
PERFORMANCE INDICATORS Q3 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 3 (1 October – 31 December) 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 or at other points within the year, and therefore quarter 3 updates for these indicators are not available.

Housing

6. Six (6) Housing indicators are reported quarterly, four (4) of which have targets. Of those indicators with targets:
 - Two (2) indicators have achieved Q3 performance better than last year and are currently on target to achieve year-end targets. These are
 - HBS 016 Rent collected as a proportion of rents owed on HRA dwellings', and
 - HBS 072 % of dwellings not with a gas service within 12 months of last service date).
 - Two (2) indicators have achieved performance worse this quarter than the same quarter last year but are still on target to achieve year-end targets. These are
 - HBS 034 Average number of days to re-let dwellings; and
 - HBS 013 Rent arrears of current tenants

Two (2) indicators do not have targets, these are:

- 'HBS 025 Number of days spent in bed and breakfast' is showing performance worse than at Q3 last year and a projected outturn of 1755 days based on performance during quarters 1-3 this year.
 - 'HBS 027a Number of positive outcomes where homelessness has been prevented' is showing performance worse than at Q3 last year and a projected outturn of 538
7. A performance scorecard is attached at Appendix 1 providing an overview of performance. We are continuing to try to improve the format for the Housing performance report to allow for more information to be provided and have further developed our report this quarter. This report is attached at Appendix 3.

Adult Social Care

8. Of the fourteen (14) key performance indicators identified by the committee for reporting, performance relating to eight (8) of these is included in this report. Data is unavailable for the remaining six (6) indicators for a number of reasons which are detailed at page 14 of Appendix 2, the Adult Social Care Q3 performance report.
9. All indicators are based upon the Adult Social Care Outcomes Framework.
10. 'ASC 002 & 003 – Proportion of adults admitted on a permanent basis to residential care' - both these indicators continue to perform better than the same period last year, and are well within tolerance to meet their annual targets.
11. 'ASC 045 – Proportion of adults with a learning disability who live in settled accommodation' has seen an improvement in performance.
12. 'ASC 208 – Number of Safeguarding concerns received year to date' - has seen a significant increase in concerns being received this quarter.
13. An overview of performance is included in the scorecard attached at Appendix 1, more detailed information is available in the report at Appendix 2.
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

Recommendation

15. It is recommended:
- a) 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.