
PERFORMANCE INDICATORS Q2 2017/18

Purpose of the Report

1. To provide Members with an update on performance against key performance indicators.

Summary

2. This report provides quarter 2 (1 July – 30 September) 2017/18 performance information in line with an indicator set and scrutiny committee distribution agreed by Monitoring and Coordination Group on 12 June 2017, and subsequently by scrutiny committee chairs.
3. The indicators included in this report are aligned with key priorities and the majority are used to monitor the Corporate Plan 2017/21. Other indicators may be referenced when appropriate in narrative provided by the relevant assistant directors, when providing the committee with performance updates.
4. It is suggested monitoring focuses on issues and exceptions, and relevant assistant directors will be in attendance at the meeting to respond to queries raised by the committee regarding the performance information contained within this report.
5. Many of the indicators included in this report are reported annually and therefore quarterly updates for these indicators are not available. Fifteen (15) indicators are reported quarterly.
6. Those quarterly reported indicators showing good performance this quarter include:
 - (a) The Planning indicators (ECI 104-6) with all three currently reaching or exceeding the year-end target;
 - (b) The fly-tipping indicators (ENV 021-022) are currently exceeding year-end targets;
 - (c) The % of 75 transepts inspected that pass the Litter Code of Practice also currently exceeds year-end target; and
 - (d) The number of street champions (ENV 002) is close to year-end target

7. Those indicators showing lower performance this quarter include:
 - (a) Noise complaints (REG 312) which has shown a drop in performance this quarter compared to quarter 1 and outturn performance last year; and
 - (b) Visits to the Dolphin Centre which shows performance at Quarter 2 to be down from this time last year.
8. Eight (8) annual indicators are also reported this quarter. These relate to The National Highways and Transport survey which is an annual survey of the public perspectives on highways and transportation services. These indicators (TCP, 200, 202-3, 600-3, and 900) show the annual results for the 2016 survey, with overall satisfaction (TCP 900) slightly up at 60% on the previous year, but slightly below the National Average of 61%.
9. One (1) indicator is reported 6 monthly at Q2 and Q4. This is ECI 401 - New homes delivered against 5 year supply. This indicator is showing significant improvement and it is anticipated end of year target will be achieved.
10. A detailed performance scorecard is attached at **Appendix 1**.
11. This report is compiled by the Corporate Performance Team. All queries regarding the format of this report should be addressed to Barbara.Copson@Darlington.gov.uk

Recommendation

12. It is recommended that performance information provided in this report is reviewed and noted, and relevant queries raised with appropriate assistant directors

Paul Wildsmith
Director of Neighbourhood Services and Resources

Background papers

No background papers were used in the preparation of this report.

S17 Crime and Disorder	This report supports the Council's Crime and Disorder responsibilities
Health and Well Being	This report supports performance improvement relating to improving the health and wellbeing of residents
Sustainability	This report supports the Council's sustainability responsibilities
Diversity	This report supports the promotion of diversity
Wards Affected	This report supports performance improvement across all Wards
Groups Affected	This report supports performance improvement which benefits all groups
Budget and Policy Framework	This report does not represent a change to the budget and policy framework
Key Decision	This is not a key decision
Urgent Decision	This is not an urgent decision
One Darlington: Perfectly Placed	This report contributes to the Sustainable Community Strategy (SCS) by involving Members in the scrutiny of performance relating to the delivery of key outcomes
Efficiency	Scrutiny of performance is integral to optimising outcomes.
Impact on Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers.