

HEALTH AND HOUSING SCRUTINY COMMITTEE 16 DECEMBER 2020

PERFORMANCE INDICATORS QTR 2 2020/21

SUMMARY REPORT

Purpose of the Report

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

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. Six indicators are reported by both services Housing or Culture and 24 by Public Health.
6. 17 indicators are reported in this quarter.

Housing and Culture

7. Nine indicators have Quarter 2 data.
 - a) Of the nine indicators reported one has a target to be compared against which is showing performance better than target.

HBS 013	Rent arrears of current tenants in the financial year as a % of rent debit (GNPI 34)
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- b) All of the nine indicators reported can be compared against their data at Qtr 2 2019/20.
- c) One indicator is showing performance better than at the same quarter last year.

HBS 013	Rent arrears of current tenants in the financial year as a % of rent debit (GNPI 34)
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- d) Eight indicators are showing performance not as good as the same quarter 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 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 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
HBS 034	Average number of days to re-let dwellings

- e) Of the nine indicators reported two can be compared against their previous quarter data.
- f) Both of the indicators are showing performance better than at Qtr 1.

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

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

Public Health

9. Indicators are mostly reported annually with the data being released in different months throughout the year.
10. Eight of the 24 indicators have had new data released since last reported.

PBH 009	(PHOF C04) Low birth weight of term babies
PBH 016	(PHOF C02a) Under 18s conception rate /1,000
PBH 033	(PHOF C18) Smoking Prevalence in adults (18+) – current smokers (APS)
PBH 044	(PHOF C21) Admission episodes for alcohol-related conditions (Narrow)

PBH 046	(PHOF C26b) Cumulative percentage of the eligible population aged 40-74 offered an NHS Health Check who received an NHS Health Check
PBH 048	(PHOF D02a) Chlamydia detection rate /100,000 aged 15 to 24
PBH 052	(PHOF D10) Adjusted antibiotic prescribing in primary care by the NHS
PBH 058	(PHOF E05a) Age-standardised rate of mortality from all cancers in persons less than 75 years of age per 100,000 population

11. 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

12. 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 & NEIGHBOURHOOD SERVICES

JAMES STROYAN
DIRECTOR OF CHILDREN & ADULT 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
Carbon Impact and Climate Change	The 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

13. HBS 013 – The target for rent arrears was set at 3.40%. This has been achieved and arrears remain at a lower rate than this time last year despite the impact of COVID-19 and the increase in households in receipt of Universal Credit. We are performing better than the sector average, which was 3.49% in September compared to our performance of 3.28%. The team continue to promote the help, guidance and support offered, and making repayment plans with customers.
14. HBS016 – Since April 2020 the Income Team have collected £12.7M in rent payments. The average rent collected in the year March 2019 to March 2020 was 97.99% and although this currently stands at 96.60% this is within projected levels. During COVID-19 the number of Universal Credit applicants increased significantly following financial changes to households such as furlough and loss of regular income. Over a quarter of all Council tenants are now in receipt of some form of Universal Credit and have the 5 week wait prior to first payments being received.
15. HBS025 – The number of days spent in bed and breakfast has increased considerably on this time last year. This can primarily be attributed to COVID-19 and the challenges created by the Government's "Everybody In" agreement whereby anyone who presented to the Council as homeless, regardless of their need, was placed in emergency temporary accommodation. During the second quarter of 2020/21 there were 2633 nights in emergency accommodation recorded, compared to 883 for the same period in 2019-20 (a 198% increase).

16. HBS027i – The number of positive outcomes where homelessness has been prevented has remained consistent to last year's figure. This is very positive, as due to the COVID-19 pandemic it is taking longer to find and secure properties and ensure the provision is available to support individuals with complex needs. Having a dedicated homeless commissioned service has heavily supported the pathways available to clients to achieve these outcomes.
17. HBS034 – The number of days for re-let has significantly improved since Q1 2020/21. COVID-19 restrictions meant we had to stop our lettings service for several months, except for those in urgent need. Our re-let figures for this year are therefore lower than last year but we expect this to continue to decrease in the next quarter.
18. HBS072 – The percentage of dwellings without a gas service within 12 months of last service date is 0.66% in Quarter 2 compared to the national average of 1.2%. Most social housing organisations paused their gas services for a few weeks until clearer government advice was issued so a small backlog built up. We worked through this very quickly to get back to the high compliance level seen in Quarter 2.
19. CUL030 – The Dolphin Centre closed on 17 March 2020 as part of the lockdown and reopened on 27 July 2020 with a limited programme therefore the number of visits to the Dolphin Centre are significantly down on the previous year.
20. CUL063 – Whilst the schools were closed during the majority of Quarter 1 and Quarter 2, staff did work with the schools in Quarter 1 and delivered a programme of activity virtually to pupils.
21. CUL064 – Again, the community-based sports development programme attendances are well below last year as limited activity could take place and had to be delivered in a COVID safe way.