

**HEALTH AND HOUSING SCRUTINY COMMITTEE  
14 DECEMBER 2022**

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**PERFORMANCE INDICATORS QUARTER 2 - 2022/23**

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**SUMMARY REPORT**

**Purpose of the Report**

1. To provide Members with performance data against key performance indicators for 2021/22 at Quarter 2.

**Background**

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 the Housing and Leisure services and twenty-four by Public Health.

**Headlines**

**Housing**

6. Rent collection rates have increased since last quarter and are similar to year end collection rates for last year. Rent collection targets have been achieved with rent arrears at a similar level to 2021/22.
7. Residents have started to receive their cost of living support scheme payments to help with the increased cost of living and energy bills over the winter. The housing team continue to help customers, assisting with benefit claims and budgeting skills throughout their tenancy.
8. Enforcement and eviction warrants have been carried out where tenants have continued to breach court orders, but levels of evictions remain low as this is our last option.

9. Despite the increasing challenges of finding alternative accommodation, the housing options team secured 236 positive outcomes for clients in quarter 2, raising the total to 397 for the period April to September. This is an increase of 47% when compared to the total of 161 for quarter 1. The team is working hard to build and maintain relationships with landlords.
10. The percentage of our homes which have not had a gas service within 12 months has fallen slightly but we are undertaking more work to ensure that all of our properties with gas boilers are being serviced on time. We have moved towards MOT style servicing, completing more services in the summer months allowing us to focus on repairs and maintenance in the winter.

### **Leisure**

11. Visitor numbers to the Dolphin Centre have continued to grow following the full reopening of facilities. Hospitality and soft play have experienced high numbers and the new bowling alley has increased footfall.
12. The number of school pupils taking part in our sports development programme is returning to post pandemic levels.

### **Public Health**

13. Health visitors continue to visit expectant mothers to give health information and advice. This includes screening for alcohol consumption and smoking as well as access to vitamins including folic acid. We work with partner agencies and GPs to provide stop smoking and drugs support as well as high quality maternity care.
14. There is no significant change in the under-18s conception rate, Darlington is 7th in the North East. We are working to increase access to and improve uptake of a range of contraception as well as supporting schools in providing sex and relationship education.
15. Compared to our North East neighbours, Darlington is ranked 7th for the number of over 18s who smoke. Our specialist stop smoking service targets those who will benefit most from quitting. The NHS provides stop smoking support to all hospital patients and this continues after discharge. Trading Standards works with other agencies, including the police and customs, to remove the supplies of illicit tobacco in local communities.
16. In Darlington there were 552 per 100,000 admissions to hospital related to alcohol. GPs provide advice and support to patients identified as being at risk and the council supports national campaigns such as Dry January. There is evidence that a probable legacy of the pandemic may be an increase in the number of people engaging in hazardous drinking.
17. There is no significant change in chlamydia detection rate but Darlington has a higher rate than the North East and higher than England. A specialist sexual health service has been working to improve access and screening by targeting younger people under 25. The school nursing service is also working to ensure that chlamydia screening is promoted to young people

18. The Tess Clinical Commissioning Group (CCG) is supporting GPs to reduce prescribing and is working with the public health team and hospitals to reduce patient demand for antibiotics.
19. There has been no significant change to the under 75 mortality rate from cancer. The public health team supports a range of partners in their work to contribute to reducing early deaths from cancer in Darlington

## Performance Summary

### Housing and Leisure

20. There are six Housing and six Leisure indicators reported. All of these indicators are reported six monthly. Three of the Leisure indicators information is provided by Sport England and have a time delay for the publication of the information.
  - (a) Of these twelve indicators reported two Housing indicators 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 2.9% is therefore better than the target.
- (c) HBS 016 had a target of 100%, the actual of 97.3% is therefore not as good as the target.
- (d) Of the twelve indicators reported six monthly nine can be compared against their data at Quarter 2 2021/22.
- (e) Four 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 063	Number of school pupils participating in the sports development programme
CUL 064	Number of individuals participating in the community sports development programme
HBS 027i	Number of positive outcomes where homelessness has been prevented

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

HBS 013	Rent arrears of current tenants in the financial year as a % of rent debit (GNPI 34)
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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 034	Average number of days to re-let dwellings
HBS 072	% of dwellings not with a gas service within 12 months of last service date

(g) The three leisure indicators with a time delay when compared against their data at Quarter 4 2020/21 are all showing performance not as good as at the same period the previous year.

CUL 008a	% of the adult population physically inactive, doing less than 30 minutes moderate activity per week
CUL 009a	% of the adult population physically active, doing 150 minutes moderate activity per week
CUL 010a	% of the adult population taking part in sport and physical activity at least twice in the last month

(h) Of the nine indicators reported quarterly two can be compared against their previous quarter.

(i) One indicator showing performance better than at Quarter 1.

HBS 016	Rent collected as a proportion of rents owed on HRA dwellings *including arrears b/fwd
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(j) Two indicators are showing performance not as good as at Quarter 1.

HBS 034	Average number of days to re-let dwellings
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21. A detailed performance scorecard is attached at **Appendix 1**.

### Public Health

22. Indicators are mainly reported annually with the data being released in different months throughout the year.

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

(a) Two indicators reported are showing better performance than their previous year.

PBH 013c	(PHOF 2.02ii) Breastfeeding prevalence at 6-8 weeks after birth - current method
PBH 033	(PHOF 2.14) Prevalence of smoking among persons aged 18 years and over

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

PBH 009	(PHOF 2.01) Low birth weight of term babies
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 052	(PHOF 3.08) Antimicrobial Resistance
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

(c) Darlington is statistically similar to the North East and England for five of the eight indicators, statistically better than the three North East and two England from the remaining indicators. It is only alcohol related admissions (PBH 044) which is statistically worse than England.

24. 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

25. 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

26. HBS 013 and HBS 016 – Rent arrears and collection: Collection rates (HBS 016) have increased in Q2 compared to Q1 levels and are similar to year end collection rates for 2021-22 standing at 97.29% in Q2, compared to 96.24% in Q1. Rent collection targets have been achieved this quarter with rent arrears at a similar level to 2021/22 (2.93% compared to 2.7%). During Q2, performance has been comparable with other social housing providers in the region. Collection rates have increased in Q2 compared to Q1. Residents have started to receive their additional Cost of Living Support Scheme payments which will assist towards the increased cost of living and energy bills over the winter. The team continue to offer all manner of guidance, help and support to customers, assisting with benefit claims and budgeting skills at the beginning of a tenancy and throughout. Numbers of UC claimants is at its highest since the introduction of UC with over 1,900 of all Council tenants now receiving UC. Our average arrears for each tenant receiving UC (£386.14) remains at less than 5 weeks rent. Court hearings have continued although there continues to be some delays in court hearing dates being set. Enforcement and eviction

warrants have been carried out where tenants have continued to breach court orders, but levels of evictions remain low as this is our last option.

27. HBS 025 – Days spent in bed and breakfast: The number of days in temporary bed and breakfast accommodation has increased in Q2 as it is still extremely challenging to move clients into sustainable accommodation. We have seen an increased number of landlords who require higher bonds and a guarantor, meaning it is more challenging rehousing these customers. With the number of additional households presenting, this meant that there were also more nights spent in emergency accommodation.
28. HBS 027i – Positive outcomes where homelessness has been prevented: Despite the increasing challenges of finding alternative accommodation, the Housing Options team managed to secure 236 positive outcomes for clients in quarter 2, raising the total to 397 for the period April to September. The 236 is an increase of 47% when compared to the total of 161 for quarter 1. The Housing Options team are working extremely hard in building up relationships with new landlords coming into the housing market as well as maintaining the existing relationships with landlords throughout the Borough.
29. HBS 034 – Average number of days to re-let dwellings: The average re-let times have increased since Q1, so are now slightly higher than they were at this point in 2021/22. The increase in previous quarters was due to the new Homefinder system being established,
30. plus the remaining backlog from the Covid pandemic. We have also changed from repairs on letting to repairs before letting to improve the service for tenants, but this means there is more to complete in the homes before we hand them over. Housing have recently taken successful enforcement action against several tenancies, which has resulted in evictions being carried out. Officers undertake thorough checks of prospective tenants at the point of allocation, additional time has been taken to ensure that new tenancy is going to be a success adding to sustaining the community.
31. HBS 072 – Council dwellings not with a gas service within 12 months of last service: The percentage of dwellings without a gas service within 12 months of last service date is 1.68% in Quarter 2. This is an increase from 2021-22, and an increase since quarter 1 of 2022-23. There have been some resourcing issues to meet the changing demands for our new MOT process, whereby we will aim to service more properties during the summer months and fewer in the winter months. The process was changed to allow for more repairs availability in the winter months. The main issues we have had is staff shortages, which alongside an increased number of properties to service over the summer months, has contributed to a reduction of calls to confirm appointments. This has then slowed down our process, so in some instances we have been unable to serve letters when they are due. However, these issues have now been resolved and we have ensured that all gas servicing due has been completed.

## **Leisure**

32. CUL 030 – Dolphin Centre visits: Visitor numbers for quarter 2 (22-23) have increased significantly by 51,373, compared to the same quarter in 21-22. Visitors in July were the highest monthly total since reopening following lockdown, with 84,000 visits. The centre had lots of visitors over the summer holidays with additional events and activities put on to celebrate 40 years of The Dolphin Centre being open.

33. CUL 063 - School pupils participating in the sports development Programme: There has been a marked increase due to the fact that we are now delivering all of our projects and programmes with no COVID restrictions, so the participation levels are more towards pre-lockdown which again is a positive and Schools are now attending the festivals and engaging in after school clubs.
34. CUL 064 - Individuals participating in the community sports development programme: Again, attendance to the community sports development programme is returning to pre Covid levels with the Holiday Activity Project contributing to overall attendances.

## Public Health

35. PBH 009 - Low birth weight of term babies: This data (from 2020) shows that there is no significant change to the trend for low birth rate of term babies. 3.3% of infants are recorded as low birth rate (<2500g). Compared to our North East neighbours Darlington is ranked 5 th. Statistically similar to the North East and England. 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.
36. PBH 016 – PHOF C02a) Under 18s conception rate /1,000: This data (from 2020) shows that there is no significant change to the trend for under 18s conception rate/1,000. 16.8 per 1,000 of pregnancies that occur in women are in those aged under 18. Compared to our North East neighbours Darlington is ranked 7 th . Statistically similar to the North East and England. The Authority coordinates a broad range of evidence based interventions and programmes across a broad range of partners to continue to tackle and contribute to the continued reduction in teenage conceptions through the Teenage Pregnancy and Sexual Health Strategy. This includes the Authority commissioning specific targeted services including high quality and accessible Sexual Health Services. These services are working to increase access to and improve uptake of a range of contraception, including Long Acting Reversible Contraception (LARCs), emergency contraception and the provision of condoms. The Authority also works to support schools and academies in their delivery of high-quality Sex and Relationships Education as a part of the national curriculum. Teenage Pregnancy and Sexual Health Strategy and action plan.
37. PBH 033- (PHOF C18) Smoking Prevalence in adults (18+) – current smokers (APS): 13.5% of persons aged 18 + self-reported themselves as smokers in the Annual Population Survey (APS). Compared to our North East neighbours Darlington is ranked 7th and is statistically similar to the North East and England. 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 NHS is now providing stop smoking support to every smoker hospital patient including pregnant women. This provides ongoing support in the community following discharge and compliments the specialist service provided by the Authority. 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 school's 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.

38. PBH 044 – (PHOF C21) Admission episodes for alcohol-related conditions (Narrow): This data shows that in Darlington there were 552 per 100,000 admissions to hospital where the primary diagnosis is an alcohol-related condition, or a secondary diagnosis is an alcohol-related external cause. There has been no significant change to the trend for admission episodes for alcohol related conditions. Compared to our North East neighbours Darlington is ranked 10th lowest which is statistically better than the North East but statistically worse than England. 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 a probable legacy of the recent COVID pandemic may be an increase in the numbers of people who are now engaging in hazardous drinking within our communities.
39. PBH 046 - (PHOF C26b) Cumulative percentage of the eligible population aged 40-74 offered an NHS Health Check who received an NHS Health Check: KEY PBH 046 - (PHOF C26b) Cumulative percentage of the eligible population aged 40-74 offered an NHS Health Check who received an NHS Health Check. Performance is monitored quarterly, with an annual target for each GP Practice to offer a health check to 20% of the eligible population (40-74 year olds) annually. This is incentivised to encourage the GP Practices to offer a health check to the maximum number eligible.
40. PBH 048 – (PHOF D02a) Chlamydia detection rate /100,000 aged 15 to 24: The latest reported data for 2021 (1,547) shows there is no significant change but Darlington has a higher rate than the North East (1,413) and higher than England (1,334). 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 provides online testing service for those over 16 years and this has increased the number of people getting tests. The majority of results are feedback within 24 hours; positive and negative. If positive people are called in 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.

41. PBH 052 – (PHOF D10) Adjusted antibiotic prescribing in primary care by the NHS: 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 4<sup>th</sup> 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 recently refreshed 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 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.
42. PBH 058 - (PHOF E05a) Under 75 mortality rate from cancer (1 year range): The data shows that there is no significant change to the trend for under 75 mortality rate from cancer. The rate in Darlington was 160.9 per 100,000 of deaths from all cancers. Compared to our North East neighbours Darlington is ranked 4<sup>th</sup>. Statistically similar to the North East and England. 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 NHS 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.