

HEALTH AND HOUSING SCRUTINY COMMITTEE 2 SEPTEMBER 2020

PERFORMANCE INDICATORS QTR 4 2019/20

SUMMARY REPORT

Purpose of the Report

1. To provide Members with performance data against key performance indicators for 2019/20 at Quarter 4.

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. Following agreement at Council on 5 December 2019 to align Scrutiny Committees to the updated Cabinet Portfolios, the indicator set has been re-aligned accordingly.
3. The indicators included in this report are aligned with key priorities. Other indicators may be referenced when appropriate in narrative provided by the relevant assistant directors, when providing the committee with performance updates.
4. Thirty-six indicators are reported to the committee, nine of them on a six-monthly basis and twenty-seven annually.
5. Nine indicators are reported by both services Housing or Leisure and twenty-four by Public Health.

Housing and Leisure

6. All nine indicators have current year data.
 - a) Of the nine indicators reported annually four have a target to be compared against.
 - b) One of the indicators is showing performance not as good as their target.

HBS 016	Rent collected as a proportion of rents owed on HRA dwellings *including arrears b/fwd
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- c) Three of the indicators are showing performance better than their target.

HBS 013	Rent arrears of current tenants in the financial year as a % of rent debit (GNPI 34)
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HBS 034	Average number of days to re-let dwellings
HBS 072	% of dwellings not with a gas service within 12 months of last service date

- d) All of the nine indicators reported can be compared against their data at Qtr 4 2018/19.
- e) Four indicators are showing performance better than at this time last year.

HBS 013	Rent arrears of current tenants in the financial year as a % of rent debit (GNPI 34)
HBS 016	Rent collected as a proportion of rents owed on HRA dwellings *including arrears b/fwd
HBS 025	Number of days spent in Bed and Breakfast
HBS 034	Average number of days to re-let dwellings

- f) Five indicators are showing performance not as good as at this time last year:

CUL 030	Total number of visits to the Dolphin Centre (all areas)
CUL 063	Number of school pupils participating in the sports development programme
CUL 064	Number of individuals participating in the community sports development programme
HBS 027i	Number of positive outcomes where homelessness has been prevented
HBS 072	% of dwellings not with a gas service within 12 months of last service date

- g) Of the nine indicators reported two can be compared against their previous quarter data.
- h) Both of the indicators are showing performance better than at Qtr 3.

HBS 016	Rent collected as a proportion of rents owed on HRA dwellings *including arrears b/fwd
HBS 034	Average number of days to re-let dwellings

7. A detailed performance scorecard is attached at Appendix 1.

Public Health

8. Indicators are mostly reported annually with the data being released in different months throughout the year.

9. Five of the twenty-four indicators have had new data released since last reported.

PBH 020	(PHOF C09a) Reception: Prevalence of overweight (including obesity)
PBH 021	(PHOF C09b) Year 6: Prevalence of overweight (including obesity)
PBH 024	(PHOF C11a) Hospital admissions caused by unintentional and deliberate injuries to children (0-4 years)
PBH026	(PHOF C11a) Hospital admissions caused by unintentional and deliberate injuries to children (0-14 years)
PBH027	(PHOF C11b) Hospital admissions caused by unintentional and deliberate injuries to children (15-24 years)

10. A Public Health Performance Highlight report and scorecard is attached as Appendix 2 and 2a providing more detailed information about the Public Health indicators (ref PBH).

Recommendation

11. It is recommended that :-

- (a) that performance information provided in this report is reviewed and noted, and relevant queries raised with appropriate Assistant Directors.

IAN WILLIAMS
DIRECTOR OF ECONOMIC GROWTH & NEIGHBOURHOOD SERVICES

SUZANNE JOYNER
DIRECTOR OF CHILDREN & ADULT SERVICES

Background Papers

Background papers were not 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
Carbon Impact and Climate Change	There is no impact on carbon and climate change as a result of this report
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

MAIN REPORT

Information and Analysis

12. HBS013 – The target for rent arrears was set at 3% and at Q4 our rent arrears fell below the target to 2.87% reflecting our target-based recovery approach along with an intense proactive approach with new Universal Credit customers. Our end of year 2019/20 performance was better this year than last and back to similar levels to 2017/18. We also performed better than the North East average which was 3.37% and the UK the average of 2.91%.
13. HBS016 – The rent collection target is usually set at the beginning of the year, based on the arrears balance at that time and for 2019/20 reflected the significant impact Universal Credit has on rent collection, as it is paid 4 weekly in arrears directly to the claimant compared to Housing Benefit, which is paid weekly in advance directly into individual rent accounts. All new Universal Credit applicants are offered intensive support and assistance to help ensure they budget appropriately. The average % rent collected in 2019/20 was 97.99% compared to a UK average of 97.64%.
14. HBS025 – The number of days spent in bed and breakfast has improved on this time last year. This can primarily be attributed to the number of clients requiring temporary accommodation being referred into emergency supported accommodation, as opposed to bed and breakfast.
15. HBS027i – The number of positive outcomes where homelessness has been prevented has reduced from last year's figure due to the impact of Homeless Reduction Act . It took some time to embed the new legislation and the changes have meant new work for the Housing Options team with more complex cases, and more people owed a Statutory Duty.
16. HBS034 – The number of days to re-let properties has improved on last year and is the lowest quarterly figure from 2019/20 as well as in top quartile nationally .
17. HBS072 – The percentage of dwellings without a gas service within 12 months of last service date is 1% at the end of 2019/20. This reflects the difficulty in accessing some tenants' properties and the need for legal action on occasions.
18. CUL030 – Attendance at the Dolphin Centre is down on last year, however as reported at Quarter 2, during the previous year problems were experienced with the recording system for overall visits. The system was reviewed, and a new recording system introduced from April 2019. Whilst physical visits are down, prior to the Dolphin Centre closing on 16 March 2020 due to the pandemic, income was at a

similar level to previous years.

25. CUL063 & CUL064 – For both the schools and community participation in sports development activities, the numbers have reduced. The reason for the reductions is that the programme of activities has reduced due to a number of funding streams coming to an end this year.