

**HEALTH AND HOUSING SCRUTINY COMMITTEE
3 JANUARY 2024**

PERFORMANCE INDICATORS QUARTER 2 - 2023/24

SUMMARY REPORT

Purpose of the Report

1. To provide Members with performance data against key performance indicators for 2023/24 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 are updated on a six-monthly basis and twenty-seven annually. The annual indicators are updated throughout the year depending on their national release date.
5. Six indicators are reported by both Housing and Leisure Services and twenty-four by Public Health.
6. Sixteen indicators in this report have either Quarter 2 information or have been updated since the 2022/23 Quarter 4 report.

Housing Indicators

April to September 2022/23 comparison to 2023/24

7. Rent arrears of current Council tenants in the financial year as a % of rent debit is at the same level and an improvement from quarter 1 (HBS 013 - 2.9% to 2.9%). The team continue to collect with care, offering guidance, help and support to customers, assisting with benefit claims and budgeting skills at the beginning of a tenancy and throughout. Enforcement and court action is taken only when all other avenues have been exhausted. The number of Universal Credit (UC) claimants continues to increase with over 2,000 of all Council tenants claiming some element of UC. The number of tenants in receipt of some element of UC has exceeded those in receipt of HB in 2023/24.

8. The amount of rent collected as a proportion of rents owed on Council homes, including arrears brought forward debit, has increased from the previous year and Quarter 1 (HBS 016 - 97.3% to 98.8%) for the same reasons given for rent arrears. Tenants on UC have the 5 weeks wait prior to first payments being received, average arrears for UC customers remains less than 5 weeks average rent. The Income team continue to promote help and guidance and making affordable repayment plans.
9. The average number of days spent in Bed and Breakfast accommodation for people affected by homelessness has seen an 11% increase (HBS 025 – 3,263 to 3,657). This is largely due to a continued increased number of people requiring emergency accommodation. The lifting of the ban on section 21 (“no fault”) evictions from June 2021 continues to create an increase in homeless presentations and requests for housing advice. The average length of stay for each person has decreased from 18 days in 2022 to 15 days in 2023 showing the excellent work that the Housing Options team are doing to find settled accommodation.
10. The number of positive outcomes where homelessness has been prevented decreased, however the figures show a continued high demand for homeless advice and prevention (HBS 027i - 397 to 252). The lack of suitable move-on accommodation that meets clients’ needs and the reduction in available private rented accommodation in the Borough means that cases are now open for longer.
11. The average number of days to re-let empty Council dwellings has decreased (HBS 034 – 55.4 to 52.4). The introduction of the new allocation system Home Search in June 2023 has started to assist with re-let times as it is simpler to use for both the customer and the staff. However, the timescales for completing repairs before letting have increased, this is due to difficulties in recruiting qualified tradespeople within the Housing Repairs team. It is expected that once the staffing levels increase that re-let times will continue to reduce.
12. The percentage of dwellings not with a gas service within 12 months of the last service has date has decreased (HBS 072 – 1.68% to 1.38%). There have been continuing resourcing issues to meet the changing demands of the council’s gas servicing programme. All Council properties due a gas service within 2023/24 will be completed to meet the statutory obligations. Performance is expected to be well within the 1% target.

Leisure Indicators

April to September 2022/23 comparison to 2023/24

13. Visitor numbers to the Dolphin Centre have decreased (CUL 030 – 434,950 to 358,123). The extended main pool closure has a continued effect on attendance figures. There has been a positive response in other business areas, with increased income in bowling, catering and soft play compared to the same period in 22/23.
14. The number of school pupils participating in the sports development programme has decreased (CUL 063 – 5,135 to 3,343). The capital project works at Eastbourne Sports Complex and the delay in completion of the track had an effect on the figure. Some of the scheduled large-scale events, Primary/Secondary Town Sports, Community Games, 10 Quad kids, did not take place. There is a full calendar of events for this school year.

15. Number of individuals participating in the community sports development programme has increased by 4,185 (CUL 064 - 5,890 to 10,075). The numbers at the Holiday Activity Project remained consistent with previous years and the team improved the drop off rates. The upward trend is expected to continue for the remainder of the year through working on new projects and partnerships due to the review of the work being undertaken on the new Physical Activity Strategy for Darlington. The Move More team has recently supported Haughton Residents Association with a Sport England Small Grants Application.

Public Health Indicators

16. There are seven of the indicators reported by Public Health which have had updated information to report since the Quarter 4 report. These are all annually reported indicators.

2020/21 comparison to 2021/22

17. The rate of under-18 conceptions per 1,000 population has increased slightly increase which is no significant change to the trend and in line with North East and England averages (PBH 016 – 16.8 to 17.1). The authority coordinates a broad range of evidence-based interventions and programmes across partners to tackle and contribute to the reduction in teenage conceptions through the Teenage Pregnancy and Sexual Health Strategy and action plan. This includes commissioning Sexual Health Services and support schools in their delivery of Sex and Relationship Education.
18. The percentage of HIV late diagnosis has increased, still below the North East and England averages (PBH 050 – 25.0% to 33.3%). Two individuals were diagnosed late using the CD4 cell count at diagnosis. The Sexual Health Service has increased new patients receiving a HIV risk assessment, more and easier routes to access HIV testing including postal testing kits and C Card to reduce the potential for exposure to HIV.

2021/2022 compared to 2022/23

19. The prevalence of smoking among persons aged 18 years and over has increased slightly, remaining statistically similar to the North East and England averages (PBH 033 – 10.6% to 11.5%). A fall in this figure is anticipated due to the ongoing impact of measures to reduce smoking in the community such as increased prices and smoke free places. The NHS is also now offering stop smoking interventions for those people currently receiving hospital treatment.
20. Admission episodes for alcohol-related conditions per 100,000 population looks to have increased (PBH 044 – 552 to 774), however the method of calculation has been revised. Compared to our North East neighbours Darlington is ranked 5th out of 12 and statistically worse than the North East and England. The council commissions preventative and treatment services and is engaged with partners to implement strategies to reduce admissions.
21. The percentage of eligible population aged 40-74 offered an NHS Health Check who received an NHS Health Check in the five-year period has decreased slightly, (PBH 046 – 47.4% to 45.8%). This figure is above the North East average. There is an incentivised annual target for each GP Practice to offer a health check to 20% of the eligible population.

22. The rate of chlamydia detection per 100,000 young people aged 15 to 24 per 100,000 population has improved and better than both the North East and England averages (PBH 048 – 1,513 to 1,964). An increased detection rate is indicative of increased control activity and not a measure of disease in the community. The authority commissions a specialist Sexual Health Service who have been working to improve access and screening by targeting younger people under 25 yrs. Access to an online testing service for those over 16 years and this has increased the number of people getting tests. The School Nursing Service is also working with schools and Personal, social, health and economic education (PHSE) leads to ensure that Chlamydia screening is promoted within the PHSE curriculum to young people in schools and colleges in Darlington.
23. The adjusted antibiotic prescribing in primary care by the NHS has increased slightly, still statistically similar with both the North East and England averages (PBH 052 – 0.95 to 1.07). The NHS has an action plan to help reduce antibiotic prescribing and is working with individual GP Practices and hospital doctors and microbiologists to ensure good antibiotic stewardship. The NHS produces 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.

Performance Summary

24. Nine indicators have Quarter 2 information. When taking into consideration what is best performance for each indicator:
 - a) 4 of the 9 indicators show performance better than from when last reported.
 - b) 5 of the 9 indicators show performance not as good as when last reported.
25. Seven annual indicators have been updated since the 2022/23 Quarter 4 report. When taking into consideration what is best performance for each indicator:
 - c) 1 of the 7 indicators show performance better than from when last reported.
 - d) 5 of the 7 indicators show performance not as good as when last reported.
 - e) 1 of the 7 indicators definition has been revised.
26. A detailed performance scorecard is attached at Appendix 1.
27. Detailed performance and narratives for each indicator is attached at Appendix 2.

Recommendation

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

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Miriam Davison
Director of Public Health

Background Papers

Background papers were not 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 |
| 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 |