
SCRUTINY PERFORMANCE INDICATORS 2017/18

Purpose of the Report

1. To provide Scrutiny Committees with five baskets of proposed indicators (one basket for each scrutiny committee) for consideration, to help inform their 2017/18 work plan, and to propose the schedule at which performance updates are provided.

Background to report

2. A corporate plan is currently in development and this will contain key performance indicators. The final plan is unlikely to be in place until after the summer but it is recognised that scrutiny committees require a performance monitoring framework to be in place to help inform their 2017/18 work plan.
3. Performance monitoring clinics are held quarterly between the Chief Executive and senior officers within the different departments. Furthermore, performance is monitored and scrutinised in other forums such as the Health and Wellbeing Board, Children's and Adults Safeguarding Boards, the Children's Services Improvement Board, and the Audit Committee.
4. The Head of Strategy, Performance and Communications and the Performance Manager attended a Monitoring and Co-ordination meeting on 24 April 2017 where it was agreed that a basket of *proposed* performance indicators based on the main corporate priorities would be developed for each scrutiny committee to consider.

Proposed approach

5. Five baskets of indicators have been proposed for scrutiny committees to consider. These are aligned with the key priorities (core offer / legal duties and the futures fund to meet local objectives) that were agreed within the MTFP (2016). The proposed indicators should enable scrutiny to assess performance against these, and are likely to form the key indicators that will be used to monitor the corporate plan.
6. Once agreed the baskets of indicators will remain fixed throughout 2017/18 unless there are significant differences with the indicators within the corporate plan once it is finalised.
7. Performance against the baskets of indicators will be reported to scrutiny groups on a quarterly basis in line with the establish performance monitoring framework (i.e. performance monitoring clinics held quarterly with the Chief Executive).

8. In some instances, arrangements may be in place between scrutiny committees and directors to report on performance more frequently, such as within Children's Services.
9. Separate from the service specific indicators there are over 300 corporate indicators covering human resources, complaints and health & safety, which provide information at corporate, departmental, and service levels. Given the number of indicators in this sub-set we have proposed not to include them in the baskets as standing items, and would suggest instead that they are referenced when appropriate in a narrative provided by the relevant assistant director when providing scrutiny with a performance update.
10. **Appendix 1** includes the proposed baskets of indicators for consideration.
11. **Appendix 2** lists the proposed dates for when performance will be reported to the relevant scrutiny committees.
12. A review of the baskets of indicators for the following year will take place with the Monitoring and Co-ordination group during quarter 4.

Recommendations

It is recommended that:

1. The Scrutiny Committee review the proposed baskets of indicators (detailed in appendix 1) and give a view as to whether any changes should be made.
2. The Scrutiny Committee agree the proposed quarterly reporting schedule (unless other arrangements are already in place) as outlined in appendix 2.

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Appendix 1 – proposed baskets of indicators

Adults and Housing Scrutiny Committee Indicators				
#	Ref.	Description	Directorate	Update Frequency
1	HBS013	Rent arrears of current tenants in the financial year as a percentage of rent debit	NS&R	Quarterly
2	HBS016	Rent collected as a proportion of rents owed on HRA dwellings *including arrears b/fwd	NS&R	Quarterly
3	HBS025	No of days spent in 'Bed and Breakfast'	NS&R	Monthly
4	HBS027a	Percentage of positive outcomes where homelessness has been prevented	NS&R	Monthly
5	HBS034	Average No of days to re-let dwellings	NS&R	Monthly
6	HBS072	% of dwellings with a gas service within 12 months of last service date	NS&R	Monthly
7	ASC 002	(ASCOF 2A-2) Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care per 100,000 of the 65+ population	C&A	Monthly
8	ASC 003	(ASCOF 2A-1) Adults aged 18 - 64 admitted on a permanent basis in the year to residential or nursing care homes, per 100,000 population	C&A	Monthly
9	ASC 008	(ASCOF 2A 1&2) Permanent admissions to residential and nursing care homes, per 100,000 of the 18+ population.	C&A	Monthly
10	ASC 019	Percentage of people who have no ongoing care needs following completion of provision of a reablement package.	C&A	Monthly
11	ASC 021	Percentage of people whose need for home care has reduced through provision of a reablement package.	C&A	Monthly
12	ASC 045	(ASCOF 1G) Proportion of adults with a learning disability who live in their own home or with their family	C&A	Monthly
13	ASC 046	(ASCOF 1E) Proportion of adults with learning disabilities in paid employment.	C&A	Monthly
14	ASC 049	(ASCOF 1C (1a)) Proportion of people using social care who receive self-directed support	C&A	Monthly
15	ASC 050	(ASCOF 1C (1b)) Proportion of carers using social care who receive self-directed support	C&A	Monthly
16	ASC 054	(ASCOF 3D (1)) The proportion of people who use Adult Care services who find it easy to find information about services.	C&A	Annually
17	ASC 055	(ASCOF 3D (2)) The proportion of people who are carers who find it easy to find information about services.	C&A	Annually

Children and Young People Scrutiny Committee Indicators				
#	Ref.	Description	Directorate	Update Frequency
1	CSC 32	Total number of re-referrals that are repeat within 12 months.	C&A	year to date
2	CSC 034	Monthly number of re-referrals that are repeat within 12 months. Based on distinct count of referral ID and according to start date of current and end dates of previous referral.	C&A	monthly
3	CSC 036	Number of assessments completed year to date	C&A	year to date
4	CSC 165	Number of section 47 enquires started within the year	C&A	year to date
5	CSC 178	Monthly % of cases recorded in the Safeguarding Unit workbook where Child Protection strategy meeting to initial child protection conference (ICPC) are within 15 days (CP)	C&A	monthly
6	CSC 252a	of children who were the subject of a child protection plan (CPP) during the reporting period who had all Statutory Visits carried out within required timescale (every 10 working days)	C&A	monthly
7	CSC 218	Timeliness (LAC) - % of looked after children (LAC) at the end of the month whose reviews had been completed within the required time limits of 20 working days for initial review and 91 and 183 days for statutory review (excludes children placed for Adoption and children LAC for <20 working days)	C&A	monthly
8	CSC 260b	Percentage of CLA stat visits completed within timescales cum	C&A	year to date
9	CSC 246	Number incidents of looked after children (LAC) recorded as missing to the Police within the month	C&A	monthly
10	CSC 001	Number of individual Early Help / CAF assessments recorded year to date	C&A	Monthly
11	CSC 022	Monthly % of referrals completed within 24 hours	C&A	Monthly
12	CSC 038	% of children & families assessments completed within 45 working days	C&A	Monthly
13	CSC 176	% of cases where the initial child protection conference (ICPC) was within 15 days of the initiating strategy discussion recorded in the Safeguarding Unit workbook	C&A	Monthly
14	CSC 182	Number of children subject to a child protection plan (CPP)	C&A	as at
15	CSC 183	% of child protection cases (CPP) and LAC allocated to a qualified social worker	C&A	Monthly
16	CSC 186	% of children ceasing to be the subject of a Child Protection Plan (CPP) during the reporting period who have been subject of a CPP continuously for 2 years or more	C&A	Monthly
17	CSC 188	% of children becoming the subject of a Child Protection Plan (CPP) for a 2nd or subsequent time in the reporting period (within 2 yrs of previous CPP ceasing)	C&A	
18	CSC 201	Total number of looked after children (LAC) at the end of the reporting period	C&A	as at
19	CSC 228	Stability of placements of looked after children (LAC) - placement moves - the percentage of children looked after at the reporting date with 3 or more placement moves during the last 12 months	C&A	Monthly
20	CSC 229	Stability of placements of looked after children (LAC) - length of placement - the percentage of children aged under 16 and looked after who have been looked after for at least 2.5 years and have been in their current placement continuously for at least 2 years	C&A	Monthly
21	CSC 230	% of total looked after children (LAC) placed more than 20 miles away from home, inside or outside the boundary, as at the end of each reporting period (excludes children placed for	C&A	Monthly

		adoption)		
22	CSC 247	% of newly looked after children (LAC) in the period for whom an initial health assessment has been completed within 20 working days - note this is updated retrospectively each month due to the 20 working days allowed meaning that some eligible children would not have been due an assessment by the reporting date	C&A	Monthly
23	CSC 250	% of looked after children (LAC) with up to date Health Checks (CLA 1 yr +)	C&A	Monthly
24	CSC 251	% of looked after children (LAC) with up to date Dental Checks (CLA 1 yr +)	C&A	Monthly
25	CSC 285	% of Care Leavers in suitable accommodation (combined for 18, 19, 20 and 21 year olds - former relevant)	C&A	Monthly
26	CSC 290	% of Care Leavers not in education, employment or training (combined for 18, 19, 20 and 21 year olds)	C&A	Monthly

(NOTE – Educational indicators to be updated at meeting of Scrutiny on the 19th June, 2017)

Efficiency and Resources Scrutiny Committee Indicators				
#	Ref.	Description	Directorate	Update Frequency
1	HBS002	Amount in £'s of CT arrears collected	NS&R	Monthly
2	HBS003	Amount in £'s of Housing Benefit overpayments recovered	NS&R	Quarterly
3	HBS009	% CT collected in year	NS&R	Monthly
4	HBS010	% of Business Rates collected in year	NS&R	Monthly
5	FHR001	Days Lost	NS&R	Monthly
6	FHR003	Reportable employee accidents/ill-health	NS&R	Quarterly
7	FHR008	Upheld Local Government Ombudsman	NS&R	Quarterly
8	FHR009	Complaints upheld ICO	NS&R	Quarterly
9	FHR019	Staff Turnover	NS&R	Quarterly
10	LGP008	Contracted Spend	NS&R	Quarterly

Notes:

1. *Financial information is also reported to the Efficiency and Resources Scrutiny Committee but is not recorded as a performance indicator.*
2. *Separate reports are submitted to Audit Committee detailing corporate health indicators.*

Health and Partnerships Scrutiny Committee Indicators				
#	Ref.	Description	Directorate	Update Frequency
1	CUL008a	Inactive people in Darlington doing less than 30 minutes moderate activity per week	NS&R	Annually
2	CUL009a	Physical activity people doing at least 150 minutes of physical activity each week	NS&R	Annually
3	CUL010a	Sport and physical activity at least twice in the last 28 days	NS&R	Annually
4	CUL063	Number of school pupils participating in the sports development programme	NS&R	Quarterly
5	CUL064	Number of individuals participating in the community sports development programme	NS&R	Quarterly
6	PBH 009	(PHOF 2.01) Low birth weight of term babies	Children and Adults Services	Quarterly (Financial year)
7	PBH 013c	(PHOF 2.02ii) % of all infants due a 6-8 week check that are totally or partially breastfed	Children and Adults Services	Quarterly (year to date)
8	PBH 014	(PHOF 2.03) % of women who smoke at time of delivery	Children and Adults Services	Quarterly (year to date)
9	PBH 016	(PHOF 2.04) Rate of under-18 conceptions	Children and Adults Services	Quarterly (year to date)
10	PBH 018	(PHOF 2.05) Child development - Proportion of children aged 2-2½yrs offered ASQ-3 as part of the Healthy Child Programme or integrated review	Children and Adults Services	Annual (financial year)
11	PBH 020	(PHOF 2.06i) Excess weight among primary school age children in Reception year	Children and Adults Services	Annual (academic year)
12	PBH 021	(PHOF 2.06ii) Excess weight among primary school age children in Year 6	Children and Adults Services	Annual (academic year)
13	PBH 033	(PHOF 2.14) Prevalence of smoking among persons aged 18 years and over	Children and Adults Services	Annual (calendar year)
14	PBH 044	(PHOF 2.18) Alcohol related admissions to hospital	Children and Adults Services	Quarterly (year to date)
15	PBH 046	(PHOF 2.22iv) Take up of the NHS Health Check programme – by those eligible	Children and Adults Services	Quarterly (financial year)
16	PBH 048	(PHOF 3.02) Rate of chlamydia detection per 100,000 young people aged 15 to 24	Children and Adults Services	Annual (calendar year)
17	PBH 054	(PHOF 4.02) Proportion of five year old children free from dental decay** (NHSOF 3.7i)	Children and Adults Services	Annual (financial year)
18	PBH 035i	(PHOF 2.15i) Successful completion of drug treatment - opiate users	Children and Adults Services	Annual (calendar year)
19	PBH 035ii	(PHOF 2.15ii) Successful completion of drug treatment - non-opiate users	Children and Adults Services	Annual (calendar year)
20	PBH 035iii	(PHOF 2.15iii) Successful completion of alcohol treatment	Children and Adults	Annual (calendar

			Services	year)
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Place Scrutiny Committee Indicators				
#	Ref.	Description	Directorate	Update Frequency
1	CUL065	Number of physical visits to the Library	NS&R	Annually
2	CUL066	Number of book loans	NS&R	Annually
3	CUL071	Number of visits to the Head of Steam	NS&R	Annually
4	ENV001	Number of Ward Members who are leading or are involved in a litter or grounds maintenance based project	NS&R	Annually
5	ENV002	Number of Street Champions who are actively involved in litter picking a minimum of once per month	NS&R	Quarterly
6	ENV005	Local Environmental Quality Survey - % of 75 transects inspected that pass the Litter Code of Practice list	NS&R	Quarterly
7	ENV009	% of household waste that is collected that is either reused, recycled or composted	NS&R	Quarterly
8	ECI305	12 month rolling average trend for Monthly town centre footfall	EG	Monthly
9	ECI321	Monthly unemployed claimant count	EG	Month End
10	ECI326	Employment Rate - all people economically active	EG	Annually
11	ECI 327	Average resident income (New Key)	EG	Annually
12	ECI328	Average resident wage by employment (New Key)	EG	Annually
13	ECI401	New homes delivered against 5 year supply	EG	Quarterly
14	REG 201	CCTV : Time to answer Lifeline Calls -for Life Critical Calls – calls shall be answered within 30 seconds	EG	Monthly
15	REG 301	Environmental Health : Percentage of food premises which are inspected within due date	EG	Annually
16	REG 308	Environmental Health: Percentage of premises broadly compliant for food hygiene	EG	Annually
17	REG 312	Percentage of noise complaints investigated and completed within 6 weeks of the date of receipt (except where diary sheet returned)	EG	Quarterly
18	REG 803	Trading Standards : Percentage of high risk inspections carried out	EG	Quarterly
19	TCP 200	Percentage of principal roads where maintenance should be considered (A class)	EG	Annually
20	TCP 202	Percentage of non-principal roads where maintenance should be considered (B and C class)	EG	Financial Year
21	TCP 203	Percentage of unclassified roads where maintenance should be considered	EG	Financial Year
22	TCP 600	Number of people killed or seriously injured in road traffic accidents	EG	Calendar Year
23	TCP 601	Number of people slightly injured in road traffic accidents	EG	Calendar Year
24	TCP 602	Number of children killed or seriously injured in road traffic accidents	EG	Calendar Year
25	TCP 603	Number of children slightly injured in road traffic accidents	EG	Calendar Year
26	TCP 900	Overall Public Satisfaction with Public Transport Theme (National Highways and Transport Survey)	EG	Calendar Year
27	ECI 104	Percentage of major planning applications decided within 13 weeks	EG	Quarterly
28	ECI 105	Percentage of non-major planning development decisions within 8 weeks or within agreed time (EoT)	EG	Quarterly
29	ECI 106	24 months to date percentage of non-major planning	EG	Quarterly

	development decisions within 8 weeks or within agreed time (EoT)		
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Appendix 2 – proposed reporting dates

Committee	Quarter 1 report (1 April – 30 June)	Quarter 2 report (1 July – 30 September)	Quarter 3 report (1 October – 31 December)	Quarter 4 / year end report (1 January – 31 March)
Adults and Housing	5 September 2017	19 December 2017	10 April 2018	13 June 2018
Children and Young People	11 September 2017	18 December 2017	16 April 2018	19 June 2018
Health and Partnerships	6 September 2017	20 December 2017	11 April 2018	14 June 2018
Efficiency and Resources	31 August 2017	4 January 2018	19 April 2018	22 June 2018
Place	24 August 2017	7 December 2017	5 April 2018	1 June 2018

Note: It is proposed that the baskets of indicators are reviewed as part of the quarter 4 update.