



Adults & Housing

Performance Data

Scrut...
Adults
Children
Efficien
Health
Place

Direc...
Childr...
Econo...
Childre...
Econo...
Neighb...
Resour...

Which ...
Adult S...
Housin...
Asset M...
Chief Ex...
Children...
Commis...
Commu...
Darlingt...
Earlv Ye...

Key / ...
Key
Onera
Corpor...
Delete
Key - O?
Key - O1
Key - O2
Key - O3
Key - O4

Repo...
Annual
Monthly
Quarte...
Biennial

10/05/2019

17:10:26

01/04/2019

2018

2019

18	Total	18	18	18	Total
5	= Better than same period last year ( ↑ )	3	5	5	Better than target
1	Better from when last reported ( ↑ ) =				
1	= The same as same period last year ( ↔ )	5	1	1	Achieving target
1	The same from when last reported ( ↔ ) =				
9	= Not as good as same period last year ( ↓ )	3	5	5	Missing target
9	Not as good from when last reported ( ↓ ) =				
3	Not comparable ( blank )	7	7	7	No Target

Indicator Num	Indicator Description	Reported	What is best	Measure of unit	Latest England Av	Latest North East Av	Latest other benchmark Av	2014/15	2015/16	2016/17	2017/18	Latest data same period previous year	Latest data performance from same period last year	June	Sept	Dec	Mar	Mar - Num	Mar - Den	Trend from when last reported	Performance against target	Qtr 4 - March compare to target	Year End Target	Comments	
ASC 002	(ASCOF 2A-2) Older people aged 65+ admitted on a permanent basis in the year to residential or nursing care per 100,000 of the 65+ population	Monthly	Smaller	Per 100,000 pop	586	795	639	788	843	796	681	681	↑	163	338	517	625	133	21,284		↑	↑	700	Qtr 4 .	
ASC 003	(ASCOF 2A-1) Adults aged 18 - 64 admitted on a permanent basis in the year to residential or nursing care homes, per 100,000 population	Monthly	Smaller	Per 100,000 pop	14	13	17	8.0	27	16	3.2	3.2	↓	1.6	3.2	4.8	6.4	4	62,587		↑	↑	10	Qtr 4 .	
ASC 019	Percentage of people who have no ongoing care needs following completion of provision of a reablement package.	Monthly	Bigger	%	-	-	-	73	67	67	64	64	↓	57	60	64	56	384	690	↓	↓	↓	70	Qtr 4 .	
ASC 045	(ASCOF 1G) Proportion of adults with a learning disability who live in their own home or with their family	Monthly	Bigger	%	77	83	76	80	85	86	94	94	↓	18	39	53	92	271	293		↑	↑	90	Qtr 4 .	
ASC 046	(ASCOF 1E) Proportion of adults with learning disabilities in paid employment.	Monthly	Bigger	%	6.0	5.9	6.4	5.2	5.8	4.3	5.0	5.0	↑	1.4	1.8	3.5	5.8	17	293		↓	↓	6	Qtr 4 .	
ASC 049	(ASCOF 1C (1a)) Proportion of people using social care who receive self-directed support	Monthly	Bigger	%	90	97	92	90	92	98	98	98	↔	98	98	98	98	746	763		↔	↔	↔	98	Qtr 4 .
ASC 050	(ASCOF 1C (1b)) Proportion of carers using social care who receive self-directed support	Monthly	Bigger	%	83	88	85	87	97	96	96	96	↓	72	62	87	91	74	81		↔	↓	↓	98	Qtr 4 .
ASC 054	(ASCOF 3D (1)) The proportion of people who use Adult Care services who find it easy to find information about services.	Annual	Bigger	%	73	80	75	71	77	73	81	73		-	-	-					↑		80	Qtr 4 .	
ASC 055	(ASCOF 3D (2)) The proportion of people who are carers who find it easy to find information about services.	Annual	Bigger	%	64	70	69	74	-	64	-			-	-	-					↓		75	Qtr 4 .	
ASC 208	Number of Safeguarding concerns (initial enquiries) started - year to date	Monthly	Smaller	Num	-	-	-	-	1,004	831	1,008	1,008	↑	233	492	712	957	957					-	Qtr 4 .	
ASC 209	Number of Safeguarding concerns (initial enquiries) started - per month	Monthly	Smaller	Num	-	-	-	-	95	98	97	97	↑	67	56	78	73	73			↑		-	Qtr 4 .	
ASC 211	Number of strategy meetings undertaken i.e. concerns progressed to strategy per month	Monthly	Smaller	Num	-	-	-	-	14	12	7.0	7.0	↓	8.0	13	14	18	18			↓		-	Qtr 4 .	
HBS 013	Rent arrears of current tenants in the financial year as a percentage of rent debit (GNPI 34)	Quarterly	Smaller	%	2.7	2.6	2.6	2.0	2.1	2.4	2.5	2.5	↓	2.5	2.7	3.1	3.1	822,286	26,424,367		↔	↓	↓	2	Qtr 4 Current arrears as a % of debit has reduced slightly on Qtr 3 however we have not achieved the target of 2.4%. The increase in UC claims has been beyond expectation with now almost 25% of tenants in receipt of welfare benefits on UC. Arrears of UC claimants has increased despite pre-tenancy and during tenancy work by the team. A more target focussed approach is planned for 19/20 with staff being set individual targets as well as team targets. The team continues to try to take a pre-emptive approach and taking court action as necessary. Delays with the County Courts continue to be raised at court user groups.

Indicator Num	Indicator Description	Reported	What is best	Measure of unit	Latest England Av	Latest North East Av	Latest other benchmark Av	2014/15	2015/16	2016/17	2017/18	Latest data same period previous year	Latest data performance from same period last year	June	Sept	Dec	Mar	Mar - Num	Mar - Den	Trend from when last reported	Performance against target	Qtr 4 - March compare to target	Year End Target	Comments
HBS 016	Rent collected as a proportion of rents owed on HRA dwellings including arrears b/fwd	Quarterly	Bigger	%	97	-	98	98	98	98	98	98	↓	98	98	97	97	25,616,215	26,424,367	↔	↓	↓	98	Qtr 4 Collection rate has again dropped and stands at 96.94%. Uptake of UC has exceeded expectation and accounts that historically were in credit are now in arrears until payments are made. The team continues to work hard around pre-tenancy work, from April 2019 the CAB will be providing PBS appointments to new UC claimants but the Tenancy Sustainment team are also contacting new UC claimants to offer advice and support. There is ongoing recruitment to replace team members that have left in the last quarter and it is hoped that when fully-staffed and that the new target driven approach will improve collection rates.
HBS 025	Number of days spent in "Bed and Breakfast"	Monthly	Smaller	Num	-	-	-	-	1,652	1,715	2,138	2,138	↓	980	1,947	2,382	3,137	3,137					-	Qtr 4 More clients are being placed for longer periods to meet legislative requirements and to work towards the governments rough sleeping strategy by eradicating rough sleeping by 2027. For Darlington, we are now delivering a No First Night Out model to prevent anyone from having to spend a night out on the streets.
HBS 027i	Number of positive outcomes where homelessness has been prevented	Monthly	Bigger	Num	-	-	-	-	-	-	-			215	419	592	722	722					-	Qtr 4 Cases continue to open for longer periods of time to reflect the requirements of the Homeless legislation. The level of positive outcomes have been maintained for the final qtr of the financial year.
HBS 034	Average number of days to re-let dwellings	Monthly	Smaller	Num/Rate	-	-	-	33	24	19	19	19	↓	22	25	23	21	1,260	61	↑	↑	↑	25	Qtr 4 Tenancy Management Officers worked hard this year and did an excellent job in sustaining a void period inside the 25 day target turnaround set for 2018/19. Officers worked steadily and had a positive approach in dealing with a range of properties and areas. The Team utilised various contact options via social media to ensure that applicants were fully advised and updated on allocated properties. This in turn, improved prompt response times and move in dates
HBS 072	% of dwellings not with a gas service within 12 months of last service date	Monthly	Smaller	%	-	-	-	0.3	0.5	0.4	0.4	0.4	↑	0.7	1.7	0.2	0.2	9	4,978	↔	↑	↑	2	Qtr 4 Another excellent performance this year carried out jointly between the Housing and Building Services Teams. All occupied properties have had a gas service carried out within a 12 month period. Those that remained outstanding were either void or abandoned properties, which had arrangements in place to carry out a gas servicing as part of the Repairs on Letting process.