

## HEALTH AND HOUSING SCRUTINY COMMITTEE

25 AUGUST 2021

---

### PERFORMANCE INDICATORS QUARTER 4 - 2020/21

---

#### SUMMARY REPORT

##### Purpose of the Report

1. To provide Members with performance data against key performance indicators for 2020/21 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. Six indicators are reported by both services Housing or Culture and twenty-four by Public Health.

##### Housing and Culture

6. Nine of the twelve indicators are reported six-monthly and have current year data.
  - (a) Of the nine indicators reported quarterly two have a target to be compared against.

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

- (b) HBS 013 had a target of 3.4%, the actual performance of 2.5% is therefore better than the target.

- (c) HBS 016 had a target of 100%, the actual of 101.58% is therefore better than the target.
- (d) Of the nine indicators reported quarterly all can be compared against their data at Qtr. 4 2019/20.
- (e) Three indicators are showing performance better than at the same period 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 072	% of dwellings not with a gas service within 12 months of last service date

- (f) Six indicators are showing performance not as good as at the same period 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 025	Number of days spent in Bed and Breakfast
HBS 027i	Number of positive outcomes where homelessness has been prevented
HBS 034	Average number of days to re-let dwellings

- (g) Of the nine indicators reported quarterly two can be compared against the previous quarter data.

- (h) One indicator is showing performance better than at Qtr 3.

HBS 016	Rent collected as a proportion of rents owed on HRA dwellings *including arrears b/fwd
---------	--

- i) One indicator is showing performance not as good as Qtr 3.

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

(a) Five indicators reported are showing better performance than there previous year.

PBH 018	(PHOF 2.05ii) Child development - Proportion of children aged 2-2½yrs offered ASQ-3 as part of the Healthy Child Programme or integrated review
PBH 024	(PHOF C11a) Hospital admissions caused by unintentional and deliberate injuries in children (aged 0-4 years)
PBH 026	(PHOF C11a) Hospital admissions caused by unintentional and deliberate injuries in children (aged 0-14 years)
PBH 027	(PHOF C11b) Hospital admissions caused by unintentional and deliberate injuries in young people (aged 15-24 years)
PBH 056	(PHOF E04b) Under 75 mortality rate from cardiovascular diseases considered preventable (2019 definition)

(b) Eight indicators are showing performance not as good as there previous year.

PBH 013c	(PHOF 2.02ii) Breastfeeding prevalence at 6-8 weeks after birth - current method
PBH 014	(PHOF C06) Smoking status at time of delivery
PBH 020	(PHOF C09a) Reception: Prevalence of overweight (including obesity)
PBH 021	(PHOF C09b) Year 6: Prevalence of overweight (including obesity)
PBH 035i	(PHOF C19a) Successful completion of drug treatment - opiate users
PBH 035ii	(PHOF C19b) Successful completion of drug treatment - non-opiate users
PBH 035iii	(PHOF C19c) Successful completion of alcohol treatment
PBH 060	(PHOF E07a) Under 75 mortality rate from respiratory disease

(c) One indicator shows that performance has remained the same sine last reported.

PBH 050	(PHOF D07) HIV late diagnosis (%)
---------	-----------------------------------

10. The Public Health Q3 and Q4 Performance Highlight report is attached as Appendix 2 and a scorecard as Appendix 3, providing more detailed information about the Public Health indicators (ref PBH).

### Recommendation

11. It is recommended that performance information provided in this report is reviewed and noted, and relevant queries raised with appropriate Assistant Directors.

**Elizabeth Davison**                      **James Stroyan**                      **Dave Winstanley**  
**Group Director Operations**   **Group Director People**   **Group Director 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
Council Plan	This report contributes to the Council Plan by involving Members in the scrutiny of performance.
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

#### Housing

12. HBS 013 and HBS 016 – Performance for rent arrears has been achieved for quarter 4, with rent arrears continuing to reduce since quarter 3 and are lower than quarter 4 in 2019-20. This has been achieved despite the challenges of the ongoing Covid pandemic. In addition, no evictions or court hearings have been scheduled or carried out during 2020-21. The Housing Income team has continued to offer advice and support to our tenants with over £25.5 million of rent paid in 2020-21. The number of tenants receiving Universal Credit (UC) has continued to increase with over 1,530 of tenants now claiming help with their rent through their UC payments. The National Housing Federation (NHF) has estimated that nationally UC customers are on average 6 weeks in arrears with their rent. For Darlington, the average is less than 5 weeks.

13. HBS 025 – The number of days in bed and breakfast has continued to rise due to the Council still delivering the Government’s ‘Everyone In’ agenda to prevent rough sleeping during the Covid pandemic. This means that everyone who becomes homeless is being offered accommodation regardless of their priority. Quarter 4 has also seen an increase in vulnerable people presenting as homeless, including domestic abuse presentations and people with more than one need (for example, people with mental health and substance misuse needs). Quarter 4 also covered the period of cold weather, so the Severe Weather Emergency Protocols came into effect.
14. HBS 027i – Positive outcomes to prevent and relieve people’s homelessness situations has steadily increased each quarter. The Housing Options team has achieved this by working closely with our customers and in partnership with landlords, strategic partners and commissioned services
15. HBS 034 – The Covid pandemic has continued to have an impact on our ability to re-let Council properties. In addition, repairs required on empty properties are now carried out before the property is let rather than after a tenant moves in. This has meant that some properties have stayed empty longer but overall, positive feedback has been received from new tenants on the quality of the accommodation, a key priority for the Regulator of Social Housing
16. HBS 072 – The percentage of dwellings without a gas service within 12 months of last service date is 0.76% in Quarter 4. This is an improvement from 2019-20 but has increased since quarter 3 of 2020-21. Staffing issues, with the availability of qualified gas fitters, continues to be a factor, preventing us from booking in as many gas servicing appointments. However, overall performance in this key area continues to be excellent.

## **Culture**

17. CUL 030, CUL 063, CUL 064 - The number of visits to the Dolphin Centre is significantly down on the previous year as the facilities were closed for extended periods, or open with limited capacity, due to Covid-19 restrictions. The Schools Sports programme also suffered as a result of school closure restrictions, with the Community Sports Development programme still down on the previous year, although outdoor sessions continued when they were permitted.

## **Public Health**

18. PBH 013c - Breastfeeding prevalence at 6-8 weeks after birth. Rates are down from the previous year (from 37.5% to 33.5%), although lower than England these remain statistically similar to our neighbouring authorities in North East. Midwives and Health Visitors employed by Harrogate and District NHS Foundation Trust continue to work to improve the uptake of breastfeeding through a range of different evidence-based interventions and tools.
19. PBH 014 Smoking status at time of delivery – This rise in the percentage is not statistically significant while the overall number of those smoking at time of delivery has reduced over the same period. Darlington remains statistically similar to our neighbouring NE authorities. Work continues with local Maternity services, Midwives and Health Visitors through our Stop Smoking Service that we commission to continue to provide support and

encouragement to quit smoking at every opportunity when working with pregnant mothers and their families.

20. PBH 020 Reception: Prevalence of overweight (including obesity) This is not a statistically significant increase and Darlington is statistically similar to our neighbouring NE authorities. However, the underlying data shows that the numbers of children in Reception continue to show a rise. The Darlington Childhood Healthy Weight Plan has identified a number of evidence-based interventions that are being delivered with partners to systematically address some of the underlying causes of obesity in children and young people in Darlington. Some recent new work includes work with schools to develop a healthy catering standard to ensure a consistent and healthy school food offer for children.
21. PBH 021Year 6: Prevalence of overweight (including obesity) Darlington remains is statistically similar to England and our neighbouring NE authorities. However, the underlying data shows that the numbers of children in Year 6 continue to show a rise. The Darlington Childhood Healthy Weight Plan has identified a number of evidence-based interventions that are being delivered with partners to systematically address some of the underlying causes of obesity in children and young people in Darlington. Some recent new work includes work with schools to develop a healthy catering standard as well as a healthy catering standard for commercial food premises to ensure a consistent and healthy food offer for children and their families in Darlington.
22. PBH 035i Successful completion of drug treatment - opiate users Darlington remains statistically similar to our neighbouring NE authorities however the overall number of individuals who are successfully completing treatment has dropped however the overall difference in numbers is small. This drop has come about following a period of sustained increase over the previous 2 years. This drop has also occurred during a period of change where our local services were re-procured through a competitive tendering process where there were performance issues identified and tackled by the previous providers.
23. PBH 035ii Successful completion of drug treatment - non-opiate users Darlington remains statistically similar to our neighbouring NE authorities however the underlying trend of individuals who are successfully completing treatment is stable following a period of volatility however the overall difference in numbers is small. This volatility has also occurred during a period of change where our local services were re-procured through a competitive tendering process where there were performance issues identified and tackled by the previous providers.
24. PBH 035iii Successful completion of alcohol treatment Darlington remains statistically similar to our neighbouring NE authorities and has been closely following a similar trend over the past three years. Although the proportion of individuals successfully completing treatment has reduced the numbers of those successfully completing treatment has increased over the last three years. The volume of demand has increased substantially with significant increases in those seeking treatment over the same period across the UK, regionally and locally. These figures show the impact of that increase in demand on our local service
25. PBH 060 Under 75 mortality rate from respiratory disease Darlington remains statistically similar to our neighbouring NE authorities, all of whom are also worse than the England

average. Darlington has followed a similar trend as the NE regionally. These high rates of premature mortality from respiratory disease reflect the historically high rates of smoking tobacco in Darlington and the North East along with a legacy of industrial related lung disease. There has also been a rise in premature mortality from respiratory disease observed in England over the same period. The NHS continues to work to provide better and earlier diagnosis and treatment for those at risk from lung disease to minimise the impact of this disease on their lives. The authority commission a Stop Smoking Service which continues to provide evidence-based interventions to support those who want to quit smoking. The authority continues to work with partners in developing and implementing a range of different initiatives including the extension of smoke free places and the targeting of those who sell illegal or underage tobacco. Environmental Health teams continue to monitor and regulate air pollution in the borough including developing campaigns and awareness of air pollution and steps to reduce this pollution with residents.