

## **ECONOMY AND RESOURCES SCRUTINY COMMITTEE**

### **4 SEPTEMBER 2025**

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#### **PERFORMANCE INDICATORS QTR 4 2024/25**

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##### **Purpose of the Report**

1. To provide Members with performance data against key performance indicators for 2024/25 at half year Quarter 4.

##### **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.
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. 22 indicators are reported to the committee, 18 of them are updated on a six-monthly basis and all 22 annually.
5. One indicator is reported by Culture, three by Planning, five by Economic Growth, two by Human Resources, one by Health & Safety, two by Complaints & Information Governance, four by Housing, one by Legal, and three by Environmental Health.
6. A detailed performance scorecard is attached at **Appendix 1**.
7. Detailed performance with narratives and graphs for each indicator is attached at **Appendix 2**.

##### **Indicator Summaries**

8. The following summaries take into consideration what is best performance for each indicator.

##### **2023/24 comparison to 2024/25 at Quarter 4**

##### **Culture**

9. The weekly average footfall in the town centre increased (CUL 080a – 237,731 to 271,764).

## **Planning**

10. The percentage of major planning applications decided within 13 weeks or within an agreed time increased (ECI 104 – 84.6% to 90.9%).
11. The percentage of non-major planning developments decided within 13 weeks or within agreed time decreased (ECI 105 – 96.1% to 95.3%).
12. The percentage of non-major planning developments decided within 13 weeks or within agreed time over the last 24 months increased (ECI 106 – 94.2% to 95.9%).
13. The number of new homes delivered against annual target increased (ECI 401 359 to 419)

## **Economic Growth**

14. The monthly unemployment claimant count percentage improved (ECI 321 - 4.24% to 4.03%).
15. The economically active rate decreased (ECI 327 – 84.6% to 80.3%).
16. The number of new homes delivered within the year increased (ECI 401 - 173 to 185).
17. The average annual income - Darlington residents has increased (£27,338 to £27,559)
18. The average annual income - Darlington employees has increased (£26,241 to £27,712)

## **Human Resources**

19. The number of working days per full-time equivalent (FTE) lost due to sickness by Council employed staff increased. (FHR 001 – 9.3 to 10.3).
20. The percentage of voluntary leavers increased (FHR 019 – 8.34% to 8.7%).

## **Health and Safety**

21. The number of reportable employee accidents / ill health to the Health & Safety Executive (HSE) under the Reporting of Injuries Diseases and Dangerous Occurrences Regulations increased (FHR 003 - 11 to 14).

## **Complaints and Information Governance**

22. The number of complaints upheld by the Local Government Ombudsman/Housing Ombudsman decreased (FHR 008 - 10 to 8).
23. The number of complaints upheld by the Information Commissioners Office (ICO) decreased (FHR 009 - 9 to 3).

## **Housing and Revenues**

- 24. The amount of Council Tax arrears collected decreased (HBS 002 - £1,880,721 to £1,848,869).
- 25. The amount of Housing Benefit overpayments recovered decreased (HBS 003 - £543,542 to £453,7169).
- 26. The percentage of Council Tax collected in-year has marginally decreased (HBS 009 – 96.39% to 96.32%).
- 27. The percentage of Business Rates collected in-year increased (HBS 010 – 99.97% to 99.82%).

## **Procurement**

- 28. The percentage of contracted spend as a percentage of total non-salary spend increased was unable to be reported on this occasion following the migration to a new computer system. (LGP 008)

## **Environmental Health**

- 29. The percentage of food premises which are inspected within the year in which they are due increased (REG 301 – 96.6% to 100%).
- 30. The percentage of premises broadly compliant for food hygiene decreased (REG 308 - 99.2% to 97.8%).
- 31. The percentage noise complaints investigated and completed within 6 weeks of the date of receipt increased (REG 312a – 97.75% to 97.84%).

## **Performance Summary**

- 32. When taking into consideration what is best performance for each indicator:
  - a) 11 of the 22 indicators have increased when compared to the previous year.
  - b) 10 of the 22 indicators have decreased when compared to the previous year.
  - c) 1 of the 22 indicators could not be reported.

## **Recommendation**

- 33. It is recommended that performance information provided in this report is reviewed and noted, and relevant queries raised with appropriate Director, Assistant Director or Head of Service.

**Trevor Watson**  
Executive Director –  
Economy and Public  
Protection

**Mike Crawshaw**  
Head of Culture

**Amy Wennington**  
Assistant Director – Law  
and Governance

**Anthony Sandys**  
Assistant Director – Housing  
and Revenues

**Brett Nielsen**  
Assistant Director –  
Resources

## Background Papers

No background papers were used in the preparation of this report.

Council Plan	<p>This report contributes to the Council Plan by involving Members in the scrutiny of performance relating to the delivery of key priorities</p> <p>ECONOMY - building a strong sustainable economy and highly skilled workforce with opportunities for all.</p> <p>HOMES – affordable and secure homes that meet the current and future needs of residents</p>
Addressing inequalities	<p>This report supports the promotion of diversity</p> <p>There are no specific indicators on inequalities contained within this report</p>
Tackling Climate Change	<p>There are no specific carbon impact issues in this report.</p> <p>There are no specific indicators on climate change contained within this report</p>
Efficient and effective use of resources	<p>Scrutiny of performance is integral to optimising outcomes.</p> <p>This report has no impact on the Council's Efficiency Programme.</p>
Health and Wellbeing	This report supports performance improvement relating to improving the health and wellbeing of residents
S17 Crime and Disorder	This report supports the Council's Crime and Disorder responsibilities
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
Impact on Looked After Children and Care Leavers	This report has no impact on Looked After Children or Care Leavers

