

## **ECONOMY AND RESOURCES SCRUTINY COMMITTEE**

### **27 AUGUST 2026**

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#### **PERFORMANCE INDICATORS QTR 4 2025/26**

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

1. To provide Members with performance data against key performance indicators for 2025/26 at 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.

##### **Service Area's - April to March 2024/25 comparison to 2025/26**

##### **Culture**

The weekly average footfall in the town centre is not as good because it decreased (CUL 080a – 271,764 to 241,992). This indicator will no longer be reported to the committee as it was agreed that the footfall counter service has been removed as a Medium-Term Financial Plan cost saving.

## **Planning**

9. The percentage of major planning applications decided within 13 weeks or within an agreed time has improved because it increased (ECI 104 – 86.4% to 100%).
10. The percentage of non-major planning developments decided within 8 weeks or within agreed time is not as good because it decreased (ECI 105 – 93.5% to 93.1%).
11. The percentage of non-major planning developments decided within 13 weeks or within agreed time over the last 24 months is not as good because it decreased (ECI 106 – 94.9% to 94.0%).
12. The number of new homes delivered against annual target has improved because it increased (ECI 419 185 to 478).

## **Economic Growth**

These are annually reported indicators.

13. Average annual income - Darlington residents has improved because it increased (ECI 329 - £27,559 to £30,100).
14. Average annual income - Darlington employees has improved because it increased (ECI 330 - £27,926 to £29,692).
15. The latest economically active rate available is for December 2025, is for the not as good because it decreased (ECI 327 – 80.3% to 78.7%).
16. The monthly unemployment claimant count percentage has improved because it decreased (ECI 321 - 4.03% to 3.81%).

## **Human Resources**

17. The number of working days per full-time equivalent (FTE) lost due to sickness by Council employed staff has improved because it decreased (FHR 001 – 10.3 to 10.0).
18. The percentage of voluntary leavers has improved because it decreased (FHR 019 – 8.73% to 8.37%).

## **Health and Safety**

19. The number of reportable employee accidents / ill health to the Health & Safety Executive (HSE) under the Reporting of Injuries Diseases and Dangerous Occurrences Regulations is not as good because it increased (FHR 003 - 14 to 21).

## **Complaints and Information Governance**

20. The number of complaints upheld by the Local Government Ombudsman/Housing Ombudsman has improved because it decreased (FHR 008 - 8 to 7).
21. The number of complaints upheld by the Information Commissioners Office (ICO) is not as good because it increased (FHR 009 - 3 to 6).

## **Housing and Revenues**

22. The amount of Council Tax arrears collected is not as good because it decreased (HBS 002 - £1,848,869 to £1,651,510).
23. The amount of Housing Benefit overpayments recovered has improved because it increased (HBS 003 - £453,719 to £603,859).
24. The percentage of Council Tax collected in-year has improved because it increased (HBS 009 – 96.32% to 96.53%).
25. The percentage of Business Rates collected in-year is not as good because it decreased (HBS 010 – 99.82% to 98.44%).

## **Procurement**

26. The percentage of contracted spend as a percentage of total non-salary spend has no information available for 2024/25 to compare against. When compared to 2023/24 data is not as good because it decreased very slightly (LGP 008 – 86.0% to 85.9%).

## **Environmental Health**

These are annually reported indicators.

27. The percentage of food premises which are inspected within the year in which they are due is not as good because it decreased (REG 301 – 100% to 91.1%).
28. The percentage of premises broadly compliant for food hygiene has improved because it increased (REG 308 – 97.8% to 98.3%).
29. The percentage noise complaints investigated and completed within 6 weeks of the date of receipt is not as good because it decreased (REG 312a – 97.84% to 97.28%).

## **Performance Summary**

1. When taking into consideration what is the best performance for each indicator and comparing latest information against the same period from the previous year:

Culture:

- a) 1 of the 1 indicator figures was not as good.

Planning:

- b) 2 of the 4 indicator figures improved.
- c) 2 of the 4 indicator figures were not as good.

Economic Growth:

- d) 3 of the 4 indicator figures improved.
- e) 1 of the 4 indicator figures was not as good.

Human Resources:

- f) 2 of the 2 indicator figures improved.

Health and Safety:

- g) 1 of the 1 indicator figures was not as good.

Complaints and Information Governance:

- h) 1 of the 2 indicator figures has improved.
- i) 1 of the 2 indicator figures was not as good.

Housing and Revenues:

- j) 2 of the 4 indicator figures improved.
- k) 2 of the 4 indicator figures were not as good.

Procurement Indicator:

- l) 1 of the 1 indicator figures was not as good.

Environmental Health:

- m) 1 of the 3 indicator figures improved.
- n) 2 of the 3 indicator figures was not as good.

## Recommendation

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

**Guy Metcalf**  
**Head of Property Asset**  
**Management**

**Mike Crawshaw**  
**Head of Culture**

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

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

**Brian Whelan**  
**Head of Public**  
**Protection**

**Brett Nielsen**  
**Assistant Director –**  
**Resources**

## Background Papers

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

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|--------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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                             | <p>This report supports performance improvement relating to improving the health and wellbeing of residents</p>                                                                                                                                                                                                                                                  |
| S17 Crime and Disorder                           | <p>This report supports the Councils Crime and Disorder responsibilities</p>                                                                                                                                                                                                                                                                                     |
| Wards Affected                                   | <p>This report supports performance improvement across all Wards</p>                                                                                                                                                                                                                                                                                             |
| Groups Affected                                  | <p>This report supports performance improvement which benefits all groups</p>                                                                                                                                                                                                                                                                                    |
| Budget and Policy Framework                      | <p>This report does not represent a change to the budget and policy framework</p>                                                                                                                                                                                                                                                                                |
| Key Decision                                     | <p>This is not a key decision</p>                                                                                                                                                                                                                                                                                                                                |
| Urgent Decision                                  | <p>This is not an urgent decision</p>                                                                                                                                                                                                                                                                                                                            |
| Impact on Looked After Children and Care Leavers | <p>This report has no impact on Looked After Children or Care Leavers</p>                                                                                                                                                                                                                                                                                        |