

**HEALTH AND HOUSING SCRUTINY COMMITTEE  
2 FEBRUARY 2022**

---

**PERFORMANCE INDICATORS QUARTER 2 - 2021/22**

---

**SUMMARY REPORT**

**Purpose of the Report**

1. To provide Members with performance data against key performance indicators for 2021/22 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. Advice and support offered to housing tenants has helped achieve a reduction of £150,000 in rent arrears compared to the same period last year. Despite having the highest ever number of tenants claiming Universal Credit, the rent arrears from these tenants is lower than average.
5. The housing options team has continued to help homeless people including negotiating with landlords, friends, family and other providers to find suitable accommodation. The team has also been successful in a number of Government funding bids to help with homelessness and was recognised by the NEPACS Ruth Cranfield Award for its dedication in tackling homelessness during the pandemic
6. Within our housing stock we are working towards a MOT style gas servicing, completing more services in the summer which will allow us to focus on repairs during the busy winter months. Work has started to improve the Energy Performance Certificate ratings of council homes by upgrading insulation and double glazing.
7. We were one of only 15 local councils to be awarded government funding to help ex-offenders to secure rented accommodation.
8. The new Homefinder allocations system is making it easier for customers to apply for housing.

9. Under-18 conception continues to decrease as does smoking in under-18s which is now the fourth lowest in the region. Alcohol related admissions to hospital have also fallen and are statistically better than the region.
10. Thirty-six indicators are reported to the committee, nine of them on a six-monthly basis and twenty-seven annually.
11. Six indicators are reported by both services Housing or Culture and twenty-four by Public Health.

### Housing and Culture

12. 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 2.7% is therefore better than the target.

- (c) HBS 016 had a target of 100%, the actual of 97.36% is therefore not as good as the target.

- (d) Of the nine indicators reported quarterly all can be compared against their data at Qtr. 2 2020/21.

- (e) Six indicators are showing performance better than at the same period last year.

CUL 030	Total number of visits to the Dolphin Centre (all areas)
CUL 064	Number of individuals participating in the community sports development programme
HBS 013	Rent arrears of current tenants in the financial year as a % of rent debit (GNPI 34)
HBS 013	Rent arrears of current tenants in the financial year as a % of rent debit (GNPI 34)
HBS 025	Number of days spent in Bed and Breakfast
HBS 072	% of dwellings not with a gas service within 12 months of last service date

- (f) Three indicators are showing performance not as good as at the same period last year:

CUL 063	Number of school pupils participating in the sports development programme
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) Two indicators are showing performance not as good as 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

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

### Public Health

14. Indicators are mostly reported annually with the data being released in different months throughout the year.

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

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

PBH 009	(PHOF 2.01) Low birth weight of term babies
PBH 016	(PHOF 2.04) Rate of under-18 conceptions
PBH 033	(PHOF 2.14) Prevalence of smoking among persons aged 18 years and over
PBH 052	(PHOF 3.08) Antimicrobial Resistance

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

PBH 044	(PHOF 2.18) Alcohol related admissions to hospital
PBH 046	(PHOF 2.22iv) Cumulative percentage of eligible population aged 40-74 offered an NHS Health Check who received an NHS Health Check in the five year period
PBH 048	(PHOF 3.02) Rate of chlamydia detection per 100,000 young people aged 15 to 24
PBH 058	(PHOF 4.05i) Age-standardised rate of mortality from all cancers in persons less than 75 years of age per 100,000 population

16. The Public Health Q1 and Q2 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

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

**Anthony Sandys**  
AD – Housing and Revenues

**Ian Thompson**  
AD – Community Services

**Penny Spring**  
Director of Public Health

### 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

18. HBS 013 and HBS 016 – Performance for rent arrears has been achieved this quarter and continues to be at a similar level to quarter 4 of 2020-21. During quarter 2, comparisons with other regional social landlords show that our rent arrears are reducing whilst the region has seen a slight increase. There has been a significant reduction in rent arrears compared to quarter 2 of 2020-21 of over £150k. Collection rates have reduced slightly in quarter 2 compared to quarter 1, but this is within expected levels. We continue to promote help and guidance, making affordable repayment plans with customers, assisting them with benefit claims and budgeting skills. The number of Council tenants receiving Universal Credit (UC) is at its highest since UC was introduced (1,650), but average rent arrears for tenants receiving UC is lower than the region average. Court hearings have recommenced and enforcement and eviction warrants have been carried out where court orders have continued to be breached; but levels of evictions remain low as this is our last option.
19. HBS 025 – Whilst we have seen a decrease in homeless placements during quarter 2, there has still been an increase in the number of nights that individuals are staying in emergency accommodation. This is mainly due to lack of move on accommodation as a result of landlords in the private sector still having to serve a 4-month notice period until Oct 2021. In addition, we have seen an increased number of landlords who require higher bonds and a guarantor, meaning it is more challenging re-housing this cohort. Our Housing Options team continues to experience high levels of demand and this is likely to increase during the winter months. Additional staffing resource has been recruited to help us cope with demand.
20. HBS 027i – Despite the challenges and restrictions, the Housing Options team has continued to achieve an increase in positive outcomes for homeless customers during quarter 2. This has included negotiating with landlords, friends and family and support providers to find sustainable accommodation. We have also been successful in a number of Government funding bids, which has enabled us to find the best outcomes for customers experiencing homelessness or who are at risk of being homeless.
21. HBS 034 – The average re-let times for Council properties has increased during quarter 2 for a number of reasons. In September, we had a 2-week period where no new housing allocations were made as we transitioned from the old Compass allocations system to the new Homefinder system. In addition, our Building Services team has continued to experience recruitment difficulties across a number of trades impacting our ability to refurbish void properties to the required standard during quarter 2. However, additional resources has now been allocated to void properties and we are confident that re-let times will return to expected levels during quarter 3.
22. HBS 072 – The percentage of dwellings without a gas service within 12 months of last service date is 0.5% in Quarter 2. This is an improvement from 2020-21 and since quarter 1 of 2021-22. 2,175 gas services were undertaken in quarter 2, compared to 1,463 for the same period in 2020-21. Staffing issues, with the availability of qualified gas fitters, was a

major factor preventing us from booking in as many gas servicing appointments during quarter 1. However, additional resource has been brought in and performance has significantly improved. We are now working towards a MOT style servicing, completing more services in the summer months and less in the winter months. This will allow us to focus more on our repairs and maintenance during the busy winter months. Overall performance in this key area continues to be excellent.

### Housing Achievements for Quarter 2

23. Housing Services started to undertake the work to improve the Energy Performance Certificate (EPC) rating of Council homes during quarter 2, as part of the first phase of the Local Authority Delivery (LAD) programme. Work commenced in June 2021 to upgrade loft insulation and double glazing to 765 Council homes.
24. In addition, a further successful bid for LAD funding was also achieved in quarter 2 to double glaze another 110 Council properties and brings the total Government funding received for this work to £1.26m.
25. Housing Services were also successful in bidding for an additional £52,000 to assist ex-offenders to secure rented accommodation in Darlington, one of only 15 successful bids in the country. The funding will provide rent guarantees to allow up to 22 customers to access private sector tenancies.
26. Our Housing Options team were recognised by the NEPACS Ruth Cranfield Award for their dedication in housing and tackling homelessness during the pandemic. Each year, the NEPACS Ruth Cranfield Awards highlight and celebrate examples of exceptional work by people in the North East in the cause of rehabilitating prisoners into society and helping to cut the risk of re-offending.
27. The new Homefinder allocations system went live in quarter 2. The new system will make it easier for customers to apply for housing, speeding up the registration process, providing customers with better information about available properties and enabling customers to track their bids for properties.
28. Sheltered and extra care housing schemes started to re-open during quarter 2 as a result of the relaxation of Covid restrictions. Extra care schemes started to serve meals in the restaurants in arranged sittings and tenants are being encouraged to have their lunch together again. Move More facilitated small group exercises and larger activities were organised in the communal garden areas. The activity sessions have had 761 attendees since the easing of restrictions.

### **Culture**

29. CUL 030, CUL 063, CUL 064 - As COVID restrictions have been relaxed, the Dolphin Centre reopened in line with ongoing national restrictions with customers returning to use the facilities. Last year's Schools Sports programme figures included the Virtual Tees Valley School Games, which this year's figures don't. Going forward there will be a marked improvement in the School Games figures as all of the events/festivals are back up and running. For the Community Sports Development programme, the holiday programme

which was extremely successful over the summer has seen a marked improvement in this indicator.

## Public Health

30. PBH 009 - Low birth weight of term babies. There has been a decrease in the proportion of low birthweight babies in 2019 compared to 2018 (2.85% to 2.56%). Darlington remains statistically similar to both England and the North East. The table above ranks Darlington's position in comparison to region. Darlington has the 3rd lowest percentage of low birth weight babies compared to the region. The 0-19 year's contract includes a specific action for Health Visitors to visit an expectant mother by 24 weeks of their pregnancy. This visit provides an opportunity to provide the mother with information, advice and support to maximise the mother's health and provide the optimum conditions for a healthy pregnancy. This includes screening for alcohol consumption and smoking as well as access to Healthy Start vitamins including folic acid. Other services in Darlington that are commissioned by the Authority, including stop smoking support and substance misuse, prioritise support for pregnant women. Partner agencies such as local GPs and maternity services also support healthy pregnancies through providing access to high quality maternity care and support for pregnant women. Health professionals also provide pre-conception advice and support for women who are trying for a baby. This includes access to lifestyle advice and support including alcohol consumption, smoking and diet.
31. PBH 016 - Rate of under-18 conceptions – Under 18 years teenage conception rates continue to decrease, following both the national and regional trend. Statistically, Darlington's rate has decreased in recent years and is now 4th lowest compared to the region. The Authority commissions a range of different services which contribute to the continued decrease in teenage conceptions. These include increasing access to and improving uptake of contraception, including Long Acting Reversible Contraception (LARCs), emergency contraception and the provision of condoms. The Authority also works with schools and academies through the Relationships, Education and Sexual Health (RESH) Co-ordinator to coordinate and support the development and provision of high quality Sex and Relationships Education in Darlington and ensure that all schools are ready to meet the new national mandate in the provision of Relationships and Sex Education (RSE) curriculum in the new academic year. Next year, the RESH Coordinator will be refreshing the Teenage Pregnancy and Sexual Health Strategy and action plan.
32. PBH 033 - Prevalence of smoking among persons aged 18 years and over: Smoking prevalence in over 18s is showing a decrease which is positive. The proportion of adults smoking in Darlington in most recent data (2019) is 13.7% and is 4th lowest compared to the region. The Authority commissions a specialist Stop Smoking Service that offers intensive, evidence based targeted support to those who have been identified as accruing the greatest benefit from quitting. This includes pregnant women, and individuals with high risk of developing diseases such as heart disease, due to their smoking. The Service has been offering virtual appointments and attendance as increased throughout the pandemic. The School Nursing service that the Authority commissions supports schools to provide effective preventative messages for young people, using the PHSE curriculum, to provide them with the knowledge and information about the harms and risks of smoking to prevent new smokers. The Healthy Lifestyle Survey (HLS) also includes questions about the attitudes and behaviours of young people about smoking. The results of the HLS help schools target support and interventions and are used to de-normalise smoking

behaviours in young people and understand the sources of exposure. Trading Standards work with other agencies including the police and customs to remove the supplies of illicit tobacco in local communities. Illicit tobacco sales and unregulated and remove significant barriers to accessing tobacco particularly for young people and children.

33. PBH 044 - Alcohol related admissions to hospital: In previous years Darlington has had a greater rate of admissions to hospital due to diseases caused by alcohol consumption compared to England average, but in 2019/20 this has improved and is now statistically similar to the England average and statistically better than the region. Compared to our geographical neighbours in the North East, Darlington has a lower rate of admissions to hospital due to diseases caused by alcohol consumption. The Authority commissions NHS Health Checks where an "Audit C" alcohol screening tool is conducted as part of every NHS Health Check. This can help identify hazardous drinking or alcohol related disorders. GP's can then provide individualised advice and support to the patient or refer them on for specialist treatment. The Council also supports national campaigns aimed at raising awareness and reducing alcohol consumption in the population. Examples include Dry January which was widely promoted by partners and via Council media channels. Wider partnership work with other organisations support this wider awareness work. For those with hazardous or harmful drinking that require support, the Council commissions STRIDE (Support, Treatment Recovery in Darlington through Empowerment) which provides evidence-based interventions to stabilise and support individuals to make the changes in their behaviours that may reduce their harmful drinking and the associated risks. There is evidence that one of the wider effects of the COVID pandemic may be an increase in hazardous drinking within our communities.
34. PBH 048 - Rate of chlamydia detection per 100,000 young people aged 15 to 24: The latest reported data for 2020 shows there is no significant change (trend based on the most recent 5 points) but is higher than the North East (1,515) and higher than England (1,408). The authority commissions a specialist Sexual Health Service is commissioned. The Service has been working to improve access and screening by targeting younger people under 25 yrs. The Sexual Health Service has recently introduced an online testing service for those over 16years and this has increased the number of people getting tests. The majority of results are feedback within 24hours; positive and negative. If positive people are referred to the Specialist Service for treatment. The School Nursing Service is also working with schools and PHSE leads to ensure that Chlamydia screening is promoted within the PHSE curriculum to young people in schools and colleges in Darlington.
35. PBH 052 - Antimicrobial Resistance: The rate of reduction of antibiotic prescribing within the local NHS is statistically similar to both England and the North East average. In terms of performance against the North East region, Darlington is 2nd lowest in the ranking. The Tess Clinical Commissioning Group has an action plan to help reduce antibiotic prescribing and is working with individual GP Practices to support them to reduce their prescribing of antibiotics. The CCG is also working with NHS England and other CCGs and hospitals in supporting information campaigns to reduce the demand and expectations for antibiotics from patients for relatively minor and self-limiting illnesses. This includes the regular winter pressures campaigns and plans. The public health team in Darlington continues to support the local CCG, NHS England and the UK Health Security Agency in promoting awareness campaigns such as World Antibiotic Awareness Week and the seasonal influenza vaccination campaigns over the winter period. The Authority's role in providing animal health inspections also supports efforts to reduce AMR through ensuring animal

welfare standards are applied locally. The Pharmaceutical Needs Assessment (PNA) for Darlington stresses that pharmacies have a key role in providing advice and guidance to the public on medicine use including antibiotics and can influence reduction in use. The PNA is due to be refreshed during 2022. The Director of Public Health sits on the County Durham and Darlington Healthcare Associated Infections Steering Group. This is a multiagency group that includes membership from UK Health Security Agency CCGs and NHS Trusts that reviews risks, actions and policy in relation to health protection across County Durham and Darlington, including AMR.

36. PBH 058 - Age-standardised rate of mortality from all cancers in persons less than 75 years of age per 100,000 population: The rate of premature mortality from cancer has been reducing in Darlington steadily since 2001 to 2018, then increased slightly in 2019, but at a slower rate than England, but in 2016-18 onwards similar to England. Darlington is statistically similar to the average for NE Region with a similar rate of reduction. Compare to region Darlington is ranked 2nd lowest for this indicator. The public health team supports a range of partners in their work to contribute to reducing early deaths from cancer in Darlington. Some specific activities include: The provision of Brief Advice and Very Brief Advice training to community partners to maximise the numbers of individuals who are encouraged to quit smoking. The development of an online behaviour change coaching app. This will provide even more people who are quitting smoking with the support and advice they need to maximise their chance of a successful quit. The provision of information advice and support to the Authority's workforce by HR and Occupational Health, including campaigns to promote cancer awareness, healthy lifestyles and smoking cessation. Regulatory Services are working with partners in providing campaigns and action to stop illegal sales of tobacco in local communities. The implementation of the Cancer Plan by the CCG in Darlington to provide better uptake of screening, early detection, quick access to diagnosis and treatment to maximise those who survive a diagnosis of cancer.