

Adults and Housing Scrutiny Committee

12 March 2019

PERFORMANCE INDICATORS Q3 2018/19

Purpose of the Report

1. To provide Members with performance data against key performance indicators for 2018/19 at Quarter 3.

Report

Performance summary

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 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.
4. 18 (eighteen) indicators are reported to the Committee – 12 (twelve) Adult Social Care indicators and 6 (six) Housing Services indicators. 2 (two) of the Adult Social Care indicators are reported annually and therefore data for these two (ASC 054 and ASC 055) is not included in this report.
5. At Q3, data is available for 10 (ten) Adults Social Care indicators and all 6 (six) Housing Services indicators, as follows:

Adult social care

6. 7 (seven) of these ten (10) indicators have targets:

Comparison with year-end target at Q3:

- a) 5 (five) of these are thought likely to achieve year-end targets (ASC 002, ASC 003, ASC 045, ASC 046, ASC 049);
- b) 2 (two) indicators is unclear at this time if it will achieve year-end target (ASC 050, ASC 019)

Housing

7. 4 (four) indicators have targets:
 - a) 2 (two) have achieved target this quarter:

- i. HBS 034 'Average number of days to re-let dwellings'
 - ii. HBS 072 'Gas servicing'
 - b) 2 (two) have not achieved target this quarter:
 - i. HBS 013 'Rent arrears', and
 - ii. HBS 016 'Rent collected'
- 8. A detailed performance scorecard is attached at Appendix 1 showing performance against this agreed indicator set. An Adult Social Care Performance Highlight report is attached at Appendix 2 providing more detailed information and is produced in response to the diversity of information and scale of budgets involved. Attached at Appendix 3 is a more detailed set of Housing reports.
- 9. It is suggested monitoring focuses on issues and exceptions, and relevant officers will be in attendance at the meeting to respond to queries raised by the committee regarding the performance information contained within this report.
- 10. This Scrutiny Committee performance report was compiled by Neil Bowerbank. All queries regarding the performance measures within this report should be addressed to the appropriate assistant director.

Recommendations

- 11. It is recommended:
 - a) that performance information provided in this report is reviewed and noted, and relevant queries raised with appropriate assistant directors.
 - b) This report is compiled by the Corporate Performance Team. All queries regarding the format of this report should be addressed to Neil.Bowerbank@darlington.gov.uk

Paul Wildsmith
Managing Director

Background papers

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

S17 Crime and Disorder	This report supports the Council's 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 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
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.