



DBC Number

**CUL 080a**

Indicator Name

### Town centre footfall weekly average for the month

Theme or Portfolio

**Stronger Communities Portfolio**

Priority or Key Action

**Support the development of the town centre economy by putting appropriate measures in place and demonstrating it is a safe place to visit**

Narrative

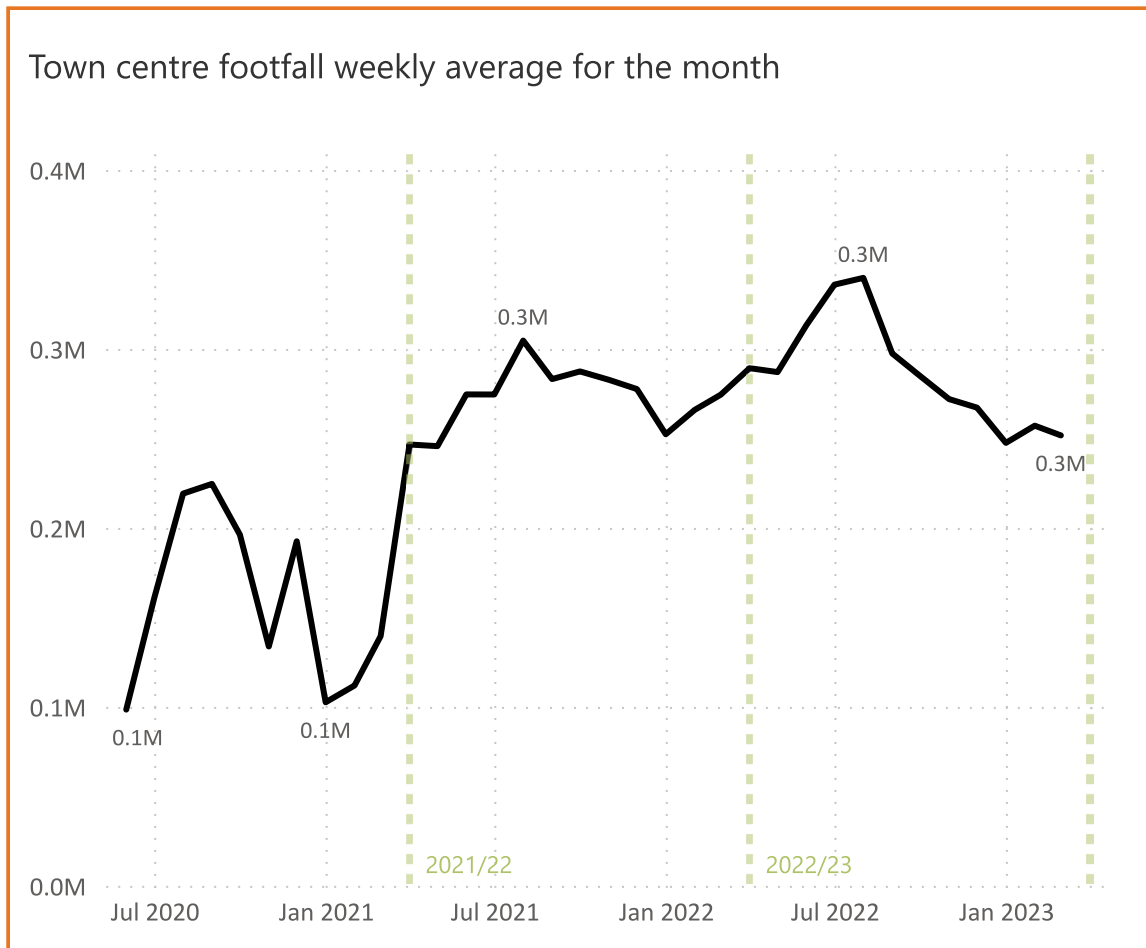
Footfall continues to follow a regular trend pattern. More new businesses have opened and attract new customers however a number of closures have also happened. The majority of have attracted a replacement business but a few buildings have remained empty, Darlington has retained the main High Street bank branches compared to other towns nationwide.

The High Street Task Force report highlighted some areas to develop which are currently being addressed; overall feedback was positive.

The Towns Fund programme continues to regenerate shop fronts.

Highways works are in place along Duke Street however this street is currently at 100% occupancy. These works aim to be completed within 12 months.

Graph/Table





DBC Number

**ECI 104**

Indicator Name

## Percentage of major planning applications decided within 13 weeks or within agreed time

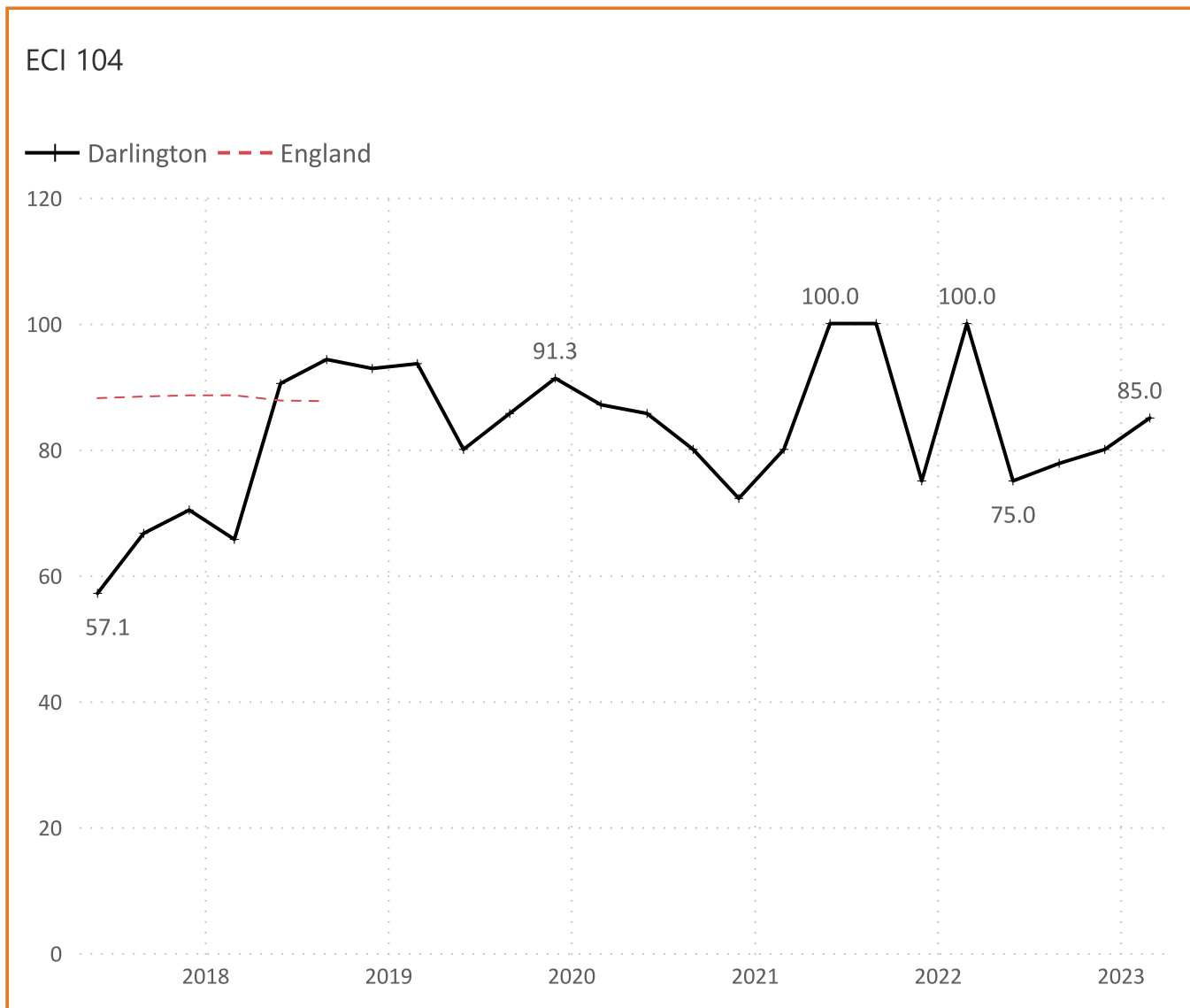
Theme or Portfolio

Priority or Key Action

Narrative

This year end indicator shows we decided 17 of the 20 applications for major developments within our target of 13 weeks or within an agreed time. This equates to 85 % of the total of these type of applications which is a great improvement from previous years and was bought about by the increase in resources to the development management team

Graph/Table



Text



DBC Number

**ECI 105**

Indicator Name

## Percentage of non-major planning development decisions within 8 weeks or within agreed time

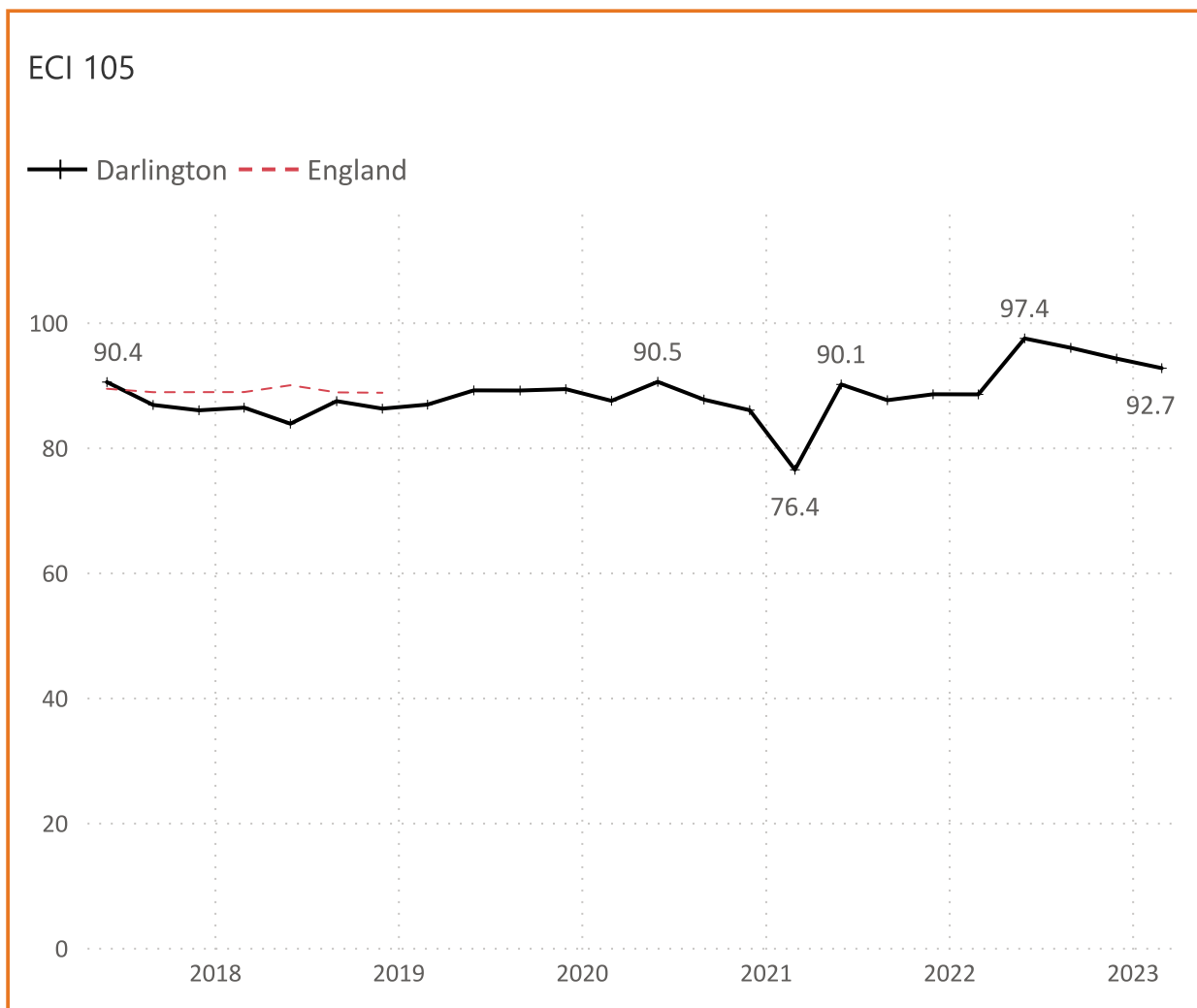
Theme or Portfolio

Priority or Key Action

Narrative

This year end indicator shows we decided 92% of non major or Household type applications within our target of 8 weeks or within an agreed time. This is down slightly from 94% of non major or Household type applications within 8 weeks or within an agreed time recorded in the previous quarter but this still equates to 366 decisions issued for the 395 applications received.

Graph/Table



Text



DBC Number

**ECI 106**

Indicator Name

**Percentage of non-major planning development decisions within 8 weeks or within agreed time (24 months to date)**

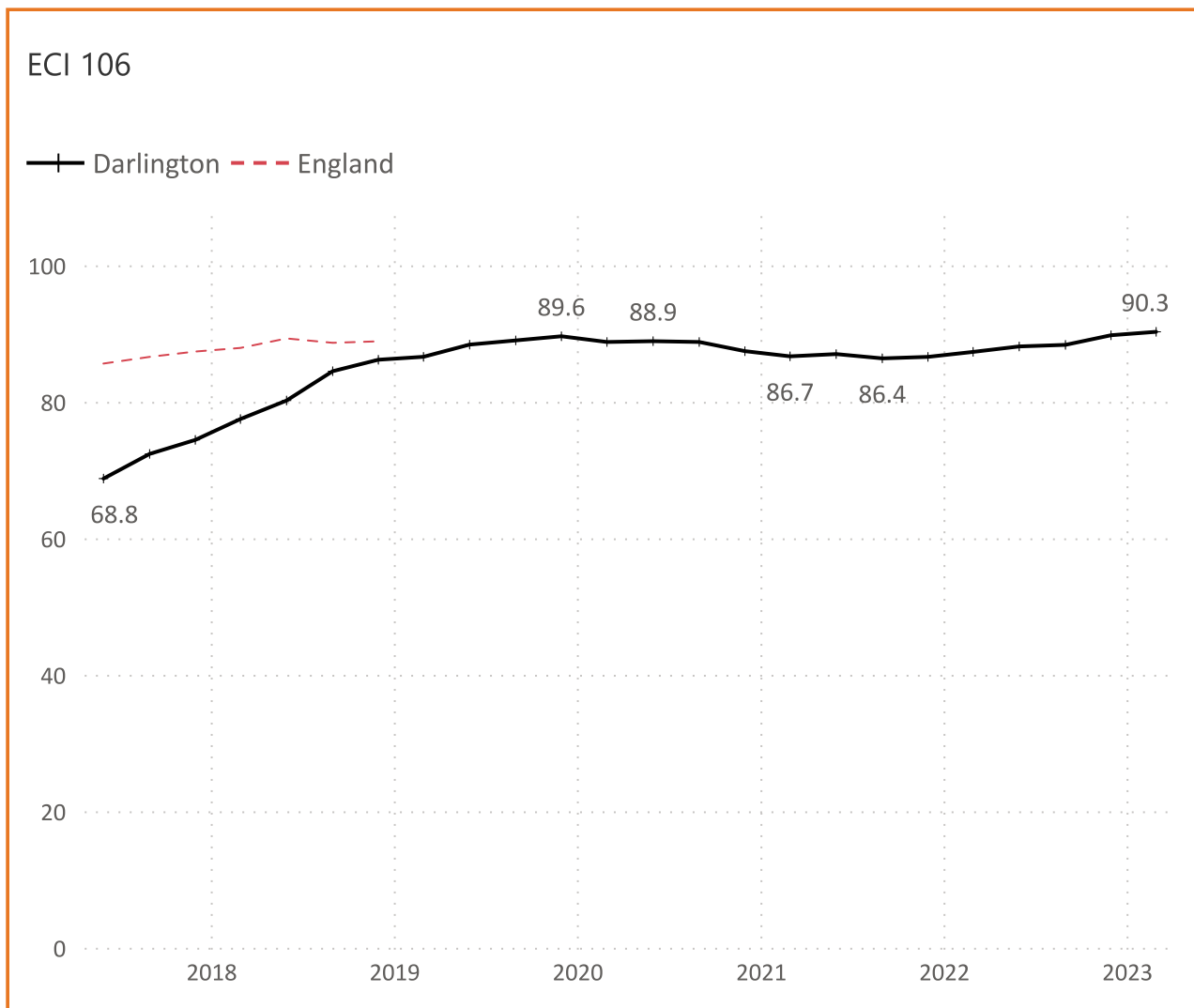
Theme or Portfolio

Priority or Key Action

Narrative

This year end indicator shows the trend over the last 24 months to date for the percentage of non-major planning decisions within 8 weeks or an agreed time. This shows we decided 90% of non major or Household type applications within our target of 8 weeks or within an agreed time. This is an improvement from 89% which continues to show how the service has recovered from the pandemic years.

Graph/Table





DBC Number

**ECI 321**

Indicator Name

## Monthly unemployed claimant count (%)

Theme or Portfolio

**GROWING DARLINGTON'S ECONOMY**

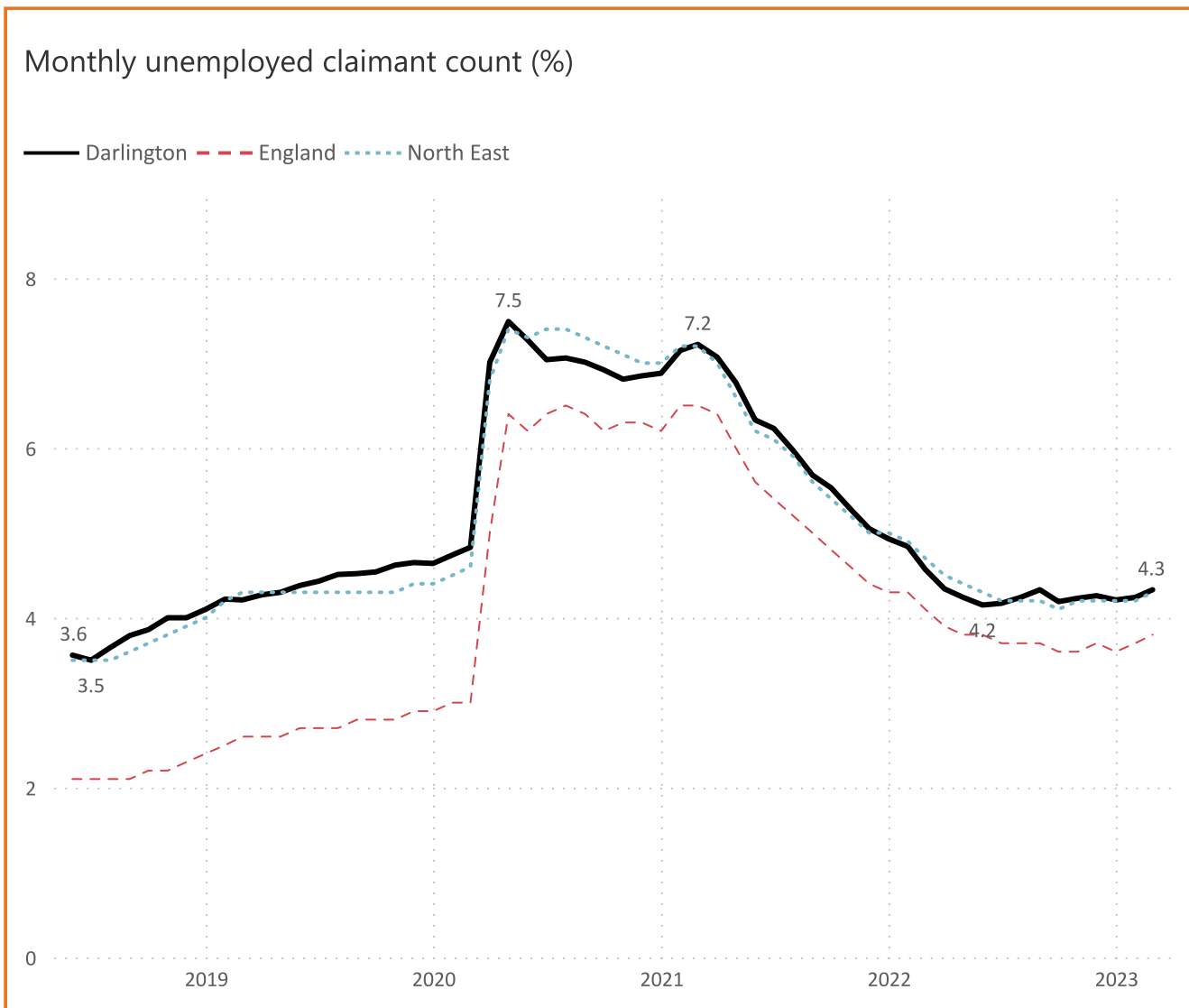
Priority or Key Action

**Delivering - More sustainable well-paid jobs**

Narrative

During the latter part of 2022 and early 2023, the monthly unemployed claimant count has remained relatively static - a trend which is mirrored in both regional and national statistics. The claimant count in March 2023 now stands at 4.3%. The claimant count rate will be impacted by the current business environment, where rising costs and low business confidence mean that many businesses are generally stagnating on growth plans, reviewing operating costs and suspending recruitment and taking on new staff.

Graph/Table





DBC Number

**ECI 327**

Indicator Name

**Percentage of working age adults who are economically active**

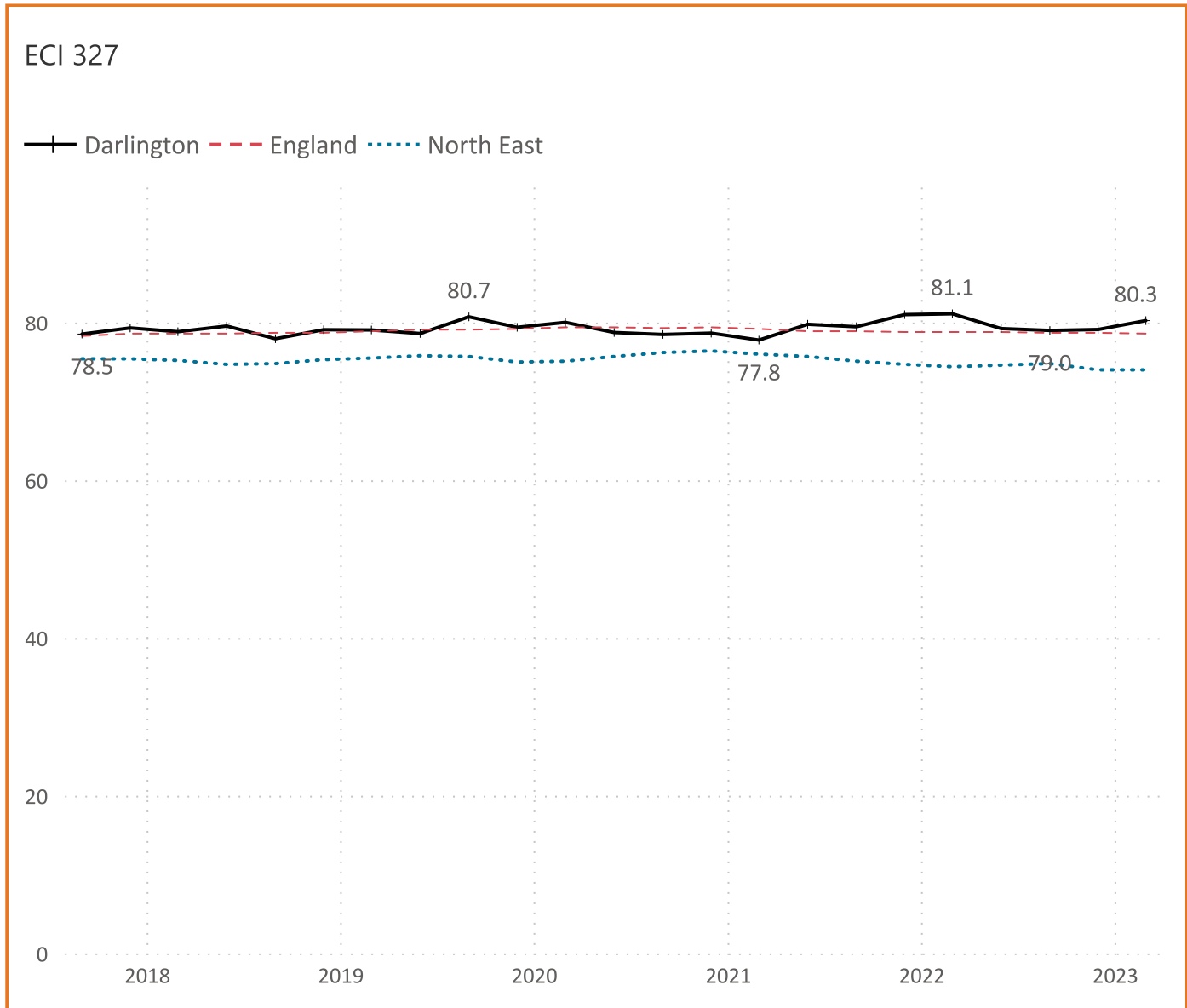
Theme or Portfolio

Priority or Key Action

Narrative

The economically active rate (employed and unemployed) has remained consistently around 80% throughout 2022. However, the long term trend shows slight improvements year on year. The current Darlington economically active rate is 80.3. Working-age economically inactive people have various reasons for not looking for and/or being able to start work. eg students, sickness, caring and family responsibilities and early retirement.

Graph/Table





DBC Number

**ECI 329**

Indicator Name

## Average (median) annual income: Darlington residents

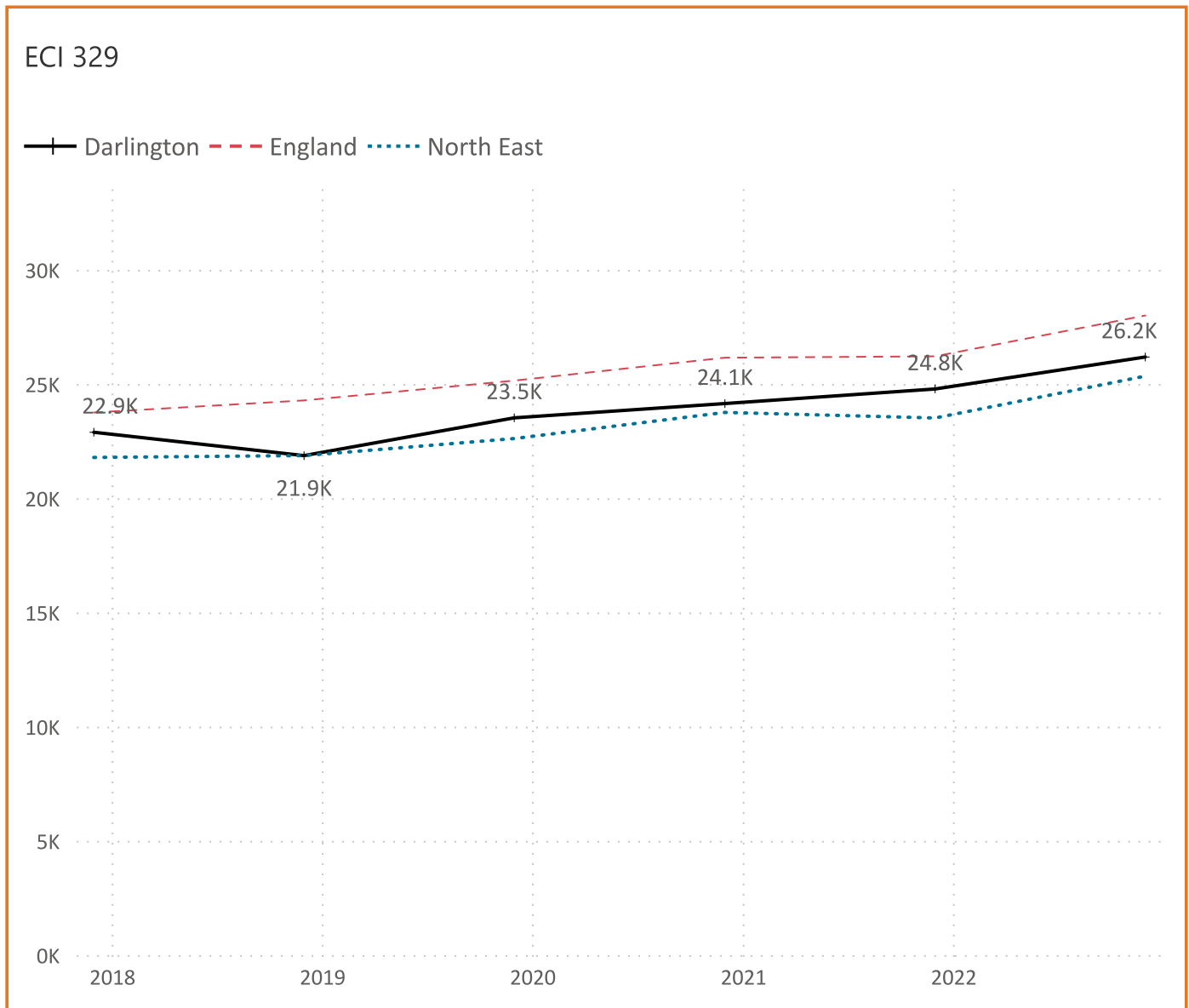
Theme or Portfolio

Priority or Key Action

Narrative

Residents average income has risen for the 4th year in succession to £26,184. Residents who live in the town have a higher average income than those employees who work in the town. This is a positive trend where residents average wages have increased faster than employee average wages. Darlington resident and employee average incomes continue to be higher than the North East averages.

Graph/Table



Text



DBC Number

**ECI 330**

Indicator Name

## Average (median) annual income: Darlington employees

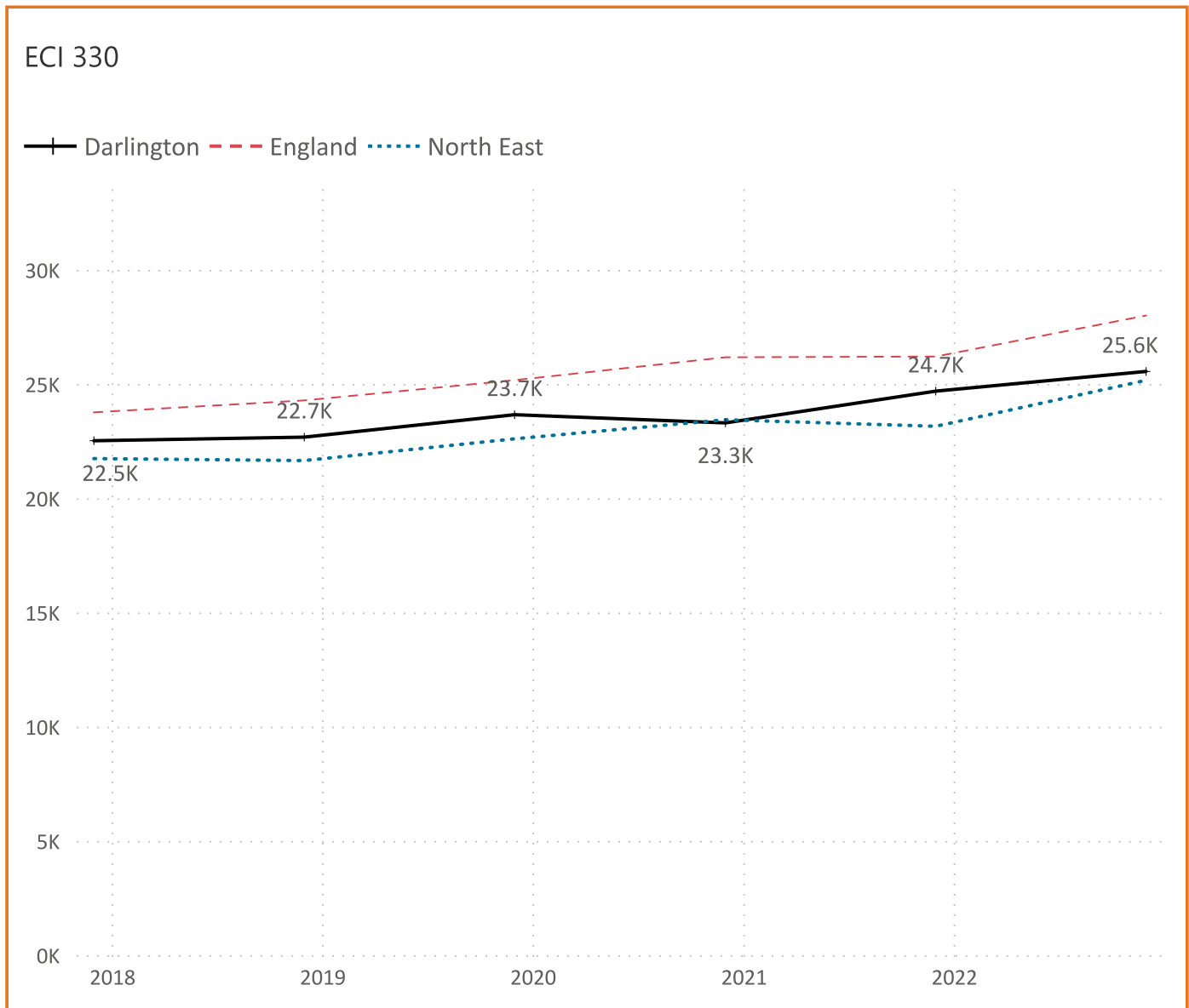
Theme or Portfolio

Priority or Key Action

Narrative

Employees average income has increased in 2022 to £25,552, finally reversing the post-covid trend of decline and stagnation and closing the gap on both the North-East and the English average. The rate of annual employee pay growth between 2017 and 2022 is 13.4%. The forward trajectory for the next few years shows year on year increases in employee wage levels.

Graph/Table



Text





DBC Number

**ECI 401**

Indicator Name

**New homes delivered, annually**

Theme or Portfolio

**GROWING DARLINGTON'S ECONOMY**

Priority or Key Action

**Delivering - More homes**

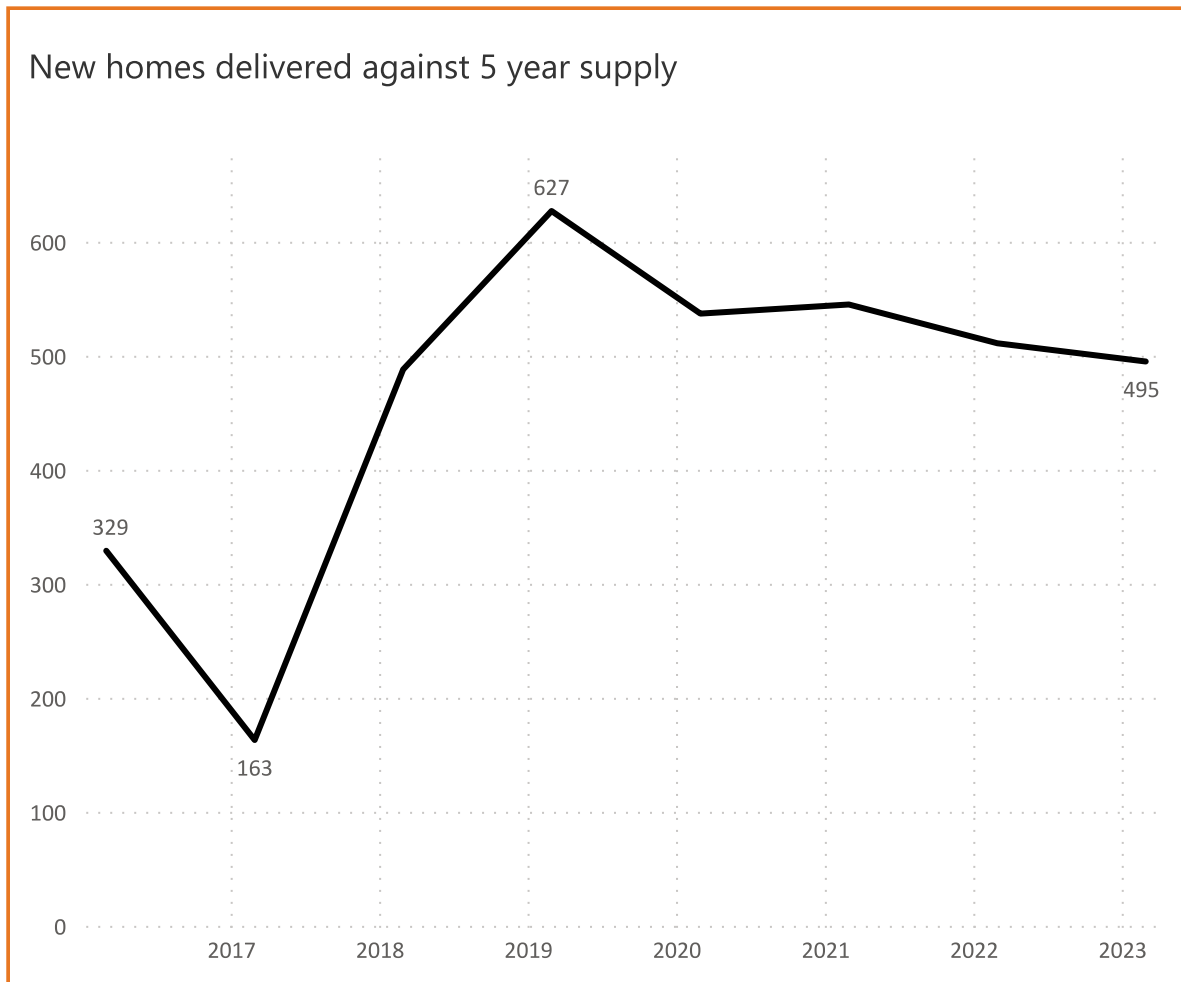
Narrative

Housing delivery continues to be strong within the borough despite ongoing challenges with Nutrient Neutrality.

Despite not granting any significant new housing permissions in the past financial year housing completions have still exceeded the annual local plan target.

Options to mitigate Nutrient pollution from new development are emerging and it is anticipated Natural England credits will be issued starting later this month (May 2023) which will hopefully unlock further permissions. Work has been undertaken to better understand the issues around nutrient pollution and council led mitigation solutions are being investigated.

Graph/Table





DBC Number

**FHR 001**

Indicator Name

**DBC number of working days per FTE lost due to sickness (excluding schools)**

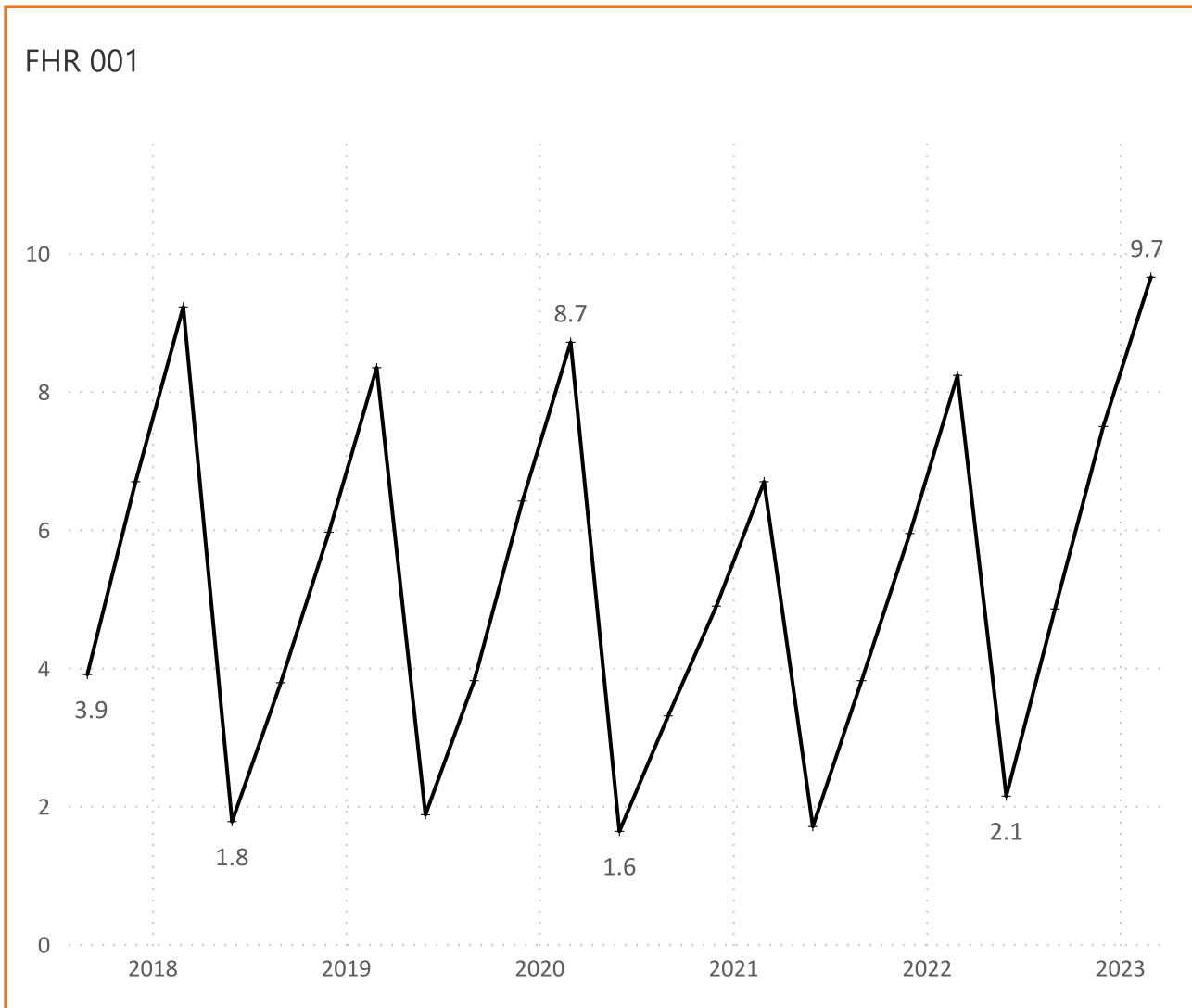
Theme or Portfolio

Priority or Key Action

Narrative

The number of days lost to sickness in 22/23 is higher than in 21/22. The largest increase in absence has been Coronavirus which accounts for over 56% of the increase in lost days. For the majority of 21/22 this was not recorded as sickness during the initial isolation period in line with national practice. Managers at all levels continue to manage sickness within the Council's sickness management policies with support provided by HR. The Wellbeing programme continues to be a key priority from our workforce strategy to promote the health and wellbeing of our staff, many activities were provided during 22/23, with further developments planned for health promotion and awareness in 23/24.

Graph/Table





DBC Number

**FHR 003**

Indicator Name

## Number of reportable employee accidents / ill health

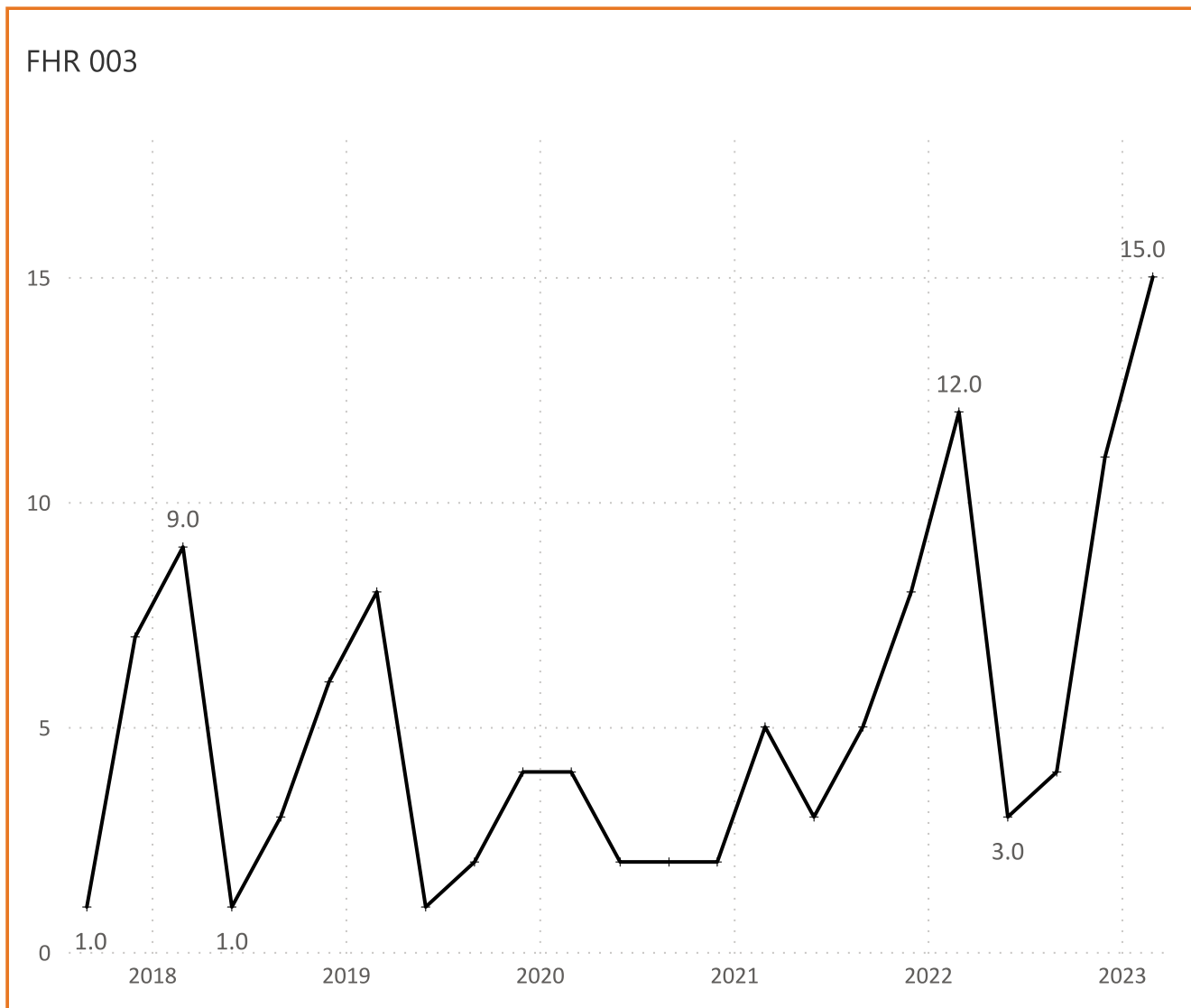
Theme or Portfolio

Priority or Key Action

Narrative

The total number of reports to the HSE as required by the Reporting of Injuries Diseases and Dangerous Occurrences Regulations (RIDDOR) is 15 for 22/23, along with 2 Occupational ill health reports. Employees were either off work for over 7 days because of the accident or the accident resulted in a specified injury. All accidents and ill health reports are investigated by management and the Health & Safety team to establish the causes, to identify issues or trends and make recommendations to prevent reoccurrence. Health and Safety is a key priority for the Council at all levels and is promoted through all working practices.

Graph/Table





DBC Number

**FHR 008**

Indicator Name

**Number of complaints upheld by the Local Government Ombudsman/Housing Ombudsman**

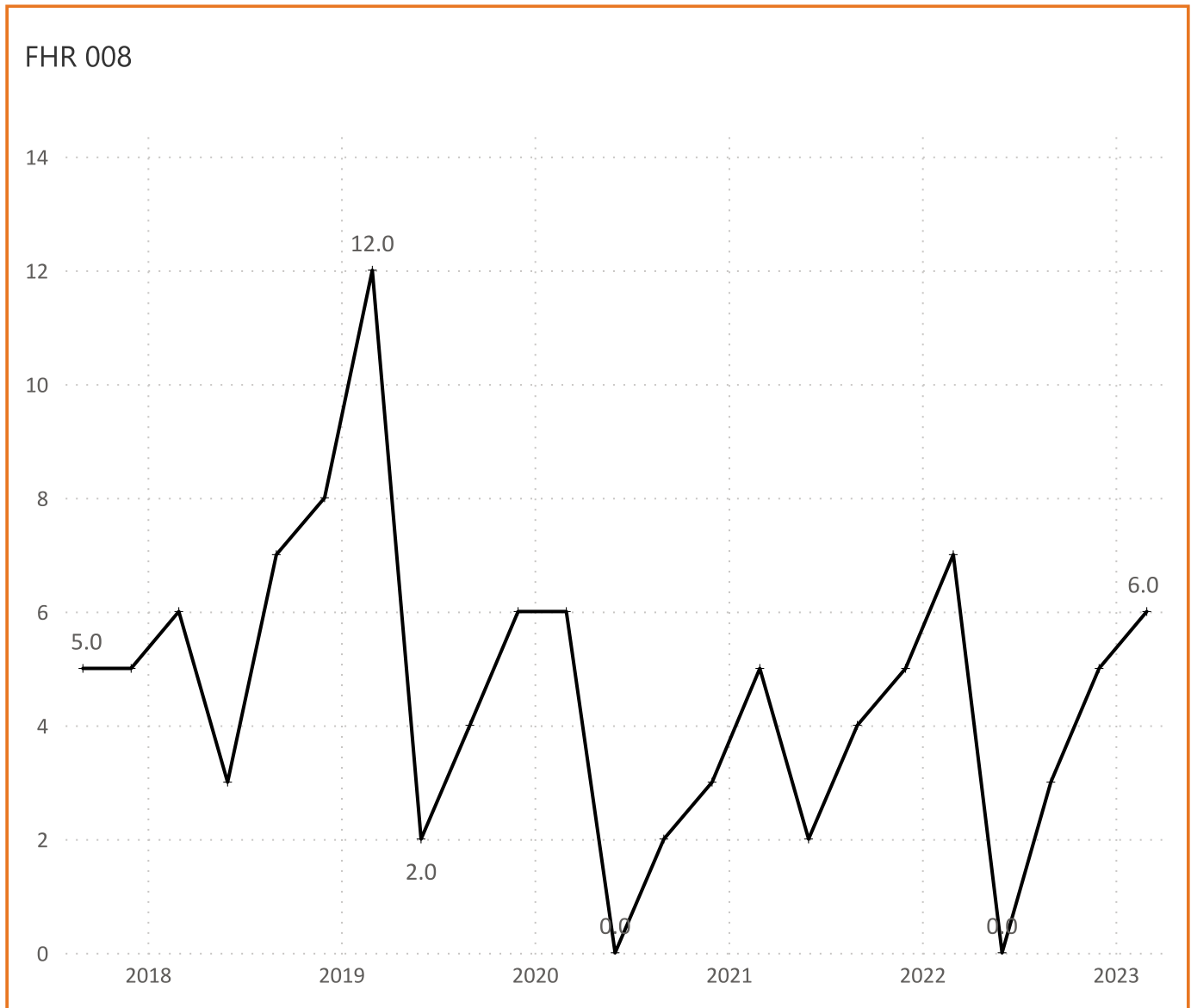
Theme or Portfolio

Priority or Key Action

Narrative

Six complaints were upheld during 2022/23, a decrease from seven in 2021/22. One was for Adult Services, Mental Health Team; one was for Resources, Finance (Adults/Housing); two were for Children's Social Care - one for Team C and one for the Children with Disabilities Team; and two were for School Admissions and Transport.

Graph/Table





DBC Number

**FHR 009**

Indicator Name

**Number of complaints upheld by the Information Commissioner's Office**

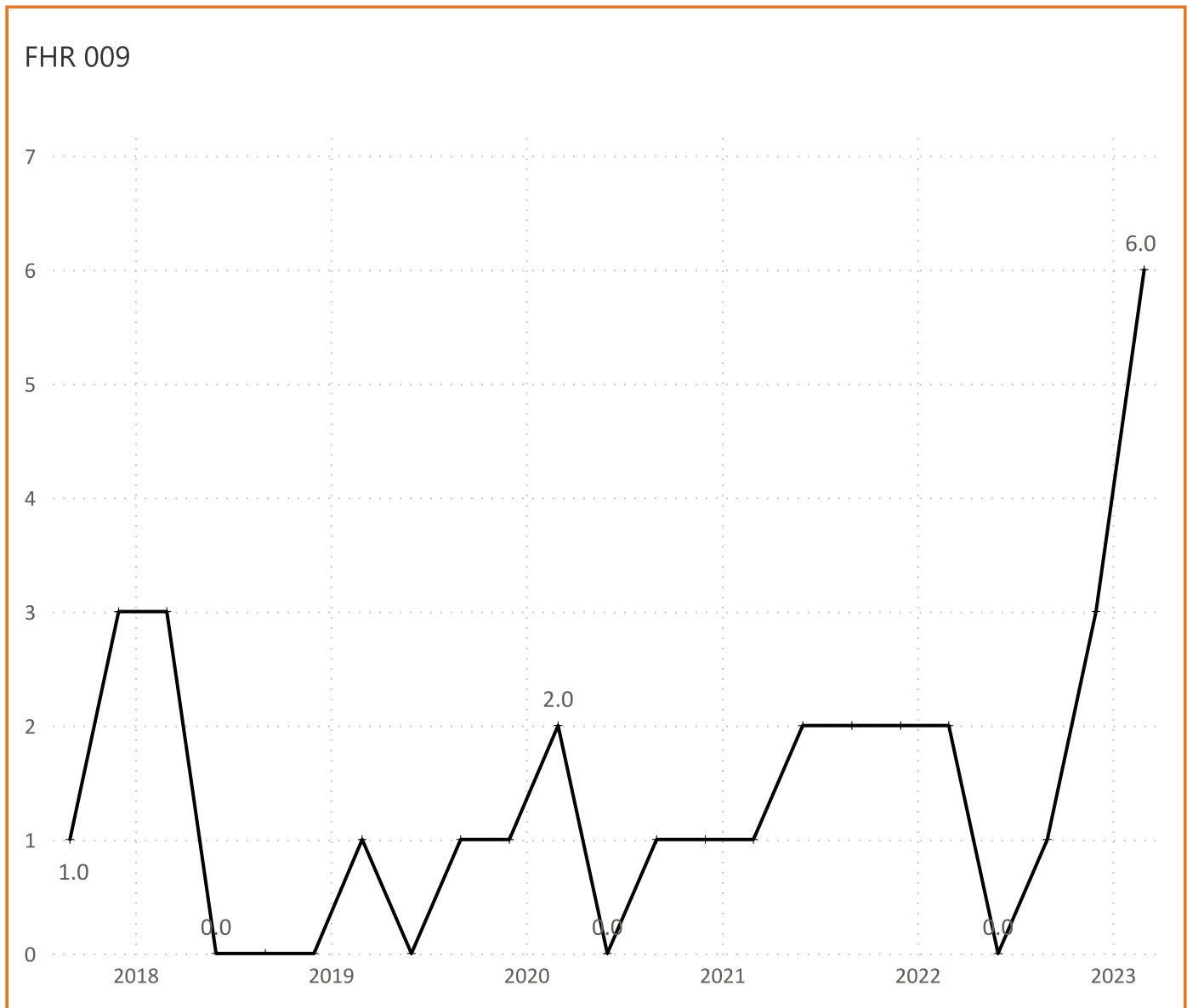
Theme or Portfolio

Priority or Key Action

Narrative

Six complaints were upheld by the ICO during 2022/23, an increase from two in 2021/22. One related to a delay in responding to an FOI request; four related to delays in responding to Subject Access Requests (SARs); and one concerned a data breach, where an officer inadvertently sent an email to the incorrect recipient using the auto-complete list in the 'To' field.

Graph/Table





DBC Number

**FHR 019**

Indicator Name

### Staff turnover - Voluntary Leavers (Divided by average number of staff in period)

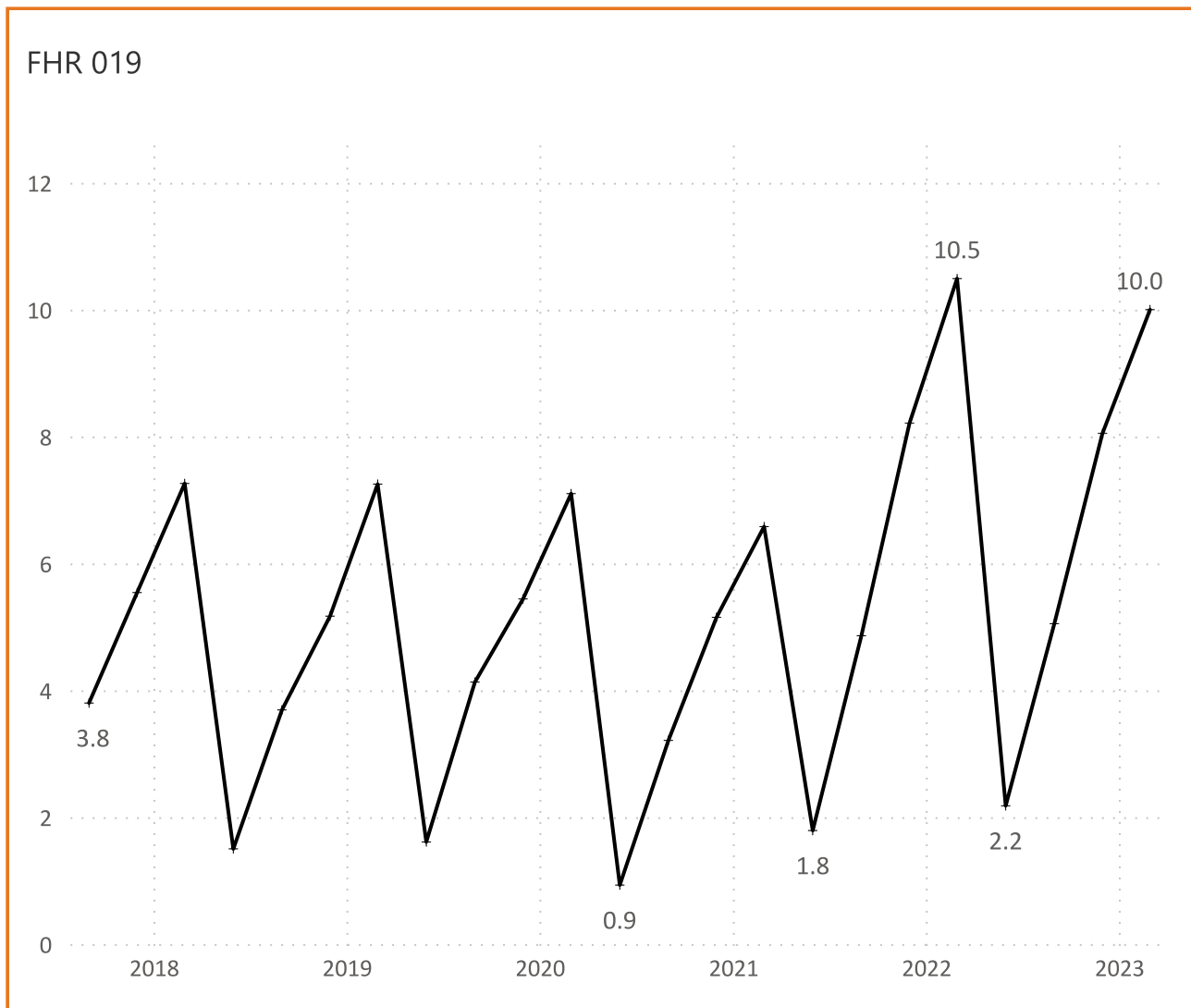
Theme or Portfolio

Priority or Key Action

Narrative

The number of staff leaving employment voluntarily in 22/23 is less than in 21/22 but above the pre pandemic level. This was expected as new employers have moved into Darlington and national recruitment issues have provided new opportunities. We undertake exit interviews to understand why staff leave and to inform on improvement. 92% of staff interviewed said they would work for DBC again. We work hard to recruit and retain the best talent in a very competitive employment market, through promotional events which have provided successful recruitment. We continue to improve our employment package through flexibility, wellbeing, benefits and other initiatives to make DBC an employer of choice.

Graph/Table





DBC Number

**HBS 002**

Indicator Name

**Amount of Council Tax arrears collected (£)**

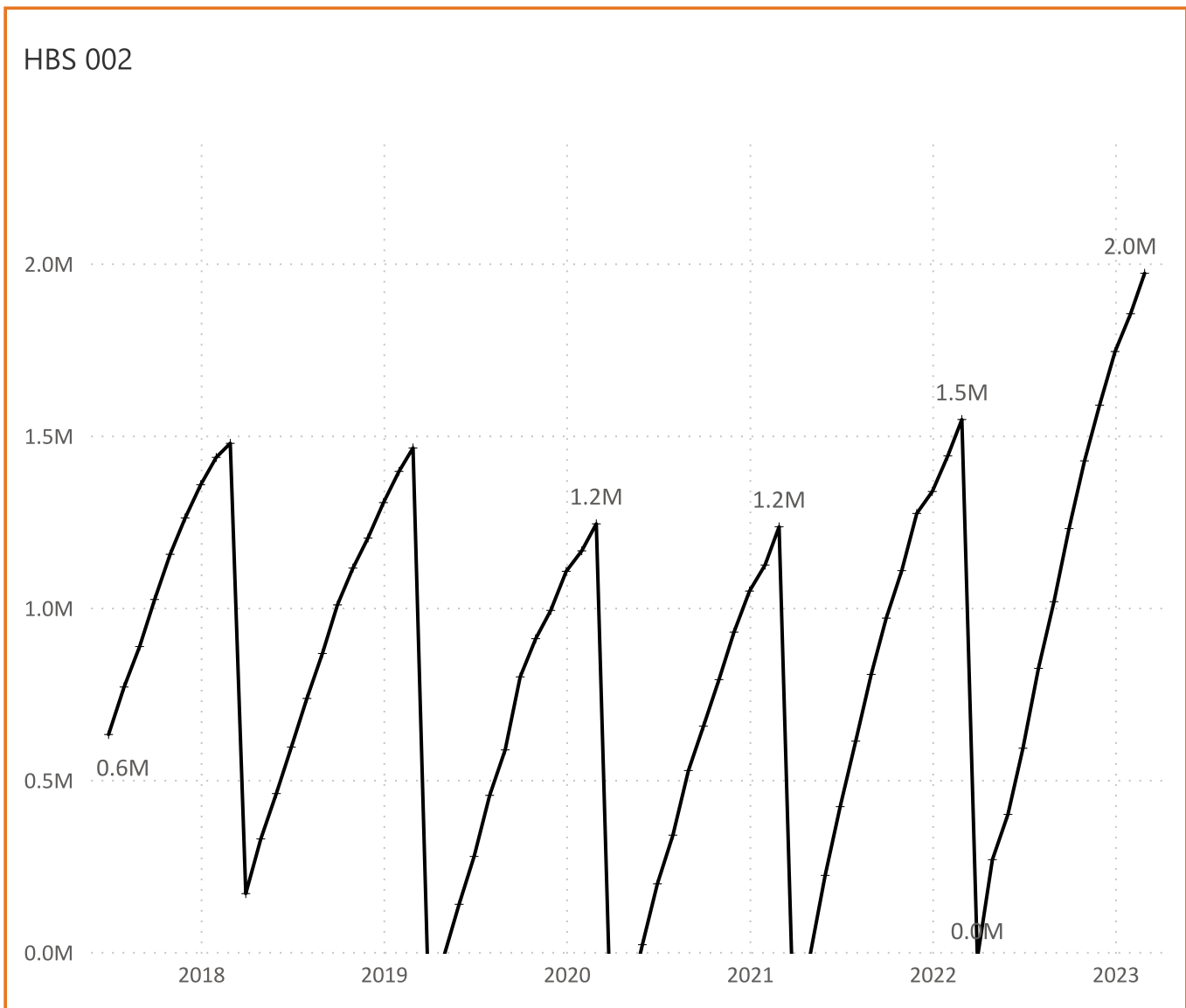
Theme or Portfolio

Priority or Key Action

Narrative

The amount of Council Tax arrears collected for quarter 4 has exceeded the target for 2022-23, with £1.97 million collected compared to £1.55 million for the same period in 2021-22. The amount of outstanding arrears increased from £3.9 million at the end of quarter 4 in 2021-22 to £4.3 million at the end of quarter 4 in 2022-23, but recovery action restarted in the first quarter of 2022-23, following the Covid pandemic, which explains the increase in arrears collection.

Graph/Table





DBC Number

**HBS 003**

Indicator Name

**Amount of Housing Benefit overpayments recovered (£)**

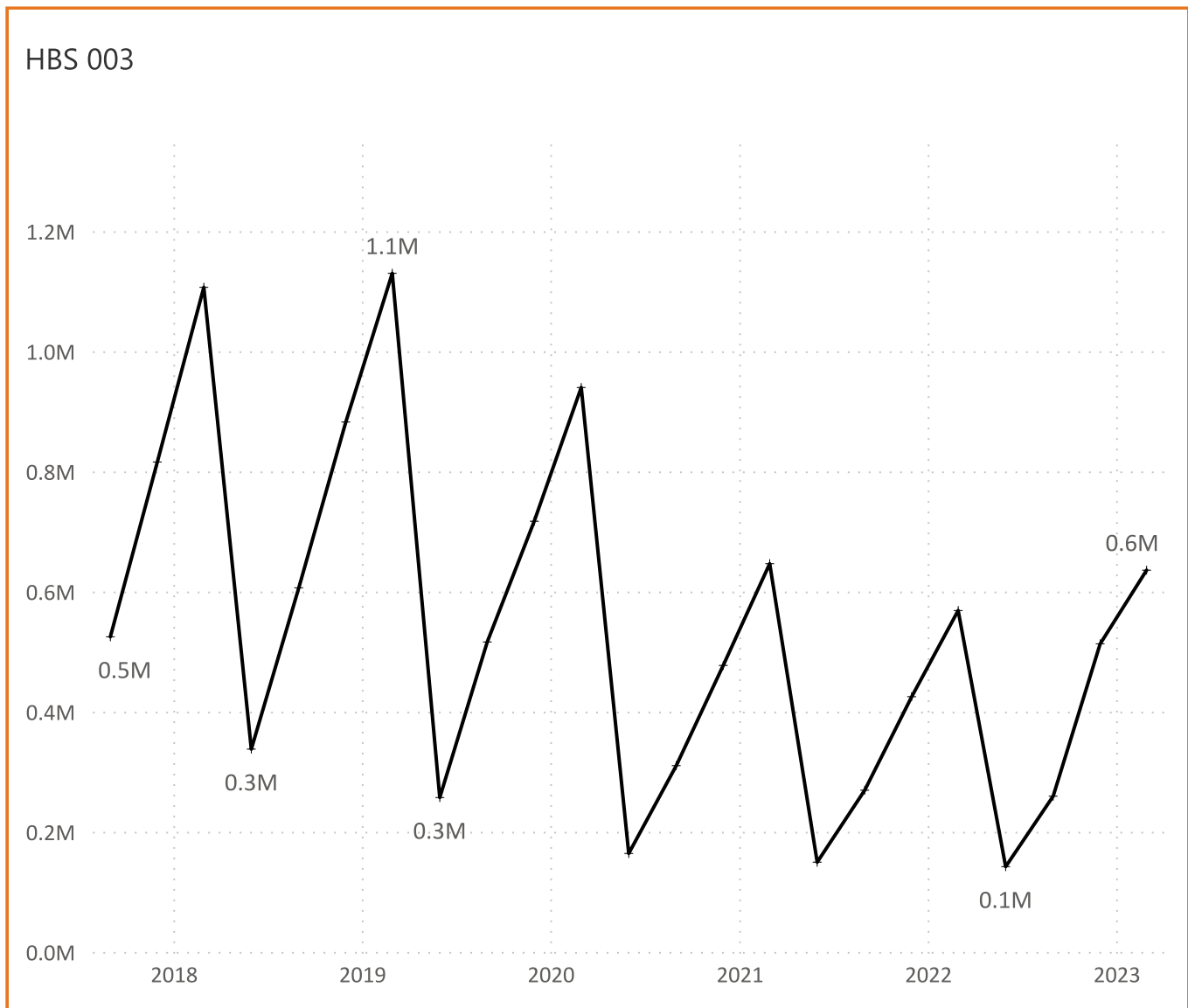
Theme or Portfolio

Priority or Key Action

Narrative

The amount of Housing Benefit overpayments collected in quarter 4 exceeded the target for 2022-23. £636k of overpayments were collected, compared to £568k collected for the same period in 2021-22. Collection rates are currently at 112% of the new overpayment debt created (£569k) and the overall outstanding debt is decreasing (currently at £1.54 million). It is likely that as Housing Benefit claims continue to transfer to Universal Credit, the amount of Housing Benefit overpayments created (and therefore the amount collected) will decrease.

Graph/Table







DBC Number

**HBS 009**

Indicator Name

**Percentage of Council Tax collected in-year**

Theme or Portfolio

**Resources Portfolio**

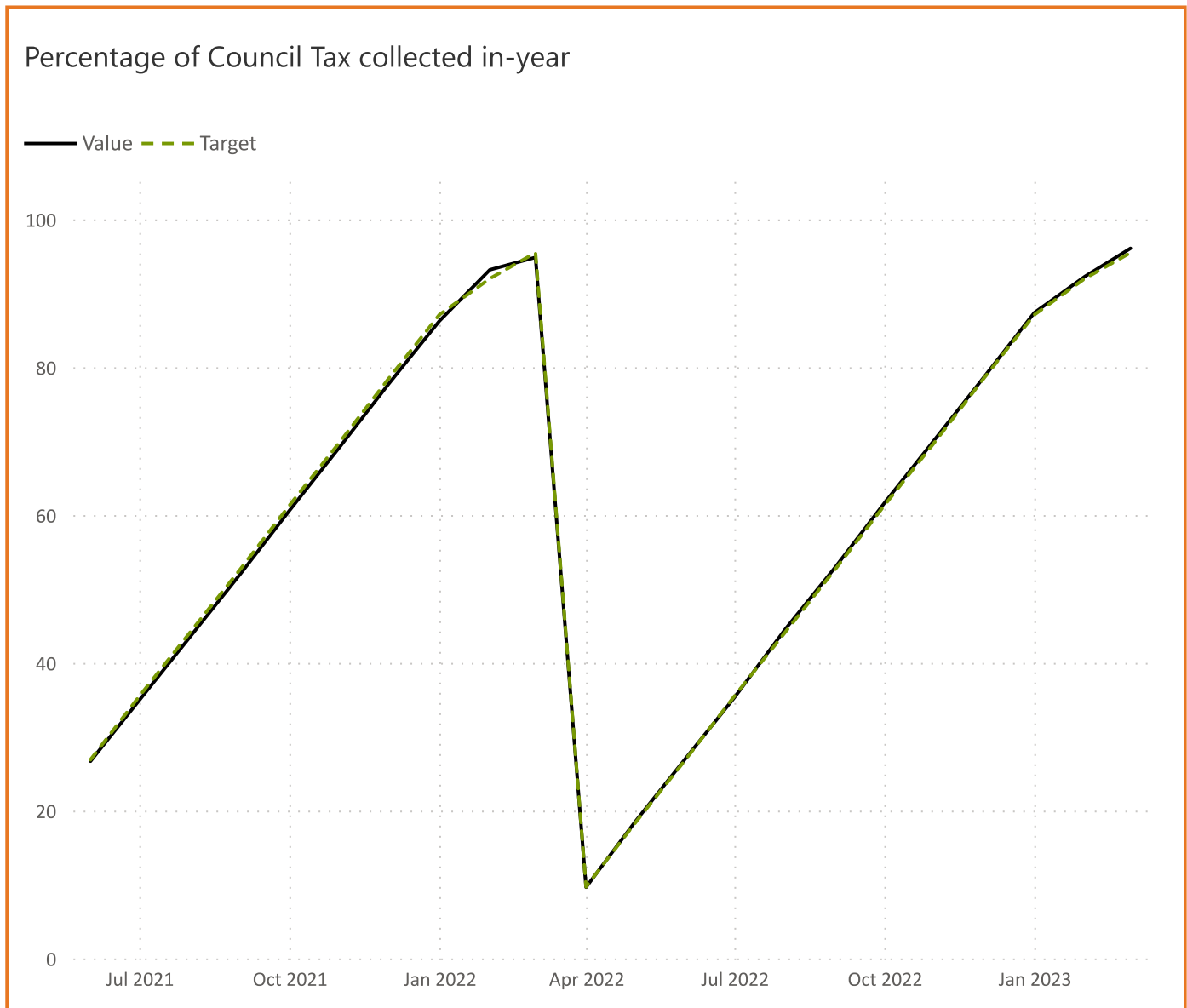
Priority or Key Action

**Maximise council tax and business rate income through robust income collection processes**

Narrative

The percentage of Council Tax collected exceeded the target for quarter 4, with 96.1% of Council Tax collected. The overall amount collected by quarter 4 was £71.2 million compared to £66.7 million by quarter 4 in 2021-22, an increase of £4.5 million or 6.7%. The overall Council Tax collection rate of 99% is still on course to be met.

Graph/Table





DBC Number

**HBS 010**

Indicator Name

**Percentage of Business Rates collected in-year**

Theme or Portfolio

**Resources Portfolio**

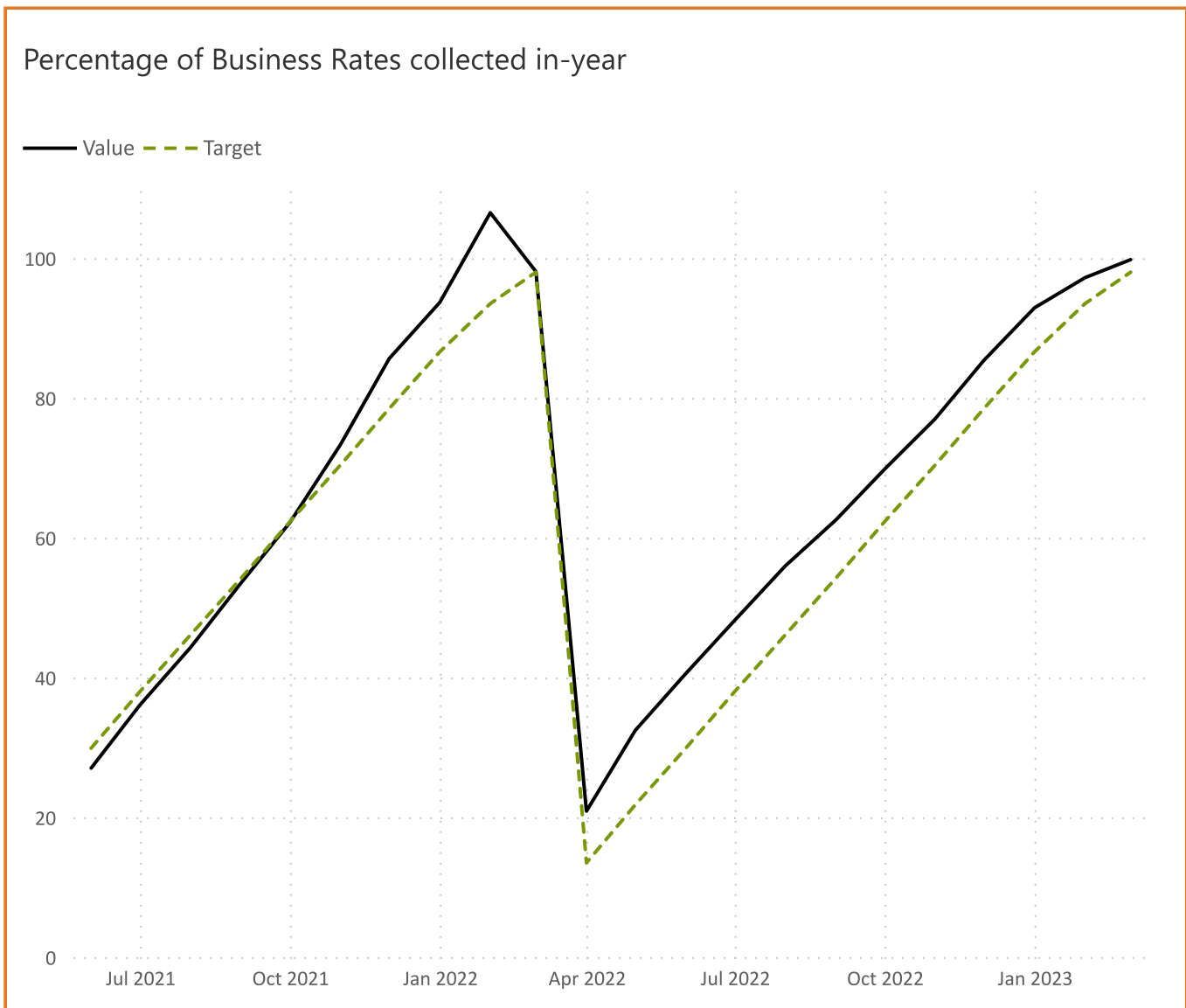
Priority or Key Action

**Maximise council tax and business rate income through robust income collection processes**

Narrative

The percentage of Business Rates collected exceeded the target for quarter 4, with 99.8% of Business Rates collected, compared to 98.1% in quarter 4 of 2021-22. The overall amount collected by quarter 4 was £29.9 million compared to £31.1 million by quarter 4 of 2021-22. The reason for this difference is due to the amount of retail relief awarded in 2022-23.

Graph/Table





DBC Number

**LGP 008**

Indicator Name

**Contracted spend as a percentage of total non-salary spend**

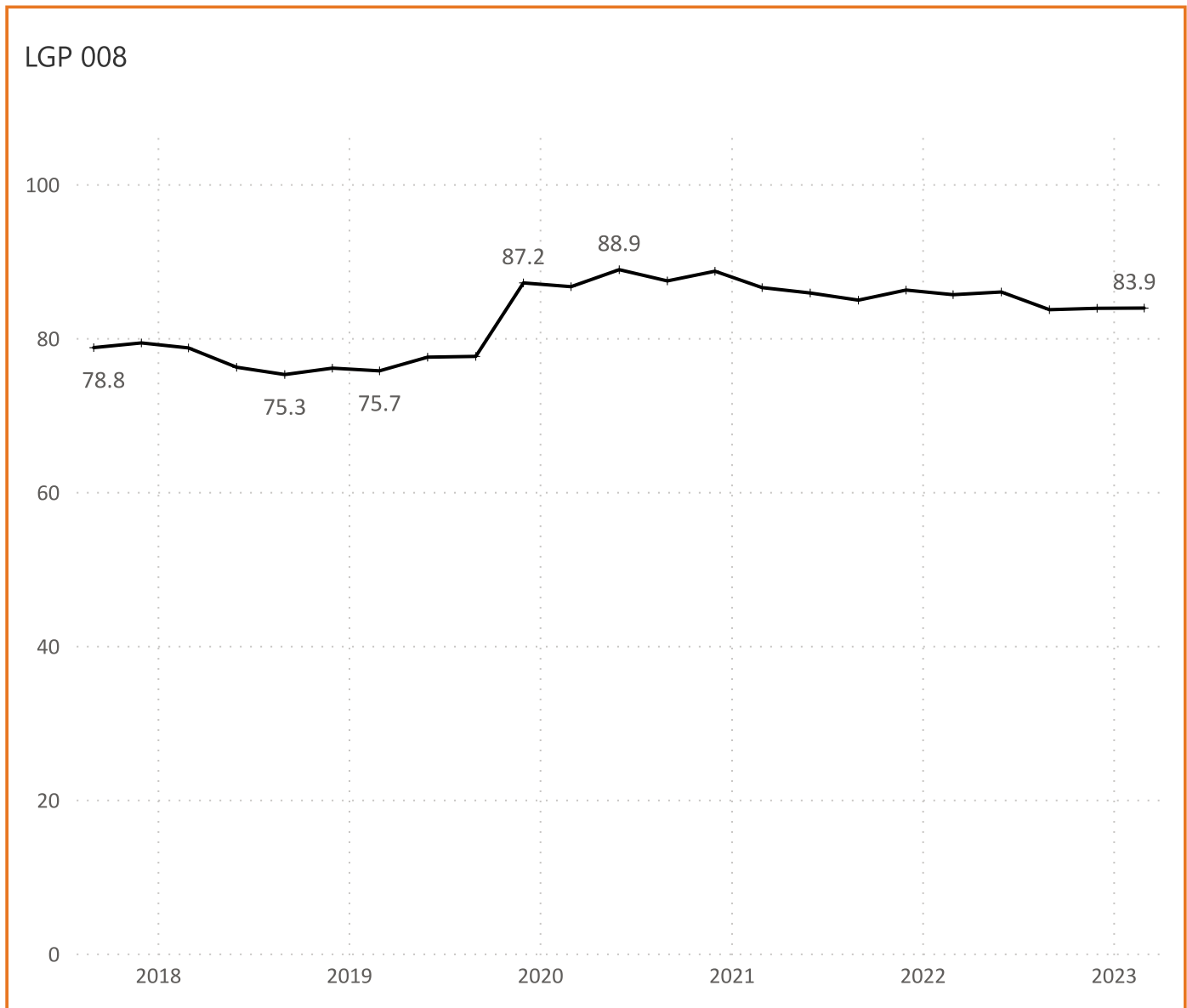
Theme or Portfolio

Priority or Key Action

Narrative

Increased communication and early engagement and a refreshed intranet page over the past year has helped officers to better understand and the procurement rules which has contributed to the figure remaining just below 85% for the third consecutive year. In quarter 3 and 4 there was a slight increase to this figure, with the figure 1-2 % lower than the previous years.

Graph/Table





DBC Number

**REG 301**

Indicator Name

## Percentage of food premises which are inspected within the year in which they are due

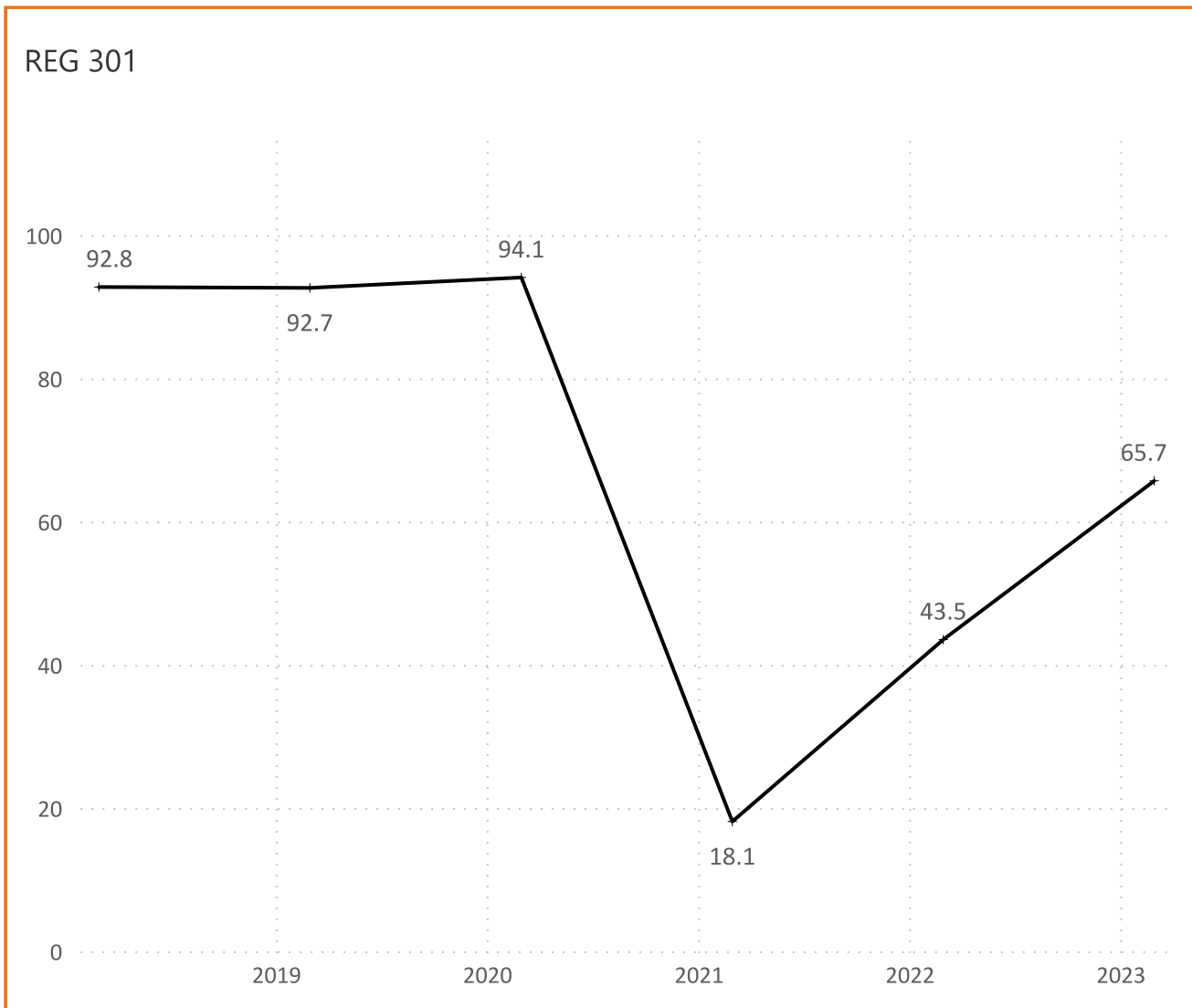
Theme or Portfolio

Priority or Key Action

Narrative

To limit the spread of Covid infection during the Pandemic Environmental Health officers were under instruction from the Food Standards Agency not to visit commercial premises unless they had evidence that there was a direct risk to public health. Officers are currently engaged in a Post Covid Recovery Plan which had resulted in a backlog of over 1000 inspections. All inspections were prioritised in terms of risk and only very low risk premises remain overdue. It is expected that the inspections will be carried out in the next 3 months.

Graph/Table



Text



DBC Number

**REG 308**

Indicator Name

**Percentage of premises broadly compliant for food hygiene**

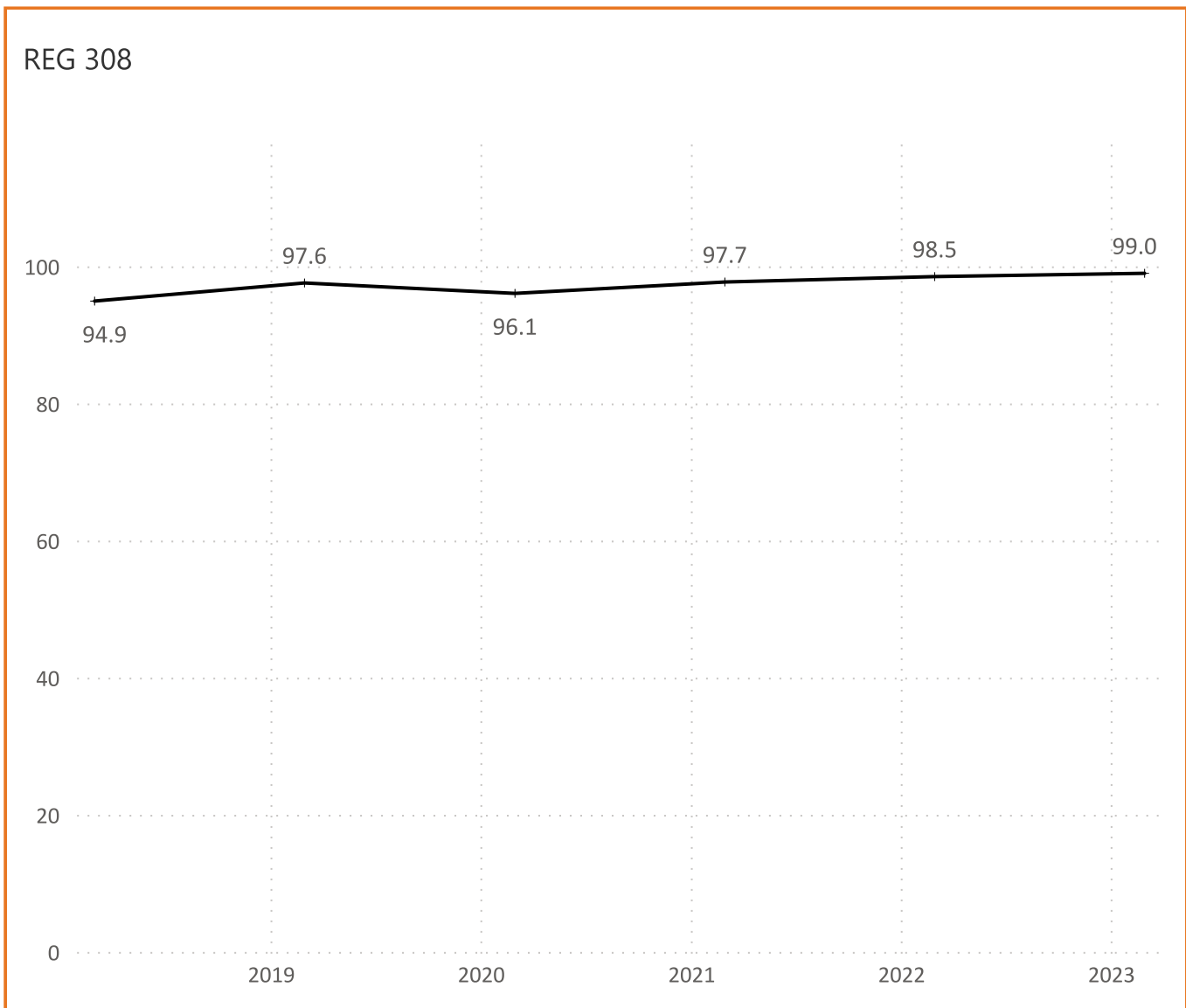
Theme or Portfolio

Priority or Key Action

Narrative

Premises within the Borough have shown a consistently high level of compliance year on year. This is due to a robust, consistent, and proportionate advice, inspection, and enforcement regime by officers. Officers have worked extremely hard to ensure that standards are maintained. This Indicator illustrates the continued high level of compliance of food premises within the Borough of Darlington. Officers have worked extremely hard to ensure that standards are maintained.

Graph/Table





DBC Number

**REG 312a**

Indicator Name

**Percentage of noise complaints investigated and completed within 6 weeks of the date of receipt (except where diary sheet returned)**

Theme or Portfolio

Priority or Key Action

Narrative

The 90% target continues to be achieved despite the increase in noise complaints particularly with regard to barking dogs as a result of an increase in dog ownership during Covid and people continuing to work from home. As well as domestic noise complaints Environmental Health also investigate noise from commercial and industrial premises and can take enforcement action when a statutory noise nuisance exists.

Graph/Table

