550000 | 716836 | 1161525 | 1367615 | ★ | | - | - | - |
| FIN | FIN BEN 002b | Benefits shop activity – number of successful new claims for Attendance Allowance and Income Support | 960 | 331 | 397 | 622 | ★ | | - | - | - |

| Risks | | | | | |
|-------------|--------------|--|------------------|--------------------|--------------------|
| Directorate | Magique Ref. | Description | Risk Owner | Q1 Net Risk Status | Q2 Net Risk Status |
| Finance | 1897 | Failure to deliver Benefits target through staff turnover at Benefits Shop | Mike N. Williams | L | L |

Regeneration Matters Priority Creating a prosperous borough

| Critical Success Factors | | | | |
|--------------------------|---|-------------------------|--|---|
| Ref. | Description | Lead Officer | Updates | Q2 Status |
| 15.1a | Develop Castle Hill for mixed use to provide business, employment, leisure and housing opportunities with significant investment and improvements to Dudley Zoo | Rupert Dugdale (DUE) | In discussions regarding the Advantage West Midlands funding agreement which are expected to be completed towards the end of the calendar year to enable work to commence on the development early in 2008 |  |
| 15.2a | <p>Deliver the regeneration and transformation of the Borough's town centres</p> <ul style="list-style-type: none"> Establish an appropriate mechanism to deliver the regeneration developments in Dudley town centre Adoption of Area Action Plans for Brierley Hill, Halesowen and Stourbridge town centres | George Whitehouse (DUE) | <p>Dudley Town Centre – A report will be taken to the October 2007 meeting of Cabinet seeking approval to create an Arms Length Company and select a development partner to lead delivery of the Dudley Area Development Framework</p> <p>Brierley Hill Area Action Plan (AAP) – Public consultation was undertaken between 29 June and 10 August 2007 on the Brierley Hill AAP Issues and Options document. Preferred option will be reported to Cabinet in December 2007 after which the second phase of consultation will take place. It is anticipated that the Brierley Hill AAP will be adopted in October 2009. The Brierley Hill Characterisation Study has been commissioned and discussions are ongoing as to commissioning a Strategic Place-Making and Feasibility Study</p> <p>Halesowen Area Action Plan (AAP) – The information gathering exercise is now completed and the key findings are available on the Council's website. It is anticipated that the Halesowen AAP will be adopted in April 2011. Work on the £30 million redevelopment of Halesowen town centre is expected to be completed by the end of December 2008</p> <p>Stourbridge Area Action Plan (AAP) – The information gathering exercise is now completed and the key findings are available on the Council's website. It is anticipated that the Stourbridge AAP will be adopted in April 2011</p> |  |

| Risks | | | | | |
|-------------|--------------|---|-------------------|--------------------|--------------------|
| Directorate | Magique Ref. | Description | Risk Owner | Q1 Net Risk Status | Q2 Net Risk Status |
| DUE | 1567 | Failure to regenerate town centres, identify and commit suitable development partners | George Whitehouse | M | M |

Regeneration Matters To champion the interests and assets of the Dudley borough – securing resources and improving its position regionally, nationally and internationally

| Critical Success Factors | | | | |
|---------------------------------|--|----------------------|---|---|
| Ref. | Description | Lead Officer | Updates | Status @ Q2 |
| 16.1a | To ensure the successful design and implementation of the Dudley Local Area Agreement Block 4 - Economic Development and Enterprise to attract and bring together funding to support Economic Well Being initiatives | Jean Brayshay (DUE) | Delivery of the Economic Development & Enterprise block of the LAA is underway. The employment and skills stretch targets are being delivered jointly by Future Skills Dudley (FSD) and the Adult & Community Learning Team within DACHs and partners. In relation to the employment stretch target, 15 people have entered sustained employment for 13 weeks as at the end of September 2007. The target for 2007/08 is 67. With regard to the skills stretch targets, programmes are on target to achieve. 1 client has achieved NVQ Level 1 or equivalent qualification and there have been 7 client starts achieved to date on NVQ1 or equivalent programmes. 7 clients have achieved Skills for Life Level 1 & 2 qualifications and 19 Skills for Life Entry Level 1-3 starts have been achieved to date with 6 literacy and numeracy units achieved which are awaiting certification. In addition, business support activity is being delivered in the borough by Business Link West Midlands with a total of 89 new businesses created to the end of Quarter 2 against an annual target of 150 and 258 businesses provided with intensive assistance which is almost double the annual target of 186 |  |
| 16.1b | To develop the Wren's Nest and Seven Sisters Visitor Experience project and support the development of the Black Country as an Urban Park submission to the Living Landmarks the People's Millions Programme of the BIG Lottery Fund and the submission of an application to the Heritage Lottery Fund (HLF) for a discrete component of the BIG Lottery fund proposal | Rupert Dugdale (DUE) | Dudley MBC continues to work with partners on the Black Country wide Big Lottery Fund (BIG) application for A Million People: Black Country as an Urban Park, which includes Strata (Wren's Nest National Nature Reserve). BIG undertook a 2 day assessment on the project, in June 2007 considering elements of the project relating including governance, deliverability, risk assessment and options appraisals. In addition, BIG have been undertaking an assessment on the project as to how it relates to BIG's own objectives of community involvement and engagement. The project will be informed on the 22nd October 2007 as to whether it has been successful in moving to the TV vote, which will be held on ITV1 in December 2007. Unfortunately, we were notified on 24th July 2007 that the Heritage Lottery Fund application, which focused on the 'above ground' elements of the Strata project, has not been supported as submitted. The main issue for refusal related to the stabilisation of the Seven Sisters Mine and the 'value for money' which it represented. A |  |

Critical Success Factors

| Ref. | Description | Lead Officer | Updates | Status @ Q2 |
|------|-------------|--------------|--|-------------|
| | | | revised proposal is being worked up for submission to the HLF in December 2007, if we are successful with the BIG. If unsuccessful with BIG, submission will be made in March 2008 | |

Performance Indicators

| Direct. | Ref. | Definition | 07/08 Target | Q1 Actual | Q2 YTD Target | Q2 YTD Actual | Q2 YTD Status | Comments | Met Average 05/06 | Top Quartile 05/06 | Bottom Quartile 05/06 |
|---------|-----------------|-------------------------------|--------------|-----------|---------------|---------------|---------------|---|-------------------|--------------------|-----------------------|
| DUE | EDE 04.2 LAA | Number of new business starts | 150 | 53 | 74 | 89 | ★ | Quarter 2 performance received from Business Link West Midlands | - | - | - |
| DUE | EDE 04.3 LAA | Number of businesses assisted | 186 | 125 | 92 | 258 | ★ | Quarter 2 performance received from Business Link West Midlands | - | - | - |

Risks

| Directorate | Magique Ref. | Description | Risk Owner | Q1 Net Risk Status | Q2 Net Risk Status |
|-------------|--------------|---|---------------|--------------------|--------------------|
| DUE | 1896 | Failure to secure commitment and resources from external funding bodies and deliver in accordance with the requirements | Jean Brayshay | L | L |

Regeneration Matters Optimise the opportunities for local people to obtain local jobs

| Critical Success Factors | | | | |
|--------------------------|--|------------------|--|-------------|
| Ref. | Description | Lead Officer | Updates | Status @ Q2 |
| 17.1a | The delivery of effective local jobs for local people brokerage/jobs search programmes, which link local residents with employment opportunities | Colin Hill (DUE) | 265 disadvantaged residents have been placed into work through Future Skills Dudley against a target of 250 for the year. Employability skills have been embedded within mainstream and non-mainstream provision by Future Skills Dudley | ★ |
| 17.1b | The delivery of quality training and supporting services that equip local people with the skills & qualifications demanded by local employers | Colin Hill (DUE) | 1541 disadvantaged residents have received training and/or achieved recognised qualifications through Future Skills Dudley against a target of 1100 for the year. Development of referral links with local Job Centre Plus Offices and in-depth initial assessment of client needs has continued | ★ |

| Key Performance Indicators | | | | | | | | | | | |
|----------------------------|-----------|--|--------------|-----------|---------------|---------------|---------------|--|-------------------|--------------------|-----------------------|
| Direct. | Ref. | Definition | 07/08 Target | Q1 Actual | Q2 YTD Target | Q2 YTD Actual | Q2 YTD Status | Comments | Met Average 05/06 | Top Quartile 05/06 | Bottom Quartile 05/06 |
| DUE | DUE ER001 | Number of disadvantaged residents placed into work through Future Skills Dudley | 250 | 76 | 110 | 189 | ★ | Employability skills embedded within mainstream and non-mainstream provision | - | - | - |
| DUE | DUE ER002 | Number of disadvantaged residents receiving training and/or achieving recognised qualifications through Future Skills Dudley | 1100 | 292 | 550 | 1249 | ★ | Established referral links with local Job Centre Plus offices and in-depth initial assessment of client needs. The yearly target has now been exceeded | - | - | - |

| Risks | | | | | |
|-------------|--------------|---|--------------|--------------------|--------------------|
| Directorate | Magique Ref. | Description | Risk Owner | Q1 Net Risk Status | Q2 Net Risk Status |
| DUE | 1888 | Local employers fail to engage with the Council over employment opportunities | John Woodall | L | L |

Regeneration Matters Performance Indicators 2007/08

| Council Plan Priority | Direct. | Ref. | Definition | 06/07 Actual | 07/08 Target | Q1 YTD Actual | Q1 YTD Status | Q2 YTD Target | Q2 YTD Actual | Q2 YTD Status | Met Average 05/06 | Top Quartile 05/06 | Bottom Quartile 05/06 |
|-----------------------|---------|--------------------|--|--------------|--------------|---------------|---------------|---------------|---------------|---------------|-------------------|--------------------|-----------------------|
| - | DUE | BV 109b/ CPA E2 | % of minor planning applications determined within 8 weeks | 75.63% | 65% | 69.6% | ● | 65% | 71.68% | ★ | 76.3% | 81.07% | 69% |
| - | DUE | BV 109c/ CPA E2 | % of other planning applications determined within 8 weeks | 88.98% | 80% | 89.41% | ★ | 80% | 86.63% | ● | 88.05% | 91.39% | 83.37% |

Quality Service Matters

Customer access to services

| Critical Success Factors | | | | |
|--------------------------|--|--|--|-------------|
| Ref. | Description | Lead Officer | Updates | Status @ Q2 |
| 22.5a | Complete Remodelling of Library Service | Jayne Wilkins/ Jen Beardsmore (DACHS) | Cabinet Report "Providing a Modern Library Service" - modernisation programme approved by Cabinet 12 th September. Scrutinised by Select Committee for Regeneration, Culture and Adult Education on the 24 th October with resolution to continue endorsed by Cabinet 31 st October | ● |
| 22.5b | Achieve threshold for Public Library Standards (PLS) | Jayne Wilkins (DACHS) | Modernisation plan implementation to improve achievement to reach all 10 Public Library Standards | ● |

Quality Service Matters

Maximise the potential of our council employees – our greatest asset

| Critical Success Factors | | | | |
|--------------------------|--|----------------------|--|-------------|
| Ref. | Description | Lead Officer | Updates | Status @ Q2 |
| 23.2a | Establish the ethnicity, disability, gender, age and religious profile of our workforce to be reflective of the local population | Nicola Johnson (CEX) | Populated PSE system with Personal Data. Questionnaire responses to establish the ethnicity, disability, gender, age and religious profile of our workforce – Complete | ● |
| 23.2b | Promote and implement the actions of the Equality Scheme | Simon Manson (CEX) | Annual review of equality & diversity reporting progress on the equality scheme to select committee on Regeneration, Culture and adult education in September 2007 | ● |
| 23.5a | Produce and implement a corporate Sickness and Absence Management procedure | Nicola Johnson (CEX) | On hold due to the implementation of Occupational Health Nurse, means that the entire process could be altered | ● |

| Key Performance Indicators | | | | | | | | | | | |
|----------------------------|---------|---|--------------|-----------|---------------|---------------|---------------|---|-------------------|--------------------|-----------------------|
| Direct. | Ref. | Definition | 07/08 Target | Q1 Actual | Q2 YTD Target | Q2 YTD Actual | Q2 YTD Status | Comments | Met Average 05/06 | Top Quartile 05/06 | Bottom Quartile 05/06 |
| CEX | BV 011a | % of the top paid 5% of local authority staff who are women | 45% | 44.8% | 45% | 44.5% | ● | The number of females in top 5% of earners reduced by 5 during quarter 2 | 42.66% | 42.45% | 22.22% |
| CEX | BV 011b | % of the top paid 5% of local authority staff who are from an ethnic minority | 4.6% | 4.9% | 4.6% | 4.3% | ● | The number of BME employees in the top 5% of earners reduced by 3 during quarter 2 | 4.19% | 4.33% | 0% |
| CEX | BV 012 | The proportion of working days/shifts lost to sickness absence (days per FTE) | 10.2 | 2.36 | 5.1 | 4.66 | ● | Reduction in 0.06 days lost per FTE since the previous quarter | 11.17 | 8.34 | 10.94 |
| CEX | BV 016a | % of local authority employees with a disability | 1.7% | 2% | 1.7% | 1.9% | ★ | The number of disabled employees has increased from 293 to 297; however as a percentage of all employees, it is a reduction | 2.56% | 3.89% | 1.86% |
| CEX | BV 017a | % of local authority employees from an ethnic minority | 5.1% | 5.2% | 5.1% | 5% | ● | The number of BME employees has increased from 733 to 769; however as a percentage of all employees, it is a reduction | 5.5% | 4.8% | 0.9% |

Quality Service Matters

ICT Strategy and E-Government

| Critical Success Factors | | | | |
|--------------------------|--|-----------------|---------|-------------|
| Ref. | Description | Lead Officer | Updates | Status @ Q2 |
| 24.1a | Meet legislation such as Data Protection, Freedom of Information and Computer Misuse Act | Dave Cook (FIN) | | ★ |

| Risks | | | | | |
|-------------|--------------|--|------------------|--------------------|--------------------|
| Directorate | Magique Ref. | Description | Risk Owner | Q1 Net Risk Status | Q2 Net Risk Status |
| FIN | 496 | Failure to meet government initiatives | Mike S. Williams | L | L |
| FIN | 1719 | Failure to provide prompt services | Mike N. Williams | M | L |
| FIN | 1719 | Failure to understand business need | Mike N. Williams | M | L |

Partnership Working Progress Report

October 2007

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

Audit Commission Inspections

Use of Resources

We had previously reported that we anticipated knowing the outcome of this inspection by the early autumn. However feedback from the Audit Commission has so far been limited, although early indications are that they will increasingly concentrate on partnership working arrangements. Members will be provided with further details as soon as they are available.

Regeneration Partnerships

In the previous report it was stated that the Audit Commission follow up inspection of our regeneration partnership working would be completed in August, and that a report by September was anticipated. However because of the unavailability of inspectors during August and September this was delayed. A further round of interviews is scheduled for November, and inspectors have told us that they aim to report back by Christmas.

Partnership Evaluation Tool (PET)

We have now identified a further 12 partnerships which play key roles in the delivery of council plan priorities. A programme of evaluation using the PET will enable us to identify good practice for dissemination and any areas in which we need to take remedial action in order to ensure that our partnership working is of the highest quality.

Local Area Agreement (LAA)

This is a critical time as Dudley Community Partnership takes part in the process of agreeing with central government the new LAA to take effect from April 2008. This process is taking place across the country, but because our original LAA was not signed off until earlier this year we have been required to undertake the same major task in consecutive years. Members will be kept informed of progress towards the new LAA.

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 2 |
|--------------------------------|-------------------|

DIRECTORATE PERFORMANCE INDICATORS –REPORTING BY EXCEPTION

| Performance Indicator | Comment and Proposed Action |
|---|--|
| People & policy indicators CEX PER 010 Days /shifts lost to sickness in CEX |  Actual: 5.99 Target: 5.10 Identify areas for improvement within CEX teams. Improved performance from quarter 1 |

Quarterly Directorate Issues Report

Directorate: Adult, Community & Housing Services

2007-08 Quarter 2

1. KEY ISSUE RELATING TO DIRECTORATE STRATEGIC PLANS

| Directorate Strategic Plan Priority (inc. Ref.) | Comment and Proposed Action |
|--|--|
| 22.5a: Library peer review and remodelling | Cabinet Report "Providing a Modern Library Service" - modernisation programme approved by Cabinet 12 th September. Scrutinised by Select Committee for Regeneration, Culture and Adult Education on the 24 th October with resolution to continue endorsed by Cabinet 31 st October |

2. SIGNIFICANT ACHIEVEMENTS/POINTS OF NOTE

- Bookstart project led by libraries working in partnership with Early Years and the Primary Care Trust has received an excellent rating in a recent Framework report by the regional Bookstart Coordinator. A number of areas of good practice were identified within Dudley and highlighted at the framework meeting. These included:-
 - 96% reach on Bookstart Baby Packs
 - 97% reach on Bookstart+ Packs
 - 99% reach on Treasure Chests
 - Bookstart in Dudley works very effectively in Partnership with Early Years, Primary Care Trust and Adult and Community Learning
 - Bookstart in Dudley has excellent support from the Primary Care Trust (PCT) with the PCT providing central storage. The PCT also funds onward delivery of the packs
 - Evidence of excellent monitoring of stock together with regular stock takes to ensure packs are gifted

- Evidence of a high level of strategic commitment within Library services
- Bookstart written into a number of Strategic Plans showing that Bookstart is considered to be part of core service
- Evidence of effective partnership working with Health Visitors to promote the Bookstart message
- Bookstart written into PCT Package of Care
- Evidence of Library Development Worker working with Hard to Reach groups to ensure that people at risk of social exclusion do not miss out on their packs
- The Archives Service working with Dudley Museums have been successful in saving the valuable glass archives of Jack Haden for the Borough

Quarterly Directorate Issues Report

| | |
|---------------------------------------|---------------------------|
| Directorate: Urban Environment | 2007- 08 Quarter 2 |
|---------------------------------------|---------------------------|

1. KEY ISSUE RELATING TO DIRECTORATE STRATEGIC PLANS

| Directorate Strategic Plan Priority | Comment and Proposed Action |
|-------------------------------------|--|
| Local Area Agreement (LAA) | <p>Next Generation LAA workshop to identify key DUE priorities which support the emerging outcomes for LAA2</p> <p>The Economic Development & Regeneration Partnership (EDRP) and the Strategic Housing & Environmental Partnership (SHEP) both of which have a strong DUE representation, are running workshops to identify cross cutting initiatives that support LAA 2 priorities</p> |

2. DIRECTORATE PERFORMANCE INDICATORS – REPORTING BY EXCEPTION

DUE performance indicators with Green or Red Status at Quarter 2:-

| Performance Indicator | Comment and Proposed Action |
|--|--|
| BV109a: Percentage of Major Planning applications determined within 13 weeks | <p>Target 60%, Actual 71.21%</p> <p>The successful implementation of the Development Control Improvement Plan continues to take effect</p> <p>Performance is ahead of target</p> |

| Performance Indicator | Comment and Proposed Action |
|--|--|
| <p>BV170c: The number of pupils visiting museums and galleries in organised school groups</p> | <p>Target 3900, Actual 3023</p> <p>Quarter 2 includes the summer holiday period which will have contributed towards reduced school visits</p> <p>Performance is below target</p> |
| <p>BV204: The percentage of appeals allowed against the authority's decision to refuse on planning applications</p> | <p>Target 36% or less, Actual 56%</p> <p>Members and officers are working together to deliver improvements throughout 2007/8</p> <p>Performance is behind target</p> |

3. SIGNIFICANT ACHIEVEMENTS/POINTS OF NOTE

- **Dudley Leisure Centre Customer Forum** – provided customers with a chance to ask questions on existing services and propose any future improvements during a recent open evening
- **Quest accreditation** – DUE's Sport & Recreation team have been awarded their third Quest accreditation in six months. Quest is the UK quality scheme for sport and leisure; it defines industry standards and good practice and is recommended by the British Quality Foundation for self-assessment in sport and leisure operations
- **Summer Sportszone in parks** – DUE's Sports Development Team extended their coaching to cover the holiday period. An exciting range of sporting activities and play sessions were held at parks throughout the borough
- **Summer JAM Club** – DUE's Museums & Galleries once again held Juniors at Museums clubs which include craft activities aimed at six to eleven year olds
- **Get Cycling** – A free guide to cycling across the region is now available from DUE's Road Safety and Travel Awareness Team offering tips on cycling for leisure and commuting advice on how people can make the most of their bike

- **Stourbridge town clock restoration complete** – The grade II listed town clock at the bottom of Stourbridge High Street has been lovingly restored to make the landmark a striking showpiece once again. The clock restoration was part of a range of public realm improvements taking place in Stourbridge town centre this summer. Lighting columns in High Street and Foster Street have been replaced and new litter bins, bollards and cycle stands have been installed. Decorative entrances to Foster Street subway have been repainted and the town's floral displays have been significantly increased this year
- **Heart of England Route of Industrial Heritage** – The Black Country Living Museum, Dudley Canal Tunnel and Limestone Mines, the Red House Glass Cone and Broadfield House Glass Museum have all been included in the new Heart of England Route of Industrial Heritage. The route connects 24 of the Heart of England's finest attractions that celebrate its contribution to the industrial revolution. The Heart of England network is part of a wider European Route of Industrial Heritage that currently involves Holland, Germany, parts of France, Belgium and Luxembourg. The purpose is to promote industrial heritage tourism in a co-ordinated way across the region
- **Discover more about Dudley** – A visitor information stand held at Dudley Market proved a big hit after more than 700 people stopped to learn about the borough tourist attractions
- **Open day at Lye & Wollescote Cemetery Chapel** – The Grade II listed Lye & Wollescote Cemetery Chapel opened its doors as part of the National Heritage Open Days scheme promoted by the Civic Trust and English Heritage
- **Park keepers receive awards** – Five of DUE's park keepers have qualified as sports leaders. The new award means that as well as their ordinary responsibilities which involve keeping parks, clean, tidy and safe they will now be able to get more closely involved with their communities and assist in delivering sports activities during holidays, at events and fun days
- **Funding event for sports clubs in Dudley** – Dudley Council for Voluntary Service teamed up with Sport Dudley, independent sports advisors, and DUE's Sport & Recreation Team to for a session held in September. Experts were on hand to offer help and advice to clubs attending the evening, on how to tap into a range of funding streams

- **Regenerating the Black Country** – The Department for Communities and Local Government has supported amendments to the West Midlands Regional Spatial Strategy, a long term strategy for the region’s renaissance over the next 15 years
- **Return of the dinosaurs** – Dudley Museum is going back to the Jurassic with a new exhibition of dinosaur models and skeletons. ‘Return of the dinosaurs’ is a two-year exhibition featuring dinosaurs both big and small, with brand new models, fossils and reproductions of dino-food
- **Royal recognition for park group** – The Friends of Kingswinford and Wall Heath Parks received best wishes from the queen at their family fun day held in September. The Family Picnic Day in the Park at King George VI Park in Kingswinford celebrated £80,000 of new improvements at the site. The Friends Group worked with Dudley Council’s liveability team and landscape design team, over four years to obtain funding to improve the park
- **Community Pride Awards** – The Community Pride and Junior Community Pride competitions recognise and reward groups, schools and businesses that work to improve their local environment. St Thomas’ Community Network won first place in Community Pride with its ‘Hillside Herbs’ allotment. First place in Junior Community Pride went to Caslon Primary School following its transformation of an ordinary play area into a picturesque green space with wild flowers and a sensory garden
- **Monday matinees** – Stourbridge Town Hall is repeating its successful golden oldies cinema season with a new run of Monday Matinees following last seasons great success when every screening sold out
- **Stourbridge win a silver gilt award** in the Britain in Bloom competition, and Sedgley achieve a Merit Award. Wollescote Park received special recognition for horticultural excellence
- **South Black Country Innovation Campus** – Significant progress is being made on the development of the South Black Country Innovation Campus. This flagship project is aimed at providing a “gateway” of ideas for entrepreneurs and start-up companies and attracting high value knowledge businesses and jobs to the borough and the Black Country. Dudley Council has now appointed regeneration, development and planning consultants, Ancer Spa, to work on the project through to the

full business plan stage which is expected to be complete by the end of October 2007. A full development brief aimed at private sector developers, partners, investors and stakeholders will be available towards the end of October 2007 and an outline application to AWM for funding is expected before Christmas

Quarterly Directorate Issues Report

| | |
|--|--------------------------|
| Directorate: Finance, ICT and Procurement | 2007-08 Quarter 2 |
|--|--------------------------|

1. KEY ISSUES RELATING TO DIRECTORATE STRATEGIC PLANS

| Directorate Strategic Plan Priority | Comment and Proposed Action |
|--|---|
| Deliver the priorities / actions in the directorate People Management Strategy | Satisfactory progress being achieved in all areas |
| Deliver the priorities / actions in the directorate Equality and Diversity Action Plan | |
| Deliver the priorities / actions in the directorate ICT Plan | |
| Deliver the priorities / actions in the directorate Asset Plan | |
| Undertake service improvements following reviews | |

2. SIGNIFICANT ACHIEVEMENTS/POINTS OF NOTE

- Benefit Services has retained its top “4” score following the CPA review
- Les Bradshaw has been appointed Head of Audit Services
- Benefit Services was shortlisted in the IRRV Awards - Benefits Team of the Year category
- Benefit Services has recently launched its “fast track promise”, which guarantees that a benefit claim will be processed within 2 working days provided the customer submits the correct information
- ICT Services (via its Training Section in Abberley St) has recently signed up with an external provider to allow European

Computer Driving Licence (ECDL) training to be undertaken by Council staff on line

- Small business rate relief take-up campaign promoted

