

## Efficiency and Resources Scrutiny Committee

11 July 2019

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### PERFORMANCE INDICATORS Q4 2018/19

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#### 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. 10 (Ten) indicators are reported to the committee, all on a quarterly basis as follows.
5. Targets have been set for 6 (six) of these indicators for which data is available at Q4:
  - a) 5 (five) of these indicators have achieved their year-end targets:
    - FHR 001 – Sickness absence
    - HBS 002 – Council Tax arrears collected (within tolerance)
    - HBS 003 – Housing Benefit overpayments recovered
    - HBS 009 - % of Council Tax collected in year
    - HBS 010 - % of Business Rates collected in year
  - b) 1 (one) of these indicators did not achieve the year-end target:
    - LGP 008 – Contracted spend as a % of total non-salary spend
6. Of the remaining 4 (four) indicators for which a target is not set, comparison is made against the same time last year:
  - a) 3 (three) indicators are showing performance better than or the same as year-end:

FHR 003 Reportable accidents / ill health

FHR 009 Number of complaints upheld by the ICO

FHR 019 Staff turnover

b) 1 (one) indicator is showing performance not as good as year-end:

FHR 008 Complaints upheld by the LG Ombudsman / Housing Ombudsman

7. A detailed performance scorecard is attached at Appendix 1.
8. 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.

## 9. Recommendations

10. It is recommended:

- a) that performance information provided in this report is reviewed and noted, and relevant queries raised with appropriate assistant directors

**Neil Bowerbank** - Head of Strategy, Performance and Communications

## 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.
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