
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. Some of the indicators included in this report are reported annually and therefore quarterly updates for these indicators are not available.

Housing

6. The indicators for Rent Arrears for current tenants (HBS 013) and Rent Collected as a proportion of rents owed (HBS 016) are both showing good performance and are exceeding year-end target. This is also the situation for Gas Servicing (HBS 072 which is also exceeding the year-end target.
7. Number of days in Bed and Breakfast (HBS 025) and Homelessness Prevention (HBS 027a) are both showing figures which are down on Q2 last year. Reduced numbers in Bed and Breakfast is better as we aim to only use this as a last resort. The Average number of days to re-let dwellings (HBS 034) is better than quarter 1, however it is higher than the same period last year and out-turn last year. This reflects the increased number of voids resulting from existing tenants moving to more appropriate new build accommodation and performance is still in line with the year-end target.
8. A performance scorecard is attached at Appendix 3. We are continuing to try to improve the format for the Housing performance reports to allow for more information to be provided. Therefore each of the Housing indicators are also attached as single page reports at appendix 1.

Adult Social Care

9. Quarter 2 performance information has now been compiled for our key performance indicators which are currently based upon the Adult Social Care Outcomes Framework (ASCOF) indicators. Where indicators are reported annually, quarterly updates will not be available.
10. The top level scorecard has been designed to give a simple view of the key performance measures that enable an understanding of how consistently we are delivering our social care work and is attached at Appendix 3. The Adult's Social Care Quarterly Performance and Quality Assurance Report for quarter 2 is attached in Appendix 2.
11. The quality of work is picked up separately through the audit programmes.

Where are we performing well

12. The Self Directed Support indicator has already met its' target of 98% during Quarter 2.
13. Both permanent admissions indicators continue to perform better than the same period last year, with ASC 002 (65+) having 22 less permanent admissions than the same time during 2016/17 and ASC 003 reporting just 1 permanent admission for 18-64 year olds compared to 2 at the same time last year.
14. This scrutiny committee 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

Where are we need to perform better

15. As detailed in the performance report there are some improvements to be made in the capturing and recording of data with regards to the accommodation and employment status of people with learning disability.

Recommendation

16. 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 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 Councils 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 reports 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.