

**COMMUNITIES AND LOCAL SERVICES SCRUTINY COMMITTEE  
9 DECEMBER 2021**

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**PERFORMANCE INDICATORS QTR 2 2021/22**

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**Purpose of the Report**

1. To provide Members with performance data against key performance indicators for 2021/22 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. As restrictions were eased, attendance at the Hippodrome, Head of Steam and the library increased.
5. The number of active Street Champions has increased significantly as we have come out of lockdown from 174 in March 2021 to 362 in September 2021. Monitoring by the land audit management also classed Darlington as having minimal litter.
6. Bus punctuality in Darlington is higher than both the north east and England averages.
7. As well as reconstruction and resurfacing of some A, B and C class roads, 57 road maintenance schemes covering 12.4km of the unclassified road network were completed. average of 95% per year on treated roads. Over the last five years the Council has targeted the unclassified network and further improvements are planned. The number of potholes repaired has dropped from over 9000 a year to just under 6000 per year and we have introduced a new online system to help people report them so we can check them quickly and get them repaired.
8. 35 indicators are reported to the committee, 25 of them on a six-monthly basis and ten annually.
9. Performance of the 25 indicators reported:
10. 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 021	% of small fly tips removed within target time
ENV 022	% of large fly tips removed within target time

b) One indicator is provided through a national system and is reported three months after the end of the period therefore data is only available for Quarter 1:

ENV 009	% household waste that is collected that is either reused, recycled or composted
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11. 25 indicators can be compared against the same period last year:

a) Seven indicators are showing performance better than at the same period as last year or from when last reported:

CUL 071	Number of visits to the Head of Steam
CUL 100	Number of items borrowed
CUL 101	Physical Stock borrowed from Darlington Library
CUL 102	Physical Stock borrowed from Cockerton Library
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 006a	Total number of large fly-tips reported

b) One indicator is showing performance the same period as last year or from when last reported:

ENV 023	Number of prosecutions for fly-tipping
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c) Four indicators are showing performance not as good than at the same period as last year or from when last reported:

ENV 006b	Total number of small fly-tips reported
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ENV 021	% of small fly tips removed within target time
ENV 022	% of large fly tips removed within target time
REG 803	Trading Standards: Percentage of high-risk inspections carried out

d) Five indicators do not have comparative information from last year 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

e) The Library Service have amended their indicators and the seven introduced from April 2021 do not have comparative information from last year.

CUL 103	Number of physical visits to Darlington Library
CUL 104	Number of physical visits to Cockerton Library
CUL 105	Number of group engagements
CUL 106	Number of group engagements at Darlington Library
CUL 107	Number of group engagements at Cockerton Library
CUL 108	Number of educational interactions
CUL 109	Number of enquires directed to the Centre for Local Studies

f) One indicator is provided through a national system and is reported 3 months after the end of the period therefore data is only available for Quarter 1.

ENV 009	% household waste that is collected that is either reused, recycled or composted
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12. A detailed performance scorecard is attached at **Appendix 1**.

## Recommendation

13. It is recommended that :-

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

**Ian Thompson**  
AD – Community Services

**Anthony Hewitt**  
AD – Highways and Capital Projects

## 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
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**

14. CUL 037 / CUL 038 – The Hippodrome, CUL 078 / CUL 079 – The Hullabaloo:  
As restrictions were eased through Quarter 1 and Quarter 2, the number of shows at the Hippodrome increased and therefore attendances. As shows become more available throughout the rest of the year, performances and attendances will continue to increase at both the Hippodrome and the Hullabaloo.
15. CUL 071 – The Head of Steam:  
Attendances increased at the Head of Steam as restrictions eased and the programme of activities and events were reintroduced over the summer.
16. CUL 100 / CUL 101 / CUL 102 / CUL 103 / CUL 104 / CUL 105 / CUL 106 / CUL 107 / CUL 108 / CUL 109 – The Library:  
As the Library service reopened, the number of customers to both Darlington Library and Cockerton Library have increased. Alongside increased attendances, the items and books borrowed has also increased through Quarter 1 and Quarter 2. The number of online and virtual as well as actual physical events and activities has also increased as customers return.

### **Environmental Services**

17. ENV 002 – Street Champions:  
The number of active Street Champions has increased significantly as we have come out of lockdown from 174 in March 2021 to 362 in September 2021. The voluntary work carried out by Street Champions is critical in helping to maintain a clean borough and support the work of Street Scene
18. ENV 006 / ENV 006a / ENV 006b / ENV 021 / ENV 022 / ENV 023 – Fly Tipping:  
The total number of fly tips reported for the first two quarters of the year has fallen by 451, a reduction of 24%. In recent months, the Back Lane project have developed the criteria for fly tips and reporting has been tightened up, recording small fly tips as single black bag, single items, car boot load and small van. Large fly tips are classed as large van load, tipper lorry load and significant multiple van loads. The tightening up of criteria has led to a change in the split between large and small fly tips. Whilst there have been no prosecutions during this period, eight are in the process to go to Court in the near future.
- In the review, also for large fly tips, these now initially go to Civic Enforcement to investigate to see if there is any evidence to proceed to prosecution. Once this initial investigation is carried out it is returned to Street Scene to collect. Previously the target time was for Street Scene collection therefore the reduction in performance is a result of putting in the additional step. This will be reviewed and going forward there may be two targets a) Civic Enforcement to investigate and b) Street Scene to clear.

19. ENV 009 – Household Waste:

The amount of waste that was reused, recycled or composted is only available for Quarter 1 as the information is reported through a national system which has a three-month lag on data reporting.

20. ENV 024 - Land Audit:

The scoring system used for monitoring litter as part of the Land Audit Management System is based on a grading structure; Grade A being three points Grade B two points Grade C one point and Grade D zero points, where Grade A there is no litter present to Grade D heavily littered. Overall, for Quarter 2, 68% pass rate means that on average the majority of inspections result in B Grades where there was minimal litter present.

### **Trading Standards**

21. 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. The number of inspections planned for 2021-22 is 60 and will mostly be on-premises inspections. Some inspections must be carried out within a specific time period during the year, but there is a degree of flexibility as to when the other inspections are completed. Trading Standards is on target to complete 100% inspections by the end of Q4 2021-22.

### **Transport**

22. TCP 101 – Bus Punctuality:

The bus punctuality survey was not run in 2019/20 to reduce the burden on local authorities dealing with the new Covid 19 restrictions and revised ways of working. The survey has been continued for 2020/21 and shows an increase from when the survey was last carried out in 2018/19 this has provided a useful measure as passengers return to more normal activity. Bus punctuality in Darlington (93%) is higher than both the North East (91.6%) and England (87.9%) averages.

### **Road Maintenance**

23. TCP 200 – Due to Covid restrictions on pedestrian social distancing and their management, two of the 2020/21 programmed A road schemes were deferred until 2021/22. The programme still delivered 1.16km of A road being reconstructed and/or resurfaced which has resulted in an improvement in the condition of the A road network highlighted by the 2020/21 figure falling to 1.9% of roads needing maintenance in 20/21 from 3.0% in 2019/20. This figure is better than both the 2020/21 national and north east average. So far this year we have resurfaced three A roads. These are the A68 West Auckland Road, the A6072 Heighington Bypass and the A67 Merrybent.

24. TCP 202 – Due to Covid restrictions on pedestrian social distancing and their management, the one 2020/21 programmed non principal reconstruction or resurface work scheme was deferred until 2021/22. When tested the % of non-principal road network where maintenance should be considered remained at 6% highlighting that

there had been no deterioration in the condition of B and C class roads. This 6% figure is still in line with the England average. This year we have completed two resurfacing schemes on B and C class roads. These are the C38 Middleton Road / Sadberge Road and the B6279 Tornado Way.

25. TCP 203 – Despite Covid restrictions during 2020/21, 57 road maintenance schemes covering 12.4km of the unclassified road network were completed. Over the last five years the Council has targeted the unclassified network and as a result has seen good condition improvements with the number of potholes reducing by an average of 95% per annum on treated roads. Data for 2020/21 shows the % of unclassified roads where maintenance should be considered at 13%. Whilst this is an increase over the previous year with a number of areas worsening due to age, it is significantly lower than both the north east and national averages and follows an improving trend over the five-year period. The Council are continuing to invest in the road network and this year we have already completed 53 micro asphalt schemes which will extend the life of those unclassified roads.

26. 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 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 has been a corresponding reduction in the number of children killed or serious injured with the number slightly injured remaining the same.

27. 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.**

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

29. This period has seen the Hippodrome re-engage with the public and welcome audiences back into the theatre to enjoy live performances once again. The transition from online to in-person was phased across the May – Aug period through reduced capacity engagement activities and socially distanced cinema screenings, whilst quizzes and Fane productions continued to provide an online offer. By September when Covid rules had relaxed, the live show programme once again became the Hippodrome's main attraction. As the online offer began to wane, we reduced the online offer to reflect demand. We found that customers were comfortable with the Covid safe environment we had provided and attendances at the theatre have continued to rise throughout Q2.

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