

COMMUNITIES AND LOCAL SERVICES SCRUTINY COMMITTEE

10 DECEMBER 2020

PERFORMANCE INDICATORS QTR 2 2020/21

Purpose of the Report

1. To provide Members with performance data against key performance indicators for 2020/21 at Quarter 2.

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. For the purposes of the Quarter 2 report the Transport & Capital Projects Indicators have been excluded as these are annual indicators and the updated data is not yet available.
6. Performance of the 25 indicators reported:
 - a) Three indicators are showing performance better than at the same period as last year or from when last reported:

ENV 002	Number of Street Champions who are actively involved in litter picking a minimum of once per month
ENV 021	% of small fly tips removed within target time
REG 803	Trading Standards: Percentage of high-risk inspections carried out

- b) Two indicators are showing performance the same period as last year or from when last reported:

ENV 022	% of large fly tips removed within target time
ENV 023	Number of prosecutions for fly-tipping

- c) Six indicators are showing performance not as good than at the same period as last year or from when last reported:

CUL 065	Number of physical visits to the Library
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 006	Total number of fly-tips reported
ENV 009	% household waste that is collected that is either reused, recycled or composted

- d) Five indicators have not been reported due to coronavirus restrictions.

CUL 037	Number of shows held at the Hippodrome
CUL 038	Number of individual attendances at theatre shows
CUL 078	Number of shows held at the Hullabaloo
CUL 079	Number of individual attendances at Hullabaloo shows
ENV 024	Land Audit Management System - Litter Score

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

Recommendation

8. 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

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.

MAIN REPORT

Culture

- The Hippodrome has been closed for the majority of this reporting period and no shows have taken place. The Hullabaloon has been closed throughout. The Library service reopened with limited access in line with COVID-19 safe systems on Monday 13 Jul 2020 therefore the number of visits and book loans is significantly down on last year. The Head of Steam reopened on Tuesday 14 July 2020, again with COVID-19 safe systems in place.

Environmental Services

- The number of active Street Champions who regularly pick litter pick continues to increase and now stands at 145. The hard work of these individual volunteers contributes to keeping areas of Darlington clean.
- Overall, the number of fly tips increased during this period against last year, which is mainly due to lockdown and the Household Waste Recycling Centre being closed during the period.
- The percentage of household waste that is reused, recycled or composted for Quarter 1 is down significantly on last year for a number of reasons. Firstly, the Garden Waste Collection Service did not start until May, a month late, and during

lockdown and continuing through the year, the amount of residual waste has increased significantly, therefore impacting on recycling/composting rates.

Transport

13. Despite the pandemic the Council is on track to deliver one of the largest annual programmes of highway maintenance to improve the Borough's streets. An additional £500k of Council funding and an additional £1.274m of Government funding has significantly increased the money available and the Council has accelerated delivery of this programme during COVID.
14. Around 16 significant maintenance schemes are being delivered across the Borough and over 72 streets are also being surfaced (microasphalt) with 24 of these having significant deep patching repairs before the micro-asphalt is applied. This year approximately 16km of streets were restored using this treatment.
15. The majority of the highway maintenance programme is undertaken through spring, summer and autumn, when the weather is most conducive. The road condition surveys that generate the performance indicators are generally done in quarter 3 to assess the impact of the programme of highway maintenance works. The performance indicators are therefore reported annually and the data will be available later in the year.
16. Road Traffic Collision data is also reported annually and reports on the previous calendar year. The data needs to be verified and checked to ensure it is correct and this usually means the data is not confirmed until Q3 of the following year. The Council receives provisional data on a monthly basis to monitor trends and issues through the year. The confirmed data for calendar year 2019 is expected to be reported in the Q3 report.