

ADULTS AND HOUSING SCRUTINY 2 JULY 2019

PERFORMANCE INDICATORS Q4 2018/19

Purpose of the Report

1. To provide Members with performance data against key performance indicators for 2018/19 at Quarter 4.

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. Eighteen indicators are reported to the Committee – twelve Adult Social Care indicators and six Housing Services indicators. 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 Q4, data is available for ten Adults Social Care indicators and all six Housing Services indicators, as follows:

Adult Social Care

6. Seven of these ten indicators have targets:

Comparison with year-end target at Q3:

- (a) Five of these have achieved year-end targets (ASC 002, ASC 003, ASC 045, ASC 046, ASC 049)
- (b) Two indicators were below year-end target (ASC 050, ASC 019)

Housing

7. Four indicators have targets:
 - (a) Two have achieved target this quarter:

- (i) HBS 034 'Average number of days to re-let dwellings'
 - (ii) HBS 072 'Gas servicing'
- (b) Two have not achieved target this quarter, reflecting that Universal Credit (UC) claims have exceeded preliminary expectations, with now almost 25% of tenants in receipt of welfare benefits now claiming UC:
- (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.

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.