

COMMUNITIES AND LOCAL SERVICES SCRUTINY COMMITTEE 15 DECEMBER 2022

PERFORMANCE INDICATORS QTR 2 2022/23

Purpose of the Report

1. To provide Members with performance data against key performance indicators for 2022/23 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. 35 indicators are reported to the committee, 25 of them on a six-monthly basis and ten annually.

Headlines

5. Visitors to the Hippdrome, Hullabaloo and Head of Steam increased as Covid restrictions eased and more performances, activities and events were held.
6. The number of customers to both Darlington Library and Cockerton Library have also increased throughout the year. Borrowing levels have returned to pre-pandemic levels with more visitors to Cockerton than the Central Library because of the major restoration work taking place at Crown Street. A temporary library point at The Dolphin Centre has been set up and extra services are being offered at Cockerton to meet the needs of customers during the work.
7. The number of street champions continues to rise and is now up to 486.
8. The performance of street cleansing teams remains very high. The introduction of an extra back lane crew has made a big difference to the time fly tips are collected with the majority being collected in under five days with a large number of those in under two days.

9. Significant work continues to be undertaken by Street Scene and the communications teams to increase recycling rates and reduce contamination by raising residents' awareness of what can be recycled through a variety of channels.
10. Our continued investment into the maintenance of B and C class roads has resulted in an improvement in the quality of the highway network.

Performance Summary

11. Performance of the 35 indicators reported.

Previous Quarter Comparison

12. Four indicators have data that can be compared against their previous quarter.

a) Two indicators are showing performance better than the previous 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 showing performance very slightly worse than the previous quarter:

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|---------|---|
| ENV 024 | Land Audit Management System - Litter Score |
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c) One indicator quarter 2 information was unavailable at the time of this report.

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| ENV 009 | % household waste that is collected that is either reused, recycled or composted |
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Previous Year Comparison

13. Twenty-five indicators can be compared against the same period last year:

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

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| CUL 037 | Number of shows held at the Hippodrome |
| CUL 038 | Number of individual attendances at Hippodrome theatre shows |
| CUL 071 | Number of visits to the Head of Steam |

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| CUL 078 | Number of shows held at the Hullabaloo |
| CUL 079 | Number of individual attendances at Hullabaloo shows |
| CUL 100 | Number of items borrowed |
| CUL 102 | Physical Stock borrowed from Cockerton 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 |
| ENV 002 | Number of Street Champions who are actively involved in litter picking a minimum of once per month |
| ENV 006c | Total number of large fly-tips reported (update) |
| ENV 021 | % of small fly tips removed within target time |
| ENV 022 | % of large fly tips removed within target time |

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 |
|---------|--|

c) Five indicators are showing performance not as good than at the same period as last year or from when last reported:

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|----------|--|
| CUL 101 | Physical Stock borrowed from Darlington Library |
| CUL 103 | Number of physical visits to Darlington Library |
| ENV 006d | Total number of small fly-tips reported (update) |
| ENV 006e | Total number of fly-tips reported (update) |
| REG 803 | Trading Standards : % of high risk inspections carried out |

d) One indicator has no previous data to compare due to Covid restrictions:

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| ENV 024 | Land Audit Management System - Litter Score |
|---------|---|

e) One indicator quarter 2 information was unavailable at the time of this report.

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| ENV 009 | % household waste that is collected that is either reused, recycled or composted |
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Annual Indicators

14. Two of the ten indicators collected annually have information available for comparison. TCP 202 is showing performance better than the previous year and TCP 200 not as good as the previous year.

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|---------|---|
| TCP 200 | % of principal roads where maintenance should be considered (A class) |
| TCP 202 | % of non principal roads where maintenance should be considered (B and C class) |

15. A detailed performance scorecard is attached at Appendix 1

Recommendation

16. 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.

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|------------------------|--|
| 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 |

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| 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

17. CUL 037 / CUL 038 – The Hippodrome, CUL 078 / CUL 079 – The Hullabaloo:
As restrictions were eased throughout the year the number of shows at the Hippodrome and Hullabaloo increased and therefore attendances. Audiences have returned to the theatre and as more shows become available it is expected that attendances will continue to grow throughout the year.
18. CUL 071 – Number of visits to the Head of Steam:
Attendances have also increased at the Head of Steam as restrictions eased throughout the year alongside a programme of activities and events which helped support the growth in attendances.
19. 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 throughout the year. As customers have returned to the libraries the items and books borrowed has also increased as well as the number of online, virtual and actual physical events and activities.

CUL 100 - Number of items borrowed: Performance follows a similar level to during the pandemic, however as we would expect whilst our central library has limited access, the

data tells us that more borrowing has taken place at Cockerton Library, and less at Darlington. Borrowing remains steady in part due to strategies including the Home Delivery Service, our offer to schools and nurseries, and Select and Collect.

CUL 103 - Number of physical visits to Darlington Library: Central Library is going through major restoration works including mechanical and electrical improvements throughout the building, works to the full roof, and redecoration throughout which has included much work to restoring functional and decorative plaster to walls and ceilings. During a period of extreme wet weather, it became unviable to continue with open access for members of the public. Whilst staff remain working between the branch at Cockerton and the town library where resources are stored, we have opened a temporary library location point at The Dolphin Centre and offered access to additional services via telephone, email, and at our branch library in Cockerton, striving to meet the needs of our customers as best we can during this time.

CUL 104 - Number of physical visits to Cockerton Library: Cockerton Library remains popular, and during opening hours sees a mix of ages visiting to borrow, enjoy a school visit, a story, craft, or Lego activity, or take part in our group specifically for older people. Whilst closed, we make use of the space by offering a host of speech and language activities for young children, a watercolour group for adults, and whilst the town library is inaccessible, our Centre for Local Studies customers can visit for help with research and study. It is almost a year since we refurbished here, and customers regularly report on the pleasant welcome and environment experienced at our branch.

Environmental Services

20. ENV 002 – Number of Street Champions: The number of street champions continues to rise steadily. There are 486 active street champions, the Big Spring Clean 2022 campaign was a success again and saw more volunteers sign up off the back of an organised litter pick. The scheme has also encouraged other groups to set up a regular litter picking event to improve with mental health/wellbeing for individuals who became self-isolated during lockdowns.

21. ENV 006c / ENV 006d / ENV 006e / ENV 006f / ENV 021 / ENV 022 / ENV 023 – Fly

Tipping:

The criteria for fly tips and reporting have 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 and as a result of the change in recording on previous years there is no comparison available. Whilst there have been no prosecutions during the year, there are a number of cases going to court. The overall target time to remove fly tips, both small and large, is slightly down on last year, however the speed at which fly tips are removed has increased with the majority being collected within 5 days.

ENV 006f - In comparison to fly tipping to Quarter 2 period for 2021/22, the combined number of large and small fly-tips has increased by 11%. The number of large has dropped by 19.6% whereas the number of small has risen by 22%. For both quarters in

2022/23 the total number of fly-tips has been above 800 with the number of large fly-tips falling and small fly-tips rising in Quarter 2. The categories of fly-tips were amended from April 2021 to match those in Fly-capture, a statutory recording system in which DBC reports the number and type of fly-tips to DEFRA and a new recording system was introduced. Work continues to take place on the back lanes project to reduce the amount of side waste left out in back lanes.

ENV 021 - The performance of street cleansing teams remains very high with an average of 97.35% of small fly tips and 93.24% large fly tips being removed within their target time. The introduction of an additional back lane crew has made a significant difference to the time fly tips are collected with the majority being collected in under 5 days with a significant number of those in under 2 days.

22. ENV 009 - Data for the proportion of local household waste reused, recycled or composted is only available up Quarter 1 of this year, as the information is reported through a national system which has a lag as data is verified. The Quarter 1 is lower than previous year due to some previous errors in reporting that have been picked up as part of the audit process. Significant work continues to be undertaken by the Street Scene and Communications teams to increase recycling rates and reduce contamination by raising residents' awareness of what can be recycled through a variety of channels. The amount of waste sent to energy recovery has reduced due to available markets to send material to and therefore the amount of waste landfilled has increased.
23. ENV 024 - Land Audit Management System - Litter Score: This is a rolling average percentage score of the 40 transects inspected for litter every other month, as defined by the APSE's Land Audit Management System grading system and covering all wards of the borough. After a several months break due to Covid the Inspections were able to resume in August 2021. The overall average has remained consistent over the first two quarters of 2022/23. Street Scene has continued to assist with the Civic Enforcement back lane project which incorporates litter picking of the front street as well as the back lane.

Trading Standards

24. 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 majority of high-risk inspections are carried out during the second half of the year.

Road Maintenance

25. TCP 200 - % of principal roads where maintenance should be considered (A class): The council has continued with its investment in road maintenance however this year has seen a slight fall in the condition of the A-road network, with the percentage of the A-road network which needs to be considered for maintenance now being 1.47%, from

1.29% the previous year, however this is still significantly below the national and the North East averages.

26. TCP 202 - % of non-principal roads where maintenance should be considered (B and C class): The council's continued investment into maintenance of B and C class roads has resulted in an improvement in the quality of the highway network. The percentage of non-principal roads (B + C) where maintenance should be considered is now at 5.3% which is an improvement over 2021 and better than the national average.