

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**

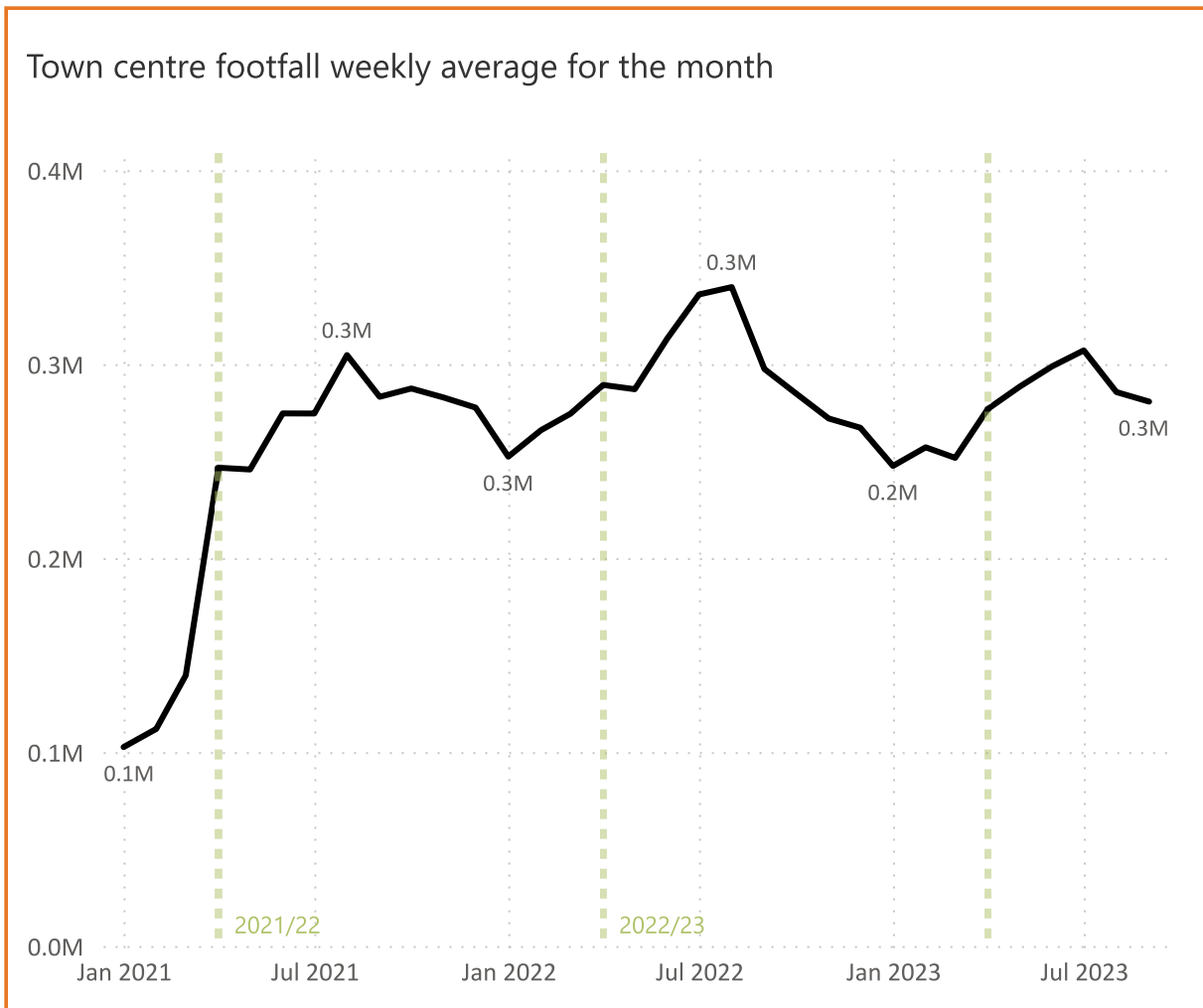
Narrative

There has been a reduction in town centre footfall in all months (apart from one) when compared to 2023.

Investment from the Towns Fund is ongoing to support the High Street, a comprehensive programme of events is being delivered to attract people to the town and a marketing campaign with video was released to attract new businesses to the town that reached over 30,000 views across all media platforms.

Occupancy rates in the town centre are currently approximately 90.6%.

Graph/Table



DBC Number

## ECI 104

Indicator Name

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

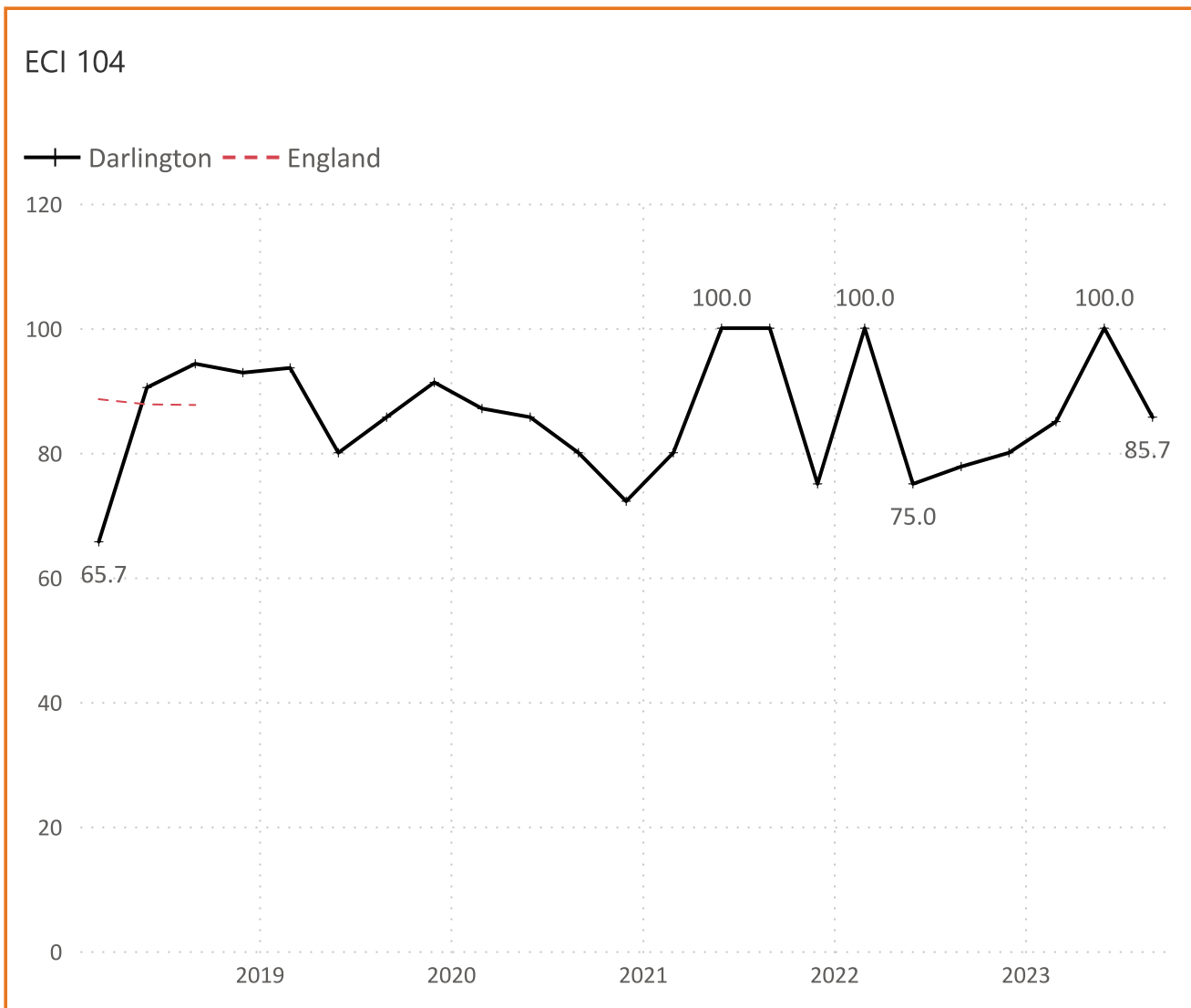
Theme or Portfolio

Priority or Key Action

Narrative

This Q2 (April-Sept) 23/24 indicator shows we decided 6 of the 7 applications for major developments within our target of 13 weeks or within an agreed time.  
 This equates to 85.7 % of the total of these type of applications.  
 We have looked into the data to identify the single application which missed the target and have put in place additional checking and monitoring of the targets for these cases.

Graph/Table





DBC Number

## ECI 105

Indicator Name

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

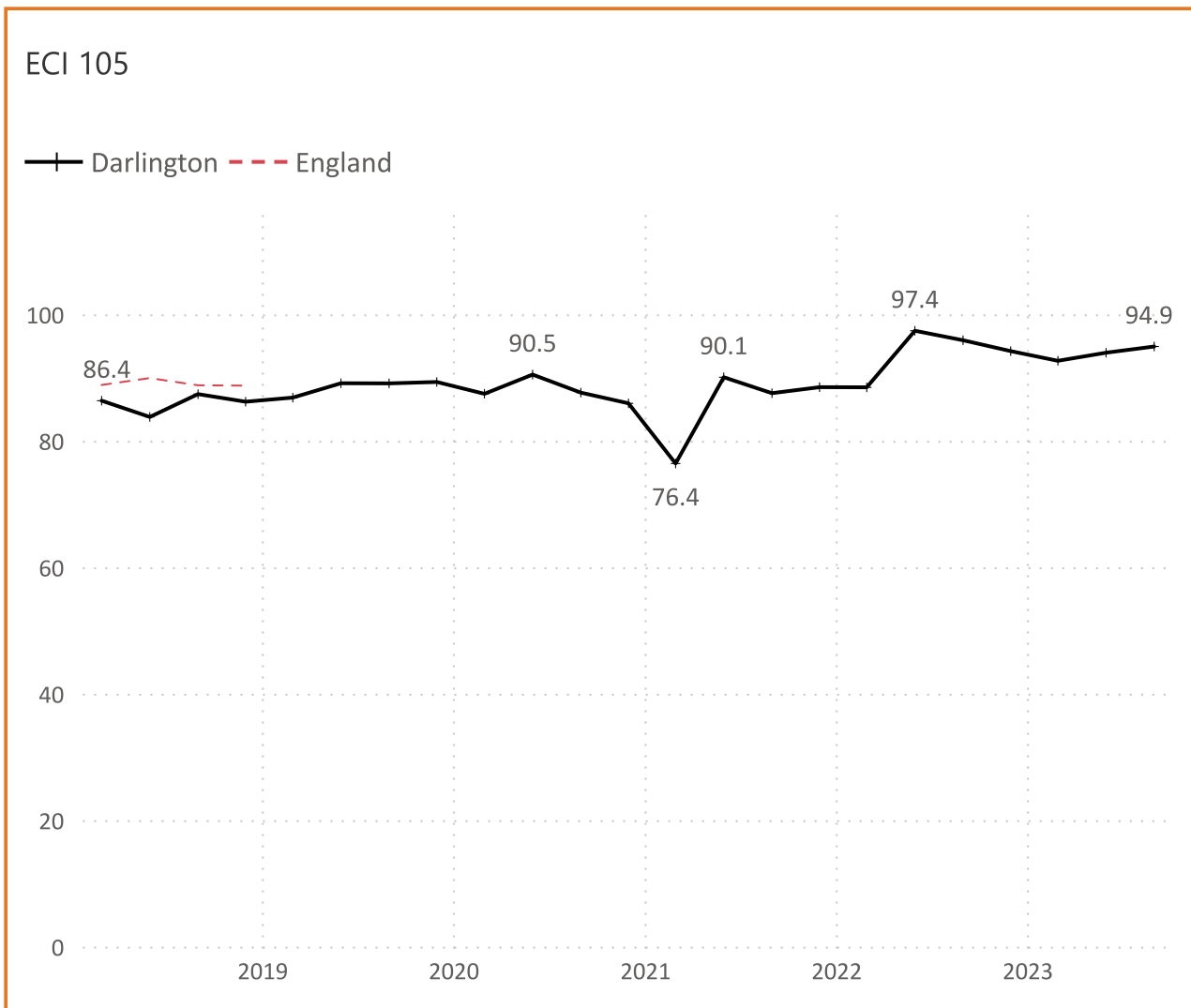
Theme or Portfolio

Priority or Key Action

Narrative

This Q2 (April-Sept) 23/24 indicator shows we decided 95% of non major or Household type applications within our target of 8 weeks or within an agreed time.  
 This is an increase on previous indicators of non major or Household type applications within 8 weeks or within an agreed time and equates to 187 decisions issued for the 197 applications received.  
 This was helped with the Planning department now being up to full strength with the number of full time employees

Graph/Table





DBC Number

## ECI 106

Indicator Name

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

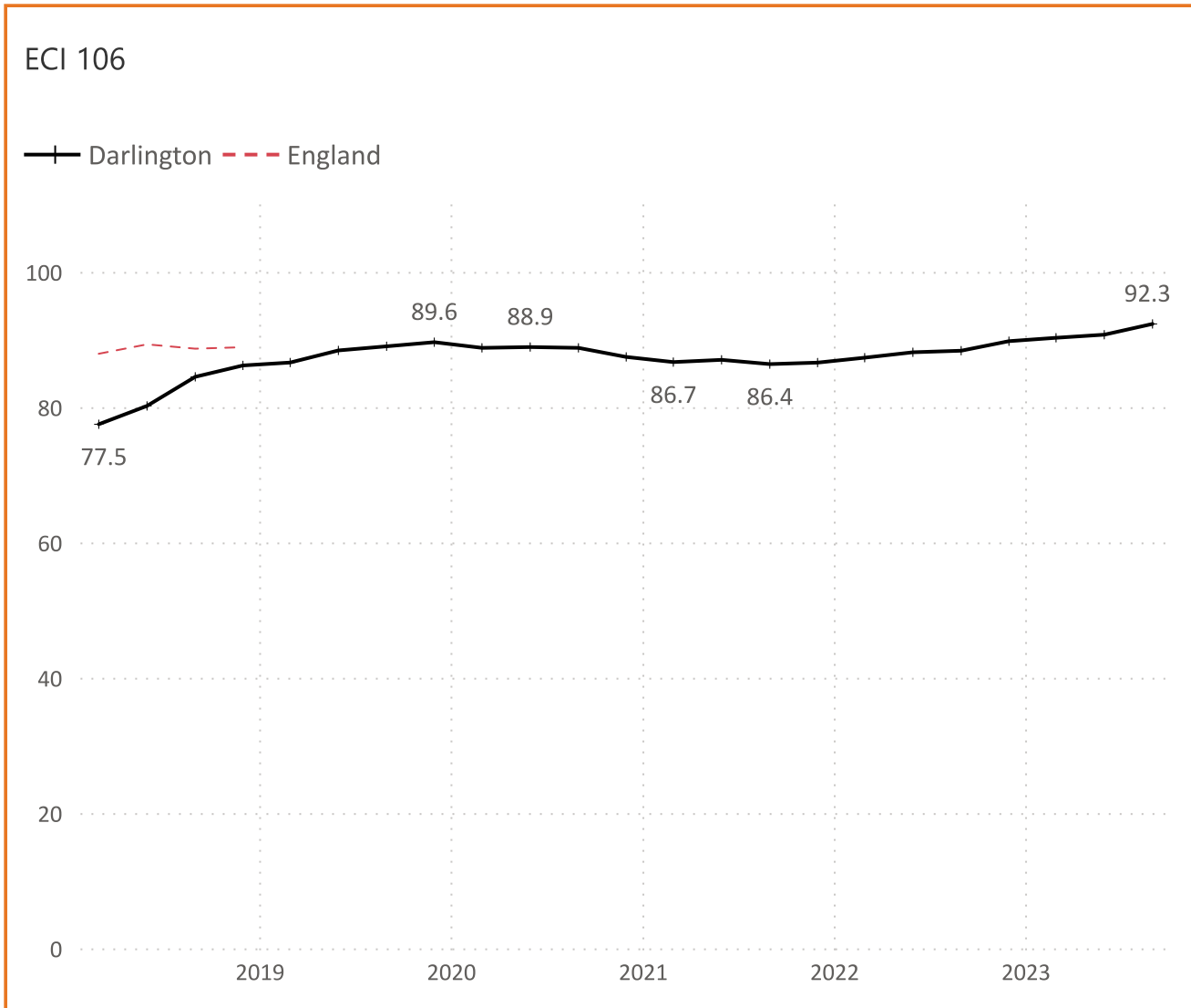
Theme or Portfolio

Priority or Key Action

Narrative

This Q2 (April-Sept) 23/24 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 92% of non major or Household type applications within our target of 8 weeks or within an agreed time. This indicator continues to show an improvement over previous years.

Graph/Table



DBC Number

**ECI 321**

Indicator Name

**Monthly unemployed claimant count (%)**

Theme or Portfolio

**GROWING DARLINGTON'S ECONOMY**

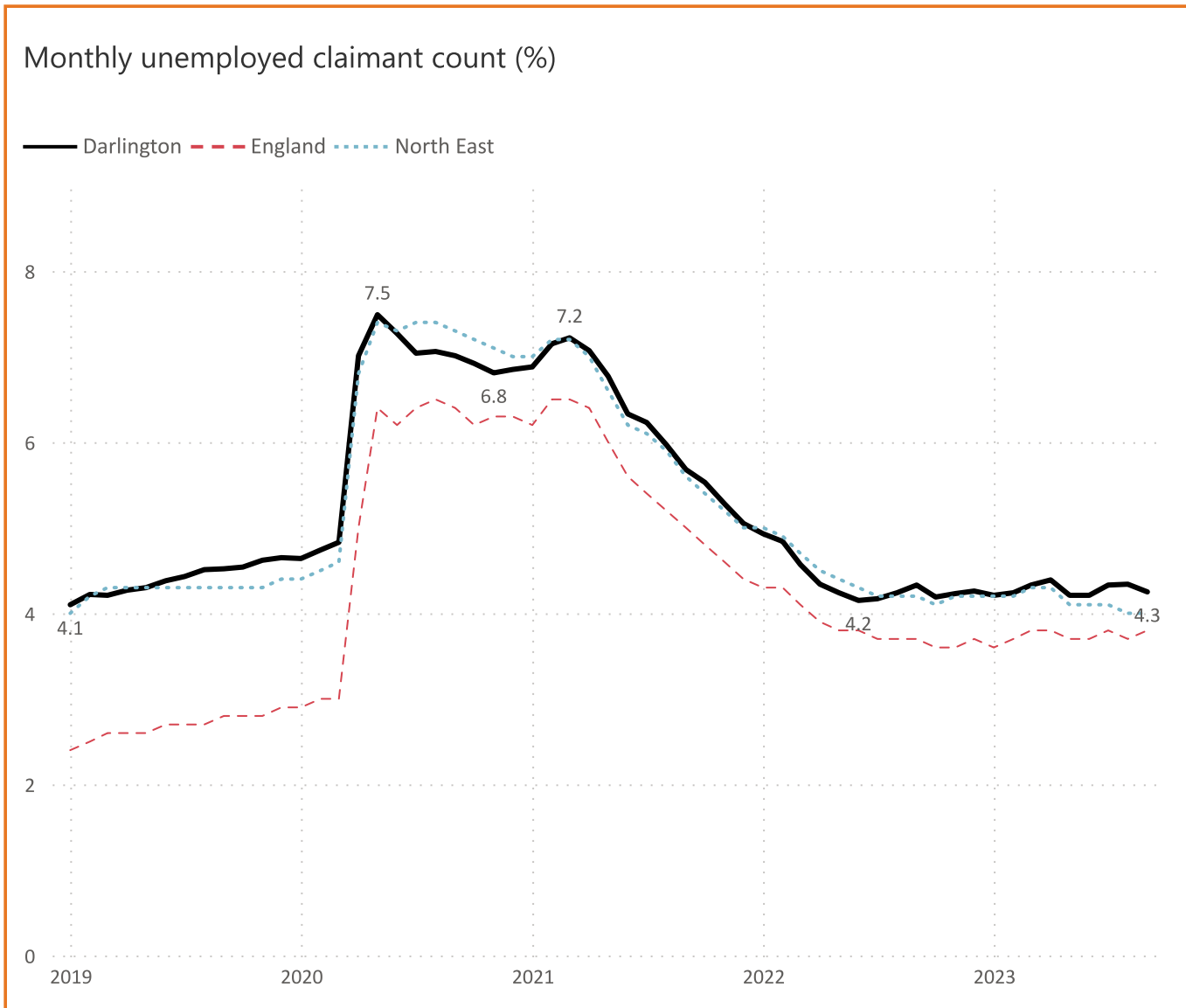
Priority or Key Action

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

Narrative

During the latter part of 2022 and 2023 to date, the monthly unemployed claimant count has remained relatively static - a trend which is mirrored in both regional and national statistics. The claimant count in September 2023 now stands at 4.3% (identical to September 2022). The rate in Darlington (4.3) is marginally higher than both the North East rate of 4% and the England rate of 3.8%.

Graph/Table



DBC Number

**ECI 327**

Indicator Name

## Percentage of working age adults who are economically active

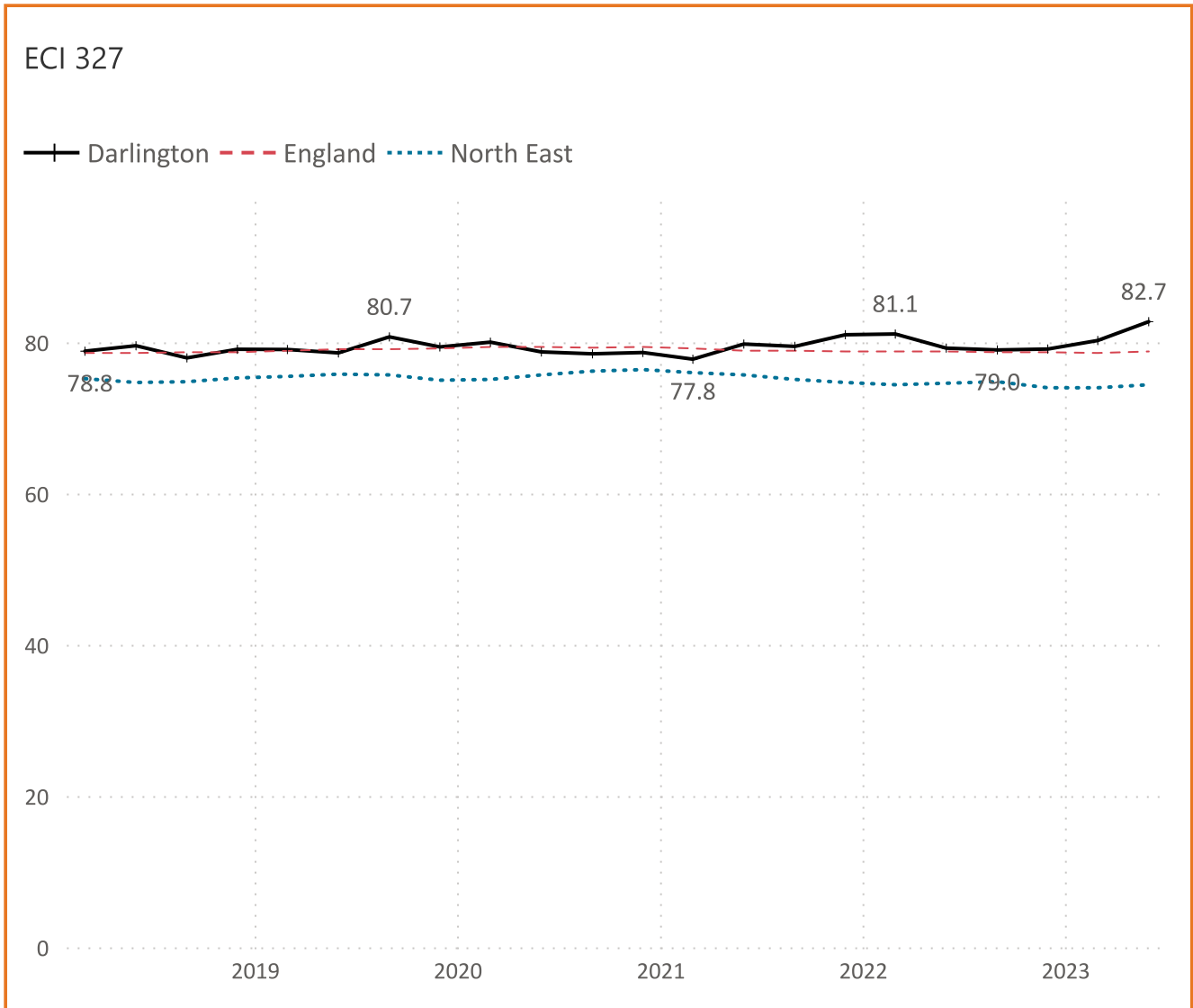
Theme or Portfolio

Priority or Key Action

Narrative

The Darlington economically active rate (employed and unemployed) has shown a small increase and is now higher than the rate for England and North East. The percentage of working age adults who are economically active now stands at 82.74% (June 2023), a 3.7% increase since September 2022. Meanwhile the data for both the north-east and England has remained constant, around 74% in the North East, and 79% for England. 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 401**

Indicator Name

**New homes delivered, annually**

Theme or Portfolio

**GROWING DARLINGTON'S ECONOMY**

Priority or Key Action

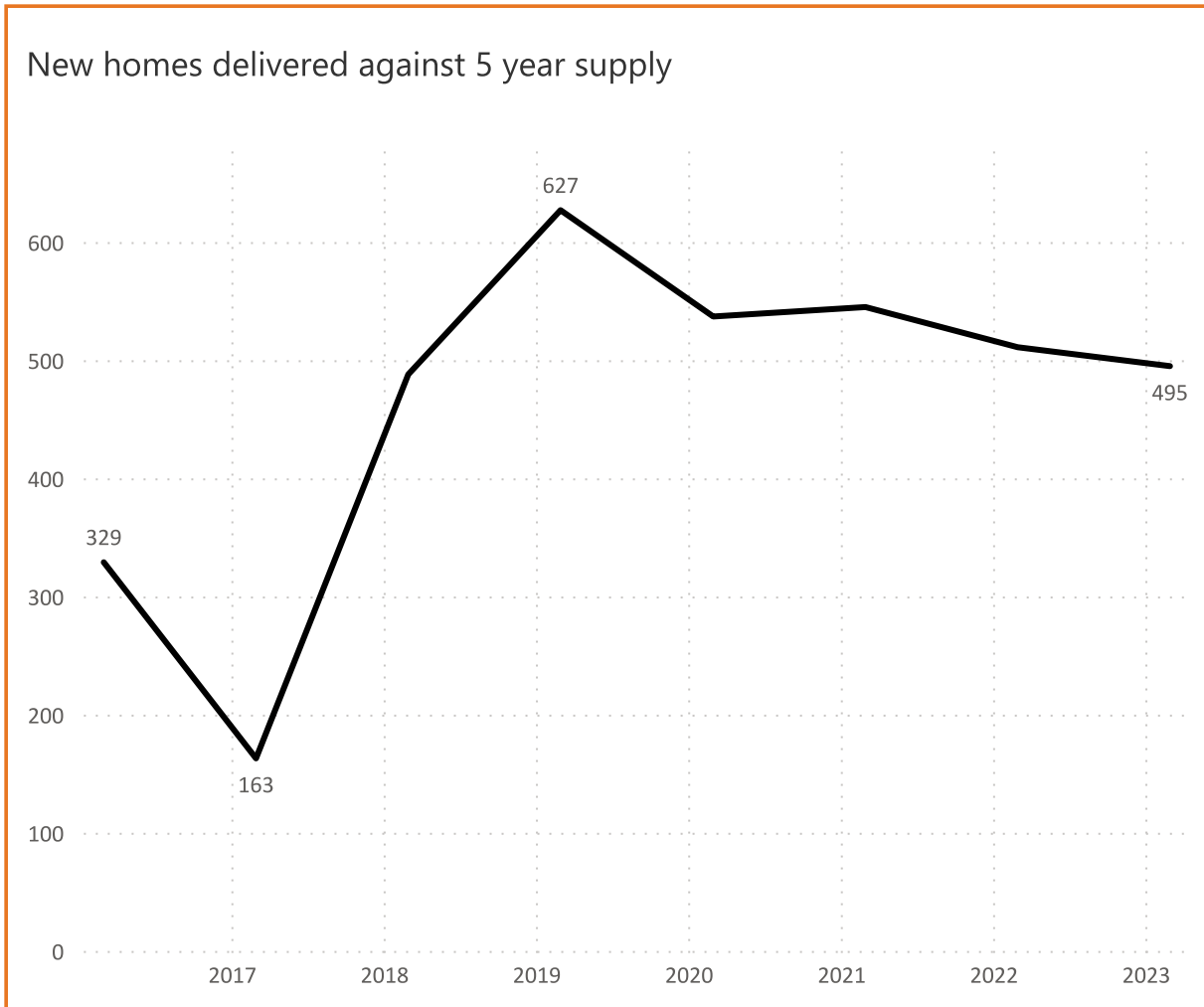
**Delivering - More homes**

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 now being applied. Two rounds of Natural England credits have now been issued with a third having recently closed. Darlington fared well in the proportion of credits allocated to developments in Darlington helping to unlock around 2000 homes.

Graph/Table



DBC Number

**FHR 001**

Indicator Name

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

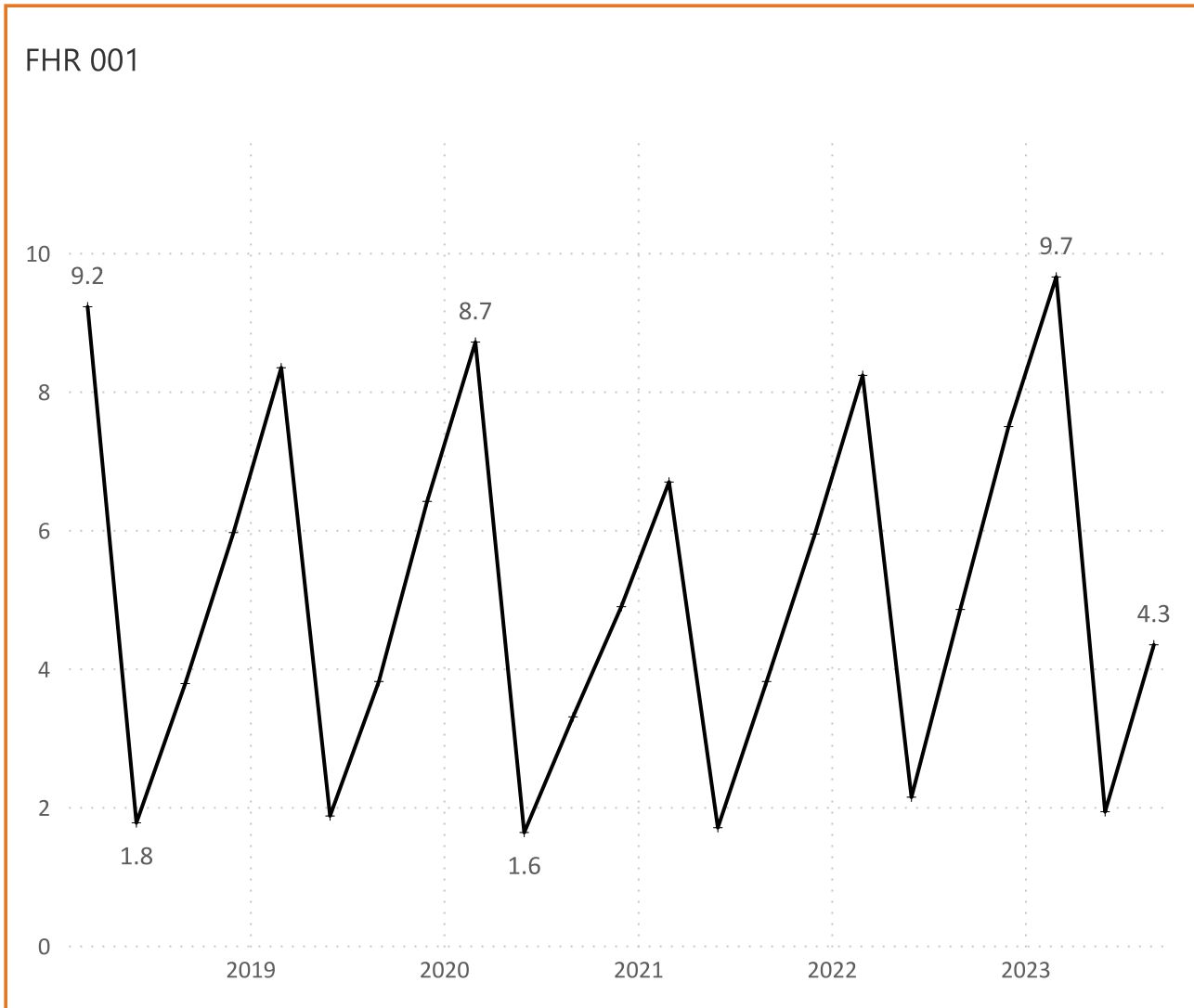
Theme or Portfolio

Priority or Key Action

Narrative

The number of day lost to sickness at the end of Q2 2023/24 has reduced by 593 days, (0.53 per FTE) when compared to the same period in 2022/23. The projected year end absence rate is 8.61 days lost per FTE (4.41%) a reduction of 1.09 per FTE compared to the 2022/23 outturn. Managers at all levels continue to manage sickness within the Council's sickness management policies supported by HR officers. The Wellbeing programme continues to be a high priority to promote the health and wellbeing of our staff and has produced benefits to our workforce and Council as a whole through a number of activities. The annual flu jab clinics have started and further developments are planned.

Graph/Table





DBC Number

**FHR 003**

Indicator Name

**Number of reportable employee accidents / ill health**

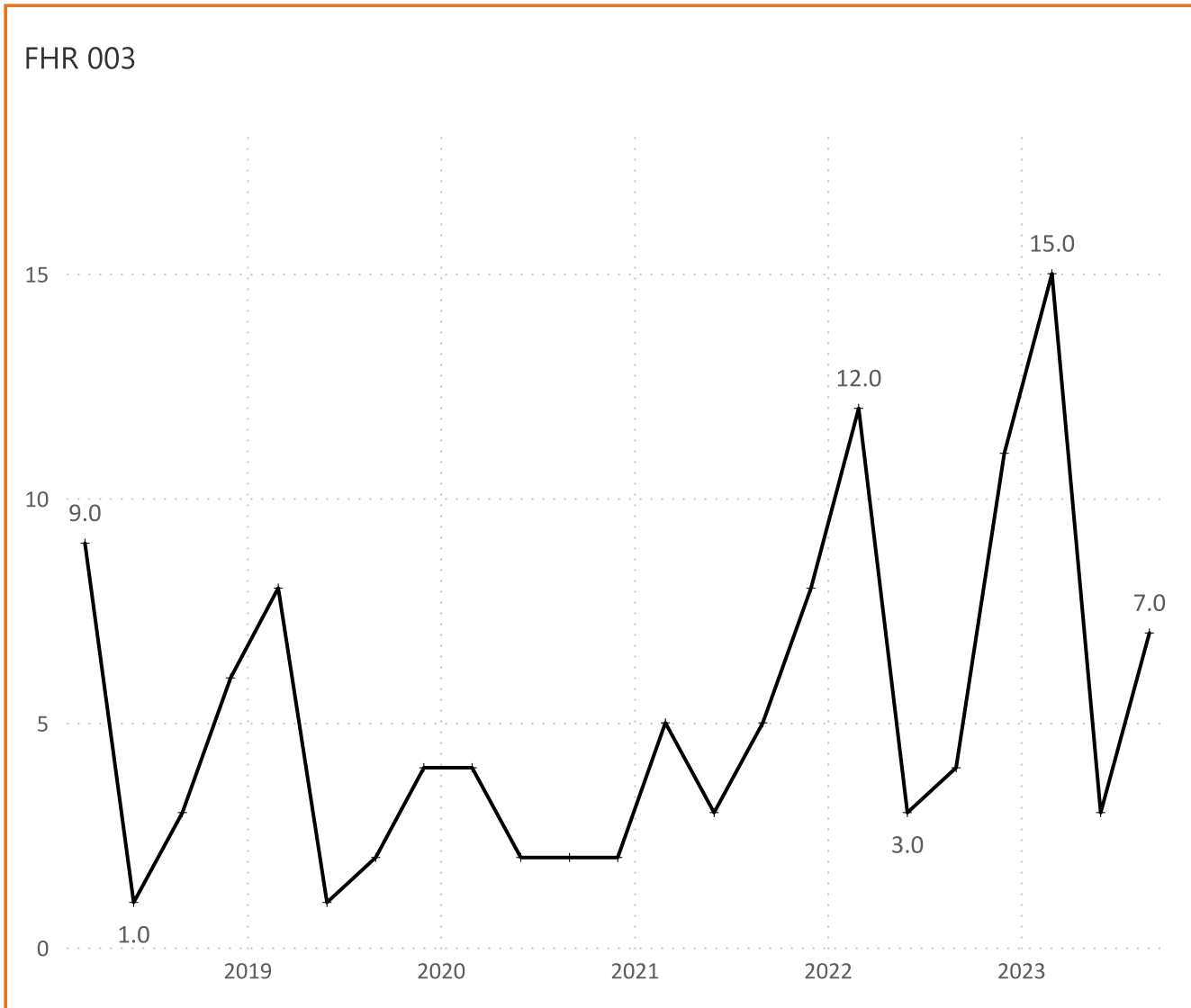
Theme or Portfolio

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 7 at Q2 2023/24. There are zero Occupational Ill Health / Disease reports in Q2. 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

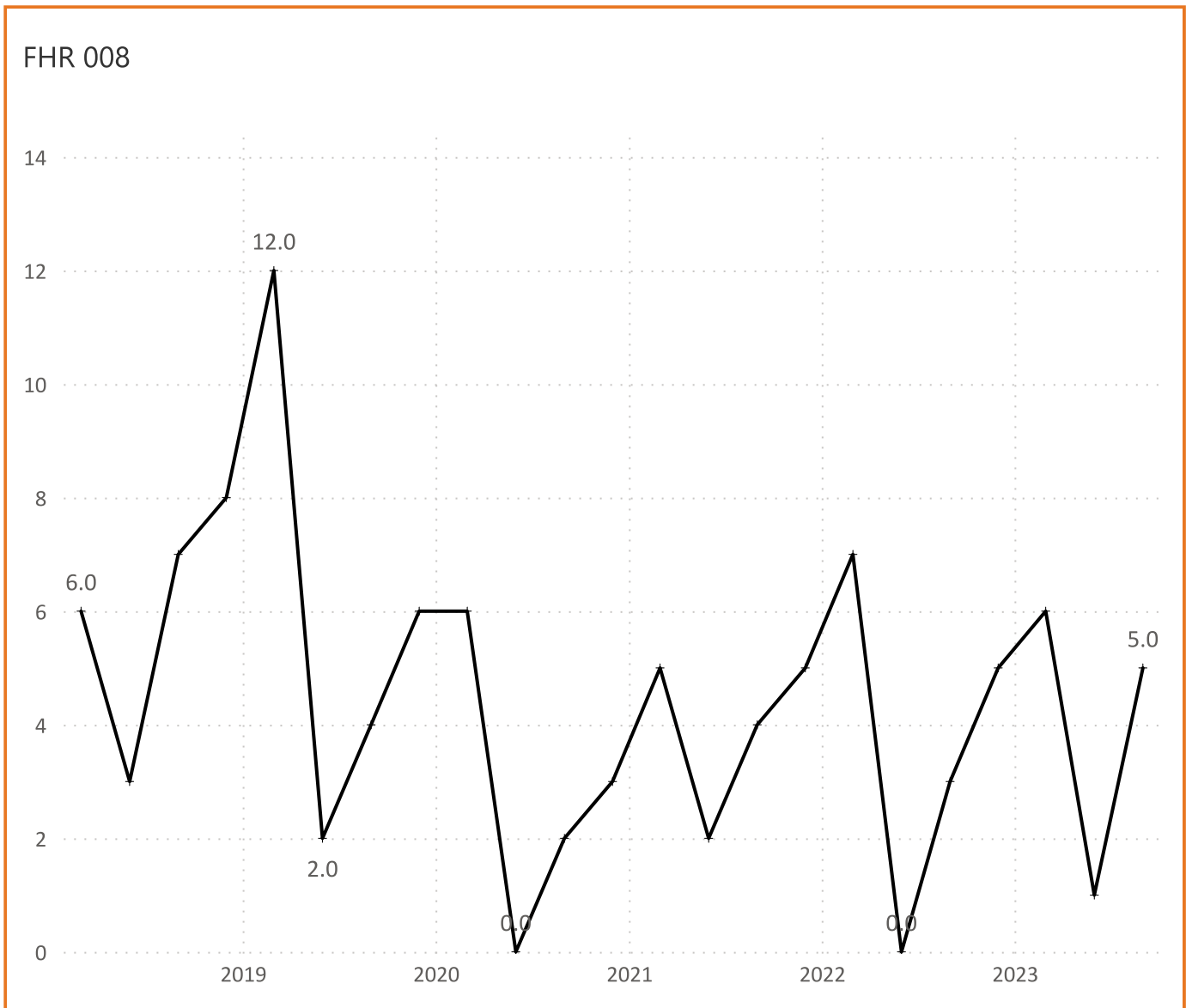
Theme or Portfolio

Priority or Key Action

Narrative

The number of complaints upheld compared to September 2022 has risen from 3 to 5. The four complaints upheld by the Local Government Ombudsman related to Adult Services (1), Children Services (1) and Education and Inclusion (2). The one complaint upheld by the Housing Ombudsman related to Housing Management Services.

Graph/Table



DBC Number

**FHR 009**

Indicator Name

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

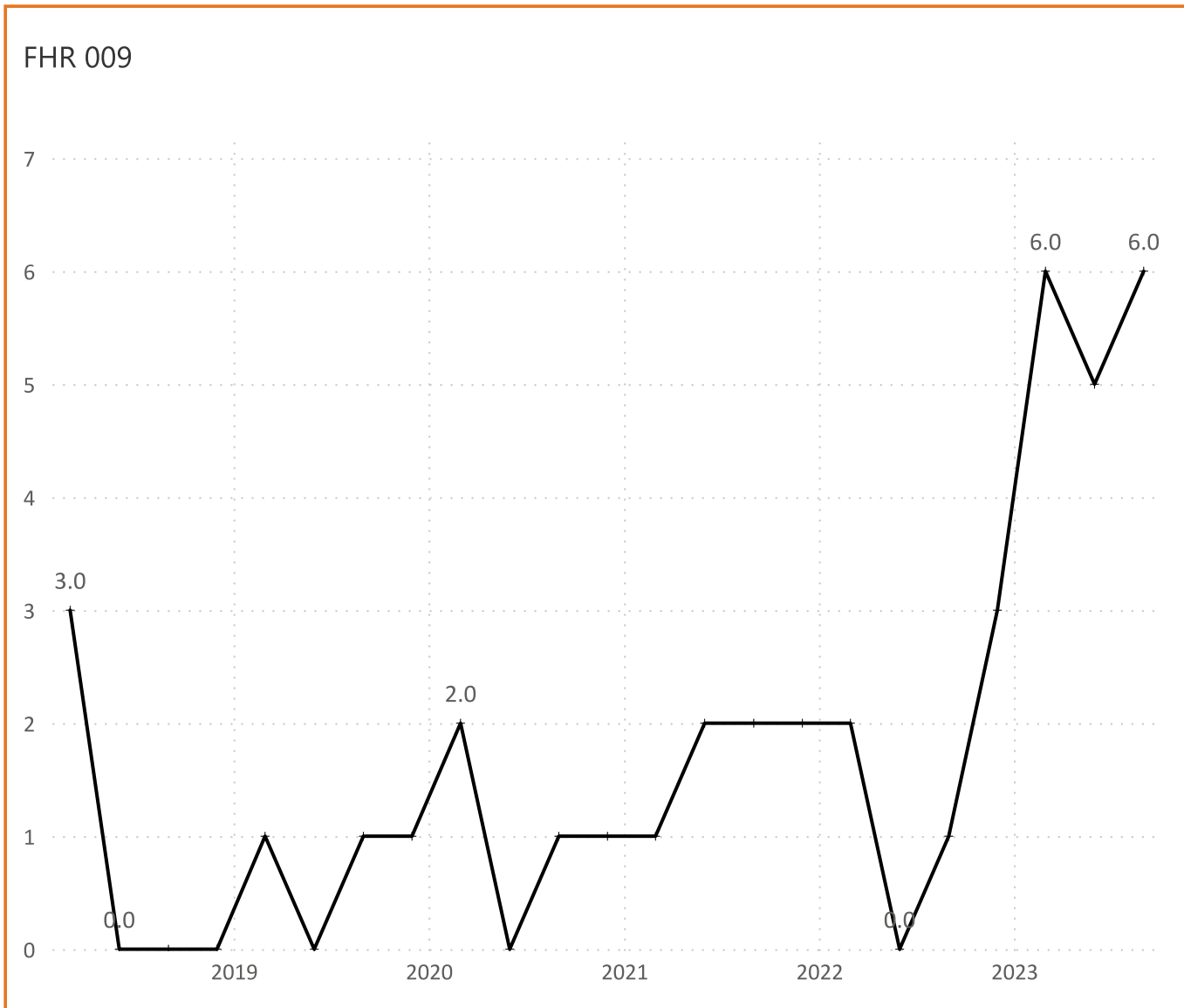
Theme or Portfolio

Priority or Key Action

Narrative

Four of the six upheld complaints related to delays in responding to Subject Access Requests (SARs). Risk of enforcement action from the ICO in relation to SARs remains an above the line risk on the Council's Risk Register and work is ongoing to reduce that risk below the risk appetite line. This work includes the use of agency staff in the short term to respond to SARs and a project to digitise the Council's historic adult and children's social care records to ensure we are better equipped to deal with SARs in a timely manner in future.

Graph/Table



DBC Number

## FHR 019

Indicator Name

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

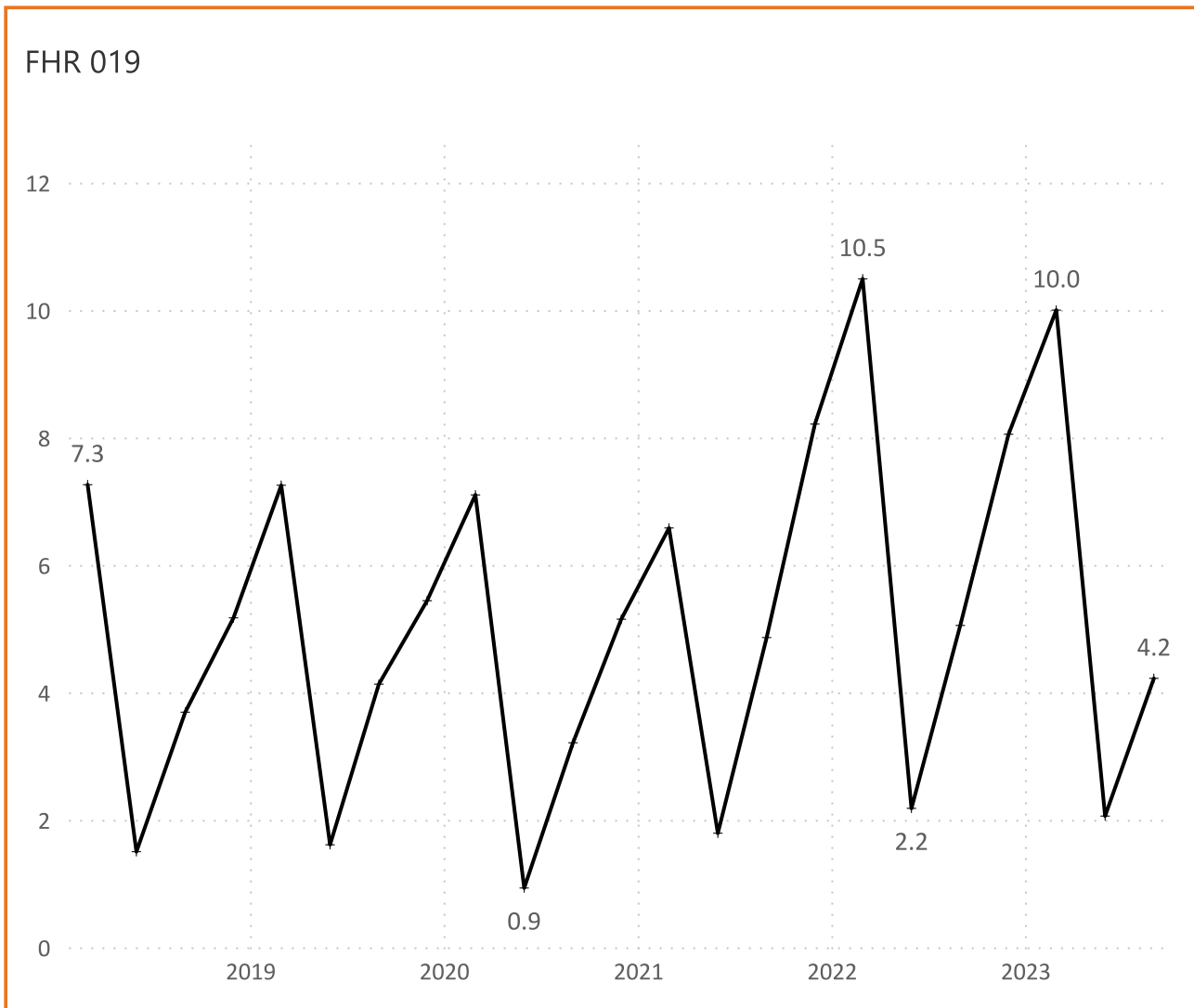
Theme or Portfolio

Priority or Key Action

Narrative

The number of staff leaving the employment of the Council voluntarily is lower at Q2 2023/24 than at the same point in 2022/23 (84 v 98). We undertake exit interviews and surveys to understand why staff leave and to inform future improvement. 87% of people who completed an exit survey said they would work for the Council again. Work is on going to improve/develop a number of areas including employee engagement, the Performance Development Review process, succession planning and our recruitment processes. We continue to improve our employment package to ensure the Council attracts and retains the best talent in a very competitive employment market.

Graph/Table



Text

DBC Number

**HBS 002**

Indicator Name

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

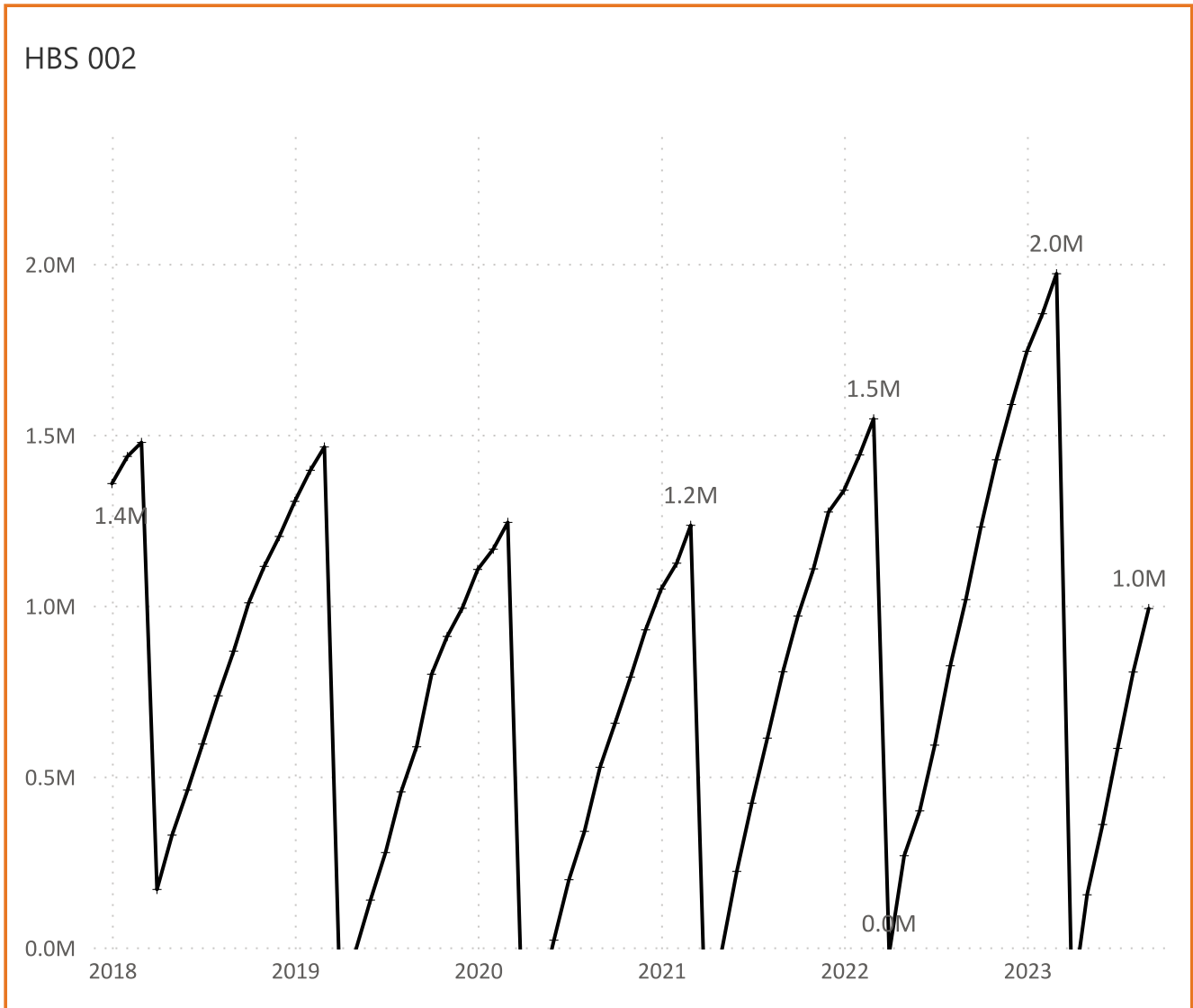
Theme or Portfolio

Priority or Key Action

Narrative

The amount of Council Tax arrears collected for quarter 2 has exceeded the target for 2023-24, with £0.99 million collected. This is only slightly lower than the £1.00 million collected for the same period in 2022-23; the higher amount last year was due to having restarted recovery action following the Covid pandemic, where most recovery action was suspended. We are still dealing with arrears resulting from Covid and the ongoing economic situation. However, despite these pressures, the amount of outstanding Council Tax arrears has reduced from £5.9 million at the end of quarter 2 in 2022-23 to £5.6 million at the end of quarter 2 in 2023-24.

Graph/Table



DBC Number

## HBS 003

Indicator Name

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

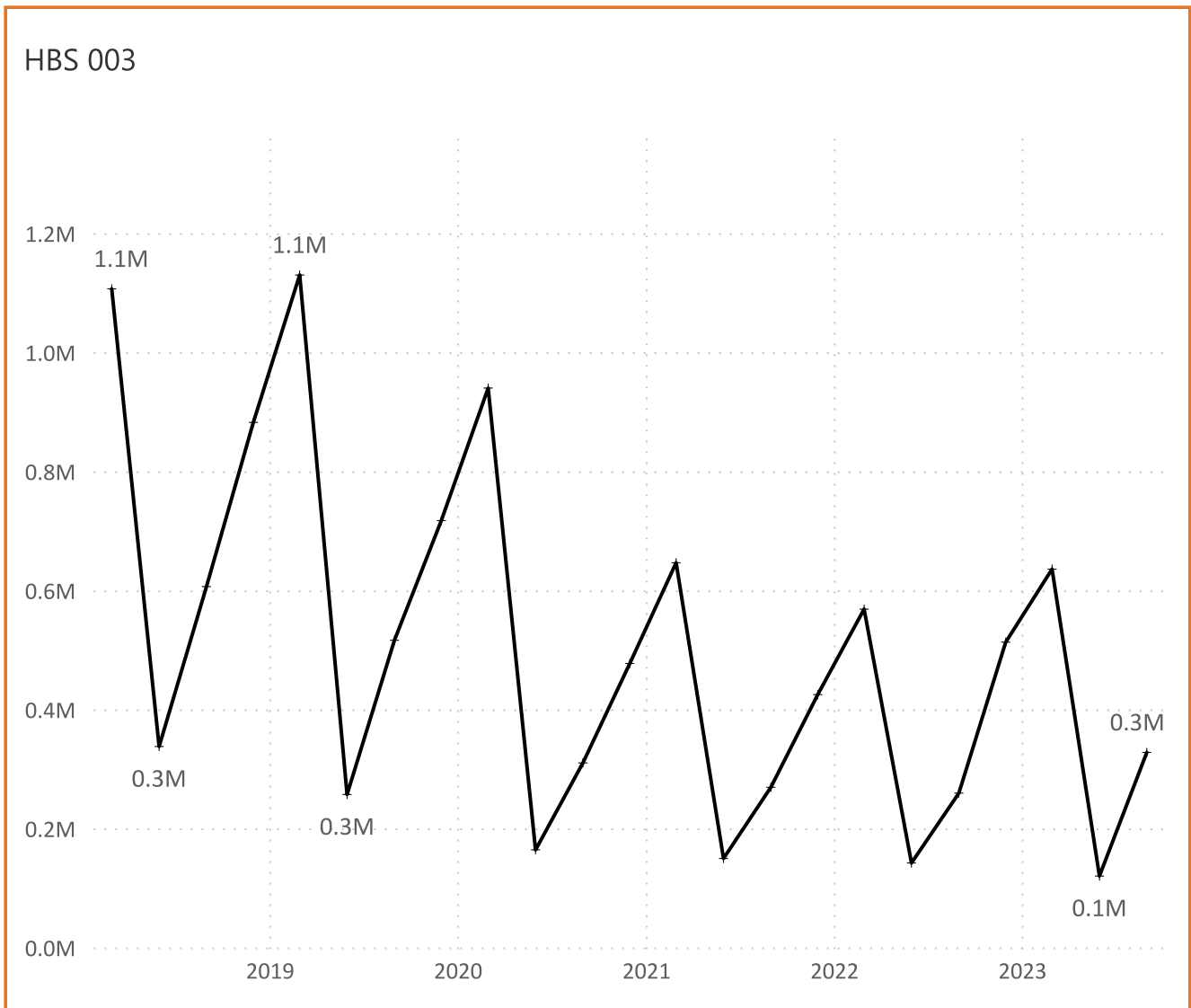
Theme or Portfolio

Priority or Key Action

Narrative

The amount of Housing Benefit overpayments collected in quarter 2 has exceeded the target for 2023-24. £328k of overpayments were collected, compared to £259k collected for the same period in 2022-23. Collection rates are currently at 118% of the new overpayment debt created (£278k), whilst the overall outstanding debt continues to decrease (currently at £1.51 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 over the next few years.

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 is slightly above the target for quarter 2, with 52.9% of Council Tax collected for 2023-24. The overall amount collected by quarter 2 was £39.8 million compared to £37.8 million by quarter 2 in 2022-23, an increase of 5%. The collection target for 2023-24 is on course to be met, despite the pressures of the current economic situation.

Graph/Table



DBC Number

**HBS 010**

Indicator Name

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

Theme or Portfolio

**Resources Portfolio**

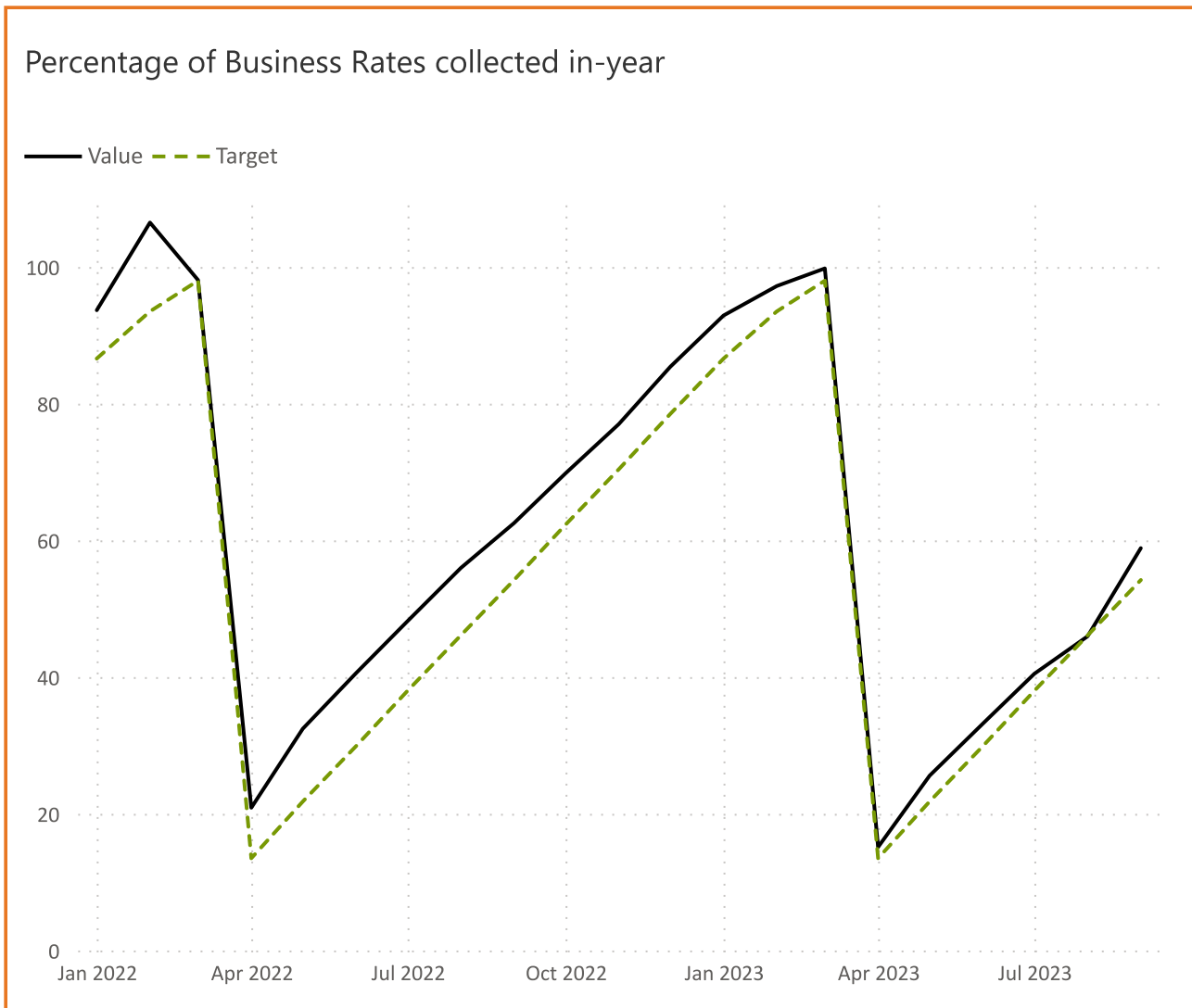
Priority or Key Action

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

Narrative

The percentage of Business Rates collected exceeded the target for quarter 2, with 58.9% of Business Rates collected, compared to 62.5% in quarter 2 of 2022-23. The main reason for this reduction compared to 2022-23 is due to the cessation of the Covid Additional Relief scheme. There has also been a national Revaluation with effect from 1 April 2023 which increased the overall amount of rateable value for Darlington by £2.8 million or 3.2%. The overall amount collected by quarter 2 was £18.5 million compared to £20.2 million by quarter 2 of 2022-23 and we are on course to meet our target for 2023-24.

Graph/Table





DBC Number

## LGP 008

Indicator Name

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

Theme or Portfolio

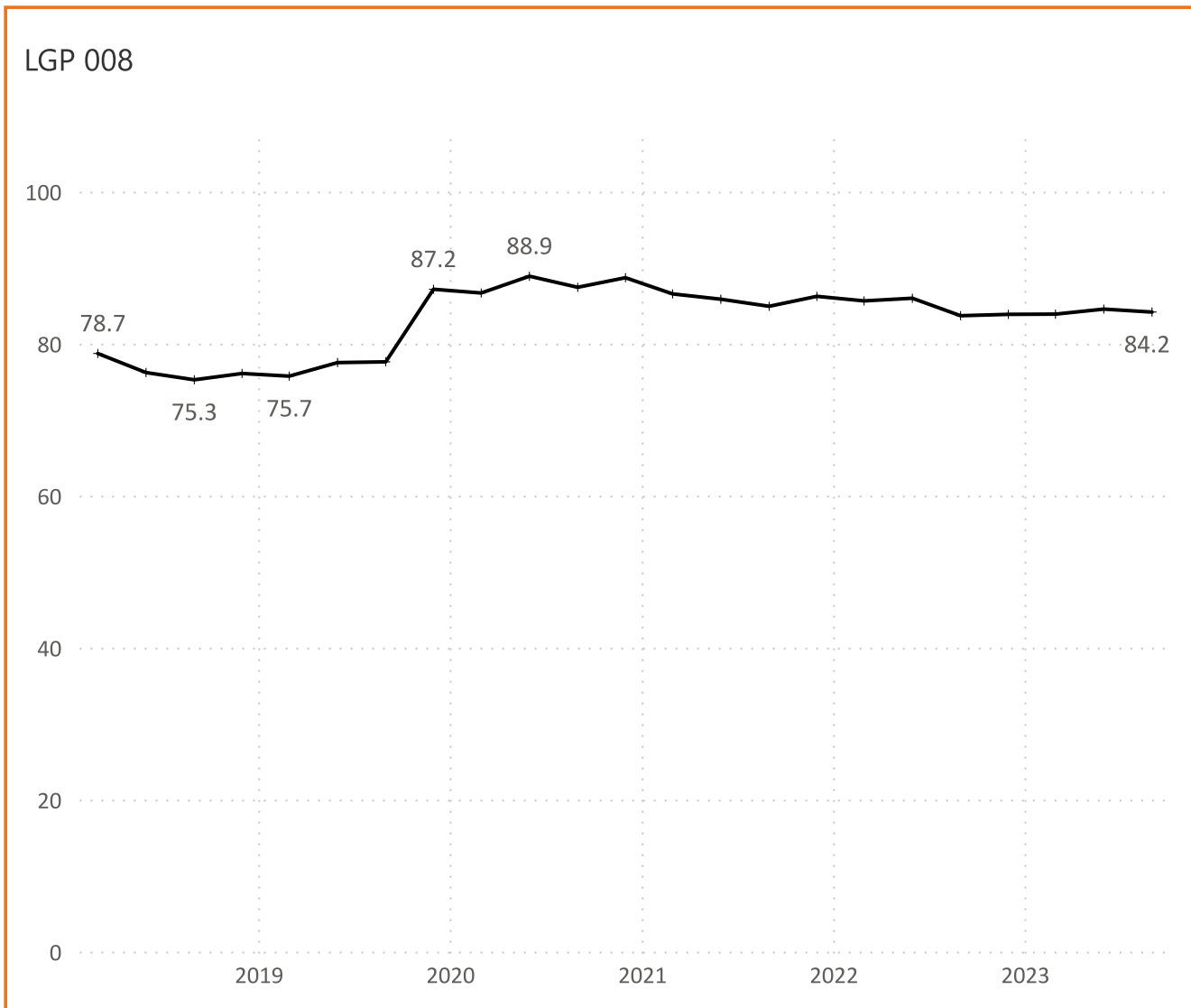
Priority or Key Action

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%.

In quarter 2 the figure has remained around 84%. This is due to continued engagement with departments and checking the spend against the Contracts Register on a regular basis.

Graph/Table



Text

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 consistently achieved and work has been carried out by Environmental Health to make the reporting of noise complaints (non council properties) easier for service users. From July 2023 members of the public have been able to report a noise nuisance via a reporting tool on the council website which is proving successful with 32% of noise complaints received by this method in Q2 2023/24.

Graph/Table

