

HEALTH AND HOUSING SCRUTINY COMMITTEE 30 JANUARY 2020

PERFORMANCE INDICATORS QUARTER 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 re-aligned 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. Thirty-six indicators are reported to the committee, nine of them on a six-monthly basis and twenty-seven annually.
5. Six indicators are reported by both services Housing or Culture and twenty-four by Public Health.

Housing and Culture

6. Nine of the twelve indicators are reported six-monthly and have current year data.
 - (a) Of the nine indicators reported quarterly two have a target to be compared against.
 - (b) Both of the indicators are showing performance not as good as their target.

HBS 013	Rent arrears of current tenants in the financial year as a % of rent debit (GNPI 34)
HBS 016	Rent collected as a proportion of rents owed on HRA dwellings *including arrears b/fwd

- (c) Of the nine indicators reported quarterly all can be compared against their data at Qtr 2 2018/19.
- (d) Three indicators are showing performance better than at this time last year.

HBS 025	Number of days spent in Bed and Breakfast
HBS 034	Average number of days to re-let dwellings
HBS 072	% of dwellings not with a gas service within 12 months of last service date

(e) Six indicators are showing performance not as good as at this time last year:

CUL 030	Total number of visits to the Dolphin Centre (all areas)
CUL 063	Number of school pupils participating in the sports development programme
CUL 064	Number of individuals participating in the community sports development programme
HBS 013	Rent arrears of current tenants in the financial year as a % of rent debit (GNPI 34)
HBS 016	Rent collected as a proportion of rents owed on HRA dwellings *including arrears b/fwd
HBS 027i	Number of positive outcomes where homelessness has been prevented

(f) Of the nine indicators reported quarterly two can be compared against their previous quarter data.

(g) Both of the indicators are showing performance not as good than at Qtr 1.

HBS 016	Rent collected as a proportion of rents owed on HRA dwellings *including arrears b/fwd
HBS 034	Average number of days to re-let dwellings

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

Public Health

8. Indicators are mostly reported annually with the data being released in different months throughout the year.

9. Three of the twenty-four indicators have had new data released since last reported.

(a) All three indicators reported are showing better performance than there previous year.

PBH 044	(PHOF 2.18) Alcohol related admissions to hospital
PBH 046	(PHOF 2.22iv) Cumulative % of eligible population aged 40-74 offered an NHS Health Check who received an NHS Health Check in the five year period
PBH 052	(PHOF 3.08) Adjusted antibiotic prescribing in primary care by the NHS

10. A Public Health Performance Highlight report and two scorecards are attached as Appendix 2, 2a and 2b providing more detailed information about the Public Health indicators (ref PBH).

Recommendation

11. It is recommended that 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

Suzanne Joyner
Director of Children and
Adult Services

Background Papers

Background papers were not used in the preparation of this report.

S17 Crime and Disorder	This report supports the Councils Crime and Disorder responsibilities
Health and Well Being	This report supports performance improvement relating to improving the health and wellbeing of residents
Carbon Impact and Climate Change	There is no impact on carbon and climate change as a result of this report
Diversity	This report supports the promotion of diversity
Wards Affected	This reports 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

MAIN REPORT

Information and Analysis

12. HBS013 & HBS016 – The rent collection and rent arrears targets were set at the beginning of the year, based on the arrears balance at that time (3.08%). The introduction of Universal credit has had a significant impact on rent collection, as it is paid 4-weekly in arrears (as opposed to Housing Benefit, which is paid weekly in advance). Therefore, performance was expected to be worse than 2018/19.
13. However, performance has been much better than expected and arrears have now started to reduce, despite the number of Council tenants receiving Universal Credit increasing. Rent collection is well managed and benchmarking data will be available to report in quarter 3.
14. HBS025 – The number of days spent in bed and breakfast has improved on this time last year. This can primarily be attributed to the number of clients requiring temporary accommodation being referred into emergency supported accommodation, as opposed to bed and breakfast.
15. HBS027i – The requirements of the Homeless Reduction Act has meant that the number of people requiring homeless prevention has increased. Whilst the numbers of clients presenting is well managed and outcomes have been positive, performance has been lower than 2018/19, but this is only because the new requirements were introduced in April 2018 and the numbers presenting in the first 2 quarters was relatively low.
16. HBS034 – The number of days for re-let has improved on last year due to improved turnaround times and less properties requiring major works. The performance has only marginally dropped from quarter 1, but performance remains exceptionally good and on target for 2019/20.
17. HBS072 – The percentage of dwellings without a gas service within 12 months of the last service date is less than 0.2% and therefore is currently achieving almost 100% compliance. The service is achieving improved access to properties, including those that have been historically difficult to access, which is subsequently reflected in performance.
18. CUL030 – During the previous year, problems were experienced with the recording system for overall visits to the Dolphin Centre, which was reviewed, and a new more accurate recording system put in place from April this year. Whilst visitor numbers are down on information from the previous year, overall income and usage remains positive.
19. CUL063 – Numbers have reduced as a result of external funding coming to an end and therefore a reduced number of activities taking place at schools. However, there is still an extensive programme offering a range of options and opportunities for young people.
20. CUL064 – Numbers have reduced as a result of external funding coming to an end and therefore a reduced number of activities taking place in the community. However, a broad range of activities is still delivered.