

**COMMUNITIES AND LOCAL SERVICES SCRUTINY COMMITTEE
19 AUGUST 2021**

PERFORMANCE INDICATORS QTR 4 2020/21

Purpose of the Report

1. To provide Members with performance data against key performance indicators for 2020/21 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. 27 indicators are reported to the committee, 18 of them on a six-monthly basis and nine annually.
5. Three indicators have data that can be compared against the previous quarter.
 - a) Two indicators are showing performance not as good the last quarter:

ENV 009	% household waste that is collected that is either reused, recycled or composted
ENV 021	% of small fly tips removed within target time

- b) One indicator is showing performance the same as the last quarter:

ENV 022	% of large fly tips removed within target time
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6. Performance of the 27 indicators reported:

- a) Seven 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
ENV 022	% of large fly tips removed within target time
TCP 200	% of principal roads where maintenance should be considered (A class)
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

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

ENV 023	Number of prosecutions for fly-tipping
REG 803	Trading Standards: Percentage of high-risk inspections carried out
TCP 202	% of non principal roads where maintenance should be considered (B and C class)
TCP 900	Overall Public Satisfaction with Public Transport Theme (National Highways and Transport Survey)

- c) Ten 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 006a	Total number of large fly-tips reported
ENV 006b	Total number of small fly-tips reported
ENV 009	% household waste that is collected that is either reused, recycled or composted
TCP 203	% of unclassified roads where maintenance should be considered
TCP 603	Number of children slightly injured in road traffic accidents

d) Six 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
TCP 101	Bus punctuality - % of non-frequent bus services running on time

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.

Dave Winstanley
Group Director of 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
Council Plan	This report contributes to the Council Plan 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

9. CUL 037 / CUL 038 – The Hippodrome, CUL 078 / CUL 079 – The Hullabaloo: The Hippodrome and Hullabaloo have been closed for the majority of the year due to the pandemic and when allowed to be open there has been a limited programme at the Hippodrome due to ongoing restrictions.
10. CUL 071 – The Head of Steam:
The Head of Steam has also been closed for significant periods throughout the last year and when open there were restrictions on the number of visitors and the type of events that could be delivered safely.
11. CUL 065 / CUL 066 / CUL 067 – The Library:
Whilst the Library was closed for significant periods, the same as other facilities, through 'click and collect' arrangements residents were still able to collect books. The new suite

of Library measures agreed at the meeting on 22 April will be reported for the first time with 2021/22 Quarter 2 data.

Environmental Services

12. ENV 002 – Street Champions:

The number of active Street Champions who collect litter in their areas continues to grow. The work carried out by Street Champions is critical in helping to maintain a clean Borough for residents and visitors and supports the work of Street Scene.

13. ENV 006 / ENV 006a / ENV 006b / ENV 021 / ENV 022 / ENV 023 – Fly Tipping:

The total number of fly tips has increased by 20% on the last year with large fly tips increasing by 14% and small by 54%. However, despite this increase all but a very small percentage have been removed in the target time. This has been helped significantly by the introduction of an additional response crew. The increase needs to be set in the context of the overall increase in household waste through the pandemic, which increased by 18% on last year. This was the same nationally as people were staying home. A small fly tip is classed as anything under a car boot load with a large fly tip being anything over that.

14. ENV 009 – Household Waste:

The amount of waste that was reused, recycled or composted fell from 40.8% in 2019/20 to 35.1% in 2020/21. Whilst this is disappointing, it again needs to be set in the context of the pandemic and the significant increase in overall household waste of 18%. The percentage of waste reused, recycled or composted is based on the overall household waste produced. In addition, the Household Waste Recycling Centre was closed for a period of time and reopened with reduced capacity.

Trading Standards

15. REG 803 – High Risk Inspections:

Each year, Trading Standards plans a programme of intelligence-led business inspections to check that businesses are complying with trading standards and consumer laws, support them into compliance where necessary and investigate areas of non-compliance as required. In 2020-21, Trading Standards completed 100% (60 in total) inspections, which were comprised of on-premises and online (where the business does not have a physical location) inspections. During the pandemic, Trading Standards maintained service delivery by adapting its inspection programme to undertake on-premises inspections within a time period when the businesses were open and trading and in line with Covid-19 guidance.

Transport

16. TCP 001 – Bus Punctuality:

The survey was not run in 2020 to reduce the burden on local authorities dealing with the new restrictions and ways of working. We have included an optional set of fields for 2019/20. While this is not mandatory, and the data may not be available, where it is

possible this will provide valuable insight and context for the data from 2020/21. As we look ahead to travel as restrictions are reduced recent data will provide a useful measure of the return to more normal activity.

17. TCP 200 / TCP 202 / TCP 203 – Road Maintenance:

Works carried out last year on our A road network has slightly improved the overall condition. Works carried out last year on our B and C road network has enabled us to remain at the same level as the previous year with more investment required to make any further improvement. A lot of work has been carried out over the last few years to improve this network which has shown positive results. The unclassified network has shown improvement year on year and the reason for the backward step last year we think is down to the way the inspection was completed and we expect it to right itself this year.

18. TCP 600 / TCP 601 / TCP 602 / TCP 603 – Road Traffic Accidents:

Road traffic patterns changed throughout the year as a result of the pandemic with significantly less traffic during certain lock down periods. This resulted in a significant reduction in people killed or seriously injured on the road network and this also translated into a reduction in people slightly injured in road traffic accidents. There have been corresponding reductions in the of accidents involving children.

19. TCP 900 – Public Satisfaction with Transport:

The overall public satisfaction with public transport has remained the same and work will be undertaken over the coming year to try and reinstate confidence in public transport use and improvements to the bus network through a bus service improvement plan and a partnership approach. There are ongoing challenges for bus operators in terms of driver availability due to Covid 19 and other issues that are impacting the industry with operators working on solutions to protect services and the network.

Hippodrome digital engagement, education and outreach.

20. This section provides performance information in line with the minute extract from the meeting held on the 22nd of April 2021.

21. As a result of Covid-19 and the forced closure of Darlington Hippodrome, the theatre needed to find new ways to engage with our audience as well as attracting new audiences. We were quick to assess existing activities that could be moved online (Youth Dance/ Youth Theatre/heritage engagement) and worked strategically to produce new online engagement activities to enhance our digital offer (Weekly quiz, adult dance classes, online streamed shows, careers advice). Digital and online interaction formed the basis of our audience interaction throughout 2020 / 2021 with some in person engagement when restrictions allowed. Whilst open, we have also had success with Classic film screenings which has enabled us to fill the show programme gaps as live theatre is phased back in.

22. A detailed performance scorecard is attached at **Appendix 2**.