

**Qtr 3 Performance Report -Update for questions raised at the Transformation and Resources Overview &Scrutiny Committee meeting 22 January 2014**

At the last meeting in January several questions were asked with regard to various indicators and some of the data in the Performance report (Appendix B). The purpose of this paper is to respond to any of the outstanding questions with additional information or explanations.

**Ref 1.1.2 Percentage of food establishments which are broadly compliant with good hygiene law.** The question raised was whether a target of 85% is too low and should it be higher for this indicator.

**Comment:** This indicator has consistently achieved over the target of 85% and the target could be raised as suggested to 90%. However the performance of this indicator is not in meeting the target but as information indicator advising how compliant the businesses inspected are and advises delivery of a programme of inspections. Although information and support is given to food establishments, the result is reliant on the standards achieved by the individual businesses inspected and not the service which inspects. The service supports the businesses inspected and do educate businesses to improve their compliance but this is a longer term impact.

**Ref 1.3.2 Percentage of household waste sent for reuse, recycling and composting.** This indicator was off target in this quarter.

**Comment:** The lower figure for the third quarter is a result of the lack of brown bin collections during this period and follows trends of previous years when organic waste is reduced.

**Outcome 2.1** -There was a request that more information is provided on where we get the data from in this section.

**Comment:** All of the demographic data in 2.1, with the exception of NEET data, is taken from the NOMIS (this is not an acronym but a brand) website. NOMIS is the provider of official labour market statistics and will be quoted often wherever up-to-date information on employment/benefits is published.

Some of the issues around the data for business survival is the availability of recent data. There is data for 2012 but this is only for regions and not at local authority level. The observatory website at the county also uses the data, like us, from 2011 for business start up and failure information.

**Ref 2.1.3 Percentage of working age people claiming key out of work benefits.** The comment raised was that this should be a 'down' arrow.

This is the percentage of working age population (16-64) who are claiming JSA, ESA or Incapacity Benefit, lone parent and other income related benefits. The performance was previously compared to the West Midlands and national results, where it was in line with their increase, but the arrow has been replaced now by a downward trend arrow.

**Ref 2.1.4 The level of 16-19 year olds Not in Education, Employment or Training.** The question raised was whether the information will be provided.

There appears to have been some technical difficulties with the system at the county, but the NEET figure for November 2013 for the Newcastle district was 6.4% which equates to 113 young people at this time. Future information will now be requested on a regular basis from a new contact and will hopefully resolve the problem.

**Ref 3.2.3 Number of people attending the local theatre.** This information was not available for the Scrutiny meeting in January but was updated for the Cabinet report. The question raised was where does the information come from and that the figures appeared to be low.

Audience & participation numbers for October - December 2013 were 44,021 (total for year: 82,407) for ticketed attendances and supplied by the theatre. There were also 1,343 participants in Education and New Vic Borderlines projects and as stated this was around 7% ahead of last year. These numbers reported do not include visitors to bars and restaurants, exhibitions, meetings and conferences.

**Ref 3.2.4 which is not in the Qtr 3 report.** There was a query raised as to what is the indicator referenced 3.2.4.

This indicator is in the table at the back of the appendix listing all indicators which are reported annually. This one is reported in narrative and is -The economic impact of visitors to the museums.

**Ref 3.3.4 Number of people accessing leisure and recreational facilities.** The question was whether more information can be provided on the facilities and why they are used or not used.

This indicator was off target in quarter three. The numbers for each venue are stated in the report, as are the reasons for some of the short term closures which have impacted on the results for the quarter. Due to a software system error there is a problem in recording attendance at bookable activities and the resulting calculations are not in accordance with best practice. For example, an Astro Turf booking relates to 10 attendances/users but is currently counted as one in the system. This will be rectified to enable correct recording in the future.

However given the issues around the partial closures of facilities at Kidsgrove, it is felt that the projected annual attendance figures will not be achieved. Officers are currently undertaking an options appraisal for a strategic review of the provision of the sporting facilities in Kidsgrove.

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