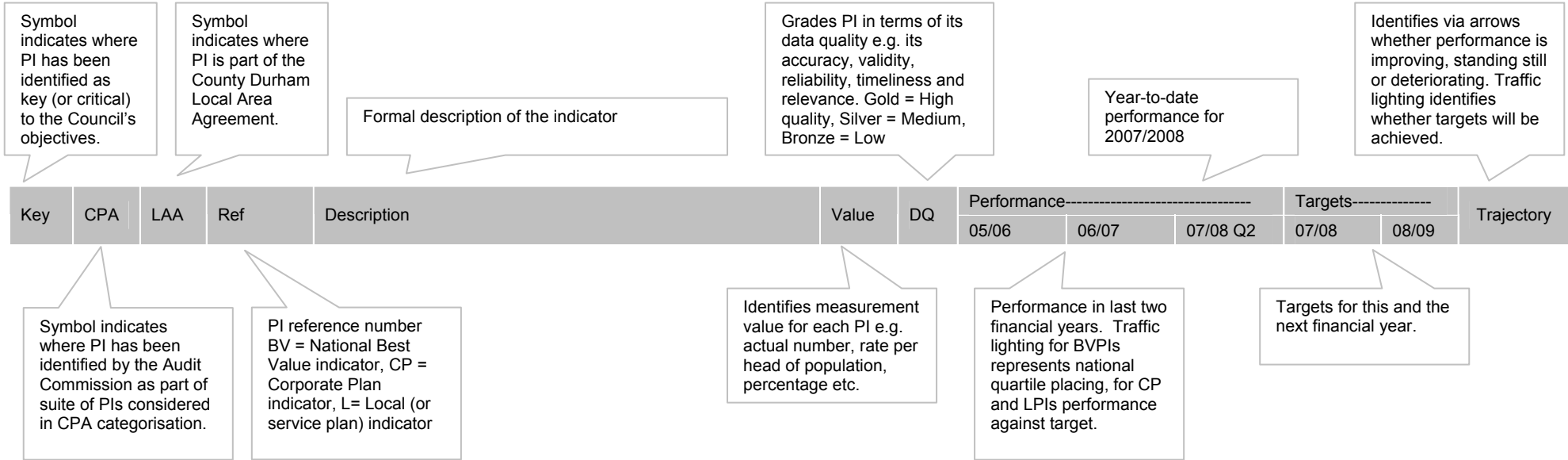


HEALTHY BOROUGH WITH STRONG COMMUNITIES OVERVIEW AND SCRUTINY PERFORMANCE UPDATE REPORT QUARTER 2 2007/2008 (START APRIL 2007- END SEPTEMBER 2007)

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COLUMNS OF THIS REPORT EXPLAINED



SUMMARY

Purpose of this report

This is the first bi-quarterly report against the Corporate Plan's Healthy Borough and Strong Communities Delivery Plans, covering the period from the 01 April to 30 September 2007. Healthy Borough and Strong Communities Strategic Working Groups and Healthy Borough and Strong Communities Overview and Scrutiny Committee will receive this report. Management Team and Cabinet will receive a composite report covering all ambitions and corporate governance.

The report provides data on 15 Healthy and 29 Strong performance indicators. 8 performance indicators are key to the Council's aims and objectives. 7 are used in the performance assessment element of Comprehensive Performance Assessment. 3 indicators are monitored through the Local Area Agreement. Indicators that are calculated on an annual basis will not be reported until Quarter 4 and so do not feature in this report.

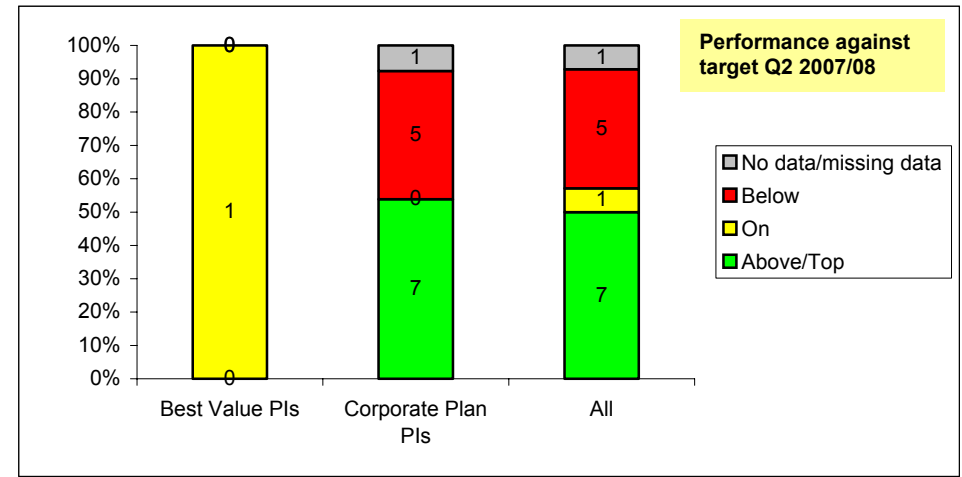
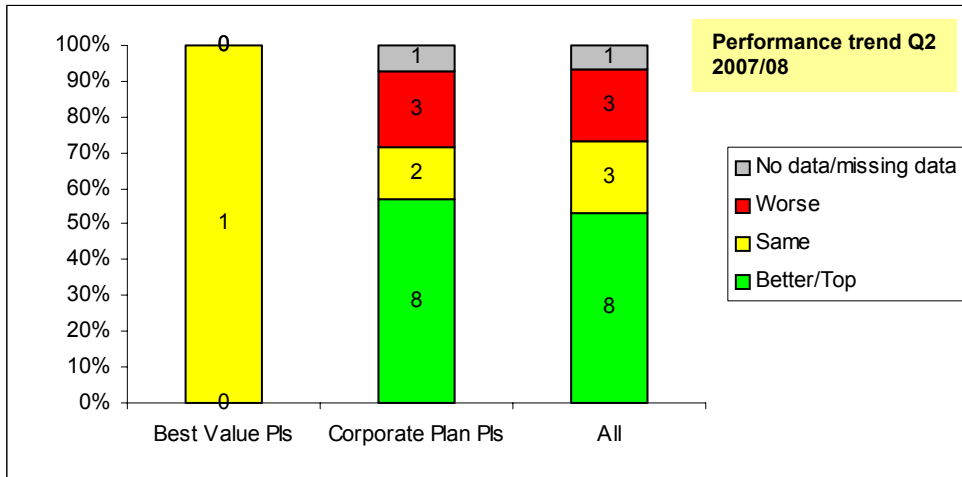
Whilst providing a full summary of progress to date, this is essentially an exception report, drawing attention to where performance is off target to promote discussion and action.

Year-to-date performance

Healthy

Of 15 indicators, 8 have demonstrated improved performance against 2006/2007 actual outturns, 3 are performing at the same level and 3 are performing at a worse level. 7 indicators are projected to achieve 2007/2008 targets and 5 are off target. Narrative for the 'exception indicators' is included below.

Indicator type	Total No.	QUARTILE					TREND				TARGET			
		Top	Average		Bottom	No data/missing data	Better/Top	Same	Worse	No data/missing data	Above/Top	On	Below	No data/missing data
			Above	Below										
Best Value PIs	1	0	0	0	1	0	0	1	0	0	0	1	0	0
Corporate Plan PIs	14	Not applicable					8	2	3	1	7	0	5	1
All	15	0	0	0	1	0	8	3	3	1	7	1	5	1



Key points of progress

CPH 05 Pest Control - Percentage of pest control complaints responded to within 3 days (page 8)

Improvement on 2006/07 figure and performing 4% above target. Team focused on response times and individual core area of work, which is treating pests in domestic properties. Focusing on core business effected ability to generate income from the commercial sector and currently under achieving against projected target income. Climatic conditions over the past 6 months have led to wasps and other pests being less of a problem. Next year the introduction of new software should make it easier for operatives to record and gather information.

CPH 30 Adults with physical disabilities helped to live at home per 1,000 population aged 18-64 and older people helped to live at home per 1,000 population aged 65 and over (page 8)

Performing 3.1 (physical disabilities) and 36.6 (older people) per 1,000 population above target. The 'helped to live at home' indicators continue to show improved performance with increases in the number of provisions to support people in their own home rather than residential or nursing care. This is in line with the government's agenda and is part of the commissioning strategy. The types of services provided include home care, extra care, day care, short-term breaks, items of equipment (particularly for Physical Disabilities and Sensory Impaired clients) and professional support.

CPH 19 Representative facility use by people from black and ethnic minorities (page 8)

Representation has exceeded target by 0.58%. Figure re-calculated for Q1 as an ethnic group were misplaced within the calculation (Polish immigrants working within the borough, principally Newton Aycliffe). Also only using visits recorded in Torex.

Key points of concern

CPH 04 Percentage of high-risk food premises inspections that should and were carried out (page 8)

Performing 15% below target. Staffing levels in the Food Safety Team down by 33% and a high percentage of the premises in this year's programme requiring an inspection in the first half of the year are primary reasons for target not being met. The appointment of an additional Senior Environmental Health Officer in the Food Safety Team (expected in the near future) will ensure that the overall inspection programme is complete by the end March 2008.

CPH 16 Representative facility use by young people under 16 (page 8)

Performing 8.91% under target. Figure re-calculated for quarter 1. Calculation now based on actual figures from Torex (software package) that records the number of people who have swiped their B: Active card on entry to the facility. This figure, therefore, currently under-reports the actual facility use of young people under 16. Data will become more reliable once turnstiles are fully operational, and all leisure centre visitors are recorded through Torex via B: Active card swipes.

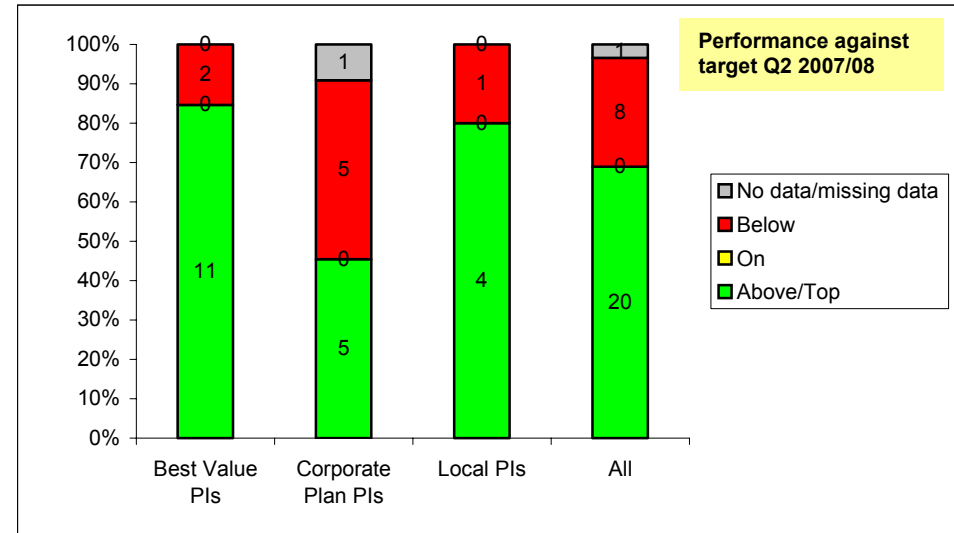
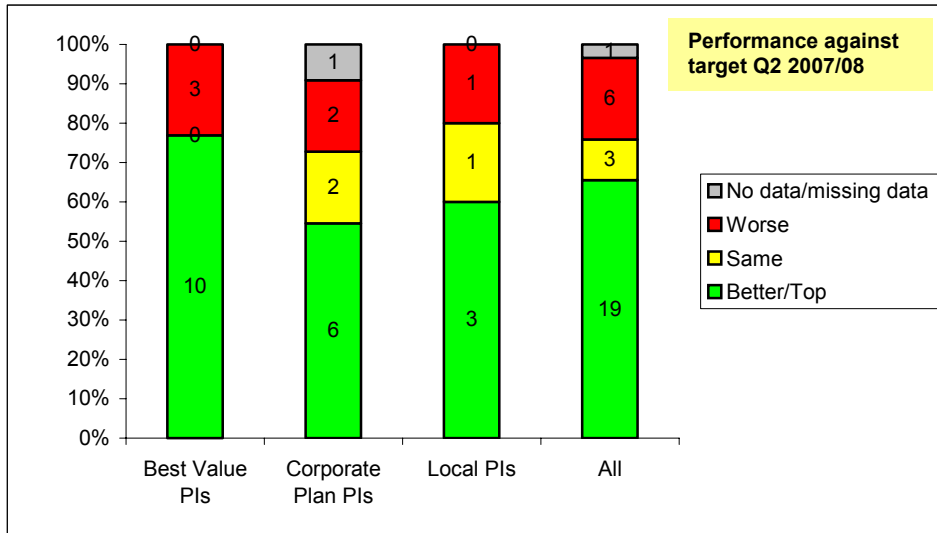
CPH 22 Percentage of population that is within 20 minutes travel time (urban areas – by walk – rural areas – by car) of a range of three different facility types, of which one has achieved a quality assured standard (page 8)

Performing 7.3% under target. Newton Aycliffe has recently submitted their application for Quest (accreditation scheme) approval. Assessment due in February 2008 and predict that they will be awarded Quest by the end of the financial year and target will be met.

Strong

Of 29 indicators, 19 have demonstrated improved performance against 2006/2007 actual outturns, 3 are performing at the same level and 6 are performing at a worse level. 20 indicators are projected to achieve 2007/2008 targets and 8 are off target. Narrative for the 'exception indicators' is included below.

Indicator type	Total No.	QUARTILE					TREND				TARGET			
		Top	Average		Bottom	No data/missing data	Better/Top	Same	Worse	No data/missing data	Above/Top	On	Below	No data/missing data
			Above	Below										
Best Value PIs	13	7	2	2	1	1	10	0	3	0	11	0	2	0
Corporate Plan PIs	11	Not applicable					6	2	2	1	5	0	5	1
Local PIs	5	Not applicable					3	1	1	0	4	0	1	0
All	29	7	2	2	1	1	19	3	6	1	20	0	8	1



Key points of progress

LPI 44 % homelessness applications that are repeat applications (page 9)

Performance at quarter 2 was 0%, an excellent achievement. Improved housing advice, casework intervention and partnership working has assisted in order to resolve repeat homelessness.

CPS 13 Number of homeless applications and CPS 14 Number of homeless applications from 16-17 year olds (page 9)

Application numbers are significantly below target (95% and 97.5%). Re-focusing homelessness service on prevention, continuing to impact upon homelessness caseload.

BV 213 Number of households who considered themselves as homeless, for whom housing advice casework intervention resolved their situation (page 9)

Target exceeded by 6.5 households. Housing advice and casework intervention resulted in increased prevention.

BV 216 Number of domestic burglaries per 1,000 households/ Violent crime per year, 1,000 population/ Number of vehicle crimes per 1,000 population (page 9 and 10)

Rate is 4.14 below target. Introduction of fortnightly partnership tasking meetings, coupled with targeted interventions, reinforces high priority crimes.

BV 217 Number of racial incidents per 100,000 population (page 10)

Rate is 3.85 below target. Indicator related to racial complaints made to SBC. Low numbers must be attributed to the low ethnic minority within the Borough coupled with little or no community tensions of a racial nature involving SBC.

Key points of concern

BV 66 (a) Proportion of rent collected (page 9)

Performance 1.38% below target. Performance can only be calculated accurately at the end of the financial year however the trend identifies the target will be achieved.

CPS 08 Satisfaction with condition of new let properties (page 9)

Satisfaction 12% below target. Voids Standards under review. Standards will be issued to new tenants in order for tenants to assess satisfaction levels against standards, dealing with tenants perception compared to standards.

BV 212 Average time taken to re-let local authority housing (page 9)

Performance currently 4.1 days below target. Service targeting long-term voids in Sheltered Units resulting in properties being let, leading to an adverse affect on the voids turnaround time.

LPI 36 Percentage of homelessness applications decided and notified within 33 working days (page 9)

Performance 3% below target at Q2. Impact due to prevention agenda success, complex cases measured by this performance indicator.

CPS 15 Total BCS crime within the Borough (page 10)

Performance monitored monthly by the Crime and Disorder Reduction Partnership (CDRP). Partnership's target is to reduce crime by 15% by 2008. Experienced 9% reduction against baseline year July 2007. Sedgefield CDRP was the only CDRP in the County to record a reduction in total crime against baseline year. Performance is good but achieving a 15% reduction is a challenging target.

HEALTHY BOROUGH PI TABLE

Key	CPA	LAA	Ref	Description	Value	DQ	Performance-----			Targets-----		Trajectory
							05/06	06/07	07/08 Q2	07/08	08/09	
Improved public health												
			BV166 (a)	Score against a checklist of enforcement best practice for Environmental Health trading standards	%	G	70%	70%	70%	70%	70%	◀ ▶
⊕			CPH04	Percentage of high risk food premises inspections that should and were carried out	%	G	100%	98%	85%	100%	100%	▼
			CPH05	Pest Control - Percentage of pest control complaints responded to within 3 days	%	G	88%	90%	96%	92%	93%	▲
⊕			CPH06	General PH- Percentage of general public health complaints responded to within 3 days	%	G	85%	95%	96%	92%	93%	▲
			CPH07	Air Pollution- the number of authorised premises inspected within the year	%	G	100%	92%	100%	100%	100%	▲
			CPH16	Representative facility use by young people under 16	%	S	N/A	23.6%	16.09%	25%	27%	▼
⊕			CPH17	Representative facility use by people from the most disadvantaged socio-economic groups	%	S	N/A	N/A	22.54%	TBD	TBD	N/A
⊕			CPH18	Representative facility use by people aged over 60	%	S	N/A	9.90%	7.68%	10%	12%	▼
			CPH19	Representative facility use by people from black and ethnic minorities	%	S	N/A	0.42%	1.38%	0.8%	1.0%	▲
			CPH20	Proportion of facility use by disabled people aged under 60 years	%	S	N/A	1.11%	1.35%	2%	3%	▲
			CPH22	Percentage of population that is within 20 minutes travel time (urban areas – by walk – rural areas – by car) of a range of three different facility types, of which one has achieved a quality assured standard	%	G	N/A	27.7%	27.7%	35%	40%	◀ ▶
			CPH23	Percentage of population that are within 15 minutes walking time from a NPFA accredited playground	%	G	N/A	79%	79%	70%	70%	◀ ▶
			CPH26	Subsidy per visit (leisure centres)	£	G	N/A	£6.27	£3.31	TBD	TBD	▲
Increased independent living												
⊕			CPH30	Adults with physical disabilities helped to live at home per 1,000 population aged 18-64 (PAF C29)	Per 1,000	G	8.9	7.9	8.5	5.4	TBD	▲
⊕			CPH31	Older people helped to live at home per 1,000 population aged 65 and over (PAF C32)	Per 1,000	G	138.8	116.5	127.1	90.5	TBD	▲

STRONG COMMUNITIES PI TABLE

Key	CPA	LAA	Ref	Description	Value	DQ	Performance-----			Targets-----		Trajectory
							05/06	06/07	07/08 Q2	07/08	08/09	
Quality, affordable and sustainable housing												
	Ⓟ		BV066 (a)	Proportion of rent collected	%	G	98.51%	98.84%	97.42%	98.80%	98.80%	▼
			BV066 (b)	Number of local authority tenants with more than seven weeks rent arrears as a percentage of the total number of council tenants	%	G	4.29%	3.89%	3.46%	4.00%	3.75%	▲
			BV066 (c)	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served	%	G	11.15%	19.90%	7.72%	13.00%	13.00%	▲
			BV066 (d)	Percentage of local authority tenants evicted as a result of rent arrears	%	G	0.19%	0.10%	0.05%	0.20%	0.20%	▲
	Ⓟ		BV183 (b)	Average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need	Weeks	G	0	0	0	0	0	▲
⊕	Ⓟ		BV212	Average time taken to re-let local authority housing	Days	G	45	30	34.1	30	29	▼
		!	BV213	Number of households who considered themselves as homeless, for whom housing advice casework intervention resolved their situation	No.	G	1.5	7	10.8	4	5	▲
	Ⓟ		CPS06	% Urgent repairs completed within Government time limits	%	G	93%	96%	96%	97%	97%	◀▶
			CPS07	Satisfaction with Gas Servicing	%	B	91%	92%	92%	93%	93%	◀▶
			CPS08	Satisfaction with condition of new let properties	%	S	84%	80%	76%	88%	88%	▼
			CPS10	Proportion of private sector vacant dwellings (which have been empty over six months as at 1st April) that are returned to use during the financial year with Council involvement	%	G	0%	0%	0%	10%	15%	◀▶
			CPS13	Number of homeless applications	No.	G	N/A	238	18	350	345	▲
		!	CPS14	Number of homeless applications from 16-17 year olds	No.	G	N/A	29	1	40	35	▲
			LPI16	Percentage of rent lost through dwellings becoming vacant	%	G	1.11%	0.91%	0.83%	1.00%	0.90%	▲
			LPI17	Rent arrears of current tenants as a proportion of the authority's rent roll	%	G	2.08%	1.66%	1.71%	2.00%	1.75%	▼
			LPI36	Percentage of homelessness applications decided and notified within 33 working days	%	G	84%	89%	89%	92%	93%	◀▶
	Ⓟ		LPI44	% homelessness applications that are repeat applications	%	G	4.43%	4%	0%	10%	9%	▲
Safer neighbourhoods												
			BV126	Number of domestic burglaries per 1,000 households	Per 1,000	S	7.9	8.31	4.66	8.8	8.8	▲
			BV127 (a)	Violent crime per year, 1,000 population in the Local Authority area	Per 1,000	S	21.2	18.97	9.49	19.99	18.89	▲
			BV127 (b)	Robberies per year, per 1,000 population in the Local Authority area	Per 1,000	S	0.36	0.05	0.08	1	1	▼

Key	CPA	LAA	Ref	Description	Value	DQ	Performance-----			Targets-----		Trajectory
							05/06	06/07	07/08 Q2	07/08	08/09	
Safer neighbourhoods												
			BV128	Number of vehicle crimes per 1,000 population	Per 1,000	S	7.7	7.76	3.21	7.79	7.59	▲
			BV174	Number of racial incidents per 100,000 population	Per 1,000	S	4.5	3.43	1.15	5	5	▲
	Ⓜ		BV175	Percentage of racial incidents recorded by the Council subject to subsequent action	%	G	100%	100%	100%	100%	100%	▲
			CPS02	Percentage of incidents of racial harassment responded to on the same day	%	S	100%	100%	100%	100%	100%	▲
			CPS03	Percentage of incidents of extreme anti-social behaviour responded to within 1 working day	%	G	100%	100%	100%	100%	100%	▲
			CPS04	Percentage of incidents of serious anti-social behaviour responded to within 3 working days	%	G	100%	99.05%	100%	100%	100%	▲
⊕		!	CPS15	Total BCS crime within the Borough	No.	S	5,031	4,651	2,204	4,098	TBC	▼
			CPS19	Number of reported Domestic Abuse repeat victimisations	No.	S	435	665	*	375	350	TBC
			LPI03	Number of recorded anti-social behaviour incidents	No.	S	3815	14,905	7,330	20,000	20,000	▲

* Figures will be included once data is received.