

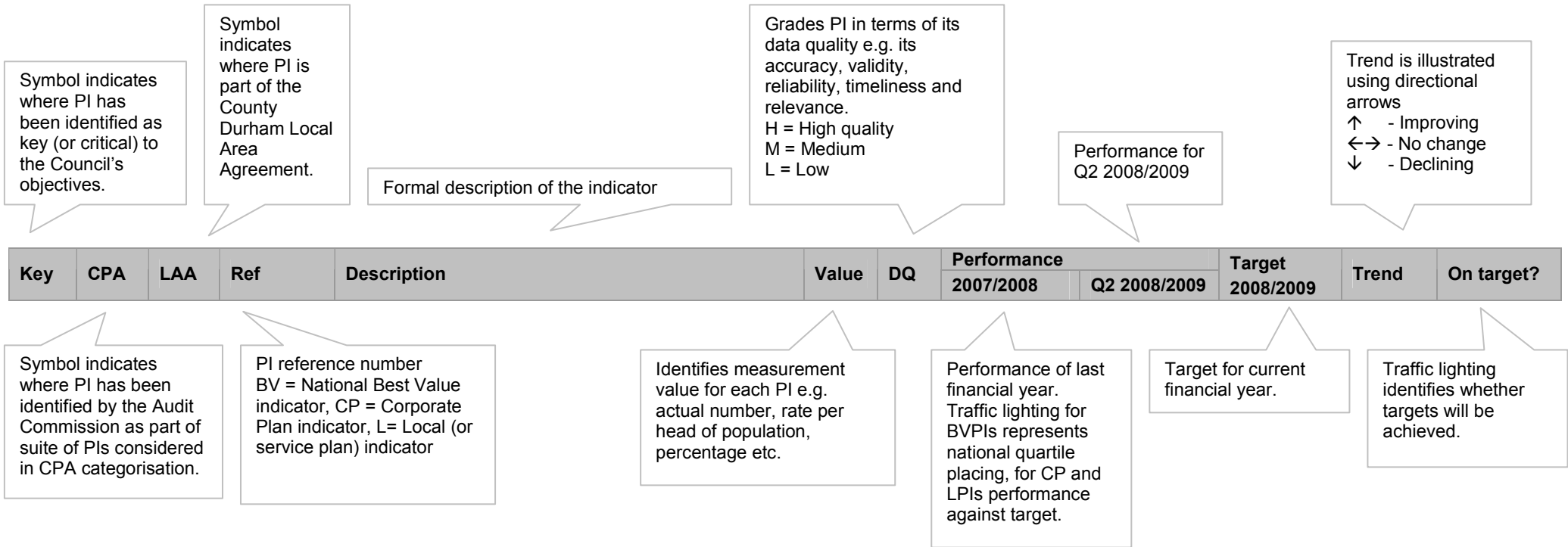


HEALTHY BOROUGH AND STRONG COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE PERFORMANCE UPDATE REPORT 2008/2009 OUTTURNS (START APRIL 2008- END SEPTEMBER 2008)

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COLUMNS OF THIS REPORT EXPLAINED



SUMMARY

Purpose of this report

This is the biannual 2008/2009 performance report, covering the period from the 01 April 2008 to 30 September 2008.

The report provides data on 35 performance indicators. 4 performance indicators are rated key to the Council's aims and objectives.

Whilst providing a full summary of performance, this is essentially an exception report, drawing attention to where performance is off (or significantly above) target to promote discussion and action. A summary of the key points is set out below.

Healthy Borough

Representative facility use performance indicators are performing well with 31.52% of under 16s and 18.81% of people from the most disadvantaged socio-economic groups using the facilities. Community alarms performance indicators are all on target. Environmental Health indicators are on target with the exception of pest control responded to within 3 days which is 1% below target.

Strong Communities

The average time taken to re-let local authority housing (days) has seen performance slip to 51 days, this is due to the impact of switching to the new arrangements of void management has resulted increased void turnaround. However, these issues have now been remedied and the turnaround has improved from previous quarter. Households presenting themselves as homeless who housing advice has resolved their situation has performed above target. 98.75% of urgent repairs were completed within Government time limits which is well above the 2008/09 target of 88%. Satisfaction with new let properties remains on target at 80%. Homeless applications remain low at 9 made since April 2008 due to the focus on prevention.

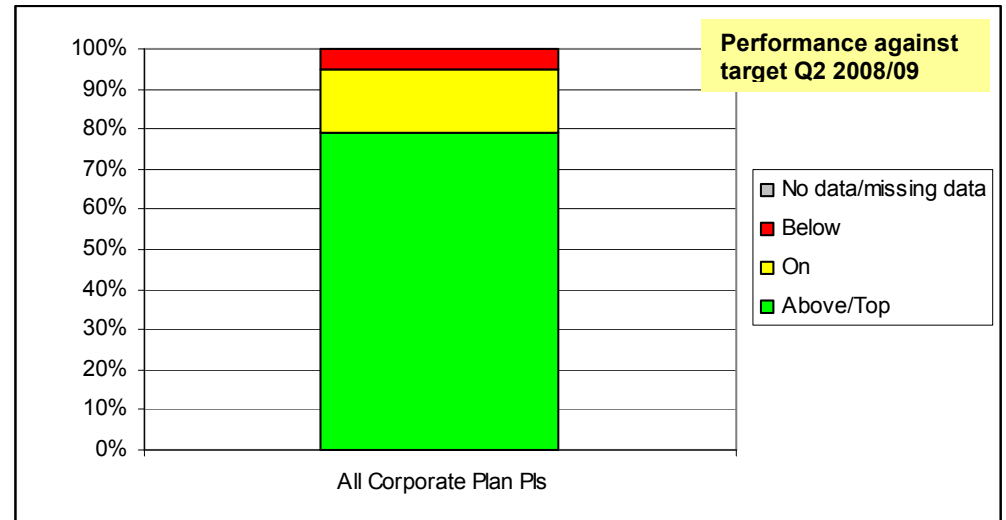
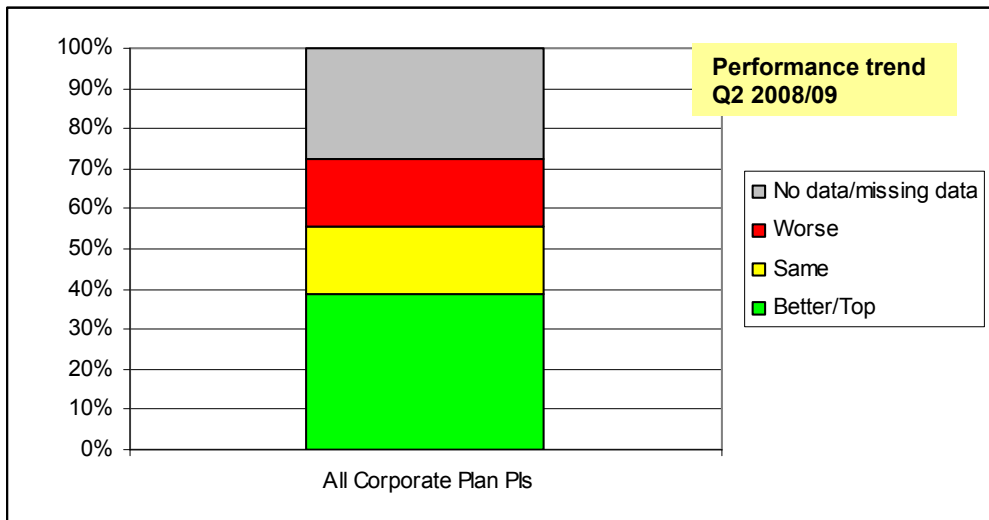
HEALTHY BOROUGH

2008/09 Performance

Of 18 indicators, 7 have demonstrated improved performance against 2007/2008 actual outturns, 3 have performed at the same level and 3 have performed at a worse level. 15 indicators have progressed well against the 2008/2009 targets and 1 was off target. Narrative for the 'exception indicators' is included in the table overleaf.

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										
All Corporate Plan PIs	18	Not applicable				7	3	3	5	15	3	1	0	

* Using 2006/07 quartile data, 2007/08 quartile data not yet released



HEALTHY BOROUGH PI TABLE

Key	CPA	LAA	Ref	Description	Value	DQ	Performance		Target 2008/2009	Trend	On target?
							2007/2008	Q2 2008/2009			
Objective: Improved public health											
			CPH01	Pest Control - Percentage of pest control complaints responded to within 3 days	%	H	95%	92%	92%	↓	Yes
<input checked="" type="checkbox"/>			CPH02	General PH- Percentage of general public health complaints responded to within 3 days	%	H	97%	97%	93%	↔	Yes
			CPH03	Air Pollution- the number of authorised premises inspected within the year	%	H	100%	100%	100%	↑	Yes
			CPH06	Representative facility use by young people under 16	%	M	29.51%	31.52%	27%	↑	Yes
			CPH07	Representative facility use by young women 11-19	%	M	4.10%	2.37%	1.9%	↓	Yes
			CPH08	Representative facility use by young women aged 17-25	%	M	2.36%	2.78%	2.40%	↑	Yes
<input checked="" type="checkbox"/>			CPH09	Representative facility use by people from the most disadvantaged socio-economic groups	%	M	16.37%	18.81%	17%	↑	Yes
<input checked="" type="checkbox"/>			CPH10	Representative facility use by people aged over 50	%	M	9.78%	10.87%	10%	↑	Yes
			CPH11	Representative facility use by people from black and ethnic minorities	%	M	1.30%	1.31%	1.30%	↑	Yes
			CPH12	Proportion of facility use by disabled people	%	M	2.59%	2.18%	2.60%	↓	No
				Comment: - Performing 0.42% under target. The quarter 2 figure has dipped due to some clubs (e.g. indoor bowling) suspending activities during summer break.							
			CPH13	Percentage of population that are 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	%	L	27.70%	+40%	40%	↑	Yes
				Comment: - Performing on target. Newton Aycliffe Leisure Centre gaining Quest accreditation in June 2008 (figure has been calculated by SBC GIS team).							
			CPH14	Percentage of population that are within 15 minutes walking time from a NPFA accredited playground	%	L	79%	79%	79%	↔	Yes
			CPH15	Subsidy per visit	£	H	£3.00	£3.00	£3.25	↔	Yes
				Comment: - Performing 25p under the subsidy target. This figure is likely to rise from quarter 3 onwards due to increased unit energy costs.							

HEALTHY BOROUGH PI TABLE

Key	CPA	LAA	Ref	Description	Value	DQ	Performance		Target 2008/2009	Trend	On target?
							2007/2008	Q2 2008/2009			
Objective: Increased independent living											
			CPH17	Community alarms - Emergency incidents responded to within 30 minutes	%	H	N/A	96.5%*	98.00%	N/A	Yes
			CPH18	Community alarms - Non emergency incidents responded to within 60 minutes	%	H	N/A	100%	100%	N/A	Yes
			CPH19	Community alarms - Non-life critical calls to be answered within 60 seconds	%	H	N/A	97.00%*	98.50%	N/A	Yes
			CPH20	Community alarms - Telephone calls answered within 2 minutes	%	H	N/A	98.00%*	100%	N/A	Yes
			CPH21	Community alarms - Service users receiving at least one quarterly visit	%	H	N/A	94.50%*	95%	N/A	Yes

* Tolerances have been set for this indicator at +/- 2%

STRONG COMMUNITIES

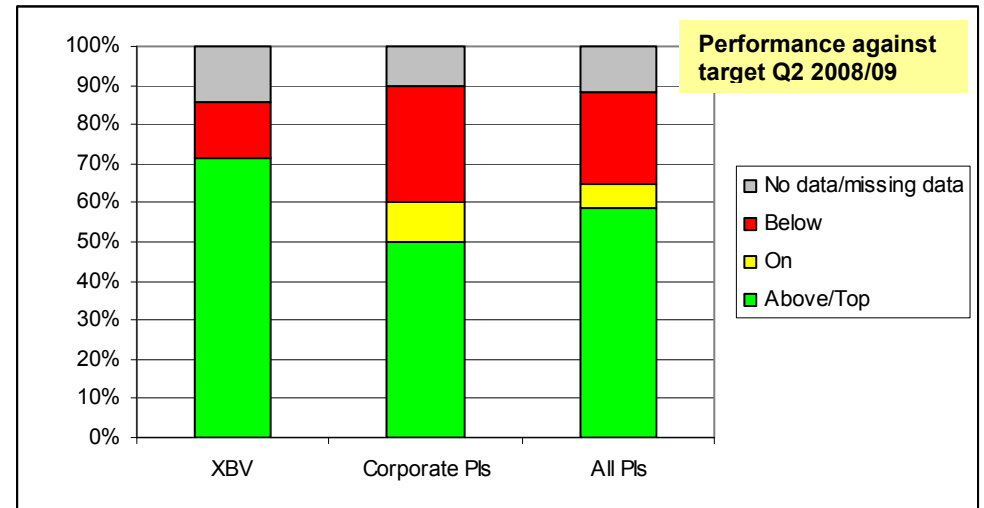
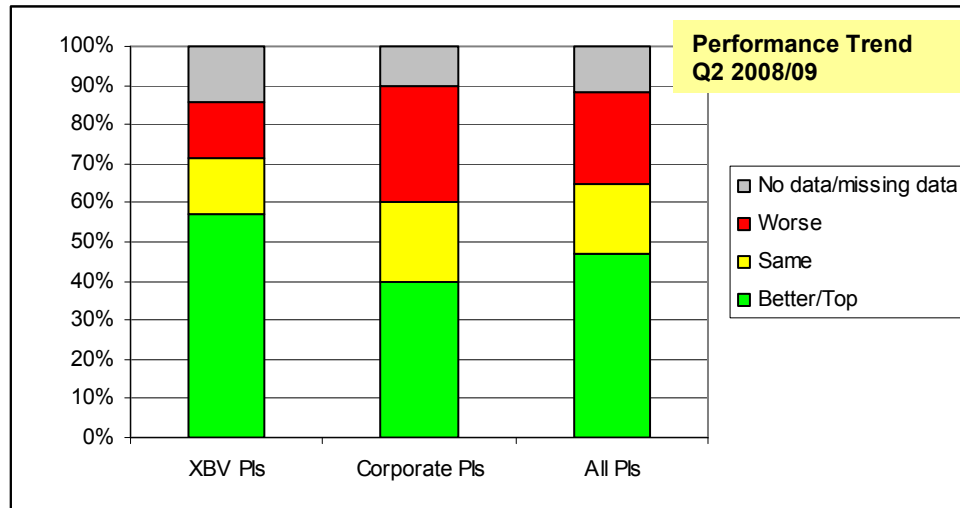
2008/09 Performance

Of 17 indicators, 8 have demonstrated improved performance against 2007/2008 actual outturns, 3 are performing at the same level and 4 are performing at a worse level. 10 indicators are performing above 2008/2009 targets and 4 are under target. Narrative for the 'exception indicators' is included in the performance indicator table overleaf.

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										
Ex Best Value PIs	7	5	0	0	1	1	4	1	1	1	5	0	1	1
Corporate Plan PIs	10	Not applicable					4	2	3	1	5	1	3	1
All	17	5	0	0	1	1	8	3	4	2	10	1	4	2

* Using 2006/07 quartile data, 2007/08 quartile data not yet released

Page 11



STRONG COMMUNITIES PI TABLE

Key	LAA	Ref	Description	Value	DQ	Performance		Target 2008/2009	Trend	On target?
						2007/2008	Q2 2008/2009			
Objective: Quality, affordable and sustainable housing										
		XBV066 (a)	Proportion of rent collected	%	H	99.09%	94.85%	98.80%	N/A	N/A
			Comment: - This performance indicator is an annual calculation which cannot be accurately calculated quarterly due to rent being collected at different intervals throughout the year.							
		XBV066 (b)	Number of local authority tenants with more than seven weeks rent arrears as a percentage of the total number of council tenants	%	H	3.32%	3.01%	3.75%	↑	Yes
		XBV066 (c)	Percentage of local authority tenants in arrears who have had Notices Seeking Possession served	%	H	20.13%	13.74%	20.00%	↑	Yes
		XBV066 (d)	Percentage of local authority tenants evicted as a result of rent arrears	%	H	0.15%	0.15%	0.20%	↔	Yes
		XBV183 (b)	Average length of stay in hostel accommodation of households that are unintentionally homeless and in priority need	Weeks	H	0	0	0	↑	Yes
		<input checked="" type="checkbox"/> XBV212	Average time taken to re-let local authority housing	Days	H	41	51	29	↓	No
			Comment: - Performing 22 days under target. The impact of switching to new arrangements of void management has resulted in increased void turnaround. These issues have now been remedied and the turnaround has improved from previous quarter (69 days).							
		XBV213	Number of households who considered themselves as homeless, for whom housing advice casework intervention resolved their situation	No.	H	8	10	5	↑	Yes
		CPS02	% Urgent repairs completed within Government time limits	%	H	89%	98.75%	88%	↑	Yes
		CPS03	Satisfaction with condition of new let properties	%	M	78%	80%	80%	↑	Yes
		CPS04	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	%	H	0%	0%	15%	↔	No
			Comment: - Performing 15% below target. The Empty Homes Strategy was approved by Cabinet (9.10.08) which will assist with bringing empty private sector homes that fall within the appropriate criteria back into use.							
		CPS06	Number of homeless applications	No.	H	26	9	160	↑	Yes
			Comment: - Performing 151 applications above target. Homeless applications have continued to reduce due to the increased preventative measures.							

STRONG COMMUNITIES PI TABLE

Key	LAA	Ref	Description	Value	DQ	Performance		Target 2008/2009	Trend	On target?
						2007/2008	Q2 2008/2009			
Objective: Quality, affordable and sustainable housing										
		CPS07	Number of homeless applications from 16-17 year olds	No.	H	2	2	35	↔	Yes
		CPS09	Average time taken to complete non-urgent repairs	Days	H	29	21.23	22	↑	Yes
		CPS11	Percentage of rent lost through dwellings becoming vacant	%	H	1.00%	1.45%	0.90%	↓	No
			Comment: - Performing 0.55% under target. The impact of switching to new arrangements of void management has resulted increased void rent loss. These issues have now been remedied.							
		CPS12	Rent arrears of current tenants as a proportion of the authority's rent roll	%	H	1.56%	1.63%	1.75%	↓	Yes
		CPS14	Percentage of homelessness applications decided and notified within 33 working days	%	H	90%	89%	93%	↓	No
			Comment: - Performing 4% under target. The success of prevention measures in the statutory homeless applications submitted are often more complex cases and require further investigatory work, therefore often lengthening the timescale before a final decision can be reached on qualification.							
Objective: Safer neighbourhoods										
		CPS08	Number of reported Domestic Abuse repeat victimisations	No.	M	563	*	350	N/A	N/A

N/A – Not applicable

* Figure was not available at the time this report was produced, awaiting figure to be confirmed by Police.

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