

---

**PERFORMANCE INDICATORS Q4 2017/18 AND PROPOSED INDICATORS FOR  
2018/19**

---

**Purpose of the Report**

1. To provide Members with an update on performance against key performance indicators.
2. To provide Members with a proposed basket of performance indicators for 2018/19 and to seek feedback on that proposed basket.
3. To note the proposed schedule for performance reporting set out in para 14.

**Report**

**Q4 (end of year) performance summary**

4. This report provides quarter 4 (1 January – 31 March) (end of year) 2017/18 performance information in line with an indicator set and scrutiny committee distribution agreed by Monitoring and Coordination Group on 12 June 2017, and subsequently by scrutiny committee chairs.
5. The indicators included in this report are aligned with key priorities and the majority are used to monitor the Corporate Plan 2017/21. Other indicators may be referenced when appropriate in narrative provided by the relevant assistant directors, when providing the committee with performance updates.
6. It is suggested monitoring focuses on issues and exceptions, and relevant assistant directors will be in attendance at the meeting to respond to queries raised by the committee regarding the performance information contained within this report.
7. Some of the indicators included in this report are reported annually or at other points within the year, and therefore quarter 4 updates for these indicators are not available.

**Housing**

8. Six (6) Housing indicators are reported quarterly, four (4) of which have targets. Of those indicators with targets:
  - a) Four (4) indicators have achieved year-end targets:

HBS 034 Average number of days to re-let dwellings

HBS 072 % of dwellings not with a gas service within 12 months of last service date)

The following indicators achieved target within agreed tolerances:

HBS 016 Rent collected as a proportion of rents owed on HRA dwellings'

HBS 013 Rent arrears of current tenants

Two (2) indicators do not have targets, these are:

'HBS 025 Number of days spent in bed and breakfast' which is showing performance worse than at end of year last year

'HBS 027a Number of positive outcomes where homelessness has been prevented' is also showing performance worse than at end of year last year

9. A performance scorecard is attached at Appendix 1 providing an overview of performance of the Housing indicators, and a more detailed set of Housing reports is attached at Appendix 2.

### **Adult Social Care**

10. Of the fourteen (14) key performance indicators identified by the committee for reporting, performance relating to nine (9) of these is included in this report. Data is unavailable for the remaining five (5) indicators for a number of reasons which are detailed at page 16 of Appendix 3, the Adult Social Care Q4 (end of year) performance report attached at appendix 3.
11. ASC 002 & ASC 003 – Proportion of adults admitted on a permanent basis to residential care. Both these indicators have performed extremely well during 2017/18 and are well within their annual targets. The improved robustness of the validation procedure has been a positive contributory factor in the performance of both these indicators.
12. ASC 045 – Proportion of adults with a learning disability who live in their own home or with their family. This indicator has performed well within target during 2017/18 and has seen the best performance during the past 3 years. The improvement in this performance has been achieved by the introduction of detailed guidance around monitoring this indicator and the work carried out by the Lifestages Team to ensure that all information is captured accurately and in a timely manner.
13. ASC 046 – Proportion of adults with learning disabilities in paid employment. In terms of actual numbers there has been 15 individuals who have had their employment status updated since April. This is one more individual in paid employment compared to 2015/16.
14. ASC 208/209 – Number of Safeguarding concerns received. This is a significant increase from 16/17 taking into account that the figure for each of the previous 4

quarters averaged 65%. The increase is useful indicator in measuring the impact of Making Safeguarding Personal in the local authority.

15. An overview of performance against the Adult Social Care indicators is included in the scorecard attached at Appendix 1, more detailed information is available in the report at Appendix 3.

### **Scrutiny indicators 2018/19**

16. A review of the indicator set and scrutiny committee allocation is due to ensure the continued relevance of the indicator set to the scrutiny committee's work plan for 2018/19.

17. The 2017/18 baskets of indicators have therefore been reviewed by assistant directors for continued relevance, and some additional indicators are suggested for inclusion for 2018/19 across the whole indicator set monitored by scrutiny where they have been subject to discussion during 2017/18 or relate to current areas of interest of the scrutiny committees, and some have been recommended for deletion where no longer relevant. For this committee 2 (two) indicators are recommended for deletion, otherwise the indicator set for both Adult Social Care and Housing remain the same as 2017/18:

- a) ASC 008 (ASCOF 2A 1&2) 'Permanent admissions to residential and nursing care homes, per 100,000 of the 18+ population'. This indicator tends not to be reported as it is the total figure of ASC 002 and ASC 003 combined.
- b) ASC 021 'Percentage of people whose need for home care has reduced through provision of a reablement package', as a review in reablement indicators is underway.

18. Monitoring and Co-ordination group has reviewed and agreed the proposed set of indicators for 2018/19 and their allocation to individual scrutiny committees in accordance with their areas of responsibility and existing allocation, and also the proposed quarterly performance reporting schedule set out below:

- Q1 - October 2018
- Q2 - December 2018
- Q3 - March 2019
- Q4 - June / July 2019

19. The proposed indicator set for 2018/19 for Adults and Housing Scrutiny Committee is attached at **appendix 4**.

20. This scrutiny committee report is compiled by the Corporate Performance Team. All queries regarding the format of this report should be addressed to [Barbara.Copson@Darlington.gov.uk](mailto:Barbara.Copson@Darlington.gov.uk)

## Recommendations:

21. It is recommended:

- a) that performance information provided in this report is reviewed and noted, and relevant queries raised with appropriate assistant directors;
- b) that the committee reviews the proposed basket of performance indicators for 2018/19 and provides feedback as appropriate;
- c) that the committee notes the proposed schedule for performance reporting for 2018/19.

**Barbara Copson** – Performance Manager x 6054

## Background papers

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

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
Sustainability	This report supports the Council's sustainability responsibilities
Diversity	This report supports the promotion of diversity
Wards Affected	This reports 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
One Darlington: Perfectly Placed	This report contributes to the Sustainable Community Strategy (SCS) by involving Members in the scrutiny of performance relating to the delivery of key outcomes
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.

