

Adults and Housing Scrutiny Committee Agenda



10.00 am Tuesday, 2 July 2019
Committee Room No. 2, Town Hall,
Darlington, DL1 5QT

Members of the Public are welcome to attend this Meeting.

1. Appointment of Chair
2. Appointment of Vice Chair
3. To consider times of meetings of this Committee for the Municipal Year 2019/20, on the dates as agreed on the calendar of meetings by Cabinet at Minute C110/Feb/19
4. Introductions/Attendance at Meeting
5. Declarations of Interest
6. To approve the Minutes of this Scrutiny Committee held on 12 March 2019 (Pages 1 - 4)
7. Performance Indicators Q4 2018/19 – Report of Managing Director (Pages 5 - 30)
8. Work Programme – Report of Managing Director (Pages 31 - 44)
9. SUPPLEMENTARY ITEM(S) (if any) which in the opinion of the Chair of this Committee are of an urgent nature and can be discussed at this meeting

10. Questions



Luke Swinhoe
Assistant Director Law and Governance

Monday, 24 June 2019

Town Hall
Darlington.

Membership

Councillors Barch, Bell, Clarke, Crumbie, Mrs Culley, Curry, Holroyd, Layton,
M Nicholson, Preston and A J Scott

If you need this information in a different language or format or you have any other queries on this agenda please contact Paul Dalton, Elections Officer, Resources Group, during normal office hours 8.30 a.m. to 4.45 p.m. Mondays to Thursdays and 8.30 a.m. to 4.15 p.m. Fridays Email: paul.dalton@darlington.gov.uk or Telephone 01325 405805

ADULTS AND HOUSING SCRUTINY COMMITTEE

Tuesday, 12 March 2019

PRESENT – Councillors Knowles (Chair), Copeland, Donoghue, Kane, Mills and M Nicholson

APOLOGIES – Councillors Lister, Lyonette and Storr,

ABSENT – Councillors Grundy and York

ALSO IN ATTENDANCE – Councillors S Richmond

OFFICERS IN ATTENDANCE – Christine Shields (Assistant Director Commissioning, Performance and Transformation), Anthony Sandys (Head of Housing and Revenues), Ken Davies (Housing Strategy Officer), Sukdev Dosanjh (Head of Service), Kevin Kelly (Head of Learning Disability and Mental Health) and Shirley Burton (Democratic Manager)

AH36 DECLARATIONS OF INTEREST

There were no declarations of interest reported at the meeting.

AH37 TO APPROVE THE MINUTES OF THIS SCRUTINY COMMITTEE HELD ON 18 DECEMBER 2019

Submitted – The Minutes (previously circulated) of this Scrutiny Committee held on 18 December 2018.

RESOLVED - That the Minutes of the meeting of this Scrutiny Committee held on 18 December 2018 be approved as a correct record.

AH38 COMMUNITY EQUIPMENT SERVICE

The Director of Children and Adults Services submitted a report (previously circulated) providing an update on the Community Equipment Service available to residents in Darlington, and giving an update as to how the service was currently working.

The submitted report outlined the statutory obligation of the Council to provide a community equipment service and it was reported that the provision of community equipment was a key element of the Council's strategy to increase independence through a focus on prevention, rehabilitation and care in people's own homes. The submitted report detailed case studies which set out how the Council, using the service, had supported people to live independently in their own homes.

It was reported that the community equipment service contract had been awarded to Medequip with effect from 1 April 2015 for a five-year period and that no formal complaints had been recorded about the service since 1 April 2018. An issues log had been introduced by the Council's Occupational Therapy Team which would be reviewed and any issues raised directly with Medequip on a quarterly basis.

Discussion ensued in respect of the renewal of the contract with Medequip and particular reference was made to the difficulty in obtaining Darlington specific data to measure the performance of the service. The performance data had been identified as a key development for 2019/20 and that this, together with focus groups, would help to inform the decision to renew contract with Medequip beyond 2020.

RESOLVED – That the current performance of the Medequip contract and the continuing vital support that the Community Equipment Service provides, be noted.

AH39 DARLINGTON PREVENTING HOMELESSNESS STRATEGY 2019-2024

The Director of Economic Growth and Neighbourhood Services submitted a report (previously circulated) presenting the draft Preventing Homelessness and Rough Sleeping Strategy 2019-2024 (also previously circulated) which had been approved for consultation.

The submitted report outlined the requirements under Section 1(1) of the 2002 Act for the Council to review homelessness for their area and publish a homelessness strategy based on the results of that review every five years, together with more recent guidance which required homelessness strategies to be rebadged as Preventing Harmlessness and Rough Sleeping Strategies. It was reported that both the Homeless Reduction Act 2017 and Rough Sleeping Strategy 2018 had impacted on the content and structure of the strategy with the main aim of the strategy being to prevent homelessness and rough sleeping with five key objectives supporting it.

It was reported that an Action Plan was in place which set out the key actions to deliver the objectives of the strategy and a new partnership group would be established to oversee the delivery of the strategy. Due to the complex challenges that are associated with homelessness, the partnership would consist of statutory and voluntary agencies that deliver a wide range of services, some of which would be related to wider needs beyond the specific issue of homelessness.

Members were advised that there had been a six per cent increase in the number of people who were approaching the Council for assistance, which was much lower than the increase that was expected following the introduction of the Homeless Reduction Act. This was in part due to the Council and its partner's preventative approach to dealing with homelessness.

Members expressed concern regarding begging in Darlington and questioned what processes were in place to address this. It was confirmed that the Council's Housing Options Service, which consisted of multi-agency officers, had undertaken checks on anyone found to be begging to identify those that were genuinely homeless and find solutions to address this and Members were reminded of the 'Have a heart, give smart' campaign which aimed to educate and raise awareness that giving money to those who beg was not the best way to help them.

RESOLVED – That the report be received.

AH40 REVIEW OF CUSTOMER ENGAGEMENT

The Director of Economic Growth and Neighbourhood Services submitted a report (previously circulated) updating Members on the results of a review of customer engagement in housing and giving an update on the proposed changes resulting from the review.

The submitted report referred to the difficulties in the recruitment of tenants to the current engagement model, the need for a shift towards digital means of communications; a proposed reduction in the number of editions of Housing Connect and the use of social media for engagement including Facebook, Twitter and WhatsApp groups. It was also proposed that a Tenants Forum be established, consolidating a number of existing Tenant Panels; and that the proposed changes would be implemented in April 2019 and be completed by March 2020.

It was reported that there had been a high level of engagement by tenants within their local communities and that this engagement at a local level would be further tested through a programme of events in local communities.

Members of the Tenants Panel who were in attendance at the meeting gave their support to the proposed changes, stated that the new methods of engagement would be more inclusive and the digital approach would encourage younger tenants to engage.

RESOLVED – That the proposed changes to the customer engagement model in housing, be noted.

AH41 PERFORMANCE INDICATORS Q3 - 2018/19

The Managing Director submitted a report (previously circulated) updating Members on the current position against those key performance indicators which were within the remit of this Scrutiny Committee for the period of October to December 2018.

In relation to the Adult Social Care indicators, the submitted report provided the performance position in relation to ten performance indicators and in relation to Housing Services, performance against all six performance indicators.

Reference was made to the performance indicator HBS025, Number of days spent in Bed and Breakfast, which was showing an increase as a result of the introduction of the Homeless Reduction Act and was reflected as a national trend.

RESOLVED – That the report be received.

AH42 WORK PROGRAMME

The Managing Director submitted a report (previously circulated) requesting that consideration be given to this Scrutiny Committee's work programme for the remainder of the Municipal Year 2018/19 and going forward into the 2019/20 Municipal Year.

RESOLVED – That the report be received.

This page is intentionally left blank

ADULTS AND HOUSING SCRUTINY 2 JULY 2019

PERFORMANCE INDICATORS Q4 2018/19

Purpose of the Report

1. To provide Members with performance data against key performance indicators for 2018/19 at Quarter 4.

Report

Performance summary

2. This report provides performance information in line with an indicator set and Scrutiny Committee distribution agreed by Monitoring and Coordination Group on 4 June 2018, 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. Eighteen indicators are reported to the Committee – twelve Adult Social Care indicators and six Housing Services indicators. Two of the Adult Social Care indicators are reported annually and therefore data for these two (ASC 054 and ASC 055) is not included in this report.
5. At Q4, data is available for ten Adults Social Care indicators and all six Housing Services indicators, as follows:

Adult Social Care

6. Seven of these ten indicators have targets:

Comparison with year-end target at Q3:

- (a) Five of these have achieved year-end targets (ASC 002, ASC 003, ASC 045, ASC 046, ASC 049)
- (b) Two indicators were below year-end target (ASC 050, ASC 019)

Housing

7. Four indicators have targets:
 - (a) Two have achieved target this quarter:

- (i) HBS 034 'Average number of days to re-let dwellings'
 - (ii) HBS 072 'Gas servicing'
- (b) Two have not achieved target this quarter, reflecting that Universal Credit (UC) claims have exceeded preliminary expectations, with now almost 25% of tenants in receipt of welfare benefits now claiming UC:
- (i) HBS 013 'Rent arrears', and
 - (ii) HBS 016 'Rent collected'
8. A detailed performance scorecard is attached at **Appendix 1** showing performance against this agreed indicator set. An Adult Social Care Performance Highlight report is attached at **Appendix 2** providing more detailed information and is produced in response to the diversity of information and scale of budgets involved. Attached at **Appendix 3** is a more detailed set of Housing reports.
9. It is suggested monitoring focuses on issues and exceptions, and relevant Officers will be in attendance at the meeting to respond to queries raised by the Committee regarding the performance information contained within this report.
10. This Scrutiny Committee performance report was compiled by Neil Bowerbank. All queries regarding the performance measures within this report should be addressed to the appropriate Assistant Director.

Recommendations

11. 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
Managing Director

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.

This page is intentionally left blank



Adults & Housing

Performance Data

Scrut...
Adults
Children
Efficien
Health
Place

Direc...
Childr...
Econo...
Childre...
Econo...
Neighb...
Resour...

Which ...
Adult S...
Housin...
Asset M...
Chief Ex...
Children...
Commis...
Commu...
Darlingt...
Earlv Ye...

Key / ...
Key
Onera
Corpor...
Delete
Key - O?
Key - O1
Key - O2
Key - O3
Key - O4

Repo...
Annual
Monthly
Quarte...
Biennial

10/05/2019

17:10:26

01/04/2019

2018

2019

18	Total	18	18	18	Total
5	= Better than same period last year (↑)	3	5	5	Better than target
1	Better from when last reported (↑) =				
1	= The same as same period last year (↔)	5	1	1	Achieving target
1	The same from when last reported (↔) =				
9	= Not as good as same period last year (↓)	3	5	5	Missing target
9	Not as good from when last reported (↓) =				
3	Not comparable (blank)	7	7	7	No Target

Indicator Num	Indicator Description	Reported	What is best	Measure of unit	Latest England Av	Latest North East Av	Latest other benchmark Av	2014/15	2015/16	2016/17	2017/18	Latest data same period previous year	Latest data performance from same period last year	June	Sept	Dec	Mar	Mar - Num	Mar - Den	Trend from when last reported	Performance against target	Qtr 4 - March compare to target	Year End Target	Comments	
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	Monthly	Smaller	Per 100,000 pop	586	795	639	788	843	796	681	681	↑	163	338	517	625	133	21,284		↑	↑	700	Qtr 4 .	
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	Monthly	Smaller	Per 100,000 pop	14	13	17	8.0	27	16	3.2	3.2	↓	1.6	3.2	4.8	6.4	4	62,587		↑	↑	10	Qtr 4 .	
ASC 019	Percentage of people who have no ongoing care needs following completion of provision of a reablement package.	Monthly	Bigger	%	-	-	-	73	67	67	64	64	↓	57	60	64	56	384	690	↓	↓	↓	70	Qtr 4 .	
ASC 045	(ASCOF 1G) Proportion of adults with a learning disability who live in their own home or with their family	Monthly	Bigger	%	77	83	76	80	85	86	94	94	↓	18	39	53	92	271	293		↑	↑	90	Qtr 4 .	
ASC 046	(ASCOF 1E) Proportion of adults with learning disabilities in paid employment.	Monthly	Bigger	%	6.0	5.9	6.4	5.2	5.8	4.3	5.0	5.0	↑	1.4	1.8	3.5	5.8	17	293		↓	↓	6	Qtr 4 .	
ASC 049	(ASCOF 1C (1a)) Proportion of people using social care who receive self-directed support	Monthly	Bigger	%	90	97	92	90	92	98	98	98	↔	98	98	98	98	746	763		↔	↔	↔	98	Qtr 4 .
ASC 050	(ASCOF 1C (1b)) Proportion of carers using social care who receive self-directed support	Monthly	Bigger	%	83	88	85	87	97	96	96	96	↓	72	62	87	91	74	81		↔	↓	↓	98	Qtr 4 .
ASC 054	(ASCOF 3D (1)) The proportion of people who use Adult Care services who find it easy to find information about services.	Annual	Bigger	%	73	80	75	71	77	73	81	73		-	-	-					↑			80	Qtr 4 .
ASC 055	(ASCOF 3D (2)) The proportion of people who are carers who find it easy to find information about services.	Annual	Bigger	%	64	70	69	74	-	64	-			-	-	-					↓			75	Qtr 4 .
ASC 208	Number of Safeguarding concerns (initial enquiries) started - year to date	Monthly	Smaller	Num	-	-	-	-	1,004	831	1,008	1,008	↑	233	492	712	957	957						-	Qtr 4 .
ASC 209	Number of Safeguarding concerns (initial enquiries) started - per month	Monthly	Smaller	Num	-	-	-	-	95	98	97	97	↑	67	56	78	73	73			↑			-	Qtr 4 .
ASC 211	Number of strategy meetings undertaken i.e. concerns progressed to strategy per month	Monthly	Smaller	Num	-	-	-	-	14	12	7.0	7.0	↓	8.0	13	14	18	18			↓			-	Qtr 4 .
HBS 013	Rent arrears of current tenants in the financial year as a percentage of rent debit (GNPI 34)	Quarterly	Smaller	%	2.7	2.6	2.6	2.0	2.1	2.4	2.5	2.5	↓	2.5	2.7	3.1	3.1	822,286	26,424,367		↔	↓	↓	2	Qtr 4 Current arrears as a % of debit has reduced slightly on Qtr 3 however we have not achieved the target of 2.4%. The increase in UC claims has been beyond expectation with now almost 25% of tenants in receipt of welfare benefits on UC. Arrears of UC claimants has increased despite pre-tenancy and during tenancy work by the team. A more target focussed approach is planned for 19/20 with staff being set individual targets as well as team targets. The team continues to try to take a pre-emptive approach and taking court action as necessary. Delays with the County Courts continue to be raised at court user groups.

Page 9

Indicator Num	Indicator Description	Reported	What is best	Measure of unit	Latest England Av	Latest North East Av	Latest other benchmark Av	2014/15	2015/16	2016/17	2017/18	Latest data same period previous year	Latest data performance from same period last year	June	Sept	Dec	Mar	Mar - Num	Mar - Den	Trend from when last reported	Performance against target	Qtr 4 - March compare to target	Year End Target	Comments
HBS 016	Rent collected as a proportion of rents owed on HRA dwellings including arrears b/fwd	Quarterly	Bigger	%	97	-	98	98	98	98	98	98	↓	98	98	97	97	25,616,215	26,424,367	↔	↓	↓	98	Qtr 4 Collection rate has again dropped and stands at 96.94%. Uptake of UC has exceeded expectation and accounts that historically were in credit are now in arrears until payments are made. The team continues to work hard around pre-tenancy work, from April 2019 the CAB will be providing PBS appointments to new UC claimants but the Tenancy Sustainment team are also contacting new UC claimants to offer advice and support. There is ongoing recruitment to replace team members that have left in the last quarter and it is hoped that when fully-staffed and that the new target driven approach will improve collection rates.
HBS 025	Number of days spent in "Bed and Breakfast"	Monthly	Smaller	Num	-	-	-	-	1,652	1,715	2,138	2,138	↓	980	1,947	2,382	3,137	3,137					-	Qtr 4 More clients are being placed for longer periods to meet legislative requirements and to work towards the governments rough sleeping strategy by eradicating rough sleeping by 2027. For Darlington, we are now delivering a No First Night Out model to prevent anyone from having to spend a night out on the streets.
HBS 027i	Number of positive outcomes where homelessness has been prevented	Monthly	Bigger	Num	-	-	-	-	-	-	-			215	419	592	722	722					-	Qtr 4 Cases continue to open for longer periods of time to reflect the requirements of the Homeless legislation. The level of positive outcomes have been maintained for the final qtr of the financial year.
HBS 034	Average number of days to re-let dwellings	Monthly	Smaller	Num/Rate	-	-	-	33	24	19	19	19	↓	22	25	23	21	1,260	61	↑	↑	↑	25	Qtr 4 Tenancy Management Officers worked hard this year and did an excellent job in sustaining a void period inside the 25 day target turnaround set for 2018/19. Officers worked steadily and had a positive approach in dealing with a range of properties and areas. The Team utilised various contact options via social media to ensure that applicants were fully advised and updated on allocated properties. This in turn, improved prompt response times and move in dates
HBS 072	% of dwellings not with a gas service within 12 months of last service date	Monthly	Smaller	%	-	-	-	0.3	0.5	0.4	0.4	0.4	↑	0.7	1.7	0.2	0.2	9	4,978	↔	↑	↑	2	Qtr 4 Another excellent performance this year carried out jointly between the Housing and Building Services Teams. All occupied properties have had a gas service carried out within a 12 month period. Those that remained outstanding were either void or abandoned properties, which had arrangements in place to carry out a gas servicing as part of the Repairs on Letting process.



Darlington Borough Council

Adult Social Care

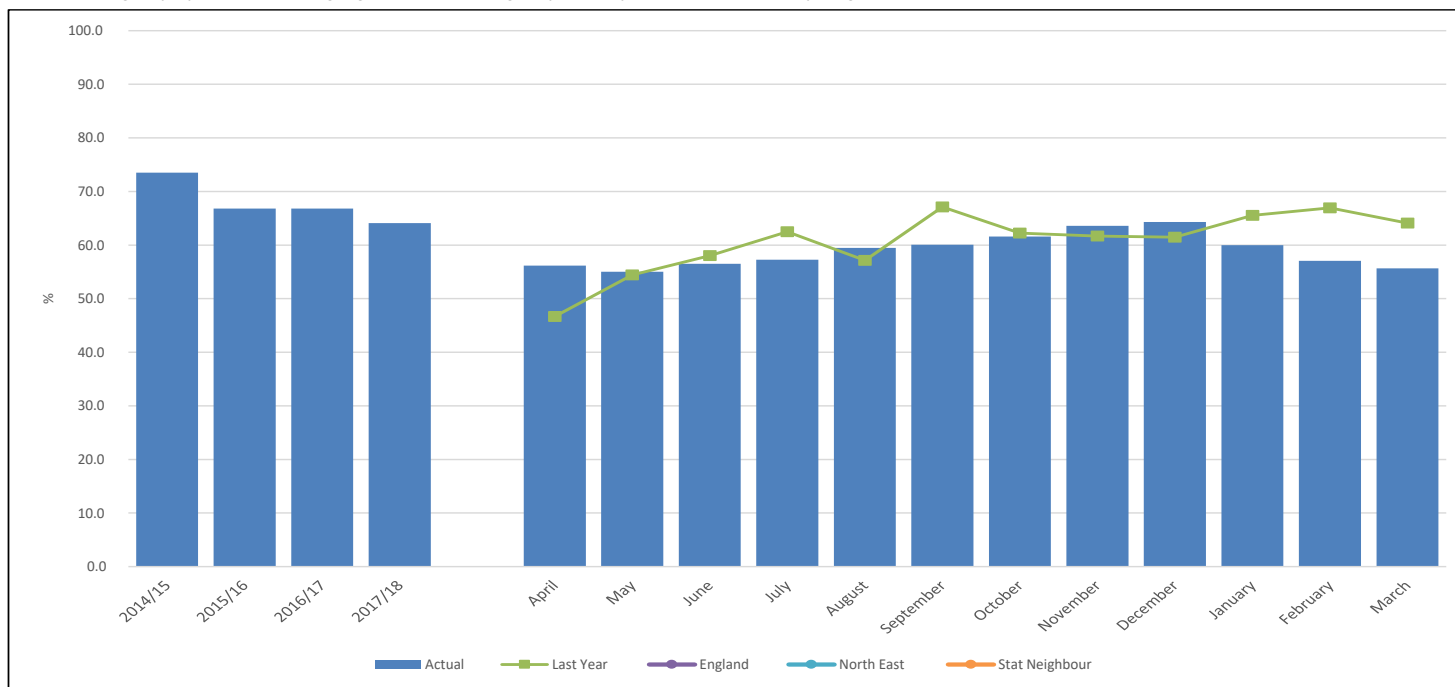
End of Year Scrutiny Performance Report

2018-19

MANAGING DEMAND	
ASC 019 - Percentage of people who have no ongoing care needs following completion of provision of a reablement package	
DEFINITION	REDUCE THE NEED: ASC 019 – Percentage of people who have no ongoing care needs following completion of provision of a reablement package (Bigger is better) Numerator: Of those in the denominator, those who have had a completed reablement review with outcomes of 'No Services Provided or Identified, Long Term Support Ended, Universal Services/Signposted' Denominator: The total number of clients completing a reablement package during the period
Performance Analysis	<p>Since April the percentage of clients who have completed a reablement package with an outcome of 'No Service Provided or Identified, Long Term Support Ended or Universal Services/Signposted' is 56%. In terms of actual numbers out of the 690 clients who have completed a reablement package 384 had no ongoing care needs.</p> <p>During March 45% of clients who completed a reablement package were outcomed as having no ongoing care needs. A breakdown of the figures for each month can be found on the following page.</p> <p>At present RIACT are receiving an increase in number of referrals whereby clients are presenting with high level needs. This is as a result of increased complex hospital referrals via the acute hospital and clients being put on reablement when they have not received support previously. As a result of this, clients do not always end the service with no ongoing care needs but instead a reduction to the support they required at the beginning of reablement.</p> <p>As well as measuring the number of clients who complete a reablement package and have no ongoing care needs a new indicator is to be created which will measure the percentage of clients who complete a reablement package and whose care needs are reduced. This will allow for a more accurate picture of how successful reablement packages are to be shown.</p>

ASC 019
Percentage of people who have no ongoing care needs following completion of provision of a reablement package.

ASC 019: Percentage of people who have no ongoing care needs following completion of provision of a reablement package.



IN MONTH PERFORMANCE	Target	70.0
	Apr-18	56.2
	May-18	55.0
	Jun-18	56.5
	Jul-18	57.3
	Aug-18	59.5
	Sep-18	60.1
	Oct-18	61.6
	Nov-18	63.6
	Dec-18	64.3
	Jan-19	60.0
	Feb-19	57.1
	Mar-19	55.7

Annual Trend	2015/16	66.8
	2016/17	66.8
	2017/18	64.1
	2018/19 YTD	55.7

SELF DIRECTED SUPPORT

ASC 045 - Proportion of adults with a learning disability who live in their own home or with their family

DEFINITION
QUALITY OF LIFE: ASC 045 (ASCOF 1G) – Proportion of adults with a learning disability who live in their own home or with their family (Bigger is better)
Numerator: All people within the denominator who are “living on their own or with their family.” Source: SALT
Denominator: Number of working-age learning-disabled clients known to CASSRs during the period. This includes clients who received long term support during the year and with a primary support reason of learning disability support. All support settings should be included (i.e. residential, nursing and community settings)

Performance Analysis

In terms of actual figures out of the 293 working aged clients who have a learning disability and receiving long term support 275 are recorded as being in settled accommodation. Since April 271 clients accommodation statuses were captured as either living in their own home or with family. Therefore the proportion of adults with a learning disability living in settled accommodation where the information has been captured since April is 92%.

The reason for the spike in the number of accommodation statuses captured during March was due to a number of staffing issues. Firstly the reviewing officer who had been off for 7 weeks due to sickness returned to work, therefore had to input the backlog of work on to Liquid Logic on their return in March. Additional support provided by agency workers and 0-25 staff also increased the capacity for reviews to take place. Going forward, there will be improved performance intelligence to help ensure timely completions of reviews. There will also be regular meetings with brokerage to ensure that cases which are being held up in the system are identified and processed quicker.

A breakdown of the number of clients whose status was not updated during 2018/19 can be found on the previous page.

The target of 90% has been surpassed. Darlington also continues to outperform the 3 comparative groups. The most recent data from Darlington's comparative groups are England average (76%), Statistical Neighbours (76%) and North East (81%).

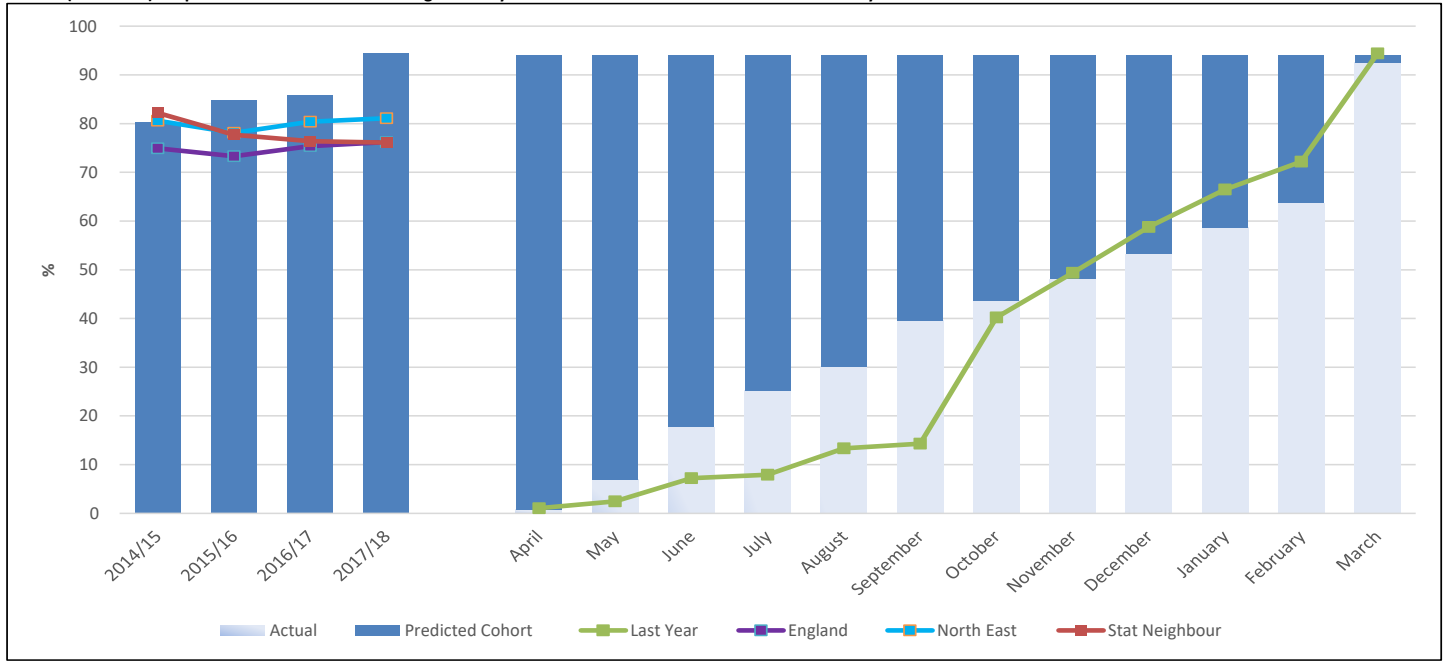
Page 13

ASC 045
 (ASCOF 1G) Proportion of adults with a learning disability who live in their own home or with their family

ASC 045: (ASCOF 1G) Proportion of adults with a learning disability who live in their own home or with their family

IN MONTH PERFORMANCE	Target	90.0
	Apr-18	0.7
	May-18	6.9
	Jun-18	17.7
	Jul-18	25.2
	Aug-18	30.0
	Sep-18	39.5
	Oct-18	43.7
	Nov-18	48.1
	Dec-18	53.2
	Jan-19	58.6
	Feb-19	63.7
	Mar-19	92.5

Annual Trend	2015/16	84.8
	2016/17	85.8
	2017/18	94.4
	2018/19 YTD	92.5



SELF DIRECTED SUPPORT

ASC 046 - Proportion of adults with learning disabilities in paid employment

DEFINITION
QUALITY OF LIFE: ASC 046 (ASCOF 1E) Proportion of adults with learning disabilities in paid employment. (Bigger is better)
Numerator: All people within the denominator, who are in employment. Source: SALT
Denominator: Number of working-age learning-disabled clients known to CASSRs during the period. This includes clients who received long term support during the year and with a primary support reason of learning disability support. All support settings should be included (i.e. residential, nursing and community settings)

Performance Analysis
 In terms of actual figures out of the 293 working aged clients who have a learning disability and receiving long term support 18 are recorded as being in paid employment. Since April 17 clients statuses were captured as being in paid employment. Therefore the proportion of adults with a learning disability living in paid employment where the information has been captured since April is 5.8%.
 A breakdown of the figures can be found on the previous page.
 Although the target of 6% has not been met one client who was recorded as being in employment was closed to the service as their skills had significantly progressed, meaning that they were no longer eligible for adult social care. This means that all the clients who are recorded as being in paid employment had their status captured during the year.
 Performance has improved since 2017/18. Darlington also continues to outperform both the England average (5.3%) and the North East average (5.7%).

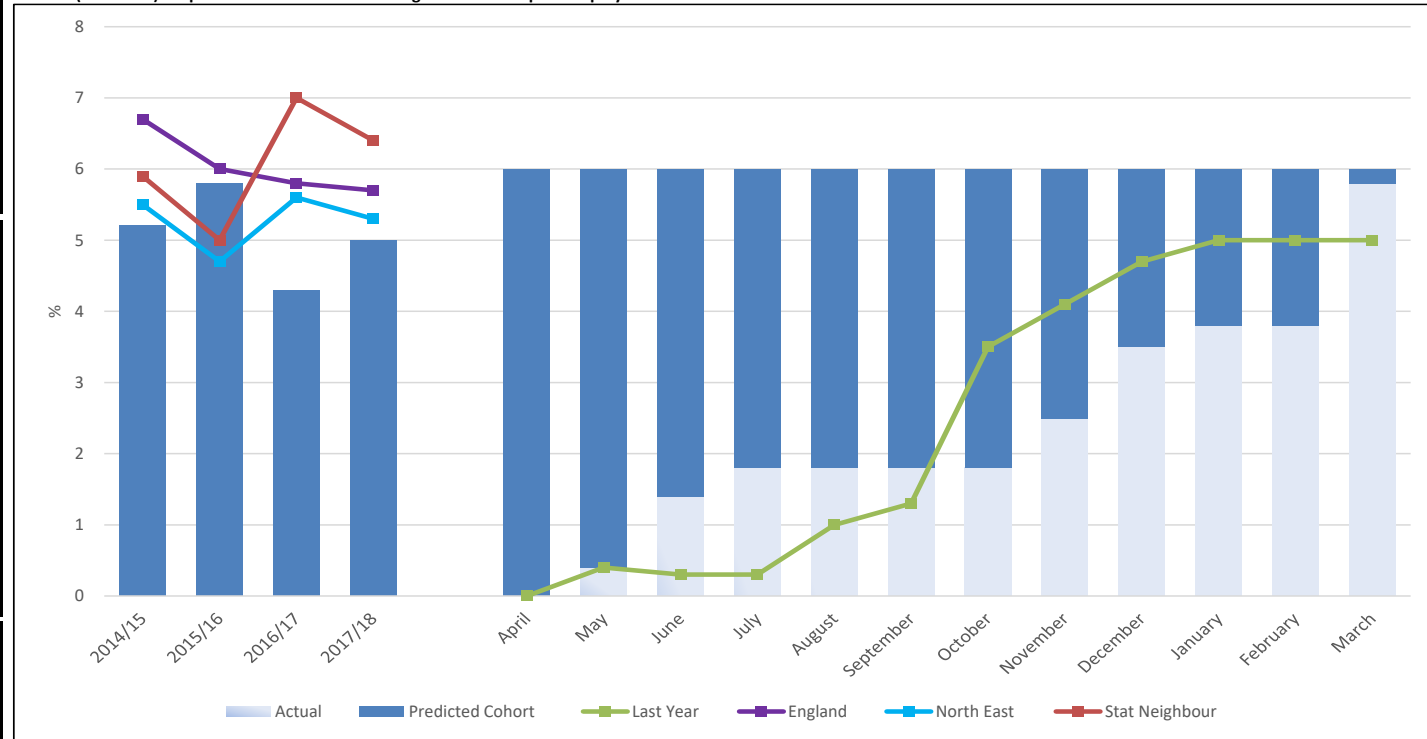
Page 14

ASC 046
 (ASCOF 1E) Proportion of adults with learning disabilities in paid employment.

ASC 046: (ASCOF 1E) Proportion of adults with learning disabilities in paid employment.

IN MONTH PERFORMANCE	Target	6.0
	Apr-18	0.0
	May-18	0.4
	Jun-18	1.4
	Jul-18	1.8
	Aug-18	1.8
	Sep-18	1.8
	Oct-18	1.8
	Nov-18	2.5
	Dec-18	3.5
	Jan-19	3.8
	Feb-19	3.8
	Mar-19	5.8

Annual Trend	2015/16	5.8
	2016/17	4.3
	2017/18	5.0
	2018/19 YTD	5.8



SELF DIRECTED SUPPORT

ASC 049 - Proportion of people using social care who receive self-directed support

DEFINITION **QUALITY OF LIFE: ASC 049 (ASCOF 1C (1a))** – Proportion of people using social care who receive self-directed support (Bigger is better)
Numerator: The number of users receiving either a) Direct Payment, b) Part Direct Payment or c) CASSR managed Personal Budget at the year-end 31st March: SALT
Denominator: Clients (aged 18 or over) accessing long term community support at the year end 31st March: SALT

Performance Analysis

Since April the proportion of clients using social care who receive self-directed support is 97.6%. In terms of actual numbers this equates to 743 individuals receiving self-directed support. The chart shows that since July 2017 the performance for this indicator has remained at around 98%.

The target of 98% has been met.

There are 18 clients who are not currently receiving self-directed support.

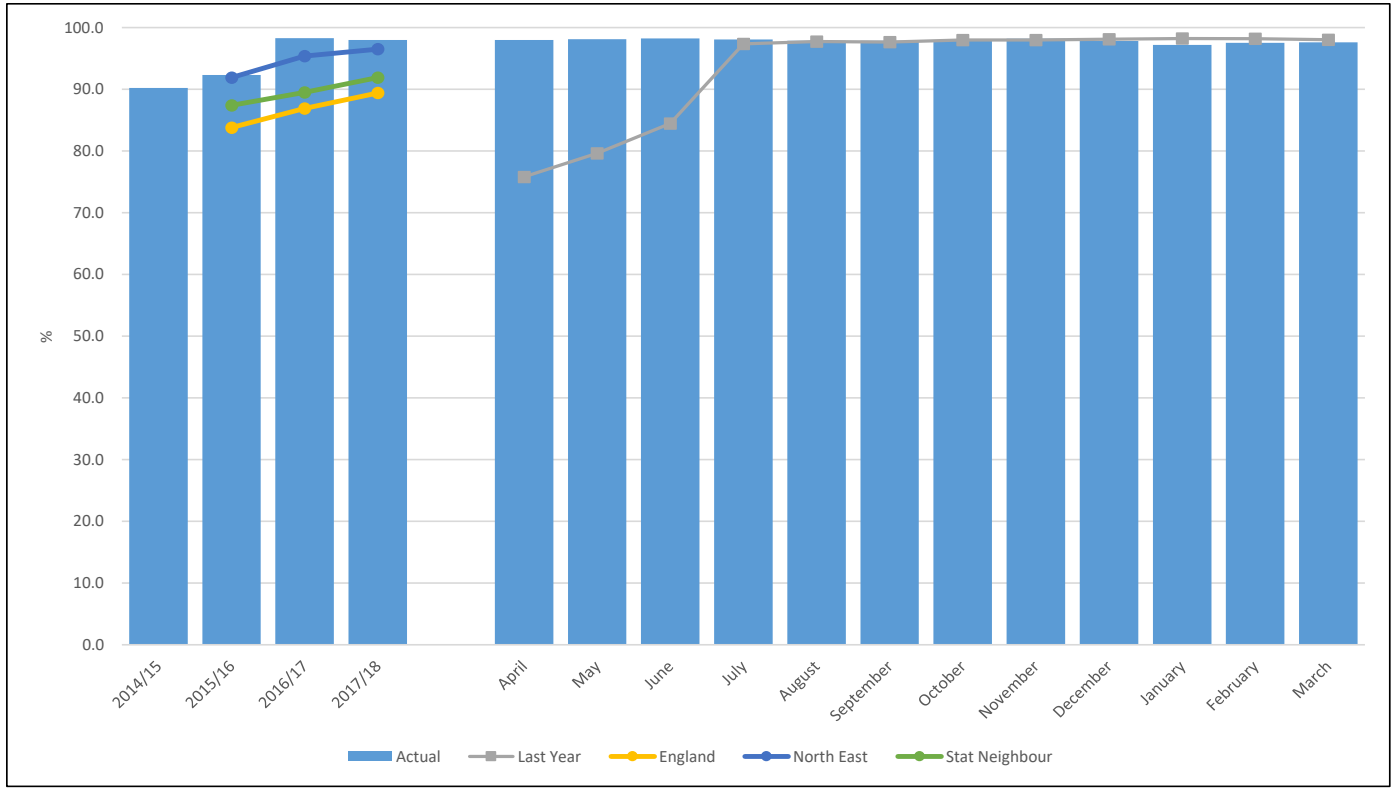
When compared to the most recent data from the average England (85%), North East (96%) and Statistical Neighbours (92%) figures, Darlington continues to perform highest.

Page 15

ASC 049

(ASCOF 1C (1a)) Proportion of people using social care who receive self-directed support

ASC 049: (ASCOF 1C (1a)) Proportion of people using social care who receive self-directed support



IN MONTH PERFORMANCE	Target	98.0
	Apr-18	98.0
	May-18	98.1
	Jun-18	98.2
	Jul-18	98.1
	Aug-18	97.9
	Sep-18	97.9
	Oct-18	98.0
	Nov-18	98.2
	Dec-18	97.8
	Jan-19	97.2
	Feb-19	97.5
	Mar-19	97.6

Annual Trend	2015/16	92.3
	2016/17	98.3
	2017/18	98.0
	2018/19 YTD	97.6

SELF DIRECTED SUPPORT

ASC 049 - Proportion of people using social care who receive self-directed support

DEFINITION	<p>QUALITY OF LIFE: ASC 049 (ASCOF 1C (1a)) – Proportion of people using social care who receive self-directed support (Bigger is better)</p> <p>Numerator: The number of users receiving either a) Direct Payment, b) Part Direct Payment or c) CASSR managed Personal Budget at the year-end 31st March: SALT</p> <p>Denominator: Clients (aged 18 or over) accessing long term community support at the year end 31st March: SALT</p>
-------------------	---

18-64

Type of self directed support	
Direct Payments	189
CASSR Managed Personal Budget	155
Part Direct Payments	71
Total	415

65+

Type of self directed support	
CASSR Managed Personal Budget	263
Direct Payments	56
Part Direct Payments	9
Total	328

SELF DIRECTED SUPPORT

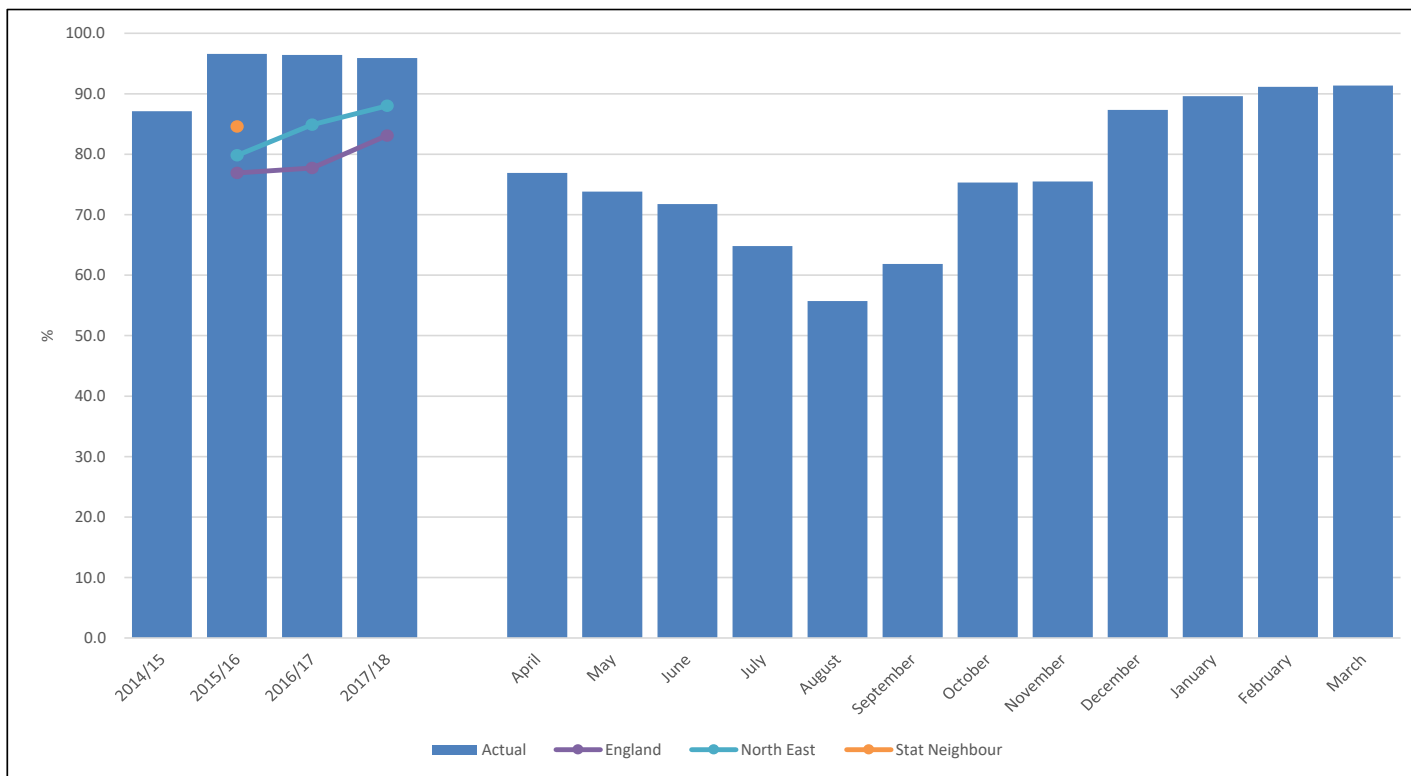
ASC 050 - Proportion of carers using social care who receive self-directed support

DEFINITION
 QUALITY OF LIFE: ASC 050 (ASCOF 1C (1b)) – Proportion of carers using social care who receive self-directed support (Bigger is better)
 Numerator: The number of users receiving either a) Direct Payment, b) Part Direct Payment or c) CASSR managed Personal Budget at the year-end 31st March: SALT
 Denominator: Carers (caring for someone aged 18 or over) receiving carer-specific services in the year to 31st March: SALT

Performance Analysis
 Since April the proportion of carers using social care who receive self-directed support is 91%. In terms of actual numbers this equates to 74 carers receiving self-directed support.
 Currently there are seven carers who are not receiving self-directed supported. Although they are in receipt of a commissioned service such as domestic support, they do not wish to take this as a direct payment. They have all had a carers assessment during the year but as it does not have a RAS to pull through to the Carers Support Plan to calculate the indicative budget amount these are not counted as having a personal budget. To include these as a personal budget would take the figure to 100% of carers in receipt of self-directed support.
 Compared to the most recent data comparable data Darlington is performing better than the England average (83%), Statistical Neighbours (85%) and North East average (88%).

ASC 050
 (ASCOF 1C (1b)) Proportion of carers using social care who receive self-directed support

ASC 050: (ASCOF 1C (1b)) Proportion of carers using social care who receive self-directed support



IN MONTH PERFORMANCE	Target	98.0
	Apr-18	76.9
	May-18	73.8
	Jun-18	71.7
	Jul-18	64.8
	Aug-18	55.7
	Sep-18	61.8
	Oct-18	75.3
	Nov-18	75.5
	Dec-18	87.3
	Jan-19	89.6
	Feb-19	91.1
	Mar-19	91.4

Annual Trend	2015/16	96.6
	2016/17	96.4
	2017/18	95.9
	2018/19 YTD	91.4

SELF DIRECTED SUPPORT

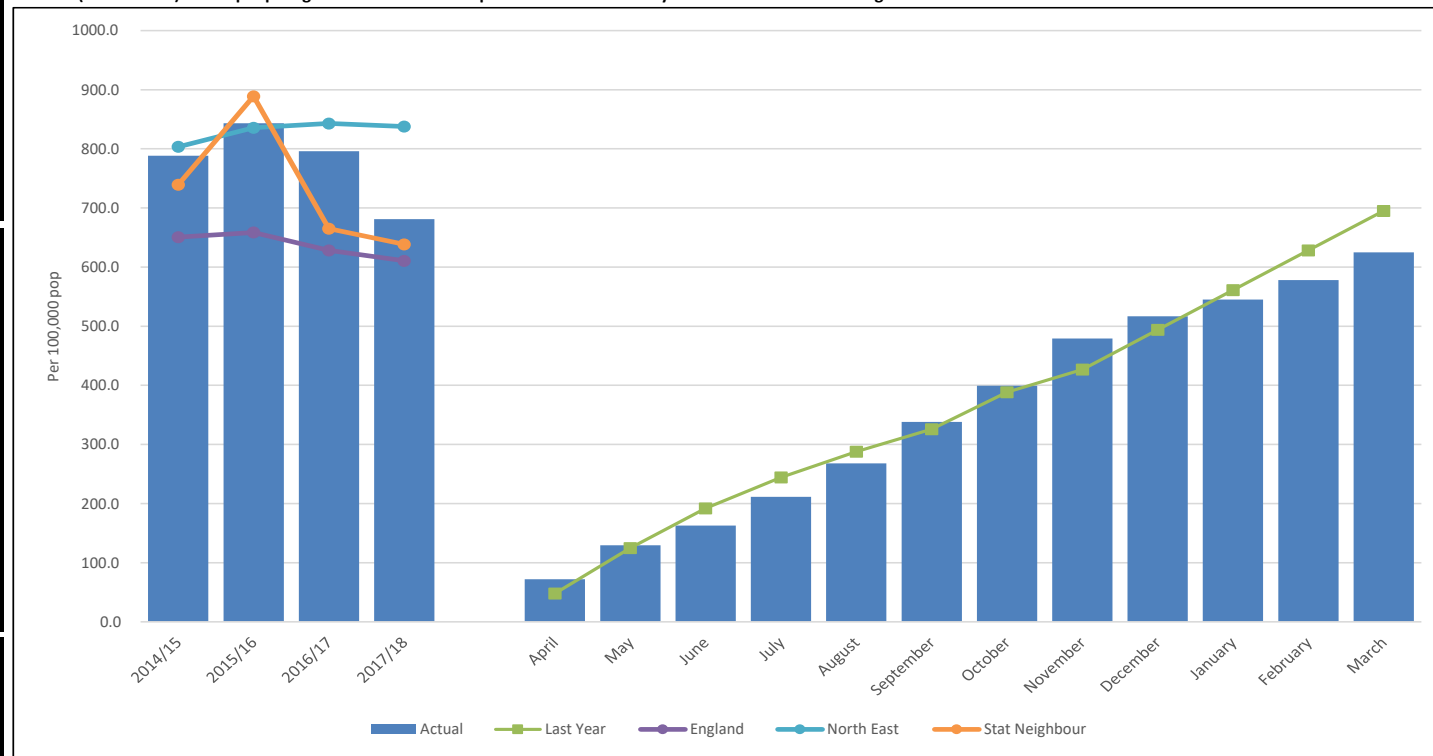
ASC 002- Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care (per 100,000 of pop)

DEFINITION
REDUCE THE NEED: ASC 002 (ASCOF 2A-2) – Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care. (Smaller is better)
Numerator: The sum of the number of council-supported permanent admissions of older people (aged 65 and over) to residential and nursing care during the year (excluding transfers between residential and nursing care): SALT
Denominator: Size of older people population (aged 65 and over) in area (ONS mid-year population estimates).

Performance Analysis
 Since April the number of 65+ who have been permanently admitted to residential care is 133 (625 per 100,000 population).
 Currently the average age of clients who have been permanently admitted into care during 2018/19 is 84. During 17/18 the average age of newly admitted residents was 85.
 The target of remaining under 700 (per 100,000 population) has been met. 2018/19 performance of 625 (per 100,000 population) is also better than the previous year's performance of 681.
 Compared to the most recent comparative group figures Darlington has outperformed both to outperform both the Statistical Neighbours average (638.5) and the North East average (837.9).

ASC 002
 (ASCOF 2A-2) Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care

ASC 002: (ASCOF 2A-2) Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care



IN MONTH PERFORMANCE	Target	700.0
	Apr-18	71.9
	May-18	129.5
	Jun-18	163.0
	Jul-18	211.4
	Aug-18	267.8
	Sep-18	338.3
	Oct-18	366.5
	Nov-18	479.2
	Dec-18	516.8
	Jan-19	545.0
	Feb-19	577.9
	Mar-19	624.9

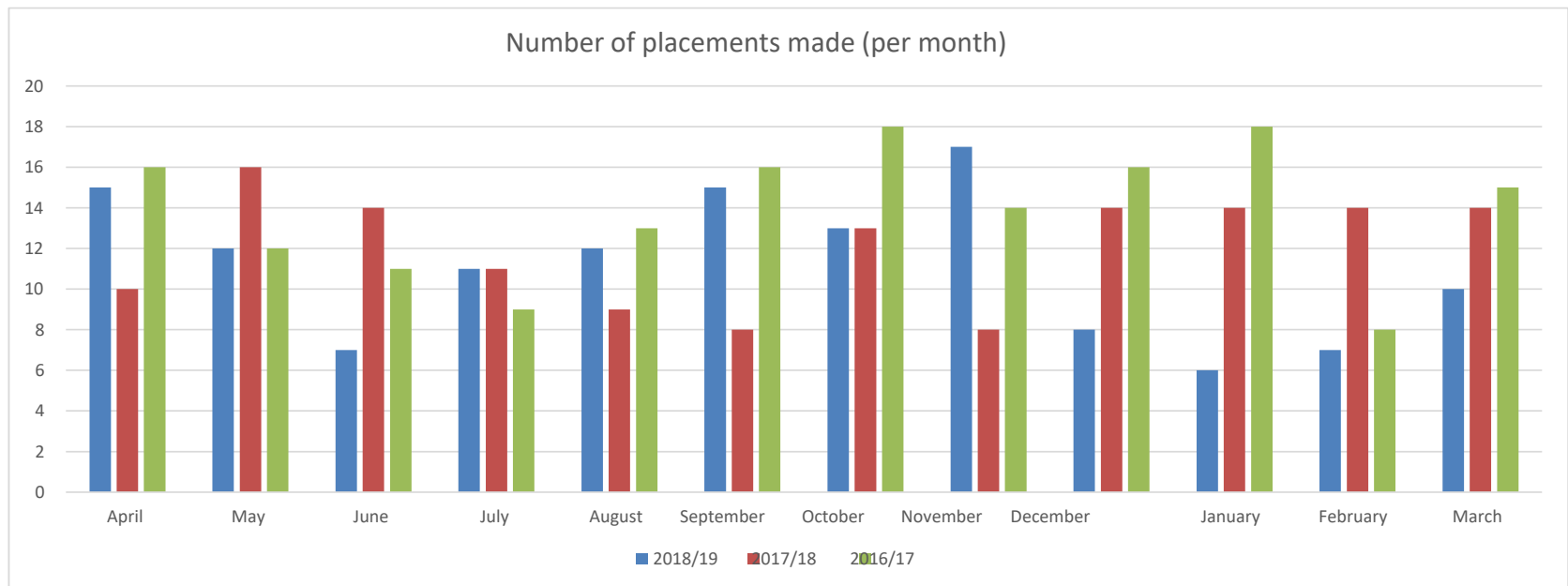
Annual Trend	2015/16	843.3
	2016/17	795.9
	2017/18	681.3
	2018/19 YTD	624.9

SELF DIRECTED SUPPORT
ASC 002- Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care (per 100,000 of pop)

DEFINITION
REDUCE THE NEED: ASC 002 (ASCOF 2A-2) – Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care. (Smaller is better)
Numerator: The sum of the number of council-supported permanent admissions of older people (aged 65 and over) to residential and nursing care during the year (excluding transfers between residential and nursing care): SALT
Denominator: Size of older people population (aged 65 and over) in area (ONS mid-year population estimates).

Breakdown of placements made per month for the past 3 years

	April	May	June	July	August	September	October	November	December	January	February	March	Total
2018/19	15	12	7	11	12	15	13	17	8	6	7	10	133
2017/18	10	16	14	11	9	8	13	8	14	14	14	14	145
2016/17	16	12	11	9	13	16	18	14	16	18	8	15	166



SELF DIRECTED SUPPORT
ASC 002- Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care (per 100,000 of pop)

DEFINITION	<p>REDUCE THE NEED: ASC 002 (ASCOF 2A-2) – Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care. (Smaller is better)</p> <p>Numerator: The sum of the number of council-supported permanent admissions of older people (aged 65 and over) to residential and nursing care during the year (excluding transfers between residential and nursing care): SALT</p> <p>Denominator: Size of older people population (aged 65 and over) in area (ONS mid-year population estimates).</p>
-------------------	---

Age Breakdown

65-70	71-75	76-80	81-85	86-90	91-95	96-100	100+
<5	13	25	26	36	20	8	<5

Breakdown of Service Type for each placement

Service Type	
Permanent Residential Care	112
Permanent Nursing Care	21

Breakdown of Service Element for each placement

Service Element	
OP Residential	76
EMI Residential	36
OP Nursing	13
EMI Nursing	8

Breakdown of Long Term Support Reasons

Long Term Support Reason	
Physical Support - Personal Care Support	80
Support with Memory and Cognition	28
Mental Health Support	17
Physical Support - Access Mobility Only	
Sensory Support - Support for Visual Impairment	<5

SELF DIRECTED SUPPORT

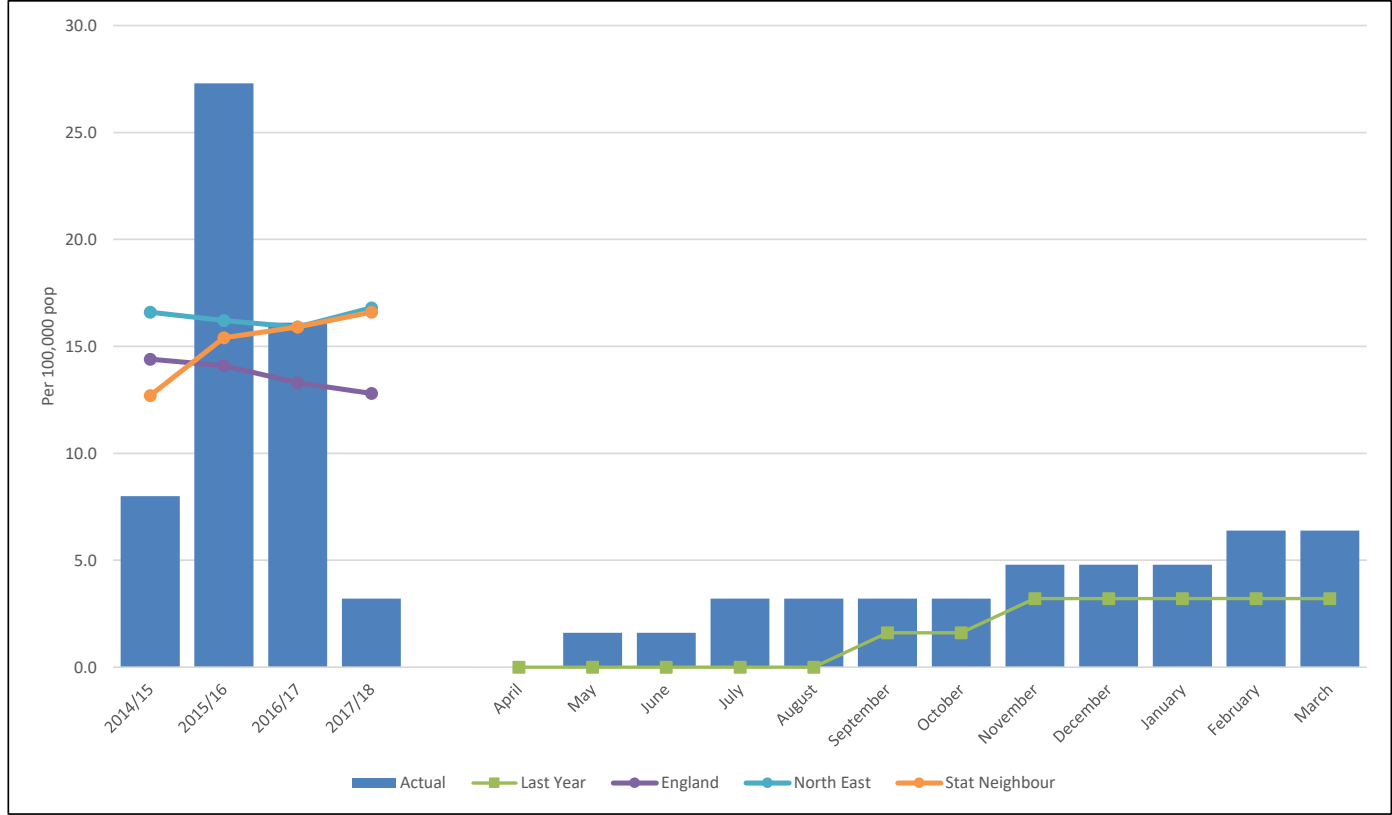
ASC 003 - Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care homes

DEFINITION
REDUCE THE NEED: ASC 003 (ASCOF 2A-1) – Adults aged 18-64 admitted on a permanent basis in the year to residential or nursing care homes (Smaller is better)
Numerator: The sum of the number of council-supported permanent admissions of adults (18-64) to residential and nursing care during the year (excluding transfers between residential and nursing care): SALT
Denominator: Size of population (aged 18-64) in area (ONS mid-year population estimates).

Performance Analysis
 Since April the number of 18-64 year olds who have been permanently admitted to residential care is 4 (6.4 per 100,000 population).
 The target of remaining under 10 (per 100,000 population) has been met.
 Darlington also continues to outperform the 3 comparative groups. The most recent data from Darlington's comparative groups are England average (12.8), Statistical Neighbours (16.6) and North East (16.8).

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

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



IN MONTH PERFORMANCE	Target	10.0
	Apr-18	0.0
	May-18	1.6
	Jun-18	1.6
	Jul-18	3.2
	Aug-18	3.2
	Sep-18	3.2
	Oct-18	3.2
	Nov-18	4.8
	Dec-18	4.8
	Jan-19	4.8
	Feb-19	6.4
	Mar-19	6.4

Annual Trend	2015/16	27.3
	2016/17	16.1
	2017/18	3.2
	2018/19 YTD	6.4

SAFEGUARDING

Number of Safeguarding initial enquiries started

DEFINITION	SAFEGUARDING: ASC 208 - Number of Safeguarding initial enquiries started year to date SAFEGUARDING: ASC 209 - Number of Safeguarding initial enquiries started per month
-------------------	---

Performance Analysis

There have been 957 safeguarding initial enquiries started since April 2018. Included in this number are 70 initial enquiries commenced in this year but the concerns were received pre April 2018. This demonstrates a consistency in the number of initial enquires started over the last two years for the same periods.

On average there are approximately 80 safeguarding concerns started each month. There were 73 in March with 26 (36%) having the contact before March 2019.

Fortnightly exception reports continue to be ran.

There is no benchmarking data available for this indicator.

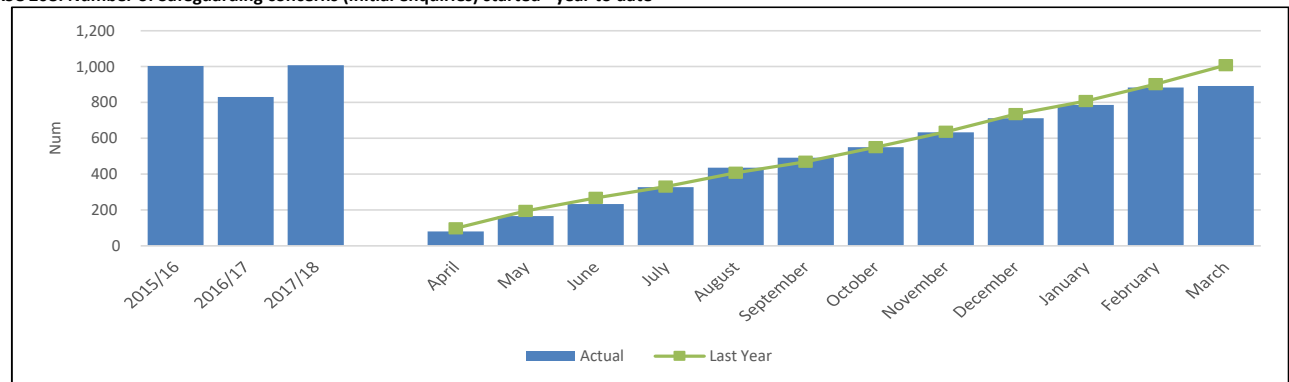
Page 22

ASC 208	ASC 209
Number of Safeguarding concerns (initial enquiries) started - year to date	Number of Safeguarding concerns (initial enquiries) started - per month

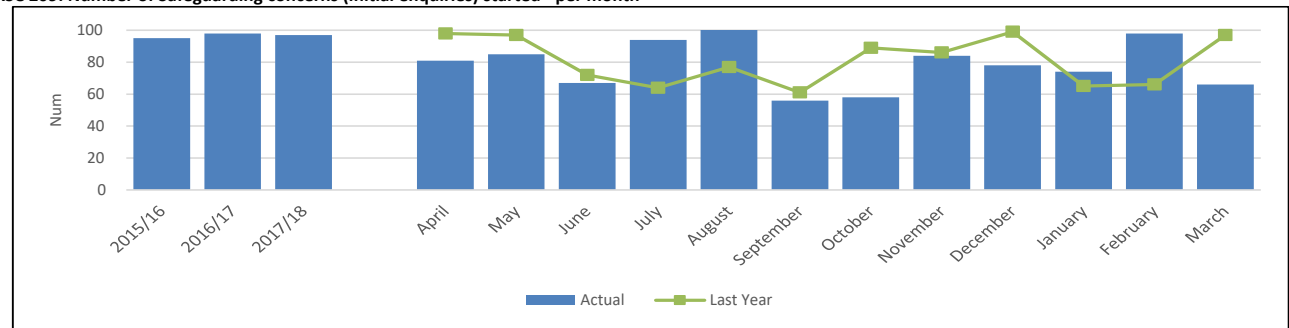
IN MONTH PERFORMANCE	Target	-	-
	Apr-18	81.0	81.0
	May-18	166.0	85.0
	Jun-18	233.0	67.0
	Jul-18	327.0	94.0
	Aug-18	436.0	109.0
	Sep-18	492.0	56.0
	Oct-18	550.0	58.0
	Nov-18	634.0	84.0
	Dec-18	712.0	78.0
	Jan-19	786.0	74.0
	Feb-19	884.0	98.0
	Mar-19	957.0	73.0

Annual Trend	2015/16	1004.0	95.0
	2016/17	831.0	98.0
	2017/18	1008.0	97.0
	2018/19 YTD	957.0	73.0

ASC 208: Number of Safeguarding concerns (initial enquiries) started - year to date



ASC 209: Number of Safeguarding concerns (initial enquiries) started - per month



SAFEGUARDING

ASC 211 - Number of intial enquiries progressed to strategy per month

DEFINITION	SAFEGUARDING: ASC 211 - Number of initial enquiries progressed to strategy per month
-------------------	--

Performance Analysis

64 of the 245 safeguarding initial enquiries started during Quarter 4 with 19 of the 73 during March 2019 progressed to strategy. That is a 26.1% conversion rate for Quarter 4 with 26.0% in March 2019. The 2018-19 year end figure is 230 of 957 which is 24.0%.

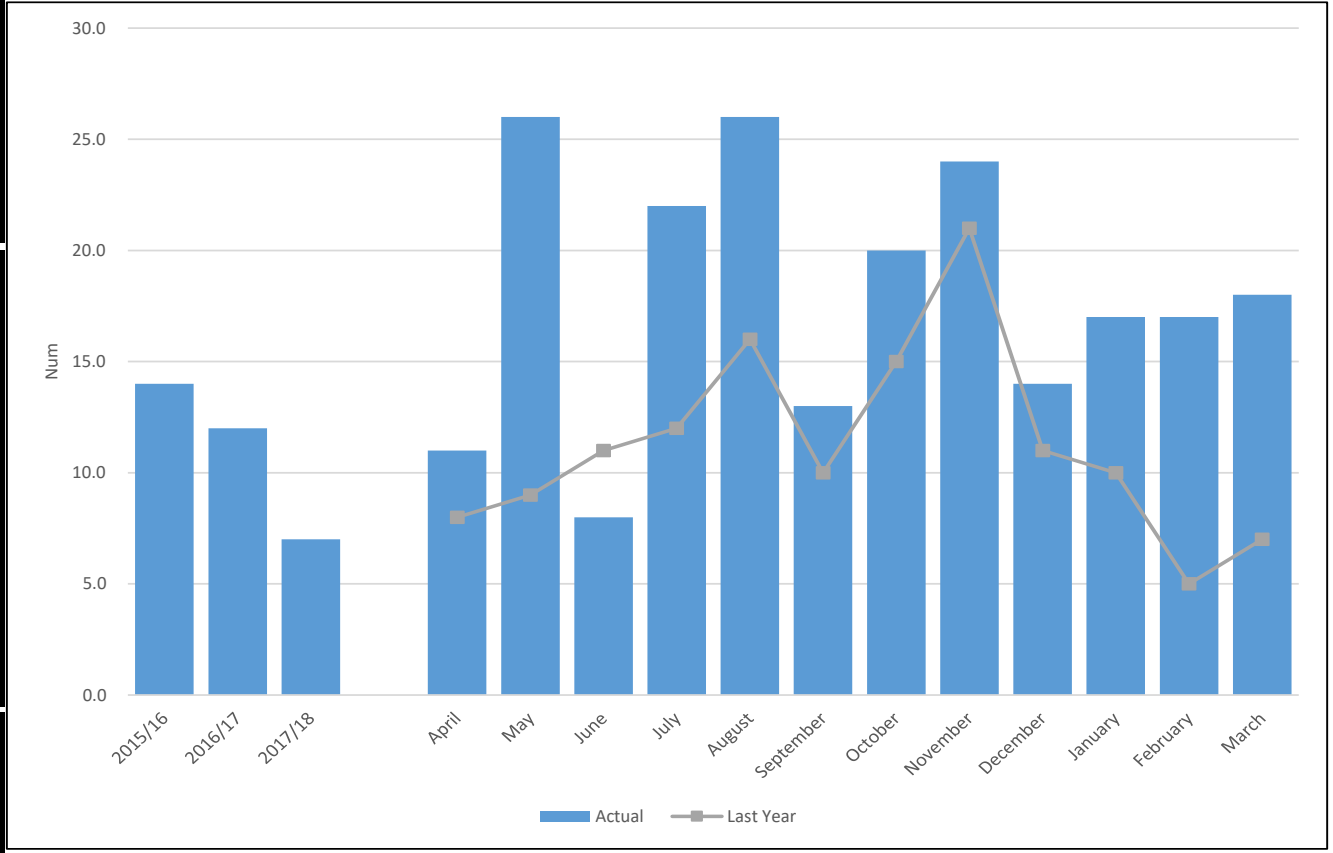
Exception reports are now being sent on a fortnightly basis to Senior Management Team to highlight any initial enquiries that are incomplete and need progressing to strategy sooner (within 5 working days). The 2017-18 year end conversion rate was 13.7%, so the 2018-19 year end figure of 24.0% was significantly higher.

There is no target set for this indicator but it is suggested that a 20% conversion rate is the level to aim for performance.

ASC 211

Number of strategy meetings undertaken i.e. concerns progressed to strategy per month


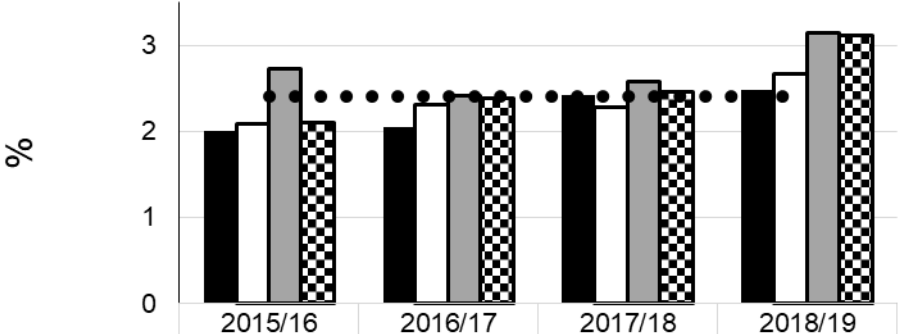
ASC 211: Number of strategy meetings undertaken i.e. concerns progressed to strategy per month




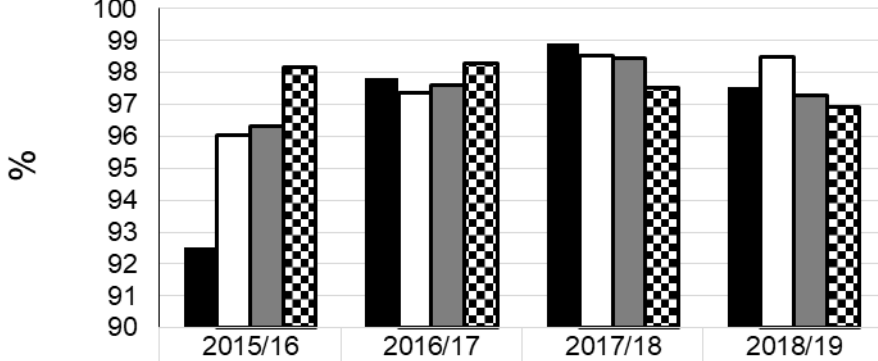
IN MONTH PERFORMANCE	Target	-
	Apr-18	11.0
	May-18	26.0
	Jun-18	8.0
	Jul-18	22.0
	Aug-18	26.0
	Sep-18	13.0
	Oct-18	20.0
	Nov-18	25.0
	Dec-18	15.0
	Jan-19	22.0
	Feb-19	23.0
Mar-19	19.0	

Annual Trend	2015/16	212.0
	2016/17	145.0
	2017/18	212.0
	2018/19	230.0

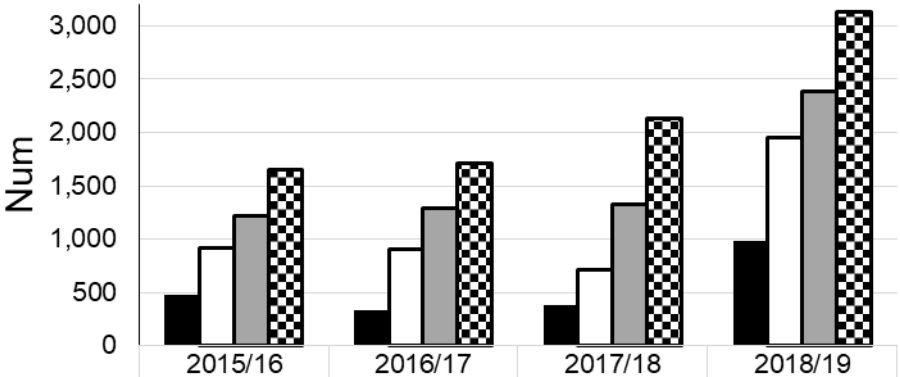
This page is intentionally left blank

Indicator	HBS 013 Rent arrears of current tenants in the financial year as a percentage of rent debit (GNPI 34)																																
How we calculate this indicator	Current outstanding arrears of rent and service charges due from all current tenants as a proportion of the annual rent debit plus current tenant arrears brought forward from the previous financial year. 2018/19 target is 2.4% with a tolerance of 1%	Performance for period March 2019 to target 																															
Why this indicator is important	This indicator along with HBS 016, is a key measure of the effectiveness and efficiency of the Council’s rent collection and arrears recovery service. An efficient rent collection service is important to ensuring that as much of the rent due, and therefore potential income to the council as a landlord, is collected and received. Tenant accounts managed inefficiently can result in further arrears. Rental income is a major source of finance and is used to meet the costs of managing and maintaining the housing stock. Arrears are monitored and managed against annual forecasting and organisational expectations.																																
What the data is telling us	Arrears as a % of debit has reduced on Qtr 4, however the challenging annual target of 2.4% which we set ourselves was not achieved. Arrears were anticipated to increase due to the introduction of Universal Credit in June 2018 but the increase has been within expected levels.	 <table border="1" data-bbox="1198 933 2094 1141"> <thead> <tr> <th></th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> </tr> </thead> <tbody> <tr> <td>Qtr 1</td> <td>2.01</td> <td>2.05</td> <td>2.42</td> <td>2.48</td> </tr> <tr> <td>Qtr 2</td> <td>2.09</td> <td>2.31</td> <td>2.28</td> <td>2.66</td> </tr> <tr> <td>Qtr 3</td> <td>2.72</td> <td>2.42</td> <td>2.58</td> <td>3.14</td> </tr> <tr> <td>Qtr 4</td> <td>2.10</td> <td>2.38</td> <td>2.46</td> <td>3.11</td> </tr> <tr> <td>Target</td> <td>2.40</td> <td>2.40</td> <td>2.40</td> <td>2.40</td> </tr> </tbody> </table>			2015/16	2016/17	2017/18	2018/19	Qtr 1	2.01	2.05	2.42	2.48	Qtr 2	2.09	2.31	2.28	2.66	Qtr 3	2.72	2.42	2.58	3.14	Qtr 4	2.10	2.38	2.46	3.11	Target	2.40	2.40	2.40	2.40
	2015/16	2016/17	2017/18	2018/19																													
Qtr 1	2.01	2.05	2.42	2.48																													
Qtr 2	2.09	2.31	2.28	2.66																													
Qtr 3	2.72	2.42	2.58	3.14																													
Qtr 4	2.10	2.38	2.46	3.11																													
Target	2.40	2.40	2.40	2.40																													
What we are doing about it	The increase in Universal Credit (UC) claims have exceeded preliminary expectations with now almost 25% of tenants in receipt of welfare benefits now claiming UC. A more targeted approach is to be adopted in 19/20 for current arrears along with the continued focus on pre-tenancy work with new tenants to try to avoid arrears building up. The team takes appropriate court action when necessary and issues with court delays continue to be raised. Close links with the Department for Works and Pensions have continued to grow, including the local Job Centre. Recruitment is continuing to bring the team back up to a full quota. The team works closely with Housing Benefit, accessing the Discretionary Housing Payment fund where appropriate and the Citizens Advice for Personal Budgeting Support and complex debt advice.																																

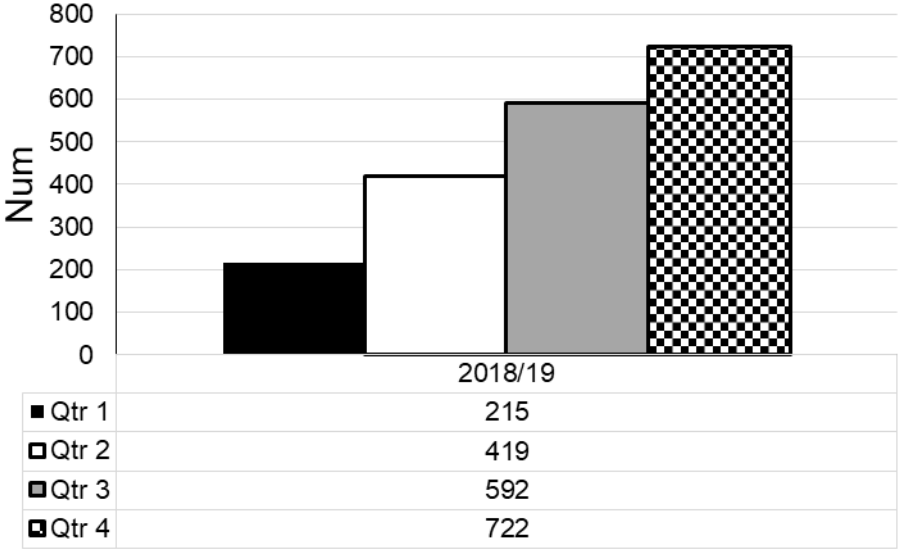
Housing Highlighted indicators – 2018-19 (Q4)

Indicator	HBS 016 Rent collected as a proportion of rents owed on HRA dwellings including arrears brought forward																											
How we calculate this indicator	Rent and service charge payments received from our current and former tenants, plus Housing Benefit entitlement received, as a proportion of the rent roll at the end of the period, plus current tenant arrears brought forward from the previous financial year. 2018/19 target is 98.15% with a 1% tolerance.	Performance for period March 2019 to March 2018 																										
Why this indicator is important	This indicator along with HBS 013, is a key measure of the effectiveness and efficiency of the Council’s rent collection and arrears recovery service. An efficient rent collection service is important in ensuring that as much of the rent due, and therefore potential income to the council as a landlord, is collected and received. Rental income is a major source of finance and is used to meet the costs of managing and maintaining the housing stock. We benchmark our performance against Housing Quality Network and the North Income Benchmarking Group.																											
What the data is telling us	Collection rate has reduced and stands at 96.94% however this is within anticipated levels following the introduction of Universal Credit (UC).	 <table border="1" data-bbox="1272 885 2085 1077"> <thead> <tr> <th></th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> </tr> </thead> <tbody> <tr> <td>■ Qtr 1</td> <td>92.52</td> <td>97.82</td> <td>98.90</td> <td>97.54</td> </tr> <tr> <td>□ Qtr 2</td> <td>96.03</td> <td>97.37</td> <td>98.54</td> <td>98.48</td> </tr> <tr> <td>■ Qtr 3</td> <td>96.31</td> <td>97.62</td> <td>98.45</td> <td>97.29</td> </tr> <tr> <td>■ Qtr 4</td> <td>98.15</td> <td>98.29</td> <td>97.54</td> <td>96.94</td> </tr> </tbody> </table>			2015/16	2016/17	2017/18	2018/19	■ Qtr 1	92.52	97.82	98.90	97.54	□ Qtr 2	96.03	97.37	98.54	98.48	■ Qtr 3	96.31	97.62	98.45	97.29	■ Qtr 4	98.15	98.29	97.54	96.94
	2015/16	2016/17	2017/18	2018/19																								
■ Qtr 1	92.52	97.82	98.90	97.54																								
□ Qtr 2	96.03	97.37	98.54	98.48																								
■ Qtr 3	96.31	97.62	98.45	97.29																								
■ Qtr 4	98.15	98.29	97.54	96.94																								
What we are doing about it	We have reviewed the ways we target arrears and patches and a new target driven approach for 19/20 is expected to improve collection rates. The team makes applications for direct payments of welfare benefits including Universal Credit to maximise income collection and sustain tenancies. All new tenants are introduced, in person, to the rent team at sign up and they offer advice and support with budgeting and prioritising rent payments, this pre-emptive approach is expected to reduce new tenant arrears occurring.																											




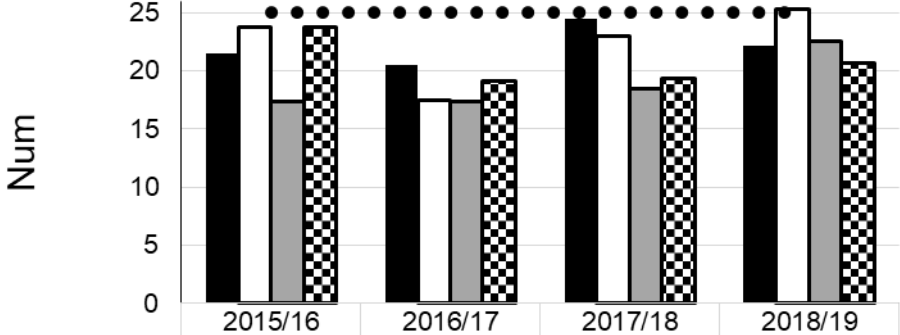
Housing Highlighted indicators – 2018-19 (Q4)

Indicator	HBS 025 Number of days spent in Bed and Breakfast																											
How we calculate this indicator	Total number of nights a household spends in bed and breakfast accommodation paid for by the local authority. The total is cumulative and performance is monitored and measured monthly, and reported at the end of each quarter. No target is set for this indicator.	<table border="1"> <tr> <th colspan="2">Performance for period</th> </tr> <tr> <td>March 2019 to March 2018</td> <td style="text-align: center;">↓</td> </tr> </table>		Performance for period		March 2019 to March 2018	↓																					
Performance for period																												
March 2019 to March 2018	↓																											
Why this indicator is important	<p>This indicator along with HBS 027i, is a key measure of the effectiveness and efficiency of the Council’s Housing Options service. The Council has a duty to secure accommodation for unintentionally homeless households in priority need. Households might be placed in temporary accommodation pending the completion of inquiries into an application, or they might spend time waiting in temporary accommodation after an application is accepted until suitable secure accommodation becomes available. Bed and breakfast (B&B) accommodation is one of the types of temporary accommodation available to the Council. B&B accommodation is an expensive option and disruptive for families, and therefore used when no other temporary accommodation is available. Nationally and in Darlington, the number of nights households spend in B&B is increasing.</p>																											
<p>What the data is telling us</p> <p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 27</p>	<p>Following the introduction of the Homeless Reduction Act the trend is now showing an increase in the number of nights clients are spending in bed and breakfast as compared to last year, which reflects that more clients are eligible due to the changes to our statutory duties. This is also reflected as a national trend.</p>	 <table border="1" data-bbox="1243 1013 2094 1204"> <thead> <tr> <th></th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> </tr> </thead> <tbody> <tr> <td>■ Qtr 1</td> <td>479</td> <td>333</td> <td>382</td> <td>980</td> </tr> <tr> <td>□ Qtr 2</td> <td>916</td> <td>901</td> <td>716</td> <td>1,947</td> </tr> <tr> <td>▒ Qtr 3</td> <td>1,220</td> <td>1,294</td> <td>1,328</td> <td>2,382</td> </tr> <tr> <td>▓ Qtr 4</td> <td>1,652</td> <td>1,715</td> <td>2,138</td> <td>3,137</td> </tr> </tbody> </table>			2015/16	2016/17	2017/18	2018/19	■ Qtr 1	479	333	382	980	□ Qtr 2	916	901	716	1,947	▒ Qtr 3	1,220	1,294	1,328	2,382	▓ Qtr 4	1,652	1,715	2,138	3,137
	2015/16	2016/17	2017/18	2018/19																								
■ Qtr 1	479	333	382	980																								
□ Qtr 2	916	901	716	1,947																								
▒ Qtr 3	1,220	1,294	1,328	2,382																								
▓ Qtr 4	1,652	1,715	2,138	3,137																								
What we are doing about it	<p>More clients are being placed for longer periods to meet the legislative requirements and to work toward the government rough sleeping strategy of eradicating rough sleeping by 2027. For Darlington we are now delivering a No First Night Out Model to prevent anyone from having to spend a night out on the streets.</p>																											




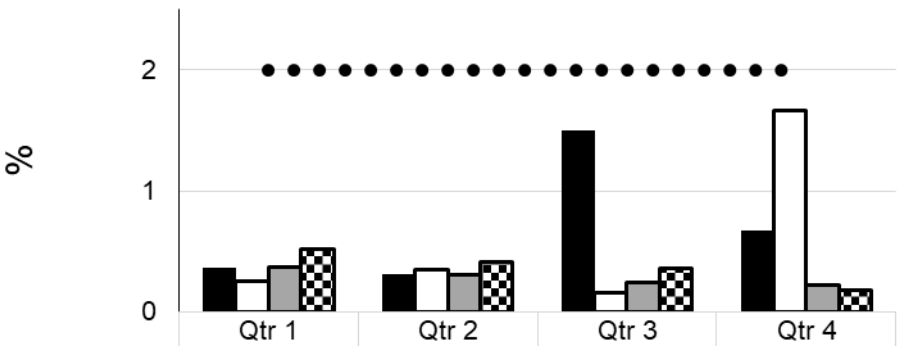
Housing Highlighted indicators – 2018-19 (Q4)

Indicator	HBS 027i Number of positive outcomes where homelessness has been prevented - NEW LEGISLATION											
How we calculate this indicator	Total number of households within the period where new positive outcomes have been recorded and homelessness has been prevented or relieved in line with the requirements of the Homelessness Reduction Act 2017. The total is cumulative, and performance is monitored and measured monthly and reported at the end of each quarter. No target is set for this indicator.	<table border="1"> <thead> <tr> <th colspan="2">Performance for period</th> </tr> </thead> <tbody> <tr> <td>No target set and no previous comparison available</td> <td></td> </tr> </tbody> </table>	Performance for period		No target set and no previous comparison available							
Performance for period												
No target set and no previous comparison available												
Why this indicator is important	This indicator along with HBS 025 is a key measure of the effectiveness and efficiency of the Council's Housing Options service. Homelessness can make it harder for individuals to find a job, stay healthy and maintain relationships. Communities can also be impacted by an increase in rough sleeping or demand on health or adult social care services. Addressing the immediate and long term costs of homelessness can be significant. Preventing homelessness can reduce costs and the potential impact on the individual, the community and service providers.											
What the data is telling us	Positive outcomes are now recorded where homelessness has been prevented and relieved in line with the requirements of the new legislation, the Homeless Reduction Act. Positive outcomes remain consistent from the last quarter, reflecting that the new act is being adhered to and now being embedded into the Housing Options service.	 <table border="1"> <thead> <tr> <th>Quarter</th> <th>Number of Outcomes</th> </tr> </thead> <tbody> <tr> <td>Qtr 1</td> <td>215</td> </tr> <tr> <td>Qtr 2</td> <td>419</td> </tr> <tr> <td>Qtr 3</td> <td>592</td> </tr> <tr> <td>Qtr 4</td> <td>722</td> </tr> </tbody> </table>	Quarter	Number of Outcomes	Qtr 1	215	Qtr 2	419	Qtr 3	592	Qtr 4	722
Quarter	Number of Outcomes											
Qtr 1	215											
Qtr 2	419											
Qtr 3	592											
Qtr 4	722											
What we are doing about it	Cases continue to be open for a longer period of time to reflect the requirements of the Homeless legislation. The level of positive outcomes have been maintained for the final quarter of the financial year.											

Housing Highlighted indicators – 2018-19 (Q4)

Indicator	HBS 034 Average number of days to re-let dwellings																																
How we calculate this indicator	This indicator measures the average time (in calendar days) to re-let vacant dwellings during the months of June, September, December and April. It is calculated by dividing the total number of days re-let properties were vacant and were re-let in the month, by the number of re-lets in the month. Dwellings requiring major works are not included in this calculation. The 2018/19 target is a maximum of 25 days.	<table border="1"> <tr> <th colspan="2">Performance for period</th> </tr> <tr> <td>March 2019 to target</td> <td style="text-align: center;"></td> </tr> </table>		Performance for period		March 2019 to target																											
Performance for period																																	
March 2019 to target																																	
Why this indicator is important	It is important to minimise the length of time a dwelling is empty to maximise the benefits of that property. When a property is void we are unable to receive income for that property through rent and service charges. Additionally the length of time those awaiting rehousing by the Council is increased by longer void times. To maximise income to the Housing Revenue Account and potential negative impact on tenants and prospective tenants, we need to re-let properties in the shortest time possible.																																
What the data is telling us	Tenancy Management Officers and Building Services worked hard this year and did an excellent job in sustaining a void period inside the 25 day target turnaround set for 2018/19.	 <table border="1" data-bbox="1196 948 2092 1139"> <thead> <tr> <th></th> <th>2015/16</th> <th>2016/17</th> <th>2017/18</th> <th>2018/19</th> </tr> </thead> <tbody> <tr> <td>Qtr 1</td> <td>21.47</td> <td>20.53</td> <td>24.50</td> <td>22.14</td> </tr> <tr> <td>Qtr 2</td> <td>23.80</td> <td>17.50</td> <td>23.02</td> <td>25.36</td> </tr> <tr> <td>Qtr 3</td> <td>17.32</td> <td>17.32</td> <td>18.42</td> <td>22.60</td> </tr> <tr> <td>Qtr 4</td> <td>23.76</td> <td>19.13</td> <td>19.31</td> <td>20.66</td> </tr> <tr> <td>Target</td> <td>25.00</td> <td>25.00</td> <td>25.00</td> <td>25.00</td> </tr> </tbody> </table>			2015/16	2016/17	2017/18	2018/19	Qtr 1	21.47	20.53	24.50	22.14	Qtr 2	23.80	17.50	23.02	25.36	Qtr 3	17.32	17.32	18.42	22.60	Qtr 4	23.76	19.13	19.31	20.66	Target	25.00	25.00	25.00	25.00
	2015/16	2016/17	2017/18	2018/19																													
Qtr 1	21.47	20.53	24.50	22.14																													
Qtr 2	23.80	17.50	23.02	25.36																													
Qtr 3	17.32	17.32	18.42	22.60																													
Qtr 4	23.76	19.13	19.31	20.66																													
Target	25.00	25.00	25.00	25.00																													
What we are doing about it	Performance has been excellent throughout the year. Officers worked steadily and had a positive approach in dealing with a range of properties and areas. We utilised various contact options via social media to ensure that applicants were fully advised and updated on allocated properties. This in turn, improved prompt response times and move in dates.																																

Housing Highlighted indicators – 2018-19 (Q4)

Indicator	HBS 072 % of dwellings not with a gas service within 12 months of last service date																																
How we calculate this indicator	This indicator measures the percentage of dwellings which did not have a current gas safety record in place as at the end of the quarter, which had been reviewed by their anniversary dates. It is calculated by dividing the total number of dwellings without a current gas safety record in place at the end of the quarter, by the number of dwellings requiring a gas safety record. The 2018 /19 target is 2%.	<table border="1"> <tr> <th colspan="2">Performance for period</th> </tr> <tr> <td>March 2019 to target</td> <td style="text-align: center;"></td> </tr> </table>		Performance for period		March 2019 to target																											
Performance for period																																	
March 2019 to target																																	
Why this indicator is important	The Council is responsible for making sure gas appliances in Council dwellings work safely. An annual gas service and safety check is carried out on every dwelling once a year and tenants are required to provide access to engineers to do this. In addition to the safety implications of gas appliances working properly, correctly functioning appliances can help reduce gas bills.																																
What the data is telling us	Another excellent performance this year carried out jointly between the Housing and Building Services Teams. All occupied properties have had a gas service carried out within a 12 month period. Those that remained outstanding were either void or abandoned properties, which had arrangements in place to carry out a gas servicing as part of the Repairs on Letting process.	 <table border="1" data-bbox="1198 901 2094 1109"> <thead> <tr> <th></th> <th>Qtr 1</th> <th>Qtr 2</th> <th>Qtr 3</th> <th>Qtr 4</th> </tr> </thead> <tbody> <tr> <td>Qtr 1</td> <td>0.37</td> <td>0.31</td> <td>1.50</td> <td>0.67</td> </tr> <tr> <td>Qtr 2</td> <td>0.25</td> <td>0.35</td> <td>0.16</td> <td>1.66</td> </tr> <tr> <td>Qtr 3</td> <td>0.37</td> <td>0.31</td> <td>0.24</td> <td>0.22</td> </tr> <tr> <td>Qtr 4</td> <td>0.52</td> <td>0.41</td> <td>0.36</td> <td>0.18</td> </tr> <tr> <td>Target</td> <td>2.00</td> <td>2.00</td> <td>2.00</td> <td>2.00</td> </tr> </tbody> </table>			Qtr 1	Qtr 2	Qtr 3	Qtr 4	Qtr 1	0.37	0.31	1.50	0.67	Qtr 2	0.25	0.35	0.16	1.66	Qtr 3	0.37	0.31	0.24	0.22	Qtr 4	0.52	0.41	0.36	0.18	Target	2.00	2.00	2.00	2.00
	Qtr 1	Qtr 2	Qtr 3	Qtr 4																													
Qtr 1	0.37	0.31	1.50	0.67																													
Qtr 2	0.25	0.35	0.16	1.66																													
Qtr 3	0.37	0.31	0.24	0.22																													
Qtr 4	0.52	0.41	0.36	0.18																													
Target	2.00	2.00	2.00	2.00																													
What we are doing about it	Housing Services monitored all council properties that were approaching their annual gas safety date. Appropriate court applications were made to ensure that abandoned properties were also included.																																

ADULTS AND HOUSING SCRUTINY COMMITTEE 2 July 2019

WORK PROGRAMME

SUMMARY REPORT

Purpose of the Report

1. To consider the work programme items scheduled to be considered by this Scrutiny Committee during the 2019/20 Municipal Year and to consider any additional areas which Members would like to suggest should be included.

Summary

2. Members are requested to consider the attached draft work programme (**Appendix 1**) for the next Municipal Year which has been prepared based on Officers recommendations and recommendations previously agreed by this Scrutiny Committee in the last Municipal Year.
3. Once the work programme has been approved by this Scrutiny Committee, any additional areas of work which Members wish to add to the agreed work programme will require the completion of a quad of aims in accordance with the previously approved procedure (**Appendix 2**).

Recommendations

4. Members are requested to consider and approve the attached draft work programme as the agreed work programme for the Municipal year 2019/20 and consider any additional items which they might wish to include.

Paul Wildsmith
Managing Director

Background Papers

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

Author: Shirley Burton

S17 Crime and Disorder	This report has no implications for Crime and Disorder
Health and Well Being	This report has no direct implications to the Health and Well Being of residents of Darlington.
Carbon Impact	There are no issues which this report needs to address.
Diversity	There are no issues relating to diversity which this report needs to address
Wards Affected	The impact of the report on any individual Ward is considered to be minimal.
Groups Affected	The impact of the report on any individual Group is considered to be minimal.
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	The report contributes to the Sustainable Community Strategy in a number of ways through the involvement of Members in contributing to the delivery of the eight outcomes.
Efficiency	The Work Programmes are integral to scrutinising and monitoring services efficiently (and effectively), however this report does not identify specific efficiency savings.
Impact on Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers

MAIN REPORT

Information and Analysis

5. The format of the proposed work programme has been reviewed to enable Members of this Scrutiny Committee to provide a rigorous and informed challenge to the areas for discussion.
6. Each topic links to the outcomes and the conditions in the Sustainable Community Strategy – One Darlington Perfectly Placed:-

SCS Outcomes:

- a) Children with the best start in life
- b) More businesses more jobs
- c) A safe and caring community
- d) More people caring for our environment
- e) More people active and involved
- f) Enough support for people when needed
- g) More people healthy and independent
- h) A place designed to thrive

Three Conditions:

- a) Build strong communities
- b) Grow the economy
- c) Spend every pound wisely

7. In addition, each topic links to performance indicators from the Performance Management Framework (PMF) to provide robust and accurate data for Members to use when considering topics and the work they wish to undertake. There are some topics where appropriate PMF indicators have not yet been identified however; these can be added as the work programme for each topic is developed.

Forward Plan and Additional Items

8. Once the Work Programme has been agreed by this Scrutiny Committee, any Member seeking to add a new item to the work programme will need to complete a quad of aims. A revised process for adding an item to a previously approved work programme, has been agreed by the Monitoring and Co-ordination Group.

This page is intentionally left blank

ADULTS AND HOUSING SCRUTINY COMMITTEE WORK PROGRAMME**2019/20**

Topic	Timescale	Lead Officer	SCS Outcome	Darlington Conditions	Link to PMF (metrics)	Scrutiny's Role
<p>Performance Management and Regulation</p> <p>Regular performance reports to be programmed</p> <p>End of Year Performance (including Compliments, Comments and Complaints)</p>		Pauline Mitchell/ James Stroyan/ Christine Shields	<p>More people healthy and independent</p> <p>A safe and caring community</p> <p>Enough support for people when needed</p>	<p>Build strong communities</p> <p>Spend every pound wisely</p>	Full PMF suite of indicators	To receive quarterly monitoring reports and undertake any further detailed work into particular outcomes if necessary.
Customer Engagement in Housing Services	31 st March 2020	Pauline Mitchell	More people active and involved	Build strong communities		To look at work being done within communities and how the Customer Panel engage with new communities.

Homelessness Strategy and the Homelessness Reduction Act	31 st March 2020	Pauline Mitchell	A safe and caring community Enough support for people when needed	Build strong communities	HBS 027	To look at the impact following the introduction of the Act. Update on current position within Darlington
Syrian Refugees/Asylum Seekers and other Refugees	11 th February, 2020	Pauline Mitchell	Enough support for people when needed	Build strong communities		To look at the support services provided.
Housing Business Plan and Housing Revenue Account/New Build Housing	17 th December, 2019	Pauline Mitchell	A place designed to thrive	Build strong communities Spend every pound wisely. Grow the Economy		To monitor the Housing Strategy and ensure it delivers and meets its objectives. To look at the priorities for maintenance
Welfare Reforms and Universal Credit Welfare Reforms Update Task and Finish Review established	22 nd October, 2019	Pauline Mitchell/ Anthony Sandys	Enough support for people when needed More businesses and more jobs	Build strong communities Grow the economy		To follow-up on previous work to look at the impact of the roll-out of Universal Credit in Darlington and the potential impact on residents and Council services.
Community Equipment Service		Christine Shields	More people healthy and independent. More people active and involved	Spend every pound wisely	ASC 005 ASC 015	To monitor spend and review the operation of the contract following its award in 2015. Case studies

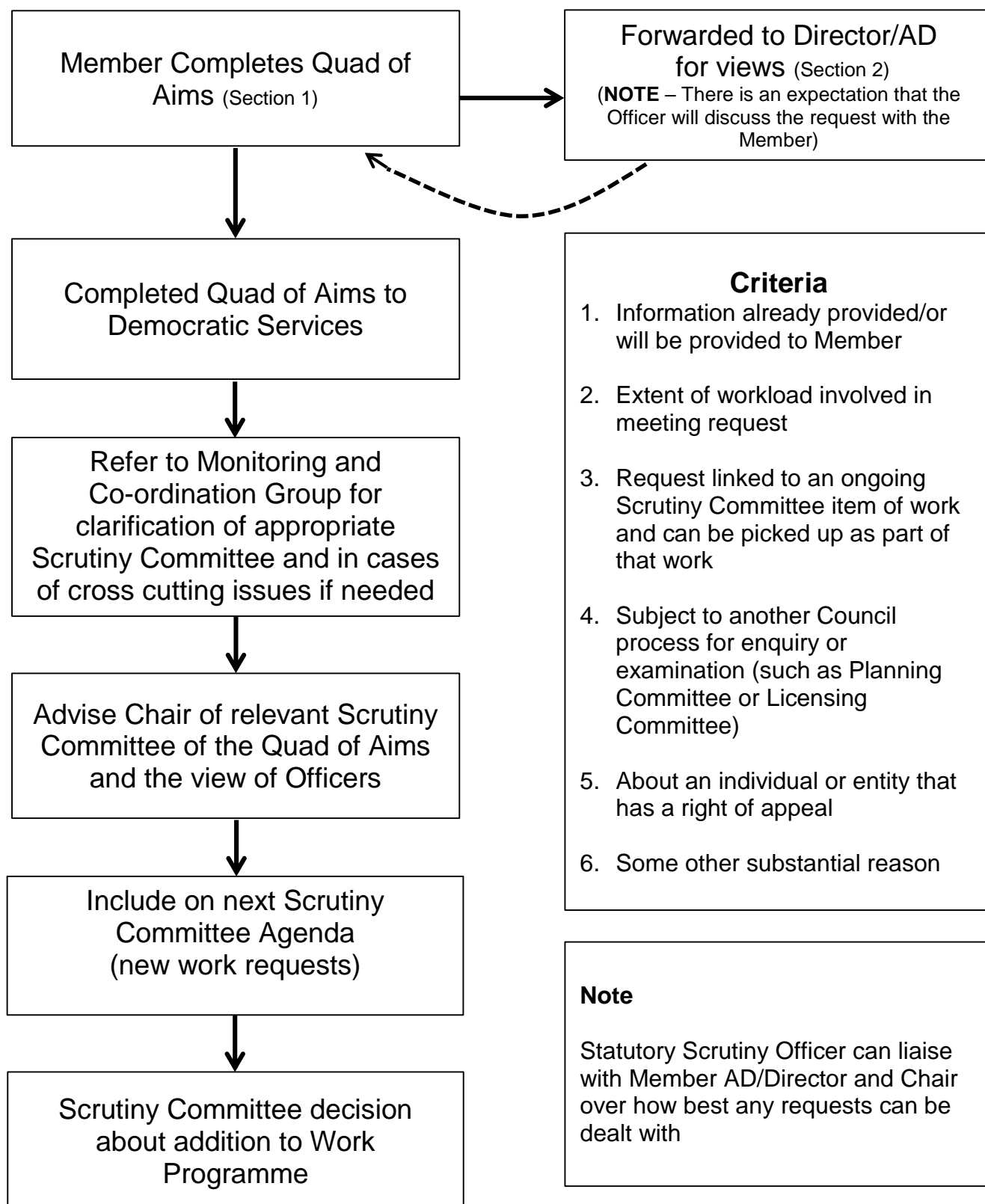
Quality Assessment – Annual Monitoring of local care homes for older people	3 rd September 2019	Christine Shields	Enough support for people when needed	Spend every pound wisely		To look at the outcome of the assessment and undertake any further work if necessary.
Support to Carers		Christine Shields	More people healthy and independent Enough support for people when needed	Building strong communities		To look at the Carers Strategy and Implementation Plan and ensure that structures and services are in place to support carers in their role and to allow them to live a life of their own alongside their caring role.
Better Care Fund	3 rd September, 2019	James Stroyan/ Christine Shields	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 through metrics. To monitor the impact and delivery of the Better Care Fund in achieving better care for residents by preventing unnecessary hospital and care homes admissions by allowing people to live more independently in the community.

<p>Adult Social Care Transformation Programme</p>	<p>22nd October, 2019 31 March, 2020</p>	<p>Christine Shields/ James Stroyan</p>	<p>A safe and caring community Enough support for people when needed</p>	<p>Building strong communities</p>		<p>Update on progress of all work streams</p>
<p>Darlington Adults Safeguarding Board – Annual Report</p>	<p>22nd October, 2019</p>	<p>Ann Baxter</p>	<p>A safe and caring community</p>	<p>Build strong communities</p>	<p>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</p>	<p>To consider the Annual Report on the work of the Board and to receive reassurance that adult safeguarding is being addressed and an effective approach is in place. To be advised of the key issues for the Board and funding.</p>

<p>Deprivation of Liberty Safeguards (DoLS)/Mental Capacity Act</p>		<p>James Stroyan</p>	<p>A safe and caring community</p> <p>Enough support for people when needed</p>	<p>Build strong communities</p>	<p>ASC 063 ASC 064</p>	<p>To look at the outcomes and experiences of those who lack capacity and are subject to a DoLS and to look at how partners work together to ensure high quality services and outcomes.</p> <p>Update on impact following new legislation</p>
<p>Support for Adults with autism</p>	<p>17 December, 2019</p>	<p>Christine Shields</p>	<p>More people healthy and independent</p> <p>A safe and caring community</p>	<p>Spend every pound wisely</p>	<p>ASC 023 ASC 043 ASC 044 ASC 089 ASC 113 ASC 131 ASC 137 ASC 155 ASC 161</p>	<p>To follow up on previously agreed recommendations</p>

This page is intentionally left blank

PROCESS FOR ADDING AN ITEM TO SCRUTINY COMMITTEE'S PREVIOUSLY APPROVED WORK PROGRAMME



QUAD OF AIMS (MEMBERS' REQUEST FOR ITEM TO BE CONSIDERED BY SCRUTINY)

SECTION 1 TO BE COMPLETED BY MEMBERS

NOTE – This document should only be completed if there is a clearly defined and significant outcome from any potential further work. This document should **not** be completed as a request for or understanding of information.

REASON FOR REQUEST?	RESOURCE (WHAT OFFICER SUPPORT WOULD YOU REQUIRE?)
PROCESS (HOW CAN SCRUTINY ACHIEVE THE ANTICIPATED OUTCOME?)	HOW WILL THE OUTCOME MAKE A DIFFERENCE?

Page 42

Signed Councillor

Date

SECTION 2 TO BE COMPLETED BY DIRECTORS/ASSISTANT DIRECTORS
(NOTE – There is an expectation that Officers will discuss the request with the Member)

	Criteria
1. (a) Is the information available elsewhere? Yes No If yes, please indicate where the information can be found (attach if possible and return with this document to Democratic Services)	1. Information already provided/or will be provided to Member
(b) Have you already provided the information to the Member or will you shortly be doing so?	2. Extent of workload involved in meeting request
2. If the request is included in the Scrutiny Committee work programme what are the likely workload implications for you/your staff?	3. Request linked to an ongoing Scrutiny Committee item of work and can be picked up as part of that work
3. Can the request be included in an ongoing Scrutiny Committee item of work and picked up as part of that?	4. Subject to another Council process for enquiry or examination (such as Planning Committee or Licensing Committee)
4. Is there another Council process for enquiry or examination about the matter currently underway?	5. About an individual or entity that has a right of appeal
5. Has the individual or entity some other right of appeal?	6. Some other substantial reason
6. Is there any substantial reason (other than the above) why you feel it should not be included on the work programme?	

Page 43

Signed **Position** **Date**

This page is intentionally left blank