

## COMMUNITIES AND LOCAL SERVICES SCRUTINY COMMITTEE

### 27 AUGUST 2020

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## PERFORMANCE INDICATORS QTR 4 2019/20

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### Purpose of the Report

1. To provide Members with performance data against key performance indicators for 2019/20 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. Following agreement at Council on 5 December 2019 to align Scrutiny Committees to the updated Cabinet Portfolios, the indicator set has been 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. 25 indicators are reported to the committee, 16 of them on a six-monthly basis and nine annually.
5. Performance of the 25 indicators reported annually:

- a) Nine indicators are showing performance better than at this time last year:

|         |  |
|---------|--|
| CUL 066 | Number of book loans   |
| CUL 067 | Number of ICT sessions at the library  |
| CUL 071 | Number of visits to the Head of Steam  |
| ENV 002 | Number of Street Champions who are actively involved in litter picking a minimum of once per month |
| ENV 006 | Total number of fly-tips reported  |
| ENV 009 | % household waste that is collected that is either reused, recycled or composted                   |

|         |   |
|---------|---|
| ENV 024 | Land Audit Management System - Litter Score                                     |
| TCP 202 | % of non principal roads where maintenance should be considered (B and C class) |
| TCP 203 | % of unclassified roads where maintenance should be considered                  |

b) Two indicators are showing performance the same as this time last year:

|         |  |
|---------|--|
| ENV 023 | Number of prosecutions for fly-tipping                             |
| REG 803 | Trading Standards: Percentage of high-risk inspections carried out |

c) Nine indicators are showing performance not as good than at this time last year:

|         |  |
|---------|--|
| CUL 037 | Number of shows held at the Hippodrome   |
| CUL 038 | Number of individual attendances at theatre shows  |
| CUL 065 | Number of physical visits to the Library   |
| CUL 078 | Number of shows held at the Hullabaloo   |
| CUL 079 | Number of individual attendances at Hullabaloo shows   |
| ENV 021 | % of small fly tips removed within target time   |
| ENV 022 | % of large fly tips removed within target time   |
| TCP 200 | % of principal roads where maintenance should be considered (A class)                            |
| TCP 900 | Overall Public Satisfaction with Public Transport Theme (National Highways and Transport Survey) |

d) Five indicators currently have no year-end data to report because it has not been published by the relevant external organisations.

|         |  |
|---------|--|
| TCP 101 | Bus punctuality - % of non-frequent bus services running on time       |
| TCP 600 | Number of people killed or seriously injured in road traffic accidents |

|         |  |
|---------|--|
| TCP 601 | Number of people slightly injured in road traffic accidents              |
| TCP 602 | Number of children killed or seriously injured in road traffic accidents |
| TCP 603 | Number of children slightly injured in road traffic accidents            |

6. A detailed performance scorecard is attached at **Appendix 1**.

### **Recommendation**

7. It is recommended that :-

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

**Ian Williams**  
**Director of Economic Growth and Neighbourhood Services**

### **Background Papers**

Background papers were not 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.  |

## **MAIN REPORT**

### **Culture**

8. Overall, the Cultural venues performed well throughout 2019/20 with all of them closing to the public on 16 March 2020 due to the pandemic. The number of shows and attendances to both the Hippodrome and Hullabaloo were down slightly on last year but would have been closer to last year's performance had they not closed.
9. Attendance at the Head of Steam remained strong throughout the year and were slightly above last year. Whilst the Library attendances were down overall, book loans and ICT sessions were up.

### **Environmental Services**

10. The number of active Street Champions who regularly pick litter has steadily increased throughout the year and now stands at 136. These individual volunteers contribute to helping keep Darlington clean. The overall cleanliness of the town has improved this year with 79% of inspections being of or above the expected standard as part of the land audit management system.
11. Performance with regard to removing fly tips, both large and small, was at a similar level to last year, 85% cleared away in target time. The actual number of fly tips was slightly below last year.
12. There were no prosecutions during the year for fly tipping as the focus for Civic Enforcement was on dealing with anti-social behaviour and parking enforcement. There will however be a focus on environmental crime in 2020/21.
13. Recycling has increased this year from 37.4% to 40.8%. This figure includes all the recycling collected at kerbside, the Household Waste Recycling Centre and the new garden waste collection service.

### **Transport**

14. In terms of the road condition indicators on the principal road network (A, B and C class roads) there have been some marginal changes that do not require any intervention. There has been a gradual improvement in this indicator over the last decade. There is an additional amount of funding planned to be invested this year as a result of additional funds from the Department for Transport.
15. The additional investment by the Council in the micro-asphalt programme on unclassified roads is showing a significant positive impact on the indicator, which is calculated by independent assessments of the network. The investment is also showing positive benefits in the number of actionable potholes that are requiring repair each year. There continues to be a drive to be proactive in repairs prior to potholes forming and this is demonstrated in the pothole repair figures published on the Council website. In 2019/20 the Council repaired 5,075 having fallen

gradually from 9,490 in 2013/14.