

**ADULTS AND HOUSING SCRUTINY COMMITTEE WORK PROGRAMME****OVERARCHING TOPICS****PERFORMANCE MANAGEMENT:**

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Sharon Raine	Performance Management	More people healthy and independent  A safe and caring community  Enough support for people when needed	Build strong communities.  Spend every pound wisely	Full PMF suite of indicators	Continual half – yearly monitoring		Performance Management reports	
<b>Performance Management Metrics</b>								
All metrics within the Council's PMF								
<b>Topics</b>								
What is the impact on services within the borough?								
What is the impact on residents?								
How can this committee influence or assist in developments?								
Which organisations are involved?								

## MANAGEMENT OF CHANGE PROGRAMME:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Sharon Raine/ Brian Boggon	Management of Change Programme	A safe and caring community  Enough support for people when needed	Build strong communities.	N/A	Continual half yearly monitoring	Continual half yearly monitoring	Efficiency savings achieved supporting MTFP	
<b>Performance Management Metrics</b>			<b>N/A</b>					
<b>Topics</b>								
What is the impact on services within the borough?								
What is the impact on residents?								
How can this committee influence or assist in developments?								
Which organisations are involved?								

## DIRECTOR OF PUBLIC HEALTH ANNUAL REPORT 2016:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Miriam Davidson	Director of Public Health Annual Report	A safe and caring community  Enough support for people when needed	Build strong communities.		To provide an annual update about key issues for this Scrutiny Committee	Ongoing annual report	Annual DPH report	
<b>Performance Management Metrics</b>			Metrics within DPH Annual Report – source: PHE Darlington Healthy Profile (pub June)					
<b>Topics</b>								
What is the impact on services within the borough?								
What is the impact on residents?								
How can this committee influence or assist in developments?								
Which organisations are involved?								

## DARLINGTON HEALTH WATCH:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
To be confirmed	HealthWatch Darlington	Enough support for people when needed	Build strong communities.	To be identified	Current work programme for HealthWatch	Contextual information	Impacts on services	
<b>Performance Management Metrics</b>			To be identified					
<b>Topics</b>								
What is the impact on services within the borough?								
What is the impact on residents?								
How can this committee influence or assist in developments?								
Which organisations are involved?								

## ADULT SOCIAL CARE TOPICS:

### BETTER CARE FUND/ADULT HEALTH INTEGRATION:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Pat Simpson	Better Care Fund/Adult Health Integration	More people healthy and independent	Spend every pound wisely	ASC 08 ASC 058 (ASCOF 3e) ASC 051 ASC 038 ASC 054 Inpatient Survey GP Survey	Progress report to identify areas for further enquiry	Deep dive on selected areas	Quarterly returns to NHS England  Case Studies	

#### Performance Management Metrics:

ASC 08	(ASCOF 2A 1&2) Permanent admissions to residential and nursing care homes, per 100,000 population.
ASC 038	(ASCOF 2C (1)) Delayed transfers of care from hospitals overall per 100,000 population.
ASC 051	(ASCOF 2B (2)) Proportion of older people (65 and over) who are still at home 91 days after discharge from hospital into reablement / rehabilitation services (offered the service)
ASC 054	(ASCOF 1I (1)) Proportion of people who use social care services, who reported that they had as much social contact as they would like.
ASC 058 (ASCOF 3e)	(ASCOF 3E) Improving people's experience of integrated care

Topics	
What is the impact on services within the borough?	
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## SAFEGUARDING ADULTS BOARD (SAB):

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)		Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Emma Chawner	Safeguarding Adults Board (SAB)	A safe and caring community	Build strong communities	ASC 028 ASC 029 ASC 059 ASC 061 ASC 062 ASC 199 ASC 200 ASC 201 ASC 202	ASC 203 ASC 204 ASC 205 ASC 206 ASC 207 ASC 209 ASC 210 ASC 213 ASC 214	Background to adult safeguarding  Contextual information  Priorities	Interview Chair of the SAB (Mike Vening) undertaken 2/2/16 as part of Task and Finish Group.	Business Plan	

### Performance Management Metrics:

ASC 028	Number of completed Safeguarding referrals per 1,000 of the population.
ASC 029	Percentage of Safeguarding referrals that are substantiated or partly substantiated
ASC 059	(ASCOF 4C) Proportion of completed safeguarding referrals where people report that they feel safe
ASC 061	Rate of safeguarding referrals per 100,000 population aged 18+
ASC 062	Repeat Safeguarding Concerns year to date
ASC 199	Repeat Safeguarding Concerns per month
ASC 200	Number of concerns received i.e. alerts year to date
ASC 201	Number of concerns received i.e. alerts per month
ASC 202	Number of referrals undertaken i.e. alerts progressed to strategy year to date
ASC 203	Number of referrals undertaken i.e. alerts progressed to strategy per month
ASC 204	Concerns entered but not yet completed i.e. alerts year to date
ASC 205	Concerns entered but not yet completed i.e. alerts per month
ASC 206	Referral/Strategy entered but not yet fully completed year to date
ASC 207	Number of safeguarding concerns / referrals / enquiries per allocated Safeguarding Adult Manager year to date

ASC 209	Number of safeguarding concerns / referrals / enquiries per allocated Safeguarding Adult Manager per month
ASC 210	Making safeguarding personal outcomes (four indicators) year to date
ASC 213	Making safeguarding personal outcomes (four indicators) per month
ASC 214	Number of completed Safeguarding referrals per 1,000 population.
<b>Topics</b>	
What is the impact on services within the borough?	
What is the impact on residents?	
How can this committee influence or assist in developments?	
Which organisations are involved?	

## DEMENTIA SERVICES:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Kevin Kelly	Dementia Services	More people healthy and independent  A safe and caring community	Spend every pound wisely	ASC 057	Setting the Scene/National and Regional Context	Interviews :- <ul style="list-style-type: none"> <li>• DBC Officers</li> <li>• Tees, Esk and Wear Valley NHS Trust</li> <li>• Co. Durham and Darlington NHS Foundation Trust</li> <li>• HealthWatch Darlington</li> <li>• Darlington Dementia Action Alliance</li> <li>• Darlington CCG</li> </ul>	Meet with Focus Groups  Case Studies  Visits to care homes  Providers  Voluntary Sector e.g. Age UK	Review Group 2015/16
<b>Performance Metrics</b>								
ASC 057			(ASCOF 2F) Dementia – a measure of the effectiveness of post-diagnosis care in sustaining independence and improving quality of life					
<b>Topic</b>								
What is the impact on services within the borough?								
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Which organisations are involved?								



## RIACT SERVICE:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)		Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Kevin Kelly	RIACT	More people healthy and independent	Spend every pound wisely.	ASC 016 ASC 017 ASC 051 ASC 097 ASC 098 ASC 121 ASC 122 ASC 145 ASC 146	ASC 169 ASC 170 ASC 225 ASC 226 ASC 227 ASC 228 ASC 229 ASC 230	Report timetabled for 23/2/16	Contextual information	<ul style="list-style-type: none"> <li>▪ Case Studies</li> <li>▪ Performance Management Information</li> <li>▪ Interviews with RIACT managers</li> <li>▪ Feedback from Service Users</li> </ul>	
<b>Performance Metrics</b>									
ASC 016	The number of people provided with a reablement package as a percentage of those referred for community care assessment:								
ASC 017	The number of people provided with a reablement package per 1,000 population								
ASC 051 (ASCOF 2B (2))	Proportion of older people (65 and over) who are still at home 91 days after discharge from hospital into reablement / rehabilitation services (offered the service)								
ASC 097	% of referrals to RIACT year to date								
ASC 098	% of referrals to RIACT within the month								
ASC 121	% of assessments to RIACT year to date								
ASC 122	% of assessments to RIACT within the month								
ASC 145	% of reviews to RIACT year to date								
ASC 146	% of reviews to RIACT within the month								
ASC 169	% of cases open to RIACT year to date								
ASC 170	% of cases open to RIACT within the month								
ASC 225	Still at home 30 days after RIACT year to date								
ASC 226	Still at home 30 days after RIACT per month								

ASC 227	Still at home 60 days after RIACT year to date
ASC 228	Still at home 60 days after RIACT per month
ASC 229	Still at home 90 days after RIACT year to date
ASC 230	Still at home 90 days after RIACT per month
<b>Topic</b>	
What is the impact on services within the borough?	
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Which organisations are involved?	

## LIQUID LOGIC:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Sharon Raine	Liquid Logic	More people healthy and independent.  Enough support for people when needed.	Spend every pound wisely.	No specific PMF indicators for LL implementation. Successful implementation will result in better collection of information to support performance management.	Presentation	Meet with users	Performance Management Information	

**Performance Management Metrics:** There are no specific PMF indicators for Liquid Logic. Successful implementation will result in better collection of information to support good case management and oversight; and in turn better outcomes for individuals.

Topics	
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## TELECARE/TELEHEALTH:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Stephen Bennett	Telecare/Telehealth	More people healthy and independent  A safe and caring community	Spend every pound wisely.	ASC 223 ASC 224 [Two new metrics yet to be added to the PMF.]	Report	Interviews with: <ul style="list-style-type: none"> <li>• Social workers</li> <li>• Lifeline staff</li> <li>• Service users</li> </ul>		
<b>Performance Management Metrics:</b>								
NEW			% of Assistive Technology Toolkits successfully installed following assessment					
NEW			% of RIACT Assistive Technology Toolkits successfully installed following assessment					
ASC 223			Number of individuals referred for assistive technology year to date					
ASC 224			Number of individuals referred for assistive technology per month					
<b>Topic</b>								
What is the impact on services within the borough?								
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How can this committee influence or assist in developments?								
Which organisations are involved?								

## COMMUNITY EQUIPMENT SERVICE/HOME LOANS:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Kevin Kelly	Home Equipment Loans - Community Equipment Service.	More people healthy and independent.  More people active and involved.	Spend every pound wisely.  To review how the new contract is working six months following implementation.	ASC 005 ASC 015	Report	<ul style="list-style-type: none"> <li>• Visit to MedEquip</li> <li>• Contextual information</li> </ul>	Case Studies	

### Performance Management Metrics:

ASC 005	The percentage of items of equipment delivered within seven days
ASC 015	The percentage of pieces of HELS equipment fitted within seven days after delivery
<b>Topic</b>	
What is the impact on services within the borough?	
What is the impact on residents?	
How can this committee influence or assist in developments?	
Which organisations are involved?	

## SUPPORT FOR ADULTS WITH A LEARNING DISABILITY/AUTISM:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Kevin Kelly	Support for adults with a learning disability	More people healthy and independent  A safe and caring community	Spend every pound wisely.  To look at the services provided and the outcomes for residents.	ASC 023 ASC 043 ASC 044 ASC 089 ASC 090 ASC 113 ASC 114 ASC 161 ASC 162	Report	Contextual information	Case Studies/ Journey	

### Performance Management Metrics:

ASC 023	Adults aged 18-64 with a learning disability helped to live at home. (Part NI 136)
ASC 043	(ASCOF 1G) Proportion of adults with a learning disability who live in their own home or with their family
ASC 044	(ASCOF 1E) Proportion of adults with learning disabilities in paid employment.
ASC 089	% of referrals to Learning Disability Team 26+ and Life Stages year to date
ASC 090	% of referrals to Learning Disability Team 26+ and Life Stages within the month
ASC 113	% of assessments to Learning Disability Team 26+ and Life Stages year to date
ASC 114	% of assessments to Learning Disability Team 26+ and Life Stages within the month
ASC 131	% of reviews to Disabled Children and Young Adults Team year to date
ASC 132	% of reviews to Disabled Children and Young Adults Team within the month
ASC 137	% of reviews to Learning Disability Team 26+ and Life Stages year to date
ASC 138	% of reviews to Learning Disability Team 26+ and Life Stages within the month
ASC 155	% of cases open to Disabled Children and Young Adults Team year to date

ASC 156	% of cases open to Disabled Children and Young Adults Team within the month
ASC 161	% of cases open to Learning Disability Team 26+ and Life Stages year to date
ASC 162	% of cases open to Learning Disability Team 26+ and Life Stages within the month
<b>Topic</b>	
What is the impact on services within the borough?	
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## THE CARE ACT:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Suzanne Joyner/ Kevin Kelly	The Care Act	More people healthy and independent  A safe and caring community  Enough support for people when needed	Building strong communities  Spend every pound wisely  Growing the economy	To be identified	The Care Act has been part of the work programme 2015-16. Consider use of Task and Finish groups to look particular elements of the Act.			
<b>Performance Management Metrics</b>			To be identified					
<b>Topic</b>								
What is the impact on services within the borough?								
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## DOMICILIARY CARE:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Sarah Parker?	Domiciliary Care	More people healthy and independent  Enough support for people when needed	Building strong communities  Spend every pound wisely	ASC 157 ASC 158	Contextual information to decide KLOEs		Market Position  Demand	
<b>Performance Management Metrics</b>								
ASC 157			% of cases open to Domiciliary cases open for the year					
ASC 158			% of cases open to Domiciliary cases open within the month					
<b>Topic</b>								
What is the impact on services within the borough?								
What is the impact on residents?								
How can this committee influence or assist in developments?								
Which organisations are involved?								

## MULTI-AGENCY SAFEGUARDING HUB (MASH):

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)		Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Suzanne Joyner/ Kevin Kelly	Multi-agency Safeguarding Hub	A safe and caring community  Enough support for people when needed	Build strong communities.	ASC 028 ASC 029 ASC 059 ASC 061 ASC 062 ASC 199 ASC 200 ASC 201 ASC 202	ASC 203 ASC 204 ASC 205 ASC 206 ASC 207 ASC 209 ASC 210 ASC 213 ASC 214	Outline report to include statistical data and outcomes	Contextual information	Case Studies/ Journey	
<b>Performance Management Metrics</b>			PROXY INDICATORS USING SAFEGUARDING ADULTS INDICATORS						
ASC 028			Number of completed Safeguarding referrals per 1,000 of the population.						
ASC 029			Percentage of Safeguarding referrals that are substantiated or partly substantiated						
ASC 059			(ASCOF 4C) Proportion of completed safeguarding referrals where people report that they feel safe						
ASC 061			Rate of safeguarding referrals per 100,000 population aged 18+						
ASC 062			Repeat Safeguarding Concerns year to date						
ASC 199			Repeat Safeguarding Concerns per month						
ASC 200			Number of concerns received i.e. alerts year to date						
ASC 201			Number of concerns received i.e. alerts per month						
ASC 202			Number of referrals undertaken i.e. alerts progressed to strategy year to date						
ASC 203			Number of referrals undertaken i.e. alerts progressed to strategy per month						
ASC 204			Concerns entered but not yet completed i.e. alerts year to date						
ASC 205			Concerns entered but not yet completed i.e. alerts per month						
ASC 206			Referral/Strategy entered but not yet fully completed year to date						

ASC 207	Number of safeguarding concerns / referrals / enquiries per allocated Safeguarding Adult Manager year to date
ASC 209	Number of safeguarding concerns / referrals / enquiries per allocated Safeguarding Adult Manager per month
ASC 210	Making safeguarding personal outcomes (four indicators) year to date
ASC 213	Making safeguarding personal outcomes (four indicators) per month
ASC 214	Number of completed Safeguarding referrals per 1,000 population
<b>Topics</b>	
What is the impact on services within the borough?	
What is the impact on residents?	
How can this committee influence or assist in developments?	
Which organisations are involved?	

## DEPRIVATION OF LIBERTY SAFEGUARDS (DoLS):

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Suzanne Joyner/ Kevin Kelly	Deprivation of Liberty (DoLS)	A safe and caring community  Enough support for people when needed	Build strong communities.	ASC 063 ASC 064	Report updating on changes and any key legal rulings	Contextual information	Published criteria  Legal rulings	
<b>Performance Management Metrics</b>								
ASC 063			Rate of DoLS applications granted for individuals per 100,000 18+ population					
ASC 064			Percentage of DoLS applications granted for individuals per 100,000 of the population					
<b>Topics</b>								
What is the impact on services within the borough?								
What is the impact on residents?								
How can this committee influence or assist in developments?								
Which organisations are involved?								

## END OF LIFE AND PALLIATIVE CARE:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Kevin Kelly	End of Life and Palliative Care – Strategy for Adult Palliative and End of Life Care Services	A safe and caring community  Enough support for people when needed	Build strong communities	ASC 006 ASC 009	Report updating on changes and any key legal rulings	Contextual information	Published criteria  Legal rulings	
<b>Performance Management Metrics</b>								
ASC 006 (ASCOF 1B)			The proportion of people who use services who have control over their daily life					
ASC 009 (ASCOF 3A)			Overall satisfaction of people who use services with their care and support					
<b>Topics</b>								
What is the impact on services within the borough?								
What is the impact on residents?								
How can this committee influence or assist in developments?								
Which organisations are involved?								

## HOUSING TOPICS:

### CUSTOMER ENGAGEMENT IN HOUSING SERVICES:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Pauline Mitchell Val Rutherford	Customer Engagement in Housing Services	More people active and involved	Build strong communities	Report going to A&H Scrutiny  New PI % of tenants signed up to Housing Connect – (target 10% by 31.3.16)	Report	<ul style="list-style-type: none"> <li>Interviews with Residents Panel</li> <li>Contextual information</li> </ul>	Local Offer Statutory requirement to consult	
<b>Performance Management Metrics</b>								
None within PMF as yet			Suggested measure - % of tenants signed up to Housing Connect – (target 10% by 31.3.16)					
<b>Topic</b>								
What is the impact on services within the borough?								
What is the impact on residents?								
How can this committee influence or assist in developments?								
Which organisations are involved?								

## HOMELESSNESS STRATEGY:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Pauline Mitchell/ Hazel Neasham	Homelessness Strategy	A safe and caring community  Enough support for people when needed	Build strong communities.	HBS 027	Report with statistical data	Contextual information	Case Studies/ Journey	
<b>Performance Management Metrics</b>								
HBS 027			Percentage of outcomes where homelessness has been prevented					
<b>Topics</b>								
What is the impact on services within the borough?								
What is the impact on residents?								
How can this committee influence or assist in developments?								
Which organisations are involved?								

## WELFARE REFORMS AND UNIVERSAL CREDIT:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Pauline Mitchell/ Anthony Sandys	Welfare Reforms Universal Credit	Enough support for people when needed  More businesses and more jobs	Build strong communities.  Grow the economy	HBS 004 HBS 005 HBS 006 HBS 007 HBS 008	Report with statistical data  First report since UC began in Darlington in November 2015	Contextual information	Case Studies/ Journey	
<b>Performance Management Metrics</b>								
HBS 004			Percentage of Crisis Support Applications resolved in 1 working day					
HBS 005			Amount in £'s of DHP Expenditure					
HBS 006			Average number of days to process a Housing Benefit claim					
HBS 007			Average number of days to decide benefit changes					
HBS 008			Percentage of new claims processed in 1 day					
<b>Topics</b>								
What is the impact on services within the borough?								
What is the impact on residents?								
How can this committee influence or assist in developments?								
Which organisations are involved?								



## COMPASS – TEES VALLEY COMMON ALLOCATION SCHEME:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Ken Davies	COMPASS	Enough support for people when needed  More people healthy and independent	Build strong communities.	To be identified	Initial report to provide overview to Members on COMPASS scheme	Contextual information	Compass Strategy	
<b>Performance Management Metrics</b>			To be identified					
<b>Topics</b>								
What is the impact on services within the borough?								
What is the impact on residents?								
How can this committee influence or assist in developments?								
Which organisations are involved?								

## HOUSING PLUS SERVICE:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Veruta Barlow	Housing Plus Service	Enough support for people when needed	Building strong communities	To be identified	To provide an update on progress of the new service and outcomes for residents	Contextual information	Case Studies/Journey	
<b>Performance Management Metrics</b>			To be identified					
<b>Topics</b>								
What is the impact on services within the borough?								
What is the impact on residents?								
How can this committee influence or assist in developments?								
Which organisations are involved?								

## HOUSING STRATEGY, HOUSING BUSINESS PLAN AND NEW BUILD PROGRAMME:

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Pauline Mitchell/ Ken Davies	Housing Strategy, Housing Business Plan and New Build Programme	Enough support for people when needed  More businesses and more jobs	Build strong communities.  Grow the economy	To be identified	Progress against strategic priorities  Business Plan Annual Report.  New Build Housing programme	Contextual information	Case Studies/ Journey	
<b>Performance Management Metrics</b>			To be identified					
<b>Topics</b>								
What is the impact on services within the borough?								
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**RED HALL NEIGHBOURHOOD RENEWAL STRATEGY:**

Lead Officer	Topic	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Stage 1 Approach	Stage 2 Approach	Evidence	Timescale
Pauline Mitchell	Redhall Neighbourhood Renewal Strategy	Enough support for people when needed	Build strong communities.  Grow the economy	To be identified	To review strategy	Contextual information		

Performance Management Metrics	To be identified

Topics	
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