

**COMMUNITIES AND LOCAL SERVICES SCRUTINY COMMITTEE
19 DECEMBER 2019**

PERFORMANCE INDICATORS QTR 2 2019/20

SUMMARY REPORT

Purpose of the Report

1. To provide Members with performance data against key performance indicators for 2019/20 at Quarter 2.

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. Following agreement at Council on 5 December 2019 to align Scrutiny Committees to the updated Cabinet Portfolios, the indicator set has been realigned accordingly.
3. The indicators included in this report are aligned with key priorities. Other indicators may be referenced when appropriate in narrative provided by the relevant Assistant Directors, when providing the Committee with performance updates.
4. 25 indicators are reported to the Committee, 16 of them on a six-monthly basis and nine annually.
5. Performance of the 16 indicators reported at six months:
 - a) Six indicators are showing performance better than at this time last year:

CUL 037	Number of shows held at the Hippodrome
CUL 038	Number of individual attendances at theatre shows
CUL 071	Number of visits to the Head of Steam
CUL 079	Number of individual attendances at Hullabaloo shows
ENV 002	Number of Street Champions who are actively involved in litter picking a minimum of once per month
ENV 006	Total number of fly-tips reported

b) One indicator is showing performance the same as this time last year:

ENV 022	% of large fly tips removed within target time
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c) Four indicators are showing performance not as good than at this time last year:

CUL 078	Number of shows held at the Hullabaloo
ENV 021	% of small fly tips removed within target time
ENV 023	Number of prosecutions for fly-tipping
REG 803	Trading Standards: Percentage of high-risk inspections carried out

d) There is no previous years' data to compare against for the following four indicators:

CUL 065	Number of physical visits to the Library
CUL 066	Number of book loans
CUL 067	Number of ICT sessions at the library
ENV 024	Land Audit Management System - Litter Score

e) The Quarter 2 data for ENV 009 is reported a month in arrears:

ENV 009	% household waste that is collected that is either reused, recycled or composted
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6. A detailed performance scorecard is attached at **Appendix 1**.

Recommendation

7. It is recommended that :-

- a) Performance information provided in this report is reviewed and noted, and relevant queries raised with appropriate Assistant Directors.

Ian Williams
Director of Economic Growth and Neighbourhood Services

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.

MAIN REPORT

Culture

8. The Hippodrome continues to perform well in both the number of shows for the first half-year and attendances being greater than previous year. The theatre continues to provide a varied programme, appealing to a broad and diverse audience. Two new full-week musicals have been secured for the next financial year, which are out of the West End; Grease, The Musical running from 8 September to 12 September 2020; and Strictly Ballroom running from 8 February to 13 February 2021.
9. Whilst the number of shows has reduced at the Hullabaloo, overall attendances to the shows and activities programmed at the Hullabaloo have increased for the first half-year.
10. The range of activities and programme of events at the Head of Steam continues to attract increasing audiences with again, an improvement on the previous year.

Environmental Services

11. The number of active Street Champions is now standing at 131, who regularly pick litter more than once a month. The individuals who carry out this voluntary activity contribute significantly to keeping Darlington a clean town.

12. The total number of fly tips is slightly reduced for the first half-year against the previous year. The time to remove small fly tips is just slightly below the previous year, with large tips remaining the same. Whilst investigations have taken place, files are currently being prepared for court to take forward prosecutions.
13. A new system has been used this year for monitoring the service standard for street cleansing and grounds maintenance, which is the Land Audit Management System (LAMS). The system provides a quality audit of grounds and street maintenance standards, which is carried out independently to the teams delivering these services. The audit covers grounds maintenance standards, grass cutting, shrub maintenance, flowerbed maintenance, weeds, litter, detritus, fly tipping, fly posting, dog fouling, bins overflowing, bin cleanliness, graffiti, ground staining, ground conditions and water courses. 40 areas are inspected every two months with a detailed methodology behind the grading system. Overall for the first half year, a pass rate of 93% has been achieved. Comparisons will be able to be provided in future years.
14. The number of high-risk inspections carried out by Trading Standards is below the same period last year, however all that are required to be done by the end of the financial year will be achieved.