



Cabinet

Date **Wednesday 10 September 2014**
Time **9.30 am**
Venue **The Main Hall, The Glebe Centre, Durham Place, Murton,
Seaham, Co Durham, SR7 9BX**

Public Question and Answer Session

9.30 a.m. to 10.00 a.m.

An opportunity for local people to have a 30 minute informal question and answer session with Cabinet Members.

Cabinet Business

10.00 a.m. onwards

Part A

Items during which the press and public are welcome to attend - members of the public can ask questions with the Chairman's agreement

1. Minutes of the meeting held on 16 July 2014 (Pages 1 - 6)
2. Declarations of interest

Key Decisions:

3. Housing Stock Transfer: Outcomes of Stage 2 Formal Consultation: Ballot - Joint Report of Corporate Director, Regeneration and Economic Development and Corporate Director, Resources [Key Decision: R&ED/09/14] (Pages 7 - 14)
4. Housing Stock Transfer - Principles of Transfer - Joint Report of Corporate Director, Regeneration and Economic Development and Corporate Director, Resources [Key Decision: R&ED/08/14] (Pages 15 - 26)

Ordinary Decisions:

5. Forecast of Revenue and Capital Outturn 2014/15 for General Fund and Housing Revenue Account - Period to 30 June 2014 - Report of Corporate Director, Resources (Pages 27 - 52)
6. County Durham Partnership Update - Report of Assistant Chief Executive (Pages 53 - 74)

7. Flooding - Scrutiny Review Report - Report of Assistant Chief Executive (Pages 75 - 116)
8. Quarter 1 2014/15 Performance Management Report - Report of Assistant Chief Executive (Pages 117 - 186)
9. Update on the delivery of the Medium Term Financial Plan 4 - Report of Assistant Chief Executive (Pages 187 - 192)
10. Update on the Community Assets Programme - Report of Assistant Chief Executive (Pages 193 - 198)
11. Such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration.
12. Any resolution relating to the exclusion of the public during the discussion of items containing exempt information.

Part B

Items during which it is considered the meeting will not be open to the public (consideration of exempt or confidential information)

13. Such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration.

Colette Longbottom
Head of Legal and Democratic Services

County Hall
Durham
2 September 2014

To: **The Members of the Cabinet**

Councillors S Henig and A Napier (Leader and Deputy Leader of the Council) together with Councillors J Brown, N Foster, L Hovvels, O Johnson, M Nicholls, M Plews, B Stephens and E Tomlinson

Contact: Ros Layfield

Tel: 03000 269708

DURHAM COUNTY COUNCIL

At a Meeting of **Cabinet** held in Committee Room 2, County Hall, Durham on **Wednesday 16 July 2014 at 10.00 am**

Present:

Councillor S Henig (Leader of the Council) in the Chair

Cabinet Members:

Councillors J Brown, N Foster, L Hovvels, O Johnson, A Napier, M Nicholls, M Plews, B Stephens and E Tomlinson

Other Members:

Councillors C Carr, J Clare, M Dixon, O Gunn, J Shuttleworth, M Simmons, T Smith, A Surtees, M Wilkes and M Williams

1 Minutes

The minutes of the meeting held on 11 June 2014 were confirmed as a correct record and signed by the Chairman.

2 Declarations of interest

There were no declarations of interest.

**3 Housing Stock Transfer: Outcomes of Formal Consultation - Stage 1
Key Decision: R&ED/07/14**

The Cabinet considered a joint report of the Corporate Director, Regeneration and Economic Development, and Corporate Director, Resources which sought to advise on the outcomes of the first stage of formal consultation on the council's transfer proposal (for copy see file of minutes).

Joyce Lovack (Chair of the Stock Transfer Customer Working Group), and Sam Woodrow, a tenant and former Chairman of the Stock Transfer Steering Group, advised of their involvement in progressing with the proposed stock transfer, and support for the proposals.

Cabinet members asked that their thanks and appreciation of the work undertaken by the Stock Transfer Steering Group, and Stock Transfer Customer Working Group be relayed to those involved. They expressed their thanks also to Cllr E Tomlinson for progressing with this, and to Clive Robson, former Cabinet portfolio

holder for housing for the work undertaken while in his remit, and the officers who had been involved.

Resolved:

That the recommendations contained within the report be agreed.

**4 Adoption of North Pennines AONB Management Plan
Key Decision: R&ED/11/14**

The Cabinet considered a report of the Corporate Director, Regeneration and Economic Development which provided detail on the review of the latest Management Plan for the North Pennines AONB which would guide the management of its protected landscapes for the period 2014-19, and was presented to Cabinet for adoption (for copy see file of minutes).

Resolved:

That the recommendations contained within the report be agreed.

**5 Customer First Strategy Refresh 2014-2017
Key Decision: NS/22/13**

The Cabinet considered a report of the Corporate Director, Neighbourhood Services which provided detail on the results of the consultation process for a new Customer First Strategy for the Council and sought agreement on the Strategy for 2014-2017 (for copy see file of minutes).

Resolved:

That the recommendations contained within the report be agreed.

**6 Proposal to change the age range of Chester-le-Street C of E (Controlled) Junior School from 7 - 11 to 4 - 11 from 1 January 2015 to create a C of E (Controlled) Primary School and to close South Pelaw Infant School as a separate school from 31 December 2014
Key Decision CAS/01/14**

The Cabinet considered a report of the Corporate Director, Children and Adult Services which sought approval to change the age range of Chester-le-Street C of E (Controlled) Primary School and to close South Pelaw Infant School as a separate school from 31 December 2014, taking account of the Local Authority's duties as prescribed in the Education and Inspections Act 2006 to secure sufficient school places, and to secure good outcomes for all children and young people in their local area (for copy see file of minutes).

Resolved:

That the recommendations contained within the report be agreed.

**7 Draft Corporate Tree Management Policy
Key Decision: NS/25/13**

The Cabinet considered a joint report of the Corporate Director Neighbourhood Services, and Corporate Director Regeneration and Economic Development which sought agreement of the draft countywide tree policy for the management of all trees under Durham County Council's ownership which pose a safety risk to the public highway (for copy see file of minutes).

Resolved:

That the recommendations contained within the report be agreed.

**8 Medium Term Financial Plan (5), Council Plan, Service Plans 2015/16 - 2017/18
and Review of the Council's Local Council Tax Reduction Scheme
Key Decision: CORP/R/14/02**

The Cabinet considered a joint report of the Corporate Director, Resources and Assistant Chief Executive which provided an update on the development of the 2015/16 budget, the Medium term Financial Plan (MTFP(5)) and Council Plan / Service Plans 2015/16 – 2017/18 and a review of the Council Tax Reduction Scheme, which has been in place since 1 April 2013 (for copy see file of minutes).

Resolved:

That the recommendations contained within the report be agreed.

9 Treasury Management Outturn 2013/14

The Cabinet considered a report of the Corporate Director, Resources which provided an update with the annual treasury management report for the year ended 31 March 2014 (for copy see file of minutes).

Resolved:

That the report be noted.

10 2013/14 Final Outturn for General Fund, Housing Revenue Account and Collection Fund

The Cabinet considered a report of the Corporate Director, Resources which provided details of the revenue and capital outturn for both the General Fund and the Housing Revenue Account (HRA) for 2013/14, and also provided the outturn for the Collection Fund in respect of Council Tax collection and Business Rates collection (for copy see file of minutes).

Cabinet members referred to the robust financial planning that was in place with service groupings being well organised and managed in meeting their savings targets.

Resolved:

That the recommendations contained in the report be agreed.

11 Transfer of Land Held in Trust at Peases West, Crook

The Cabinet considered a report of the Corporate Director, Regeneration and Economic Development which sought approval for the disposal of an area of land held on trust by the Council at Peases West, Crook to Crook Community Leisure (for copy see file of minutes).

Resolved:

That the recommendations contained within the report be approved.

12 World War 1 Centenary Activity: Victoria Cross Winner's Commemorative Paving Stone Project

The Cabinet considered a report of the Corporate Director, Neighbourhood Services which outlined the Council's involvement in delivering the Department of Communities and Local Government's Victoria Cross Winner Commemorative Paving Stone Project and proposed a process by which the permanent location of paving stones would be determined (for copy see file of minutes).

Resolved:

That the recommendations contained within the report be agreed.

13 Durham County Council's Festivals and Events Programme Development

The Cabinet considered a report of the Corporate Director, Neighbourhood Services which reviewed the current position regarding the Council's involvement with festivals and events and to provide a framework to ensure best use of existing

resources to create a vibrant and diverse programme of events and festivals (for copy see file of minutes).

Resolved:

That the recommendations contained in the report be agreed.

14 Lumiere 2015

The Cabinet considered a report of the Corporate Director, Neighbourhood Services which informed Cabinet of the evaluation of the 2013 Lumiere festival and to consider whether a similar event should be held in 2015 (for copy see file of minutes).

Cabinet members referred to the success of the previous events held in Durham which had brought much media attention, and national recognition, and that the holding of a further event would bring substantial benefits for Durham.

Resolved:

That the recommendations contained within the report be agreed.

15 Dog Control Order - Seasonal Exclusion of Dogs from Seaham Beach

The Cabinet considered a report of the Corporate Director, Neighbourhoods which set out proposals for the making of a Dog Control Order which would prohibit dogs from Seaham Beach for the summer months (1st April to 30th September) with effect from 2015 onwards (for copy see file of minutes).

Resolved:

That the recommendations contained in the report be agreed.

16 County Durham Youth Justice Plan 2014/16

The Cabinet considered a report of the Corporate Director, Children and Adult Services which presented the County Durham Youth Justice Plan 2014-16 for information, prior to full Council approval being sought on 23 July 2014, before submission to the Youth Justice Board (for copy see file of minutes).

Resolved:

That the report be noted

17 **Review of Children's Centres in County Durham**

The Cabinet considered a report of the Corporate Director, Children and Adults Services which set out the details of a review of the current service delivery model in view of the new Early Years Strategy and the role / requirement of Children's Centre buildings to deliver improved outcomes (for copy see file of minutes).

Councillor Wilkes in advising of his support for the proposals expressed his disappointment that members from the other political groups and not just the majority group had been consulted, and questioned whether there were plans to liaise with neighbouring authorities in providing the service.

He suggested that if there was to be a restructuring it may be better to consider the right location rather than having one in each of the 16 cluster areas.

In response Councillor Johnson, advised that there are 43 existing buildings which have been analysed in great detail on a range of data, and that the proposal is to retain children centres services that will improve outcomes for children. He explained that from a managerial and operational position the cluster areas relate to more than children's centres, giving examples of communities for learning, youth pass, and family workers.

The Corporate Director advised that they do have discussions with other authorities in the north east, however an Ofsted inspection in County Durham would relate to that area solely, and the service would concentrate its resources in its own area.

Councillor Johnson advised that the current service had not reached all those that needed it most, and a revised service would need to be easier to access.

Other Cabinet members welcomed the review as there is need to provide a better service, members would listen to the views expressed in the consultation, and hopefully transform the service.

Resolved:

That the recommendations contained within report be agreed.

Cabinet

10 September 2014

Housing Stock Transfer: Outcomes of Stage 2 Formal Consultation: Ballot



Key Decision R&ED/09/14

Report of Corporate Management Team

Ian Thompson, Corporate Director, Regeneration and Economic Development

Councillor Neil Foster, Cabinet Portfolio Holder for Regeneration

Don McLure, Corporate Director, Resources

Councillor Alan Napier, Cabinet Portfolio Holder for Finance

Purpose of the Report

- 1 To provide Cabinet with details of the positive ballot result and set out the next steps to meet the target date for transfer in March 2015.

Background

- 2 The first stage of formal consultation on the Council's proposal to transfer ownership and management of its homes was completed in early July 2014, when 21,908 Offer Document packs (which set out the Council's proposal and potential implications for tenants) were hand delivered to tenants. Over 15,500 tenants were spoken to by employees of the Council, Dale & Valley Homes and East Durham Homes. 1371 tenants responded to the Offer Document during the 28 day representation period that followed delivery of the Offer Document.
- 3 In July 2014 Cabinet agreed to accept the outcomes of the first stage of consultation and decided not to change the promises made in the Offer Document. Cabinet also decided to proceed to the second stage of formal consultation and to issue all secure and introductory tenants with a Stage 2 Notice, which explains the Council's decision and advises tenants that a ballot on the transfer proposal will follow. The ballot is required under Schedule 3A of the Housing Act 1985 to demonstrate to the Secretary of State for Communities and Local Government the level of support from the Council's tenants.
- 4 The Council's Stage 2 Notice was approved by the Homes and Communities Agency (HCA) and was sent to all secure and introductory tenants from mid July 2014. The secret ballot of all the Council's secure and introductory tenants followed the Notice and was undertaken independently by Electoral Reform Services (ERS).

- 5 The question set out on the ballot paper and which tenants were asked to respond to was agreed with the Homes and Communities Agency (HCA) and the Department for Communities and Local Government and was:
- “Are you in favour of the Council’s proposal to transfer the ownership and management of its homes to the County Durham Housing Group Limited and then to your local housing services provider?”*
- 6 The ballot provided a variety of ways for tenants to vote, all of which were controlled and managed by ERS:
- Postal vote
 - SMS text
 - Online (via the internet)
 - Telephone
- 7 The ballot ended at midday on Monday 18th August 2014:
- The total number of votes cast was 11,316 (a turnout of 51.2%).
 - 157 ballot papers were found to be invalid. Therefore 11,159 votes were counted as being valid.
 - 9149 tenants voted “yes” to the transfer proposal (82% of the valid vote).
 - 2010 tenants voted “no” to the transfer proposal (18% of the valid vote).
- 8 The Council received a formal report of voting from ERS which is attached an Appendix 2.

Next Steps

- 9 Paragraph 3 (6) of the Housing Act 1985 requires the council to write to all tenants (whether or not they voted) informing them of the result at the end of the ballot period. The council should also inform its tenants of its decision and, if the council has decided to proceed with the transfer, next steps in the process.
- 10 If Cabinet decide to proceed with the transfer process, the Council will need to meet statutory requirements of the Secretary of State for Communities and Local Government to transfer homes, and complete the transfer by the end of March 2015.
- 11 There is a significant amount of work to complete if the proposed new group of landlords are to be successfully established and registered as providers of social housing with the HCA by the end of March 2015. Key pieces of work include:

- The appointment of an executive management team for the proposed new group.
- The development and issuing of a business plan and financial prospectus for the proposed new group to potential funders.
- The development of a Transfer Agreement.
- The registration of the County Durham Housing Group Ltd, Dale & Valley Homes, Durham City Homes and East Durham Homes as Registered Providers with the HCA.
- The development of an agreement with funders to obtain access to borrowing facilities.

- 12 In order to meet challenging timescales and achieve the transfer by the end of March 2015 the Council and the proposed new group of landlords will work closely together. It is also necessary for the County Durham Housing Group Ltd to be constituted as a corporate body so it is able to complete the key pieces of work set out at paragraph 11 and in particular be in a position to appoint an executive management team.
- 13 The proposed new group would own no assets and have no income prior to the transfer taking place in March 2015. Therefore the Council would provide for the establishment of the new group until the transfer is complete. Costs are usually met via the provision of a loan to the proposed new group by way of a Section 25 loan (under the Local Government Act 1988) which is repaid to the Council by the new group of landlords at the point of transfer.
- 14 It is also essential for the Council to underwrite any employment costs in the period leading up to transfer, if for whatever reason it does not go ahead. The Council must agree to the indemnification agreement before the recruitment process for an executive management team begins. Due to challenging project timescales the recruitment process is due to begin on the 12 September 2014.
- 15 A Transfer Agreement between the Council and the proposed new group of landlords would be developed. The Transfer Agreement would be a detailed document which would be made up of a number of different schedules that include:
- A series of schedules and contracts agreeing the transfer of land and other assets to the proposed new housing Group.
 - A Deed of Covenant which underpins the delivery of the promises set out in the Offer Document.
 - Service Level Agreements between the Council and the proposed new housing group.
 - Development Agreement.
 - Transfer of Undertakings and Protection of Employment (TUPE) transfer issues for staff affected by the transfer proposal.

- 16 The Council would also continue to consider the implications of the transfer on the services it would be responsible for (should the transfer go ahead) and how it could work with the new group of landlords to achieve its wider strategic objectives for County Durham.

Recommendations

It is recommended that Cabinet:

- I. Note the positive result of the ballot of all secure and introductory tenants on the Council's transfer proposal.
- II. Agree to proceed with the proposed transfer, subject to Cabinet's final approval of the terms of the transfer and obtaining all necessary statutory consents.
- III. Recommend to the Council that in accordance with the Housing Strategy 2010 -2015 the County Durham Housing Group Ltd be established.
- IV. Agree to provide an indemnification agreement to underwrite employment costs (in case of the transfer not taking place) to allow the County Durham Housing Group Ltd to begin the recruitment of an executive management team.
- V. To provide joint delegated authority to the Corporate Director Regeneration and Economic Development and Corporate Director Resources, in consultation with the Portfolio Holder for Regeneration and Portfolio Holder for Finance, to continue to work with representatives of the proposed new housing group, to negotiate the development of the Transfer Agreement.

Contact: Marie Roe Housing Directions Manager

Tel:03000 261 864

Appendix 1: Implications

Finance

The Council is currently operating within a HRA self-financing debt cap of £245m (as of April 2012). This debt cap has almost been reached and the Council is therefore unable to borrow any further to invest in areas such as new build housing development. The proposed housing stock transfer will enable the new group of landlords to borrow additional funds to invest in housing, regeneration and support services for tenants. In order to qualify for debt write-off, Government have however directed that the transfer must be completed by 31 March 2015.

Transfer will come at a cost to the Council and previous reports have identified an annual cost to the General Fund of £3.6m. Provision for this cost has been built into the latest MTFP Model which identifies this loss of income from 2015/16 onwards. Failure to proceed with the transfer process would mean that the Council would continue as landlord which would mean a continuation in the Council's borrowing abilities which would affect investment in homes, neighbourhoods and services.

Implementing stock transfer will incur costs for both the Council and the proposed new housing group in the development of the Transfer Agreement and the establishment of the proposed new group landlords, which is estimated to be in excess of £4million.

Staffing

Detailed work continues on the impact of the proposed transfer on the Council's services and staff associated with Council housing and its support. This work is being undertaken by Human Resources and Legal Services in full consultation with potential staff affected. Staff potentially affected by a TUPE transfer either from the Council or within the proposed new group of landlords will be fully informed and consulted with as part of the formal TUPE consultation.

Risk

The transfer of the Council's homes must be planned and managed effectively by both the Council's transfer team and the transfer team of the proposed new group of landlords to ensure the challenging deadline is achieved by the end of March 2015.

Equality and Diversity

The formal consultation process has provided all individuals and organisations with an interest in the future of the Council's housing stock with the best opportunity to express their view on the transfer of the Council's homes in County Durham. The formal consultation process has been delivered through the implementation of a communication and consultation plan and active tenant engagement in the development of the Offer Document.

The Offer Document makes specific provisions for:

- Tenants with a disability
- Elderly tenants

- Young tenants
- Tenants experiencing problems with managing money and debt
- Improving quality of life for tenants across the county

According to the Equality Impact Assessment undertaken on the proposed transfer it will impact on protected characteristics. Impacts in terms of stock transfer are positive, as accessing additional funding will improve housing, neighbourhoods and services and will stimulate the local economy. This may be particularly beneficial for women who have an increased demand for social housing and disabled and older people who require homes to meet specific housing needs. Younger people and people raising a family will also benefit from an improved social housing offer resulting from stock transfer. Transfer may also enable access to additional funding to strengthen and improve tenancy support services to mitigate the effects of welfare reform.

Accommodation

The proposed new group of landlords will continue to work with the Council to identify suitable accommodation for the proposed new County Durham Housing Group Limited ahead of the transfer deadline.

Crime and Disorder

None

Human Rights

None

Consultation

Formal consultation has been undertaken with all secure and introductory tenants, providing an opportunity for 21,908 tenants and 193 leaseholders to comment and vote on the Council's transfer proposal.

Procurement

None

Disability Issues

None

Legal Implications

There is a clear process for the transfer of homes set out in the Government's Housing Transfer Manual. The transfer of homes can only go ahead if the Council observes the outcome of the ballot that a majority of tenants voting in the ballot voted in favour of the proposal.

The transfer process will continue to be supported by the Council's legal advisers for stock transfer (DWF) and the proposed new group of landlord's legal advisers (Trowers and Hamlins). The Council's Legal Services will work closely with DWF to ensure the Council's interests are protected throughout negotiations with the proposed new group of landlords and that any commercial deal agreed with the proposed new group is properly documented in a Transfer Agreement.

18 August 2014

**DURHAM COUNTY COUNCIL
STOCK TRANSFER BALLOT - 2014**

Our report of voting for the above ballot which closed at noon on Monday 18 August 2014 is as follows:

Question

Are you in favour of the council's proposal to transfer the ownership and management of your home to County Durham Housing Group Limited and then to your local housing provider?

Number of eligible voters:		22102
Votes cast by post:	9759	
Votes cast online:	443	
Votes cast by text:	491	
Votes cast by telephone:	623	
Total number of votes cast:		11316
Turnout:		51.2%
Number of votes found to be invalid:		157
Total number of valid votes to be counted:		11159

Result

Number voting YES	9149	(82% of the valid vote)
Number voting NO	2010	(18% of the valid vote)
TOTAL	11159	(100% of the valid vote)

Electoral Reform Services can confirm that, as far as reasonably practicable, every person whose name appeared on the electoral roll supplied to us for the purpose of the ballot:-

- a) was sent the details of the ballot and
- b) if they chose to participate in the ballot, had their vote fairly and accurately recorded.

All voting material will be stored for six months.

Yours sincerely

p.p.



Barnaby Ho
Head of Community Sector

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Cabinet

10 September 2014

Housing Stock Transfer – Principles of Transfer



Key Decision R&ED/08/14

Joint Report of

Ian Thompson, Corporate Director Regeneration and Economic Development,

Councillor Neil Foster, Cabinet Portfolio Holder for Regeneration

Don McLure, Corporate Director Resources, and

Councillor Alan Napier, Cabinet Portfolio Holder for Finance

Purpose of the Report

- 1 Following the positive ballot outcome of council housing tenants in support of the council's Housing Stock Transfer proposal, this report seeks approval to the principles of transfer which will be followed by officers when identifying and agreeing land and assets to transfer to the County Durham Housing Group.
- 2 The report seeks approval to the provision of a Section 25 loan from the council to the proposed new group. Section 25 of the Local Government Act 2008 provides the council with the power to make a loan to fund necessary set-up costs required prior to the transfer date. The council will also need to underwrite any employment costs in the period leading up to transfer.
- 3 The report also describes the TUPE implications associated with the proposed transfer and seeks delegated authority for the Corporate Director Regeneration and Economic Development and Corporate Director Resources, in consultation with the Portfolio Holder for Regeneration and Portfolio Holder for Finance, to negotiate the final transfer agreement.

Background

- 4 In January 2014 the council applied to Government for agreement and financial support to transfer ownership of its homes to a group structure of its existing housing management organisations; Dale & Valley Homes, Durham City Homes and East Durham Homes. The Department for Communities and Local Government approved the council's application in March 2014 and allowed the council to proceed to formal consultation with

its secure and introductory tenants. Formal consultation began in June 2014.

- 5 Following a positive tenant ballot outcome on 18 August 2014, and subject to final Secretary of State consents in March 2015, the council plans to transfer ownership of its homes to its existing housing management organisations, who would in turn each become landlords in their own right. Durham City Homes would, prior to transfer, become a newly constituted company separate to the council and would work with Dale & Valley Homes and East Durham Homes under a group structure known as the County Durham Housing Group, to ensure they can maximise investment in homes, neighbourhoods and local services.
- 6 The proposed new group of landlords would also include a parent organisation (County Durham Housing Group Ltd) which would lead on all governance and financial viability issues for the group, and would provide support services to the three new landlords. It is this parent organisation that would pass ownership of the housing stock from the council to each of the three new landlords upon transfer. This does not pose any legal obstacle or concern for the council.
- 7 The council has worked with representatives from the proposed new group of landlords to consider and establish a broad set of principles which identifies the assets that could transfer to the new group and those which could be retained by the authority. Due consideration has also been given to the potential TUPE implications of transfer, the estimated costs of establishing the new group and the facility for the council to provide a Section 25 loan to the new organisation to fund the costs that are likely to be incurred in establishment of the proposed new group. This loan would be repaid to the council at the point of transfer.
- 8 There is a fundamental appreciation by all parties that impacts of the transfer upon the council's General Fund and retained housing services must be limited as far as practicable. This report therefore seeks agreement to the broad principles of transfer which will be used to guide discussions around all land and assets to transfer to the County Durham Housing Group; provides details of the potential TUPE implications of transfer; and outlines the Section 25 loan arrangements which will be put in place for the new organisation.
- 9 The report also outlines some of the key Heads of Terms and negotiating parameters that will need to be considered further in the coming months, and prior to finalising the transfer agreement with the County Durham Housing Group.

Principles of Transfer

- 10 Transfer of the council's housing stock to the County Durham Housing Group represents a significant opportunity to increase investment in local

neighbourhoods and housing estates and further improve the lives of council housing tenants.

- 11 The council has already invested significantly in recent years to ensure all of its housing stock meets the Decent Homes standard by 31 March 2015. Transfer of the housing stock to the County Durham Housing Group would however ensure this investment is maximised even further, with significant improvements proposed by the group to raise standards within the housing stock to an agreed 'Durham Standard', improve local neighbourhoods and provide much needed new homes following transfer.
- 12 Clearly assets and land are therefore a major aspect of the transfer proposal and there is a need to ensure a transparent and balanced approach is taken to their transfer to the new group, as well as those to be retained by the council. A team of officers, supported by advisers to the council, has been established to consider the broad principles of transfer which could be applied and which would ensure the proposed County Durham Housing Group would be able to deliver the promises made to tenants in the council's recent Offer Document. This work has been based upon the principles and experiences evidenced within former district councils who have already pursued housing stock transfers in County Durham, for example Sedgefield Borough Homes (now Livin), as well as best practice examples from other neighbouring and regional authorities.
- 13 A range of options for the transfer of land and assets have been considered and discussed with colleagues from the council's housing management organisations; Dale & Valley Homes, Durham City Homes and East Durham Homes. The approach has not yet been formally agreed with the County Durham Housing Group Ltd Board. Options ranged from a transfer of minimal land and assets, essentially only houses, gardens and brick built garages, to a maximum proposal where all assets and land would transfer within a council housing estate boundary.
- 14 Following extensive consideration, officers propose the land and assets listed below should transfer to the proposed new group as part of the transfer agreement;
 - the housing stock and land within the curtilage of individual properties (including the freehold reversion of any prior Right to Buy disposals),
 - brick built garages and garage sites within or adjoining council housing estates,
 - shops and other leasehold land and/or property within council housing estates,
 - areas of land which could be subject to garden land transfers under Right to Buy provisions,
 - areas of land between open plan dwellings,
 - incidental areas of open space adjacent to housing,

- areas of land where housing has previously been demolished within council housing estates, and
 - unadopted car parking areas, roads and footpaths within council housing estates.
- 15 It is also proposed that the following areas of council ownership and responsibility would be retained by the council should the transfer go ahead;
- areas of open space separated from houses by adopted roads and footpaths within council housing estates,
 - larger areas of open spaces located between main roads and dwellings in council housing estates,
 - play areas, and
 - land beneath adopted highways.
- 16 The above mentioned 'principles of transfer' would not only ensure the council is able to retain ownership and control of larger areas of open space within housing estates, they would also enable the proposed new group to deliver the environmental and neighbourhood improvements set out in the council's Offer Document to tenants.
- 17 In most cases the principles (should they be adopted) will enable the new group to remodel transferred housing stock without the need to receive consents or acquire additional land from the council.
- 18 The council proposed in its Offer Document to tenants that land would be transferred to the proposed new group to support a significant new build programme. Such a commitment could only be achieved with the provision of development land from the council and in this regard a suitable Development Agreement will be drawn-up with the new group as part of the final transfer agreement. It is envisaged the new group will be able to develop new affordable housing on land transferred to them, however where there are proposals for land to be developed for market housing the council will include clauses to ensure it receives a fair proportion of any future development value attained.
- 19 A clawback provision would also be included in the transfer agreement to ensure any land sold to a third party (excluding houses, garages, and Right to Buy gardens) would be subject to clawback provision, in favour of the council, over and above a determined figure.
- 20 Future grounds maintenance costs associated with the estates would be shared between the council and the proposed new group, attributed on the basis of ownership and ensuring the council only pay for maintenance of those open spaces retained within its ownership. The proposed new

group will be responsible for all maintenance, inspection, litter clearance and drainage issues associated with all land transferred to them.

- 21 Should these principles be adopted by the council, officers will use them to map all land and assets to transfer to the new group over the coming months. Discussion about potential liabilities or value from the transfer of assets would be part of the development of the transfer agreement and the business plan for the proposed new group.
- 22 There may well be a very small number of exceptions which do not fall comfortably within the 'principles' as officers begin to map the land to transfer. In any such instances, officers would seek to address the issues individually and for the mutual benefit of the council and the proposed new group.
- 23 If at any point during negotiations a need arises to change or deviate from the principles set-out at paragraphs 13-14, approval is sought for the Corporate Director Regeneration and Economic Development and Corporate Director Resources, in consultation with the Portfolio Holder for Regeneration and Portfolio Holder for Finance, to be provided with joint delegated authority to negotiate any changes in the best interests of the council.

Section 25 Loan

- 24 Following a positive tenant ballot outcome, it is usual for the council to provide a loan to the proposed new landlord to assist in the development and set up of the proposed new management and ownership arrangements.
- 25 The proposed new group would have no assets or income prior to the transfer taking place. Therefore, the council would essentially provide for the establishment of the proposed new group until the housing stock transfers to the proposed new landlords. These costs are usually met via the provision of a loan facility to the proposed new group.
- 26 Generally the loan is made to the proposed new organisation from the council by way of a Section 25 loan, which is then repaid to the council at the point of transfer. Section 25 of the Local Government Act 1988 (as amended) provides the council with the power to make such a loan to the proposed new group.
- 27 Following officer discussions, a loan facility up to the value of £4.5 million will be made available to cover these set-up costs. This has been built up from costs related to specific budget heads.
- 28 The council will charge a commercial interest rate on the loan to County Durham Housing Group. It is important to note that should the full loan facility not be utilised, the group would only be charged interest on actual expenditure incurred.

- 29 If the transfer should not proceed for any reason, any expenditure incurred from the loan will need to be written off by the council. It is also important to note that the council will incur costs and will also need to budget separately for its own post-ballot expenditure, predominantly associated with lead advisors and consultants to the transfer process. The council will also need to underwrite any employment costs in the period leading up to transfer, as detailed in the report received by Cabinet on 10th September 2014 on the outcomes of the ballot of all secure and introductory tenants on the transfer proposal.

TUPE Implications for Durham County Council Employees

- 30 The Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) is a piece of legislation which applies in the event of a business transfer or a service provision change. Its key purpose is to preserve the continuity of employment, and terms and conditions, of those employees who are transferred to a new employer when the relevant transfer takes place. The employees will automatically become employees of the new employer (transferee), and it will be as though their contracts of employment had always been with them.
- 31 Officers from Durham County Council, Dale and Valley Homes, and East Durham Homes are continuing to work together to consider the TUPE implications associated with the establishment of the County Durham Housing Group. All of those council employees who are assigned, or otherwise essentially dedicated to the delivery of council housing services, or directly support its delivery at the point of transfer, will be affected by TUPE. An estimated 183 council employees have been identified from those relevant work groups as being subject to a TUPE transfer, should the proposals go ahead.
- 32 For information, the majority of employees currently working for the council's arms-length housing management organisations (Dale and Valley Homes and East Durham Homes) will not be impacted by TUPE, as they are already employed directly by them, and this would continue to be the case under the proposed group arrangement. The exception to this will be in relation to any functions (yet to be determined) which may be delivered by the parent organisation rather than the individual landlords.
- 33 The TUPE Regulations place a joint duty on both the transferor (in this case, Durham County Council), and the transferee (the proposed County Durham Housing Group Ltd or Durham City Homes) to comply by informing and consulting representatives of its employees who may be affected by the transfer, or measures taken in connection with the transfer.
- 34 The council has significant experience of handling transfers, both as transferor and transferee, and in every instance apply agreed Change Management Protocols in relation to TUPE to ensure its obligations under the Regulations are met. The Protocols ensure that not only are all affected employees and their representatives fully informed and consulted

with at the earliest opportunity, but also through the development of close working relationships with the new employer and the sharing of relevant due diligence information in a timely manner, that there will be a smooth transition at the point of transfer, supporting a positive outcome for the employees and also for the continuity of service delivery.

- 35 Whilst there are no prescribed timescales in relation to TUPE consultation, arrangements within the Regulations, and indeed final due diligence, information is not required to be provided to the new employer until 28 days before the transfer, the council's Change Management Protocols, and best practice, would support formal consultation commencing with affected employees and trades unions at the earliest opportunity.

Developing the Final Transfer Agreement

- 36 It is usual as part of any housing stock transfer proposal for discussions and negotiations to be undertaken on behalf of the council and the new organisation up until the point of transfer. Whilst every effort will be made to ensure transfer details are agreed at the earliest opportunity, such as those set-out at paragraphs 13-14 in respect of land and assets, there will no doubt be a need for on-going dialogue and negotiations up until the end of March 2015 when the housing stock is scheduled to transfer to the new group.
- 37 Following the positive ballot outcome of council housing tenants, officers will now work to finalise a number of key negotiating parameters which will be used to guide and influence the final transfer agreement to the County Durham Housing Group. This will include the council's position with regard to;
- open spaces and grounds maintenance,
 - unadopted footpaths and highways,
 - land which could support new build housing development by the County Durham Housing Group,
 - pension scheme proposals for those staff affected by the transfer,
 - warranties provided to the County Durham Housing Group,
 - all Service Level Agreements (SLA's) currently in place across the council's existing housing management organisations,
 - the transfer/sale of rent arrears to the new group,
 - office accommodation and any associated leases, and
 - all equipment and furniture.
- 38 To ensure the most suitable solution is achieved in respect of these issues, it is recommended delegated authority is provided jointly to the Corporate Director Regeneration and Economic Development and Corporate Director Resources, in consultation with the Portfolio Holder for

Regeneration and Portfolio Holder for Finance, to negotiate the final transfer agreement in the best interests of the authority.

Conclusions

- 39 As part of the council's housing stock transfer proposals, officers propose a set of broad principles which identifies those areas of land and assets that would transfer to the proposed new group and those which would be retained by the council should transfer proceed.
- 40 A set of principles for the transfer of land and assets has been developed (outlined at paragraphs 13-14) which will be used to identify those assets to transfer to the proposed new group should the transfer go ahead. Should the need arise to change or deviate from these principles, approval is sought for the Corporate Director Regeneration and Economic Development and Corporate Director Resources, in consultation with the Portfolio Holder for Regeneration and Portfolio Holder for Finance, to be given joint delegated authority to negotiate any changes in the best interests of the council.
- 41 In addition to these principles, the council would also provide a Section 25 loan to the proposed new group to fund necessary start-up costs should the transfer process proceed. An initial loan facility up to the value of £4.5 million will be made available to the County Durham Housing Group, upon which the council will charge a commercial rate of interest. The council will also need to underwrite any employment costs in the period leading up to the transfer.
- 42 183 council staff have been identified as potentially affected by TUPE transfer should the transfer of the council's homes proceed. The council may need to consider whether arrangements would change for council staff members that do not transfer to the proposed new group. The TUPE Regulations place a joint duty on both the transferor (in this case, Durham County Council), and the transferee (the proposed County Durham Housing Group) to comply by informing and consulting representatives of its employees who may be affected by the transfer, or measures taken in connection with the transfer.
- 43 There is no specific timescale for consultation, but information relating to TUPE should be provided to appropriate staff representatives with enough time to allow meaningful consultation and the achievement of challenging project timescales. The council is obliged to provide the appropriate information to the transferee (County Durham Housing Group Ltd or Durham City Homes) 28 days in advance of the transfer taking place.
- 44 As tenants have voted positively in the recent ballot of all tenants and are supportive of the council's transfer proposal, officers will continue to work together to finalise a number of key elements of the final transfer agreement with the County Durham Housing Group. Areas for negotiation are likely to include suitable solutions in respect of key areas such as

warranties to the proposed new group, continuing SLAs and/or contracts with the council, land to support new build development and pension scheme proposals.

- 45 To ensure the transfer process progresses well and continues to meet challenging timescales it is proposed delegated authority be provided jointly to the Corporate Director Regeneration and Economic Development and Corporate Director Resources, in consultation with the Portfolio Holder for Regeneration and Portfolio Holder for Finance, to negotiate the final transfer agreement.

Recommendations

- 46 Cabinet are asked to note and agree;
- a) the 'principles of transfer' set out at paragraphs 13-14
 - b) the position in respect of TUPE and the provision of a Section 25 loan facility to the County Durham Housing Group,
 - c) to provide joint delegated authority to the Corporate Director Regeneration and Economic Development and Corporate Director Resources, in consultation with the Portfolio Holder for Regeneration and Portfolio Holder for Finance, to negotiate the final transfer agreement with the County Durham Housing Group, and
 - d) to receive a further report in due course which sets out the final terms of the transfer and the financial position once negotiations are complete

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Appendix 1: Implications

Finance

The council is currently operating within a HRA self-financing debt cap of £245m (as of April 2012). The level of borrowing the council has means that the debt cap has almost been reached and the council is therefore unable to borrow any further to invest in areas such as new build housing development. The proposed housing stock transfer will enable the new group of landlords to borrow additional funds to invest in housing, regeneration and support services for tenants. In order to qualify for debt write-off, Government have however prescribed that transfer must complete by 31 March 2015.

Transfer will come at a cost to the council. Prior reports have identified an annual cost to the General Fund of £3.6m, with provision for this cost built into latest MTFP model which identifies the loss of income from 2015/16 onwards. In addition a number of existing Service Level Agreements (SLAs), such as those relating to grounds maintenance, could be subject to change.

This report also notes the offer of a Section 25 loan facility from the council to the County Durham Housing Group to fund necessary start-up costs. An initial loan facility up to the value of £4.5 million will be made available upon which the council will charge a commercial rate of interest.

Staffing

Transfer will inevitably involve TUPE implications. Work is now at an advanced stage to identify those staff affected by TUPE and who would potentially transfer to the County Durham Housing Group.

Risk

It is important the 'principles of transfer' outlined in this report are agreed by Cabinet to provide a guide for decisions around those assets to transfer to the County Durham Housing Group. Such agreement is needed now to ensure officers are able to map all land and assets to transfer during the summer months and to ensure any potential liabilities or value from the transfer of assets is built into the final transfer agreement and developing business plan of the new group.

If such discussions are not held early, there may well be a risk of transfer negotiations being delayed, something which must be mitigated for as far as possible to ensure the 31 March 2015 transfer deadline is achieved.

Equality and Diversity

N/A

Accommodation

N/A

Crime and Disorder

N/A

Human Rights

N/A

Consultation

The council plans to deliver an extensive formal consultation programme, with all stakeholder groups, as part of its transfer proposal. Extensive dialogue will also be held by officers with representatives from the County Durham Housing Group throughout the process.

Procurement

N/A

Disability Discrimination Act

N/A

Legal Implications

N/A

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Cabinet

10 September 2014



**Forecast of Revenue and Capital
Outturn 2014/15 for General Fund and
Housing Revenue Account – Period to
30 June 2014**

**Report of Corporate Management Team
Don McLure, Corporate Director Resources
Councillor Alan Napier, Portfolio Holder for Finance**

Purpose of the Report

- 1 To provide Cabinet with a forecast of 2014/15 revenue and capital outturn for the period to 30 June 2014 for the Council's General Fund and Housing Revenue Account.

Background

- 2 This report is the first indication of the revenue and capital outturn for 2014/15 based on actual expenditure and known commitments as at 30 June 2014, together with the forecast balances on general and earmarked reserves at 31 March 2015.
- 3 The report also provides an update on the Collection Fund in terms of Council Tax and Business Rates forecast outturn.

Revenue - Current Position to 30 June 2014

- 4 The table overleaf compares the forecast with the revised budgets and is shown in more detail in Appendices 2 and 3.
- 5 The following adjustments have been made to the Original Budget that was agreed by Full Council in February 2014:
 - (i) agreed budget transfers between Service Groupings;
 - (ii) additions to budget for items outside the cash limit (for Cabinet approval);
 - (iii) planned use of or contribution to Earmarked Reserves (see Appendix 4).

Forecast of General Fund Revenue Outturn 2014/15

	Original Budget 2014/15	Budget - incorporating adjustments	Service Groupings Forecast of Outturn	Forecasted Variance
	£'000	£'000	£'000	£'000
Assistant Chief Executive	10,200	10,231	10,181	-50
Children and Adults Services	275,231	276,573	273,372	-3,201
Neighbourhood Services	109,765	114,515	114,029	-486
Regeneration and Economic Development Resources	42,653	44,544	44,120	-424
	14,447	14,943	14,545	-398
Cash Limit Position	452,296	460,806	456,247	-4,559
Contingencies	7,706	7,832	7,832	0
Corporate Costs	3,924	3,801	3,541	-260
NET COST OF SERVICES	463,926	472,439	467,620	-4,819
Capital charges	-50,474	-50,474	-50,474	0
Interest and Investment income	-1,441	-1,441	-1,675	-234
Interest payable and similar charges	38,444	38,291	35,791	-2,500
Net Expenditure	450,455	458,815	451,262	-7,553
Funded By:				
Council tax	-168,844	-168,844	-168,844	0
Use of earmarked reserves	-8,140	-15,978	-15,978	0
Start up Funding Assessment	-250,409	-250,409	-250,409	0
New Homes Bonus	-6,784	-6,784	-6,783	1
New Homes Bonus - Re-imburement	-390	-390	-381	9
Section 31 Grant - Small business rate relief	-2,194	-2,194	-2,246	-52
Section 31 Grant - Settlement Funding Assessment Adj	-1,703	-1,703	-1,769	-66
Section 31 Grant - Retail Adjustment	-1,204	-1,204	-1,132	72
Education Services Grant	-7,237	-7,237	-7,490	-253
Forecast contribution to/from Cash Limit Reserve	-2,617	-3,139	1,670	4,809
Forecast contribution to/from General Reserves	-933	-933	2,100	3,033
TOTAL	-0	-0	-0	0

Note: Negative figures in the variance column represent an underspend or overachievement of income

- 6 The sums Service Groupings have proposed as being outside the Cash Limit are detailed below:

SERVICE GROUPING	PROPOSAL	Amount
		£m
ACE	Pay Protection from At Risk Register	0.007
Neighbourhoods	Bridge Inspections	0.411
	Waste Disposal Inflation	0.235
RED	Whinney Hill School – Security (Surplus Property)	0.083
	Concessionary Fares	0.293
	Office Accommodation Project	0.120
Resources	Coroner's Service	0.013
Total		1.162

- 7 After adjusting the budgets as detailed above the forecast outturn for Cash Limit Reserves and the General Reserve are summarised in the table below:

Type of Reserve	Opening Balance as at 1 April 2014	Budgetted use at 1 April 2014	Movement during 2014/15		2014/15 Forecast of Outturn
			Planned contribution to (-) or use of reserve	Contribution to (-) or use of reserve	
	£m	£m	£m	£m	£m
Service Grouping Cash Limit					
Assistant Chief Executive	-1.005	0.250	0.000	-0.050	-0.805
Children and Adults Services	-12.029	1.879	0.000	-3.201	-13.351
Neighbourhoods	-2.782	0.130	0.230	-0.486	-2.908
Regeneration and Econ Development	-3.007	0.000	0.227	-0.424	-3.204
Resources	-3.563	0.358	0.065	-0.648	-3.788
TOTAL CASH LIMIT RESERVE	-22.386	2.617	0.522	-4.809	-24.056
General Reserve	-28.132	0.933	0.000	-3.033	-30.232

- 8 The forecasted increase in Cash Limit and General Reserves is a prudent position to be in given the forecasted levels of savings the Council needs to make of £87.473m over 2015/16 to 2017/18, as the delivery of such is becoming more and more difficult to achieve.

- 9 The reasons for the major variances are detailed by each Service Grouping below.

Assistant Chief Executive

- 10 The forecast revenue outturn for 2014/15 is a cash limit underspend of £50k for the year after taking account of the forecast use of reserves and items outside the cash limit.
- 11 The forecast underspend is a managed position, reflecting the proactive management of activity by Heads of Service across ACE to remain within the cash limit. The main reasons for the projected underspend is the net effect of the following items;
- Partnerships and Community Engagement - £55k overspend primarily due to a managed overspend on employee related costs within the Area Action Partnerships (AAPs) that is being covered from underspends in other budgets.
 - Planning and Performance – a balanced budget position with no major variances.
 - Policy and Communications - £0.105m underspend predominantly resulting from a £57k managed underspend on employees in the Civil Contingencies Unit, together with £10k additional income generated from commercial bodies. Additional income from advertising is also forecast to generate £17k more than budgeted in year. The remainder of the underspend is from a tight control of supplies and services expenditure across the service.

- Each of the 14 area action partnerships (AAP) have an 'Area' budget to contribute to local projects of £96k in 2014/15. Combined with revenue budgets carried forward from previous years the total revenue budget across all 14 AAP's is £3.580m. Committed spend of £1.122m is currently being held against this budget and it is anticipated that the remaining £2.458m will be committed to investments during 2014/15. The forecast outturn assumes that actual expenditure of £1.344m will be incurred by the year end.
- In 2014/15 Members' Neighbourhood revenue budget, including sums carried forward from the previous year, totalled £1.735m. Committed spend of £0.498m is been held against this budget and it is anticipated that the remaining £1.237m will be committed to projects and initiatives during 2014/15. The forecast outturn assumes that actual expenditure of £0.756m will be incurred by the end of the year.

- 12 In arriving at the forecast cash limit outturn position £71k relating to contributions to and from reserves and cash limits have been excluded from the outturn figures.
- 13 Taking the projected outturn position into account, including items proposed to be treat as outside the cash limit, the total cash limit reserve forecasted to be carried forward for ACE into 2015/16 is £0.805m.

Children and Adults Services

- 14 The 2014/15 projected outturn position for Children and Adults Services (CAS), based on the position to 30 June 2014, is a cash limit under spend of £3.201m. This represents circa 1.2% of the total budget for CAS.
- 15 The projected outturn takes into account adjustments for sums outside the cash limit including redundancy costs which are met from the corporate reserves, capital accounting entries and use of / contributions to earmarked reserves.
- 16 The forecast underspend is a managed position, reflecting the proactive management of activity by Heads of Service across CAS to remain within the cash limit. The forecast underspend is accounted for by the net effect of the following items:
- Early achievement of a number of 2015/16 MTFP savings from management and support service proposals across the Adult Care and related areas, together with the careful management and control of vacant posts and supplies and services budgets across the service has created a projected net under spend for the year of approximately £3.2m;
 - Net spend on adult care packages is forecast to be approximately £3.3m below budget, which represents circa 4% of the adult social care budget. This area of spend is closely monitored to assess the impact of demographic and procedural/operational changes. Ongoing savings have arisen from the consistent and effective application of the existing eligibility criteria, and the ongoing transformational change agenda, linked to the provision of social care, will further refine processes. CAS Service Managers are reviewing its approach to current savings in

order to consider building this increased saving associated with consistent application of eligibility criteria into the MTFP in future years. This will need to be carefully considered in light of transition cases, potential for ordinary residence claims, the potential for increased care package costs linked to older carers, general increases in demand and the implications of and funding provided as a consequence of the Care Act changes.

- Excluded from the cash limit outturn is a £5m contribution to the Demographics / Hyper Inflation Reserve to offset and delay MTFP pressures in future years;
- Children's Services is forecasting a net under spend of £1.438m. This is primarily relating to savings from a reduction in the number of children placed with Independent Fostering Agencies and represents 2% of the children's social care budget.
- The Education Service is currently forecasting a net under spend of £0.252m. In the main this under spend relates to early achievement of 2014/15 MTFP savings related to vacant posts, restructuring and additional Service Level contract income, which reflects 1% of the education budget.

17 Taking the projected outturn position into account, including the transfer to/from Reserves in year, the estimated cash limit reserve to be carried forward for Children and Adults Services is forecast to be £13.351m.

Neighbourhood Services

18 The forecast revenue outturn for 2014/15 is a cash limit underspend of £0.486m, after taking account of the forecast use of reserves, and items outside the cash limit.

19 Since the original budget was presented to Council, the Neighbourhoods revenue budget has been adjusted to take into account the transfer of Community Safety functions from CAS (£0.417m), a reduction relating to the Fleet Review savings (£0.386m), which has been transferred to corporate contingencies, and some minor transfers between Neighbourhood Services and other Service Groupings.

20 The forecast underspend is a managed position, reflecting the proactive management of activity by Heads of Service across Neighbourhoods to remain within the cash limit. The main reasons accounting for the outturn position are shown below:

- Within Direct Services there are underspends on premises costs relating to Admin Buildings (£0.173m), underspends within Street Scene (£0.145m) and an increased surplus within Building Services (£0.180m) related to trading activity.
- There are increased surpluses of approximately £0.350m within Technical Services in relation to Highways Services' trading activity, including the Design Service.

- There are underspends of £81k within Environmental Health and Consumer Protection associated with savings on employees and supplies and services. Some of these underspends relate to early achievement of 2015/16 MTFP savings requirements.
 - There is a forecast overspend of £0.437m within Strategic Waste primarily due to additional costs associated with the Materials Recycling Facility contract for processing of Dry Kerbside Recycling materials and reduced income in this area.
- 21 The forecast outturn is net of expenditure that is being treated as being outside the cash limit, and also the use of earmarked reserves. Details of these are as follows;
- Additional work of £0.411m relating to clearing a backlog of principal Inspections on Bridges is being treated as outside the cash limit.
 - Additional price inflation of £0.235m relating to Waste Disposal Contracts is being treated as outside the cash limit.
 - The cash limit underspend also takes account of the planned use of £3.919m of earmarked reserves during 2014/15. These mainly relate to one off revenue costs associated with; Culture and Sport MTFP savings, Street Cleaning, Waste Disposal and Collection, IT systems development, and the Transport Asset Management Plan.
- 22 At this stage of the year, there are two specific areas of overspend that are planned to be mitigated by the use of Neighbourhood Services' cash limit reserve. These are in respect of the delayed savings from the Culture and Sport restructure (£0.180m), and also a delayed MTFP saving relating to a reduction in the Leisure-Works contract (£50k).
- 23 Taking the projected outturn position into account, including items proposed to be treated as outside the cash limit, the forecasted cash limit reserve to be carried forward for Neighbourhood Services is £2.908m

Regeneration and Economic Development (RED)

- 24 The 2014/15 forecast outturn for Regeneration and Economic Development is a cash limit underspend of £0.424m. This takes into account adjustments for sums outside the cash limit such as redundancy costs which are met from an earmarked reserve, year-end capital accounting entries and use of / contributions to earmarked reserves.
- 25 The forecast underspend is a managed position, reflecting the proactive management of activity by Heads of Service across RED to remain within the cash limit. The main reasons accounting for the outturn position are shown below:
- Strategy Programmes and Performance - £53k saving on employee costs due to vacancies, maternity leave and reduced hours.
 - Economic Development and Housing - £0.136m overspend primarily due to approved overspends on apprenticeship support and a contribution to the Regional Growth fund programme.

- Planning and Assets - £0.512m underspend which consists of a £0.705m underspend in the Planning service and a £0.193m overspend in the Assets Service. The underspend in the Planning service primarily results from an increase in planning fee income, from the non-filling of vacant posts and other efficiency savings on Transport and Supplies and Services. The Assets Service is experiencing income pressures mainly from Newgate Street in Bishop Auckland, the Brackenhill Centre in Peterlee and Millennium Square in Durham City where forecasted rental income is not being achieved.
- Transport - £5k overspend.

26 Taking the projected outturn position into account, including items proposed to be treated as outside the cash limit, the forecasted cash limit reserve to be carried forward for Regeneration and Economic Development is £3.204m.

Resources

27 The forecast revenue outturn for 2014/15 is a cash limit underspend of £0.648m for the year after taking account of the forecast use of reserves and items outside the cash limit.

28 Heads of Service across Resources continue to proactively manage activity to remain within the cash limit. The main reasons for the projected underspend position is the net effect of the following items:

- Corporate Finance is forecast to underspend by £0.218m. £0.170m of this relates to the early achievement of 2015/16 MTFP savings. The balance arises from a £48k over recovery of income the majority of which is from VAT services.
- Financial Services is forecast to underspend by £0.246m, consisting primarily of £0.157m in respect of the early achievement of 2015/16 MTFP savings. There are also managed underspends against supplies and services and staff travel costs (£77k). The balance comprises a forecast over recovery of SLA income.
- Human Resources is forecasting to underspend by £0.100m through the management of staff vacancies pending a service restructure. This forecast is a prudent estimate and will be refined once the restructure is fully implemented in quarter 2.
- ICT Services is forecasting a balanced budget position with no major variances at this stage.
- Internal Audit is forecast to underspend by £64k, resulting from an underspend on employees through the non-filling of vacant posts and secondments in anticipation of 2015/16 MTFP savings targets.
- Legal and Democratic Services is forecast to underspend by £20k, which arises from minor variances across a range of budgets heads.
- The Housing Benefits Payments Budget is forecasting a £0.341m overspend on Discretionary Housing Payments based on payments

and commitments as at 30 June 2014. £91k of this overspend will be met from the balance on the Discretionary Housing Payment Reserve with the remaining £0.250m, offset by a forecast underspend on the Welfare Assistance Scheme budget. Mitigating actions are being considered by the Service in order to bring this forecasted overspend on Discretionary Housing payments back in line with budget before the year end.

- 29 There is a further £0.260m underspend against Corporate Costs, comprising an overspend on expenses associated with raising loans (£48k) offset by underspends against Audit Fees (£42k) and subscriptions (£16k). This £10k underspend does not form part of Resources cash limit. The remaining £0.250m underspend is in respect of the Welfare Assistance Scheme Budget which has been used to offset the overspend on Discretionary Housing Payments as noted above.
- 30 In arriving at the forecast outturn position £0.693m relating to contributions to and from reserves and cash limits have been excluded from the outturn.
- 31 Taking the projected outturn position into account, including items proposed to be treated as outside the cash limit, the forecast cash limit reserve to be carried forward for Resources is £3.788m.

Schools

- 32 The total delegated budget for maintained schools (including early years' providers) in 2014/15 is £249.088m.
- 33 Where schools spend more than their delegated budgets, the overspend reduces their accumulated balance. At 31 March 2014, 6 schools had a deficit balance totalling £0.960m, 12 schools were holding a balance of less than 2.5% of their overall funding and 240 schools had balances of more than 2.5% of their overall funding.
- 34 School reserves brought forward from 2013/14 were £24.684m. This balance is net of loans to schools and other balances not related to maintained schools. Maintained schools balances amounted to £25.280m. Based on budget plans approved by governing bodies, schools plan to use £5.446m of these balances in 2014/15. The forecast balances at 31 March 2015 are £19.834m and a summary of this forecast position is provided below:

Schools forecasting a surplus above 2.5% of funding						
	Nursery	PRU	Primary	Secondary	Special	Total
Number	12	-	204	10	8	234
Forecast	(£0.792m)	-	(£16.931m)	(£2.176m)	(£1.290m)	(£21.189m)
Schools forecasting a surplus of less than 2.5% of funding						
	Nursery	PRU	Primary	Secondary	Special	Total
Number	-	-	11	5	-	16
Forecast	-	-	(£0.184m)	(£0.296m)	-	(£0.480m)

Schools forecasting a deficit						
	Nursery	PRU	Primary	Secondary	Special	Total
Number	-	1	1	3	1	6
Forecast	-	£0.182m	£0.005m	£1.585m	£0.062m	£1.834m
Summary – All Maintained Schools						
	Nursery	PRU	Primary	Secondary	Special	Total
Number	12	1	216	18	9	256
Forecast	(£0.792m)	£0.182m	(£17,110m)	(£0.887m)	(£1.227m)	(£19.834m)

- 35 There is a cause for concern due to three of the secondary schools forecasting deficit balances at the end of the year. The Council is working with two of these schools to establish revised budget plans to clear their deficits in the medium term. The third school is in this position because of a temporary reduction in pupil numbers and is expected to be in deficit for the next two financial years.
- 36 Schools will be asked to update their budget projections on a termly basis, building on the revised financial controls put in place in 2013/14. The forecast position is based on the budget plans and does not take into account forecast under and over spending at this point, this will be provided in the quarter 2 budgetary control report.
- 37 Concern has been expressed by the Schools Forum about the amount held in school balances. It is accepted that the amount is large, but it should be seen in the context of there being 256 maintained schools in the County and the need for each school to have an adequate balance to provide for unforeseen expenditure. It is also worth noting that spending in schools in recent years has been impacted by the reluctance to commit to spending due to the freeze on inflation within school budgets and until the impact of the School Funding Reforms, particularly the National Funding Formula from April 2015, becomes clearer.
- 38 The Council recommends to schools that they should carry a minimum balance of 2.5% of funding plus Pupil Premium income, but does not recommend a maximum balance. Previous funding regulations provided for budgets to be capped if balances exceeded 8% of budget shares, except for secondary schools, where the threshold was 5%. These might be considered appropriate as maximum for schools that are not setting aside funding for one-off costs, such as a major capital project or a temporary dip in pupil numbers.
- 39 These percentages are appropriate for many schools, but for some smaller schools, these percentages may result in a very small balance and for these schools a minimum balance of £50k would be more appropriate for nursery and primary schools and £100k for the Pupil Referral Unit (PRU), secondary and special schools.

- 40 Using these thresholds would suggest the following as minimum and maximum balances (excluding schools that are saving for one-off costs):

	Nursery	PRU	Primary	Secondary	Special	Total
	£m	£m	£m	£m	£m	£m
Minimum balances	(0.600)	(0.100)	(10.803)	(2.073)	(0.900)	(14.476)
Maximum balances	(0.600)	(0.190)	(14.632)	(3.781)	(1.510)	(20.713)
Balance brought forward	(0.776)	0.182	(17.938)	(4.517)	(2.232)	(25.281)
Forecast carry forward	(0.792)	0.182	(17.110)	(0.887)	(1.227)	(19.834)

- 41 The balance brought forward from 2013/14 is in excess of the maximum indicated in the above table. However, these balances included a one off £3.5m of equal pay provision that was only returned at the end of the year, and information provided by schools to date indicates that at least a further £1.2m of the retained balances relates to funding earmarked for one-off costs. When the total is adjusted for these amounts the total balances brought forward as a general reserve reduces to £20.5m, which is within the maximum shown in the table. The forecast balance to be carried forward to 2015/16 is also within the maximum
- 42 There are, however, significant variations between phases, with primary schools carrying forward and forecasting balances that are higher than the maximum threshold and secondary schools being lower than the threshold. There are also significant variations for primary schools, with 79 having a balance of less than £50k compared to 113 with balances in excess of the proposed maximum. It is likely that in many cases schools will be holding balances for other one-off costs that we may not currently have details on.
- 43 The level of school balances will continue to closely monitored and managed, particularly those schools with a deficit balance and robust arrangements have been put in to place to monitor these in parallel with budget plans given the additional risks from schools that could potentially become a sponsored academy.

Central Budgets

- Interest Payable and Similar Charges - Capital Financing

- 44 During the quarter a review of capital financing costs has led to a forecast underspend of £2.500m. This saving is being achieved due to lower than forecast interest rates on loans and borrowing not needing to take place yet due to higher levels of cash balances than forecast.

- Interest and Investment Income

- 45 The forecast of outturn is an overachievement of income of £0.234m which is due to a higher than anticipated level of cash balances. This is due in the main to slower than expected use of reserves and capital spend.

- Education Services Grant

- 46 The forecast of outturn reflects net additional grant income of £0.253m which is due to the actual grant notification being higher than the amount budgeted for in 2014/15. This grant is subject to a 23% reduction in 2015/16, amounting to circa £1.5m, which is factored into the MTFP forecasts reported to Cabinet in July 2014.

Earmarked Reserves Forecast

- 47 Appendix 4 details the forecast use of Earmarked Reserves in 2014/15. Based on the latest forecast the position at the end of the year is estimated to be as follows:

	Non-Schools	Schools and DSG	Cash Limits	TOTAL
	£m	£m	£m	£m
Opening Earmarked Balances as at 1 April 2014	-112.512	-31.051	-22.386	-165.949
Less/Plus Forecasted usage/increase of Earmarked Reserves	10.532	5,446	-1.670	14.308
Forecasted Earmarked Reserve Balance as at 31 March 2015	-101.980	-25.605	-24.056	-151.641

Housing Revenue Account (HRA)

48 In summary, the HRA shows a forecasted balanced outturn position on the revenue account after using a projected surplus of £2.028m towards the capital programme. The following table summarises the position with the detail shown in Appendix 5:

Housing Revenue Account	2014/15 Budget	2014/15 Projected Outturn	Variance
	£000	£000	£000
Income			
Dwelling Rents	-64,558	-64,640	-82
Other Income	-1,371	-1,371	0
Interest and Investment Income	-105	-105	0
Total Income	-66,034	-66,116	-82
Expenditure			
ALMO Fees	16,799	16,799	0
Repairs, Supervision and Management Costs	12,019	12,019	0
Depreciation	7,872	7,872	0
Interest Payable	12,627	10,681	-1,946
Revenue Contribution to Capital Programme	16,717	18,745	2,028
Total Expenditure	66,034	66,116	82
2014/15 Surplus transferred to balances	0	0	0

Note: Negative figures in the variance column represent an underspend or an overachievement of income

49 The main variances are explained below:

- Dwelling Rents £82k increased income – this results from a lower than anticipated number of void and unlet properties;
- Interest Payments £1.946m underspend – this results from a lower interest rate and lower outstanding loan debt than originally anticipated, due in part to re-profiling of the capital programme in year;
- Revenue Support to fund Capital Programme shows a forecasted £2.028m additional charge to the HRA – this is the balancing item on the HRA, which identifies the potential resources available to support the capital programme and reduce our reliance on borrowing

Capital

Background

- 50 The General Fund (GF) capital budget for 2014/15 was set at £166.292m by Council on 26 February 2014. Re-profiling from the 2013/14 capital programme outturn into 2014/15, amounting to £22.341m, was reported to Cabinet on 16 July 2014.
- 51 The 2014/15 Housing Revenue Account (HRA) Capital budget of £50.489m was also approved by Council on 26 February 2014.
- 52 The Council's Member Officer Working Group (MOWG) that closely monitors the capital programme has since recommended approval to Cabinet of further revisions to the capital programme, taking into account additional resources received by the authority and further requests for re-profiling as Service Management Teams continue to monitor and review their capital schemes.

Current Position

- 53 The following table summarises the latest capital budget recommended for approval by MOWG on 14 July 2014. The table also shows the forecast outturn for each service and the actual spend as at 30 June 2014.

Service Grouping	Original Budget 2014/15 £m	Re-profiling from 2013/14 to 2014/15 £m	Amendments recommended by MOWG £m	Revised Budget 2014/15 £m	Projected Outturn 2014/15 £m	Actual Spend to 30 June 2014 £m
Assistant Chief Executives	3.471	0.932	0.142	4.545	4.545	0.249
Children and Adults Services	56.839	11.697	5.265	73.801	73.801	8.652
Neighbourhoods	38.840	5.352	4.376	48.568	48.568	3.558
Regeneration and Economic Development	56.269	2.835	-14.225	44.879	44.879	5.613
Resources	10.873	1.525	-3.697	8.701	8.701	0.676
Total	166.292	22.341	-8.139	180.494	180.494	18.748

- 54 Since the 2014/15 budget was approved at Council on 26 February 2014 MOWG have approved a number of variations to the capital programme. Of particular significance is the inclusion in the programme of a £12.9m expansion at the North East Technology Park (NetPark) in Sedgefield.
- 55 NETPark opened in 2004 and currently provides 120,000 sq. ft. of high quality business space. The buildings are:
- NETPark Incubator Phase 1 and 2.
 - NETPark Research Institute, housing two research groups from Durham University.
 - National Printable Electronics Centre (managed by the Centre for Process Innovation, or CPI, and now part of the High Value Manufacturing Catapult) which was opened in 2008.

- Two Discovery Buildings, built as grow on space in 2010 to support businesses graduating from the Incubator and is over 70% full within 2 years.
 - Kromek PLC global headquarters.
- 56 NETPark provides a dynamic and supportive environment to accelerate the growth of ambitious high tech companies into global markets and encourages collaborative multidisciplinary links, driving innovation, enterprise and economic prosperity. NETPark is therefore an effective vehicle for delivering the economic development aims of the Council and the wider County Durham Economic Partnerships. NETPark also delivers to the Thriving Durham City objective through its links with Durham University.
- 57 There is an urgent need to further develop space at NETPark. Indeed without plans to support business growth, the existing facilities may be vulnerable as the demands of the companies force them to meet the needs of their growing businesses by relocating from NETPark. A number of development options have been considered that will address the demand for additional space at NETPark, including a purpose built building for CPI and PolyPhotonix, together with Explorer Village that will meet demand from Ibox Innovations and other growing businesses at NETPark and across the region,
- 58 The additional investment of £12.9m for new buildings will enable the development of 67,000 sq.ft of additional business space at NETPark. This will support the creation of 250 direct and 625 indirect new jobs over the next three years and make a substantial impact on the Council's number one priority to create an 'Altogether Wealthier' County Durham.
- 59 The development of the additional units will generate rental revenue and also business rates. Under the Business Rate Retention scheme the Council can retain 49% of the additional business rates. Overall the additional income generated can finance the majority of the borrowing required to finance the £12.9m development. The council is required to identify additional capital resources of £1.2m to balance the financial model which can be found within the current capital programme.
- 60 In addition to the NetPark development the following variations have been approved by MOWG and are of note:
- **CAS** - £3.467m to cover the cost of demolition and site clearance of school premises at Wolsingham, Tudhoe Grange, Consett, Harelaw and Stanley.
 - **CAS** - £0.168m additional school contributions to assist with the completion of the works associated with the investment required to deliver the free school meals programme.
 - **CAS** - £4.209m toward the school capital programme, being met from anticipated ring-fenced capital receipts of £3.297m and Basic Need Grant of £0.512m and Sedgefield School contribution of £0.400m.

- **RED** - £0.269m to compensate the Church Commissioners should they decide to exercise their mines and mineral rights over the land the Council wishes to sell or develop.
- **Neighbourhoods Services** - £2.198mm additional ring-fenced grant funding, 'Potholes in the Highway' has been secured from the Department for Transport,
- **Neighbourhood Services** - £1.507m additional grant from the Environment Agency towards work at Seaham pier.

61 Budget managers continue to challenge and review the programming and phasing of works, which has resulted in the re-profiling of the following budgets in line with anticipated activity:

- **RED** - £14.650m of the 2014/15 capital budget allocated to Economic Development and Housing (£2.170m), Planning and Assets (£7.157m), Strategy/Programmes and Performance (£0.329m) and Transport and Contracted Services (£4.994m) has been re-profiled into future years.
- **Resources** - £2.14m of the 2014/15 capital budget for the delivery of the Digital Durham Project has been re-profiled to 2015/16 together with £0.115m of the 2015/16 budget into 2016/17.
- **Neighbourhoods Services** - £1.968m of the 2014/15 capital budget allocated to the improvement projects at the waste transfer stations has been re-profiled into 2015/16.
- **CAS** - As referred to above, the increase of £4.209m in the school related budget from 2016/17 Basic Needs capital allocation (£0.512m), the investment of earmarked capital receipts (£3.297m) and the additional schools contribution (£0.400m) has been profiled across the financial years 2014/15 to 2016/17 as follows:

Year	Amount
	£m
2014/15	0.386
2015/16	1.710
2016/17	2.113

Housing Revenue Account Capital Programme 2014/15

62 The following tables summarise the recommended financing of the revised capital programme:

Service	Original Budget 2014/15 £m	Re-profiling from 2013/14 to 2014/15 £m	Amendments recommended by MOWG £m	Revised Budget 2014/15 £m	Projected Outturn 2014/15 £m	Actual Spend to 30 June 2014 £m
HRA	50.489	-	-0.489	50.000	50.000	5.889
Total	50.489	0	-0.489	50.000	50.000	5.889

63 It is anticipated that the projected outturn at 31 March 2015 will be in line with the revised budget.

Capital Financing

Financing – General Fund Capital Programme 2014/15

Financed By:	Original Budget 2014/15 £m	Re-profiling from 2013/14 to 2014/15 £m	Amendments recommended by MOWG £m	Revised Budget 2014/15 £m
Grants and Contributions	69.055	5.741	-12.117	62.679
Revenue and Reserves	4.993	2.606	-2.742	4.857
Capital Receipts	20.474	3.150	-13.395	10.229
Borrowing	71.770	10.844	20.115	102.729
Total	166.292	22.341	-8.139	180.494

Financing – Housing Revenue Account Capital Programme 2014/15

Financed By:	Original Budget 2014/15 £m	Re-profiling from 2013/14 to 2014/15 £m	Amendments recommended by MOWG £m	Revised Budget 2014/15 £m
Grants and Contributions	19.286	-	-	19.286
Revenue and Reserves	24.589	-	-	24.589
Capital Receipts	1.547	-	-	1.547
Borrowing	5.067	-	-0.489	4.578
Total	50.489	0.000	-0.489	50.000

Collection Funds

64 The Collection Funds consists of two main income streams – Council Tax and Business Rates.

Council Tax

- 65 Council Tax is charged for all residential dwellings in bandings agreed by the Valuation Office, which is part of Her Majesty's Revenues and Customs (HMRC). Exemptions, reliefs and discounts are awarded dependent upon the state of the property, its use and occupiers' personal circumstances.
- 66 Council Tax collection for Q1 2014/15 is ahead of target. This has been achieved through more automation of the 2014/15 recovery schedule against non payers. A detailed review is also being undertaken during 2014/15 analysing the collection rates relating to various classifications of premises, such as empty property, to ensure optimal targeting of resources to further improve the collection rate.

The in-year collection rates for the last three years including the current year are shown below:

Billing year	Position at 30 June Each Year %
2014/15	28.63
2013/14	28.18
2012/13	27.70

- 67 The current overall collection rate for 2013/14 council tax liabilities is now 96.26% and for 2012/13 council tax liabilities is now 97.77%. The Council continues to recover Council Tax from earlier years and currently, the collection rate for all years excluding the current year is 98.96% which is line with our medium term financial plan forecasts.
- 68 The income shown in the Council Tax Collection Fund is the amount collectable from Council Tax payers in the long run, rather than the actual cash collected in the year the charges are raised. Likely bad debts are accounted for by maintaining a bad debt provision. The amount estimated to be collectable is estimated each year by reference to the actual council taxbase for all domestic properties in the county (schedule of all properties, discounts and reliefs) with an allowance for non-collection, currently 1.5%.
- 69 Due to changes in the number of properties (including new build and demolitions), eligibility of discounts and reliefs during the year, the actual amount collectable increases or decreases from the estimate on a dynamic day to day basis. In addition, adjustments for previous billing years take place during each accounting year. All of these adjustments mean that the actual amounts collected will always differ from the estimate. Such differences at the end of each accounting year, after taking into account the calculated change required in the 'bad debt' provision, determines whether a surplus or deficit has arisen, which is then shared proportionately between the Council and its major preceptors being Durham Police and Crime Commissioner and County Durham and Darlington Fire and Rescue Authority.

- 70 At 30 June 2014, the Estimated Outturn for the Council Tax Collection Fund was a surplus of £19k arrived at as shown in the following table. Durham County Council's share of the surplus would be £16k.

	£'000
Net Bills issued during Accounting Year 2014/15	272,104
LCTRS and previous year CTB adjustments	-53,102
Calculated change in provision for bad debts required	-7,205
Net income receivable (a)	211,797
Precepts and Demands	
Durham County Council (including Parish/Town Councils)	179,295
Durham Police and Crime Commissioner	20,592
County Durham and Darlington Fire and Rescue Authority	11,893
Total Precepts and Demands (b)	211,780
Net Surplus / (-) Deficit for year (a) – (b)	17
Surplus Brought Forward from 2013/14	2
Estimated year end surplus	19

- 71 At 15 January in each year, the estimated surplus/deficit on the Collection Fund Council Tax Account is notified to the two major preceptors for inclusion in the budget setting process for the following year as an additional income or expenditure item. At 15 January 2014 an estimated break-even position on the Council Tax Collection Fund for 2013/14 was declared. The actual surplus of £2k was in line with that estimate and this was carried forward to 15 January 2015 and will be taken into account in estimating the surplus/deficit for 2014/15, which will need to be taken into account for 2015/16 budget setting.

Business Rates

- 72 Business rates have been levied on all non-domestic properties since 1990. Prior to 2013/14, the Council acted simply as a tax collector for Central Government, with all amounts receivable, debtor and creditor balances and provisions owing to or from Central Government. The Council remained largely unaffected by changes in business rate yield or liabilities in each year.
- 73 2013/14 was the first year of the new Business Rates Retention Scheme whereby the Council now has a real vested budget interest and stake in the level of business rate yield as income generated from Business Rates is now shared between Central Government (50%), Durham County Council (49%) and County Durham and Darlington Fire and Rescue Authority (1%). For the first time, therefore, it is not only the accuracy and timeliness of bills levied and collected that is monitored and audited, but the level of income

anticipated for the year is important and new monitoring procedures have been devised for this purpose.

- 74 Bills raised, exemptions and reliefs awarded are examined together with local knowledge of anticipated changes in reliefs such as Mandatory Charitable relief and Discretionary Rate Relief on a monthly basis to enable a comparison with the January 2014 estimate that was used for budget setting purposes. At 30 June 2014, the forecast outturn for the Collection Fund Business Rates is a surplus of £3.205m arrived at as shown in the following table.

	£'000
Net rate yield for 2014/15 including previous year adjustments	118,110
Estimate of changes due to appeals lodged and future appeals	-3,779
Estimated losses in Collection – Provision for Bad Debts and Write-offs	-3,543
Net income receivable (a)	110,788
Agreed allocated shares	
Central Government (50%)	55,051
Durham County Council (49%)	53,950
County Durham and Darlington Fire and Rescue Authority (1%)	1,101
Recoupment of Previous year's deficit	-3,247
Cost of Collection Allowance (paid to Durham County Council)	600
Total fixed payments (b)	107,455
Net surplus/deficit (-) for year (a) – (b)	3,333
Deficit brought forward from 2013/14	-3,282
Estimated year end surplus	51

- 75 The in-year surplus forecast will offset the deficit brought forward and is expected to produce a balanced position at 31 March 2015. Any surpluses or deficits at 31 March are shared proportionately between Durham County Council, Central Government and County Durham and Darlington Fire and Rescue, Durham County Council's share being 49%.
- 76 The Business Rates Retention Scheme has not changed the actual business rates charged to ratepayers and therefore is not expected to have a detrimental effect on collection rates. However, at 30 June 2014, the in-year collection rate for 2014/15 charges was 33.36% which was 2.54 percentage points below the same point in 2013/14. Investigations of the reasons for the lower collection rate have revealed that a large proportion of the debit originally due over 10 months has been spread over 12 months following requests made by ratepayers. In addition, the new retail relief and new build relief application process has caused Ratepayers to delay payments pending an award decision. Discussions with colleagues in neighbouring authorities

indicates that this is something that is being experienced by other authorities this year.

- 77 The in-year collection rates for the last three years, including the current year, are shown below:

Billing year	30 June %
2014/15	33.36
2013/14	35.90
2012/13	34.50

Section 31 Grant - Small Business Rate Relief

- 78 Small Business Ratepayers with properties with rateable values under £12,000 benefit from relief on their rates payable. The Government has awarded local authorities a special 'Section 31' grant to cover their share of the shortfall in business rates that these small business ratepayers would have paid had the relief scheme not been in place.
- 79 Small Business Ratepayers with properties with rateable values up to £6,000 are currently being granted full relief instead of 50% relief under the previous scheme, and properties with rateable values between £6,000 and £12,000 have a tapered relief applied to them ranging from 100% down to 0%, but in all cases double the standard relief.
- 80 The Section 31 grant has been calculated as 50% of the extended small business rate relief awarded. Under rules governing the share of Business Rates income, the Local Share of the grant is therefore calculated as 25% of the total relief granted, with 98% of that figure accruing to Durham County Council and 2% to County Durham and Darlington Fire and Rescue Authority.
- 81 The estimated gross Small Business Relief awarded against 2014/15 Business Rates bills is £9.127m, of this the Council would receive £2.236m.
- 82 The Government has only agreed to pay Section 31 grant for the additional Small Business Rate Relief in respect of 2014/15 business rates bills. However, there are adjustments being made in respect of previous years' bills that also included the doubling of Small Business Rate Relief. The Council has raised this matter with the Department for Communities and Local Government (CLG) and we are still awaiting a decision.

Provision for Appeals

- 83 Ratepayers have the right to appeal against the rateable value of their properties which are assessed by the Valuation Office Agency, part of HMRC. If successful, the appeal may result in a reduction being applied to all bills issued from 1 April 2010 for that property. Appeals can continue to be lodged against bills dating back to 1 April 2010 at any time up to 31 March 2017. The level of appeals being lodged and the time taken to settle them can have a detrimental and unpredictable effect on the income for any one year. In order to manage this, we have made a provision in our Business Rates Collection Fund for the repayment of rates already billed due to potential successful appeal outcomes. At 30 June 2014, we estimated that the provision for Appeals would need to be increased by £3.779m for 2014/15. This will

Appendix 1: Implications

Finance -

The report details the 2014/15 forecast of outturn position for Revenue and Capital and details the forecast movement on Reserves.

Staffing -

None

Risk -

None

Equality and Diversity / Public Sector Equality Duty -

None

Accommodation -

None

Crime and Disorder -

None

Human Rights -

None

Consultation -

None

Procurement -

None

Disability Issues -

None

Legal Implications -

None

Appendix 2: Revenue Summary 2014/15

	Original Budget 2014/15	Revised Budget	Proposed Budget Revisions	Cash Limit Reserve	Contribution to / Use of Earmarked Reserves	Budget - incorporating adjustments	Service Groupings Forecast of Outturn	Forecasted Variance
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Assistant Chief Executive	10,200	10,200	-33	0	64	10,231	10,181	-50
Children and Adults Services	275,231	275,231	-1,092	0	2,434	276,573	273,372	-3,201
Neighbourhood Services	109,765	109,765	601	230	3,919	114,515	114,029	-486
Regeneration and Economic Development Resources	42,653	42,653	858	227	806	44,544	44,120	-424
	14,447	14,447	-307	65	738	14,943	14,545	-398
Cash Limit Position	452,296	452,296	27	522	7,961	460,806	456,247	-4,559
Contingencies	7,706	7,706	126		0	7,832	7,832	0
Corporate Costs	3,924	3,924	0	0	-123	3,801	3,541	-260
NET COST OF SERVICES	463,926	463,926	153	522	7,838	472,439	467,620	-4,819
Capital charges	-50,474	-50,474				-50,474	-50,474	0
Interest and Investment income	-1,441	-1,441				-1,441	-1,675	-234
Interest payable and similar charges	38,444	38,444	-153			38,291	35,791	-2,500
Net Expenditure	450,455	450,455	0	522	7,838	458,815	451,262	-7,553
Funded By:								
Council tax	-168,844	-168,844				-168,844	-168,844	0
Use of earmarked reserves	-8,140	-8,140			-7,838	-15,978	-15,978	0
Start up Funding Assessment	-250,409	-250,409				-250,409	-250,409	0
New Homes Bonus	-6,784	-6,784				-6,784	-6,783	1
New Homes Bonus - Re-imbursement	-390	-390				-390	-381	9
Section 31 Grant - Small business rate relief	-2,194	-2,194				-2,194	-2,246	-52
Section 31 Grant - Settlement Funding Assessment Adj	-1,703	-1,703				-1,703	-1,769	-66
Section 31 Grant - Retail Adjustment	-1,204	-1,204				-1,204	-1,132	72
Education Services Grant	-7,237	-7,237				-7,237	-7,490	-253
Forecast contribution to/from Cash Limit Reserve	-2,617	-2,617		-522		-3,139	1,670	4,809
Forecast contribution to/from General Reserves	-933	-933				-933	2,100	3,033
TOTAL	-0	-0	0	0	0	-0	-0	0

Appendix 3: Revenue Summary by Expenditure / Income for the period ended 31 March 2015

	Original Budget 2013/14	Revised Budget	Proposed Budget Revisions	Agreed Budget	Service Groupings Forecast of Outturn	Corporate Costs	Sums Outside the Cash Limit	Cash Limit Reserve	Contribution to / Use of Earmarked Reserves	Revised Service Outturn	Forecasted Variance (including Corporate Costs)	Forecasted Variance - Corporate Costs
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Employees	483,046	483,190	-680	482,510	491,646	0	-20	-272	-8,651	482,703	193	0
Premises	49,510	54,719	-284	54,435	54,757	0	0	0	-404	54,353	-82	0
Transport	46,657	46,409	-263	46,146	46,391	0	0	0	-77	46,314	168	0
Supplies & Services	114,270	116,254	1,077	117,331	120,060	1,822	-203	0	-2,072	119,607	2,276	5
Agency & Contracted	260,165	263,945	-60	263,885	262,528	3,787	-939	-50	-2,114	263,212	-673	-264
Transfer Payments	206,771	206,551	75	206,626	205,453	0	0	0	-92	205,361	-1,265	0
Central Costs	94,797	84,649	-351	84,298	86,362	0	0	0	4,906	91,268	6,970	0
Other	12,637	12,544	572	13,116	13,183	0	0	-200	200	13,183	67	0
Capital Charges	50,474	50,474	0	50,474	50,474	0	0	0	0	50,474	0	0
GROSS EXPENDITURE	1,318,327	1,318,736	86	1,318,822	1,330,855	5,609	-1,162	-522	-8,304	1,326,476	7,654	-259
Income												
- Specific Grants	539,986	541,075	-249	540,826	541,941	2,068	0	0	-702	543,307	-2,481	-1
- Other Grants & conts	25,830	27,262	1,698	28,960	29,558	0	0	0	93	29,651	-691	0
- Sales	5,367	5,356	-86	5,270	4,994	0	0	0	0	4,994	276	0
- Fees & charges	104,308	103,654	103	103,757	101,737	0	0	0	143	101,880	1,877	0
- Rents	5,470	5,508	-21	5,487	5,399	0	0	0	0	5,399	88	0
- Recharges	174,150	172,120	-216	171,904	183,287	0	0	0	0	183,287	-11,383	0
- Other	6,996	7,541	-8	7,533	7,692	0	0	0	0	7,692	-159	0
Total Income	862,107	862,516	1,221	863,737	874,608	2,068	0	0	-466	876,210	-12,473	-1
NET EXPENDITURE	456,220	456,220	-1,135	455,085	456,247	3,541	-1,162	-522	-7,838	450,266	-4,819	-260

Appendix 4: Earmarked Reserves Position as at 30 June 2014

EARMARKED RESERVES AND CASH LIMIT RESERVES	SERVICE GROUPING	2013/14 CLOSING BALANCE	USE OF RESERVES	CONTRIBUTION TO RESERVES	TRANSFERS BETWEEN RESERVES	TOTAL MOVEMENT ON RESERVES	2014/15 CLOSING BALANCE AS AT 30 JUNE 2014
		£,000	£,000	£,000	£,000	£,000	£,000
ACE AAP/Members Reserve	ACE	-3,276	0	0	0	0	-3,276
ACE Grant Reserve	ACE	-230	33	0	0	33	-197
ACE Operational Reserve	ACE	-132	0	0	0	0	-132
Social Care Reserve	CAS	-8,514	1,241	0	0	1,241	-7,273
Community Safety Reserve	CAS	-6	0	0	0	0	-6
Aycliffe Young People's Centre Reserve	CAS	-1,387	162	0	0	162	-1,225
Continuing Professional Development Reserve	CAS	-993	0	0	0	0	-993
Education Reserve	CAS	-987	38	0	0	38	-949
Tackling Troubled Families	CAS	-1,557	659	-117	0	542	-1,015
Special Projects Reserve	CAS	-60	0	0	0	0	-60
Public Health Reserve	CAS	-4,992	109	0	0	109	-4,883
Neighbourhoods AAP Reserve	NS	-38	38	0	0	38	0
Customer Services Reserve	NS	-387	387	0	0	387	0
Direct Services Reserve	NS	-3,675	1,011	0	0	1,011	-2,664
Env. Health and Consumer Protection Reserve	NS	-516	306	0	0	306	-210
Culture and Sport Reserve	NS	-1,962	750	0	0	750	-1,212
Strategic Waste Reserve	NS	-425	375	0	0	375	-50
Technical Services Reserve	NS	-1,619	254	0	0	254	-1,365
Transport Asset Management Programme Reserve	NS	-318	318	0	0	318	0
Business Growth Fund Reserve	RED	0	0	0	-913	-913	-913
Economic Development Reserve	RED	-1,401	349	0	0	349	-1,052
Planning Reserve	RED	-1,173	0	0	0	0	-1,173
North Pennines AONB Partnership Reserve	RED	-637	0	0	0	0	-637
Employability and Training Reserve	RED	-644	107	0	0	107	-537
RED Regeneration Reserve	RED	-1,628	0	0	713	713	-915
Housing Regeneration Reserve	RED	-61	0	0	0	0	-61
Housing Solutions Reserve	RED	-1,079	165	0	0	165	-914
Restructure Reserve	RED	-729	0	0	0	0	-729
LSVT Reserve	RED	-100	0	0	0	0	-100
Transport Reserve	RED	-329	0	0	0	0	-329
Funding and Programmes Management Reserve	RED	-131	0	0	0	0	-131
Resources Corporate Reserve	Resources	-2,219	104	0	0	104	-2,115
Resources DWP Grant Reserve	Resources	-928	90	-166	0	-76	-1,004
Resources System Development Reserve	Resources	-1,291	360	0	0	360	-931
Resources Housing Benefit Subsidy Reserve	Resources	-2,198	0	-116	0	-116	-2,314
Local Council Tax Support Scheme Reserve	Resources	-1,031	0	0	0	0	-1,031
Resources Land Search Fees Reserve	Resources	-1,000	0	0	0	0	-1,000
Resources Legal Expenses	Resources	-200	0	0	0	0	-200
Resources Elections Reserve	Resources	-1,036	136	0	0	136	-900
Resources ICT Reserves	Resources	-730	50	0	0	50	-680
Cabinet Reserve	Corporate Fin	-220	0	0	0	0	-220
Corporate Reserve - Demographic Pressures	Corporate Fin	-10,850	3,150	-5,000	0	-1,850	-12,700
Equal Pay Reserve	Corporate Fin	-17,405	3,685	-207	0	3,478	-13,927
Insurance Reserve	Corporate Fin	-13,057	0	0	0	0	-13,057
Performance Reward Grant Reserve	Corporate Fin	-1,308	63	0	0	63	-1,245
MTFP Redundancy and Early Retirement Reserve	Corporate Fin	-16,256	2,398	0	0	2,398	-13,858
Office Accommodation Reserve	Corporate Fin	-1,000	0	0	0	0	-1,000
Capital Expenditure Reserve	Corporate Fin	-2,797	0	0	0	0	-2,797
Total Non-Schools Reserve		-112,512	16,338	-5,606	-200	10,532	-101,980
Cash Limit Reserves							
Assistant Chief Executive		-1,005	250	-50	0	200	-805
Children and Adults Services		-12,029	1,879	-3,201	0	-1,322	-13,351
Neighbourhood Services		-2,782	360	-486	0	-126	-2,908
Regeneration and Economic Development		-3,007	27	-424	200	-197	-3,204
Resources		-3,563	423	-648	0	-225	-3,788
Total Cash Limit Reserves		-22,386	2,939	-4,809	200	-1,670	-24,056
Schools' Balances							
Schools' Revenue Balance	CAS	-24,684	5,446	0	0	5,446	-19,238
DSG Reserve	CAS	-6,367	0	0	0	0	-6,367
Total Schools and DSG Reserve		-31,051	5,446	0	0	5,446	-25,605
Total Earmarked Reserves		-165,949	24,723	-10,415	0	14,308	-151,641

Appendix 5: Forecasted Housing Revenue Account to 31 March 2015

	Annual Budget	Projected Outturn	Forecasted Variance
	£000	£000	£000
Income			
Dwelling Rents	-64,558	-64,640	-82
Non Dwelling Rents	-1,024	-1,024	0
Charges for Services and Facilities	-347	-347	0
Total Income	-65,929	-66,011	-82
Expenditure			
ALMO Management Fee and Outsourced Contract	16,799	16,799	0
Repairs and Maintenance	4,462	4,462	0
Supervision and Management - General	4,061	4,061	0
Supervision and Management - Special	436	436	0
Rents, Rates, Taxes and other Charges	410	410	0
Depreciation and Impairment of fixed assets	7,872	7,872	0
Increase/Decrease in bad debt provision	988	988	0
Debt Management Costs	175	175	0
Total Expenditure	35,203	35,203	0
Net cost of HRA services per Authority I&E Account	-30,726	-30,808	-82
HRA services share of Corporate and Democratic Core	1,085	1,085	0
Net Cost of services but not allocated to specific services	402	402	0
Net cost of HRA Services	-29,239	-29,321	-82
Interest Payable and Similar Charges	12,627	10,681	-1,946
Direct Revenue Financing [Balancing Item on HRA]	16,717	18,745	2,028
Interest and Investment Income	-105	-105	0
[Surplus] / Deficit for the year on HRA services	0	0	0

Cabinet

10 September 2014

County Durham Partnership Update



Report of Corporate Management Team

Report of Lorraine O'Donnell, Assistant Chief Executive

Councillor Simon Henig, Leader of the Council

Councillor Brian Stephens, Cabinet Portfolio Holder for Neighbourhoods and Local Partnerships

Purpose of the Report

1. To update Durham County Council's Cabinet on issues being addressed by the County Durham Partnership (CDP) including key issues from the Board, the five thematic partnerships and all area action partnerships (AAPs). The report also includes updates on other key initiatives being carried out in partnership across the county.

Summary

2. The County Durham Partnership continues to take forward the priorities set out in the Sustainable Community Strategy (SCS). The renewed SCS will be officially launched at the forthcoming whole partnership event being held in November. The event will be focused on the successes and achievements of the CDP as well as looking at the challenges going forward.
3. As the council and DLI Museum build up to the World War One Centenary Commemoration Weekend events taking place on Saturday 13 and Sunday 14 September local communities are marking the War in a number of different ways, with some examples detailed in the report.
4. This report shows the diversity of how AAPs actively support their local communities on a daily basis in addition to funded projects. AAPs respond to many community concerns ranging from traffic calming issues to street lighting and supporting the establishment of new community groups where needed. Although many of these issues can be dealt with quickly and easily they are of concern to the public and communities of County Durham and the support they offer is therefore very important.

Partnership Event

5. There will be a whole partnership event in November that will bring together all parts of the County Durham Partnership. The aims of the event are to help people understand the role they play in the work of the partnership as well as to highlight the CDP's achievements over the last five years. It will also encourage the whole partnership to focus on actions that have a big impact on local people; opportunities for asset transfer and the official launch the SCS as the shared vision for the future.

6. It is hoped that as a result of the event attendees will understand what the CDP can achieve through partnership working as well as feel enthusiastic about County Durham and its future. The event offers an opportunity to share ideas for change through workshop sessions focused on the partnership's six areas of cross thematic focus. Further details can be found in appendix two of the report.

Welfare Reform

7. The **Three Towns Partnership** is leading on work with the Department for Work and Pensions on a new social justice pilot which aims to improve welfare and wellbeing outcomes for customers receiving DWP benefits in Crook, especially those who are vulnerable and have particularly challenging circumstances.
8. The objectives of the pilot are:
 - a. To bring together the managers and practitioners of relevant agencies and support organisations in Crook, to identify where better customer outcomes can be achieved by working more closely together and build upon existing relationships;
 - b. To take a 'customer centric' view of the support people may receive concurrently from different organisations, consider whether effectiveness of support can be improved and whether communications can be formalised and coordinated;
 - c. To identify the causes and contributory factors of problematic outcomes such as benefit sanctions and identify where action can be taken, individually or collectively, to reduce or prevent such occurrences;
 - d. To consider whether practitioners in organisations would benefit from having a greater knowledge of how things work in each of our services.
9. The AAP brought 40 people together for the first meeting from a wide range of organisations to understand the starting point and explore the possibilities for the project. A subsequent meeting took place in July where an action plan was developed and agreed with different partners taking forward actions.

World War I Commemorations

10. There is a significant amount of activity taking place throughout the county to commemorate the centenary of Britain entering World War I. Many of the AAPs are working with local groups and supporting a wide variety of local events and initiatives.
11. The **4 Together Partnership** is working with elected members and community groups to help fund numerous projects across the partnership area to commemorate, educate, and bring people together to remember. One project will involve up to 90 young people participating in workshops over a number of weeks to prepare for the performance "Home Fires", a commemorative piece focusing on World War I which will take place at Auckland Castle. Other community based projects being developed include film clubs, tea dances, memorial plaques, and booklets being produced by children and young people for young people, including interviews with local people with their own war time memories.

12. Over the next four years there will be numerous projects in **Teesdale Action Partnership's (TAP)** area also commemorating the centenary of the Great War. Local councillors have supported a scheme led by Bowes which aims to create a 'roll of honour' listing all the residents of Teesdale who served in World War I. It hopes to involve every community in the Teesdale area and will leave a legacy that started in 1914 and was never completed. This project has also been heavily supported by the Heritage Lottery Fund.
13. Residents of Eggleston are working together to commission an artist to create a memorial stone that will be erected in the village as a lasting tribute to all those who gave their lives. TAP has liaised with the local community and local councillors in order to make this happen.
14. **East Durham AAP** has supported the restoration of the original enamelled brass World War I memorial in Easington. It was created in 1920 and was recovered from the original Welfare Hall following a fire in the 1930s. Since then it had been stored in a cupboard for a number of years. The AAP was able to identify a specialist conservator who did the restoration free of charge, ensuring that the restoration was completed before 4 August.

Joint working with the Voluntary Sector and Local Councils

15. The working groups which enable partners to work strategically with colleagues from the voluntary and community sector and representatives from local councils continue to meet and share information on key issues affecting all parts of the partnership.
16. The VCS Working Group, which drives forward improved working with the VCS and the delivery of the VCS Strategy, has driven work that has seen significant progress made towards developing a clear approach to increase the number, diversity and quality of volunteer opportunities and recognising the impact and value of volunteering in local communities.
17. Key achievements, led by Durham Community Action on behalf of the Working Group, include:
 - a. An updated Do-it website to publicise County Durham volunteer opportunities.
 - b. A Kite Mark for good practice in volunteer recruitment being developed and supported in order to improve the volunteer experience.
 - c. A Volunteer Passport to improve employability through the enhancement of personal skills.
 - d. The launch of Volunteer Awards for County Durham.
18. The Working Group invited Professor Tony Chapman to their July meeting who gave a presentation on 'Continuity and Change in the Third Sector'. He gave an overview of the national and regional picture, the latter being based on his research through the Third Sector Trends Study. This is now in its third phase and responses to the latest survey are being sought from the sector <https://www.survey.bris.ac.uk/durham/tstnortheast2014>. Feedback on the county information from the study will be available once the research is completed and a report published in May 2015.

19. The Working Group has submitted a response to the Office for Civil Society's consultation on a new fund to support the sustainability of VCSE organisations. The outcome of the consultation should be known in the autumn with the new fund due to be launched before the end of the year.
20. A VCS Market Engagement event was organised in July and involved 34 voluntary sector organisations. The purpose of the event was to consider 'Social Isolation' and how a range of providers covering a variety of specialisms e.g. carers, older people, learning disability, autism, mental health, young people services, family services are able to address issues which result in social isolation.
21. Providers identified a number of cross-cutting actions and themes to help address social isolation. These included:
 - a. Encouraging and enabling people to access services with the support of volunteers, buddying, mentoring schemes;
 - b. Communicating in a range of ways – not everyone has access to IT or want to engage in IT;
22. Other funding streams were also highlighted, including EU investment funds, Area Action Partnerships and how VCS organisations can work effectively in a consortia approach to access funding to deliver joined up services.
23. **East Durham AAP** has engaged with a number of Neighbourhood Planning events in partnership with Local Councils in the area. Together with Thornley Regeneration Group and the Parish Council, the AAP organised a community visioning day. The aim of which was to give the residents of Thornley the opportunity to view the plans for a new community centre and recruit a management committee. The event attracted over 200 residents and saw over 30 people recruited. The AAP and Locality has supported the group to develop a robust business plan, a new Charities structure – Charitable Infrastructure Organisation (CIO), develop new policies and appoint trustees for the new community facility.
24. The AAP team supported the delivery of a community conference to highlight services available in Shotton and identify emerging community issues. The event was attended by over 140 people and will contribute to the Shotton Neighbourhood Action Plan. This work has supported a successful Our Place funding application and will assist in addressing the local priorities as identified by the community conference.

The community development role of Area Action Partnerships

25. Whilst the updates given to Cabinet through these reports concentrate on the projects and initiatives supported by the 14 AAPs, it is also important to note that they deal with a wide variety of issues outside of these, ranging from environmental clean ups and litter to traffic calming. They are also widely seen as a source of advice and support within their local communities. The following paragraphs show some examples of the work led by AAPs to support local communities and individuals.
26. A key concern within many of the AAPs at the present time is around welfare reform and questions have been regularly coming to the **4Together AAP** team

about foodbanks. The local foodbank in the area approached officers for assistance and support to advertise the work that they do. This small request has led to the AAP devising a large scale welfare reform project for both Ferryhill and Chilton which is being developed at the current time and will lead to a Neighbourhood Budget project to refurbish the kitchen at St. Aidan's Chilton.

27. Members' enquiries also continue to be on the daily agendas of the AAP. There has been a series of anti-social behaviour linked issues including fly tipping, speeding, housing and licensing which are also raised through ongoing community consultation. Regular contact and support from partners means that the AAP addresses these complaints in a timely manner.
28. An example which has had a direct benefit to the local community is work carried out with Kier Group plc, a leading construction, services and property group specialising in building and civil engineering, support services, residential and commercial property development and infrastructure project investment. Through liaison with the AAP on local community needs, the Group is looking at how they can assist local groups with welfare reform projects. They are also interested in expanding one of the AAP's environmental and construction projects if their bid to Livin' is successful and this would expand a Chilton project to cover the Ferryhill area.
29. **Mid Durham AAP** is noted for its work at a village level, with 16 village action plans which have been developed through conversations with residents and partners over the last two years. Over that period the AAP has delivered 42 drop in surgeries and discussed village issues with over 500 residents, both young and old. Many of the issues that have arisen do not require AAP or County Councillor funding. A lot of the issues are related to either highway repairs, grass cutting or dog fouling, which residents are encouraged to report through the Highways Action Line or local PACT meetings. A number of these issues can also be solved by the residents themselves with officer support from the AAP and other partners, these include environmental improvements, newsletters, litter picks, community events and activities.
30. The Mid Durham AAP staff team attend and support various community partnerships, village halls and community associations and residents groups, offering advice where applicable and linking groups to other like-minded groups, partners, funding streams and countywide initiatives and programmes. The AAP also has good working relationships with its ten Parish Councils, attending regular meetings and a monthly Parish Councils Committee for the Mid Durham area. This relationship has seen the development of joint drop in village surgeries which created the village action plans.
31. The AAP has supported the Police in its work in Burnhope which, due to criminal activity over the past 15 years, had seen a huge reduction in community activity. Since 2010 the AAP has supported the resurrection of the local community partnership which now has over 100 members, its own village newsletter, an annual gala and several environmental projects ongoing.
32. The **Stanley AAP** staff team also deals with a number of neighbourhood issues and resident queries on a daily basis. The officers work with County Council colleagues and key partners to address and take action on the many issues that

come into the office via letter, telephone and email. The issues reported can range from a street lamp not working at a particular street corner to a housing relocation request from a disabled resident.

33. AAP officers act swiftly on local concerns and issues and ensure that the resident or organisation submitting the issue is kept up to date whilst it is being dealt with. In some cases solutions are not always available, however feedback is always passed on to local residents as to the reasons for this.
34. An example of supporting local community groups to access funding from the Stanley AAP area involves the South Moor Garden Association. They have been helped with their application to the County Durham Community Foundation for funding for improvements to the perimeter fence around their allotment site. The AAP co-ordinator assisted in filling in the necessary paperwork and ensured that the association also provided any accompanying paperwork that was required. South Moor Garden Association was successful in gaining the funding they applied for and the improvements were carried out. The Garden Association have now gone on and applied to other funds for further allotment improvements.
35. **Derwent Valley AAP** has also supported local groups in fundraising. As well as encouraging community groups and organisations to be proactive in fundraising, the AAP also plays a part in local fundraising efforts linked to Fairtrade, Willowburn Hospice and Marie Curie Cancer Care. Coffee mornings are hosted by the AAP on an annual basis to help raise funds for charity.
36. The AAP also supports local community organisations on a regular basis, this support ranges from providing advice regarding group governance, support with planned events, project advice and general signposting to other community and voluntary sector organisations and partners. By supporting the local community network through existing groups, the AAP has been able to promote its own work and has increased its forum membership to over 1,300 and the new Facebook page currently has over 300 'followers'.
37. It should be noted that the AAP also encourages and supports the creation of new groups, particular in areas where there is very little, if any, representation or means for the residents to have a collective voice. The AAP also works on a one to one basis with groups who are developing or researching projects specific to their area. This has recently led to the idea of hosting a 'Village Action' project aimed at focusing the efforts of the AAP team on a particular location for a set amount of time to help communities bring their ideas to fruition.
38. In order to develop projects to tackle AAP priorities and to add value to existing projects, the AAP officers frequently access data captured via a number of sources including the CRM system and monthly economic updates – this helps to keep the AAP up to date and further evidences local need.
39. The **Chester le Street and District AAP** is leading a piece of work to establish a new Friends of Chester-le-Street Riverside Park. This new group is designed to increase the amount of community involvement in the park and to work closely with the council's leisure services and the Riverside Management Team. The group will also be used as a vehicle to try to attract external funding into initiatives, improvements and events in the Riverside Park. 25 members of the public attended

the inaugural meeting of the group in June and work is underway to develop a constitution for the group and to establish a management committee. The AAP will play a supportive role to this group with the aim of the group becoming self-sustaining and independent from the AAP moving forward.

40. Working since 2012 with Pelton Fell Community Partnership, the AAP has been engaged in helping to co-ordinate all the service providers to agree a standard of service delivery for that community under themes of clean, green and safe. Having helped design and deliver a survey of residents in the summer of 2013 which identified issues locally which impact on the community this then set the foundations for the development of the Pelton Fell Community Charter which gives some assurances to residents about the input, work and promises by services to deliver a quality service in that area. The AAP's role was to co-ordinate a partnership of eight service providers who have a stake or responsibility under the clean, green and safe agendas. The AAP was central to the whole process through their support to the partnership in ensuring the right links were made, services were committed to the charter, surveys were designed and delivered, the charter was printed and a launch event for the community was undertaken.
41. Allyson Rose (Chester-le-Street & District AAP – Community Development Project Officer) who undertook the key co-ordinating role on behalf of the AAP was nominated by Pelton Fell Community Partnership for a “Locality – Local authority heroes award”, which is a national award celebrating local authority officers who have supported their community organisations. Allyson was one of only 22 winners across the country to receive the award for ‘outstanding partnership in providing support, encouragement advice and genuine guidance to local community organisations’ June 2014.
42. An area of concern for residents within the **Spennymoor AAP** area is the transporting of patients to GP surgeries. This was brought to the AAP's attention by a local resident who was unsure if there was such a scheme available to residents within the area, as it had been raised by a number of elderly residents directly to him. In order to address the query, the AAP co-ordinator arranged a meeting with Public Health colleagues and representatives from the Social Resource Centre based in Ferryhill. As a result of the meeting it was noted that this service was in existence and could be utilised by residents within the area. Also as a consequence of the meeting, the AAP now publicises the work of the Social Resource Centre on a regular basis and will work with the organisation on projects moving forward.
43. A second key issue of concern is about the area of land at the rear of Cheapside in Spennymoor which has been raised as an issue and appears to have been a concern to local people for a number of years. The main issue is due to the fact that this land is a relatively small area which is owned by a number of businesses/organisations that includes Durham County Council. As a result of these problems the Spennymoor AAP is endeavouring to try to find a long-term resolution to the situation. Work has been undertaken in order to gain a full picture of the situation. Alongside this, work is ongoing with the private sector owners in order to obtain their co-operation to any long-term solution that can be found. Finally, local County Councillors are also fully engaged in order for them to be able to fully explain to residents, if approached, about the site and also to potentially look at any future funding which may need to be outlined to develop the area of land.

44. The Spennymoor AAP has been working on a number of key areas recently which have included the following:
- a. Monitoring of the successful Your Money, Your Area, Your Views projects;
 - b. Continuation of the production of AAP countywide Youth & Business Engagement strategies;
 - c. Working towards a localised Carbon Offsetting project with Sustainability Strategy colleagues in Regeneration and Economic Development;
 - d. Development of local projects such as Mobile Cinema, BRASS Event, DurhamGate-Duke of Edinburgh, Skatepark, Young Peoples Publicity Project, Youth Council Project etc;
 - e. Awareness raising of the work of the AAP at key local events such as Spenny Gala, Blooming Great Tea Party etc.
45. Working with the Stanhope Community Centre committee, the **Weardale AAP** has looked at supporting the activities taking place within the centre, but more importantly working with groups to build longer term sustainability. The AAP team have been instrumental in linking together projects to ensure longer term sustainably and to avoid duplication.
46. The AAP board also received numerous concerns from local residents regarding disruption caused by the annual polar express. It therefore encouraged wider public consultation and meetings to find a positive outcome for all parties. The AAP has brokered relationships between the residents and service providers, ensuring that possible solutions are identified and agreed forward actions are accepted by all parties.
47. **Durham AAP**, like many others, deals with a vast range of issues arising from local communities and brought forward by local Elected Members on their behalf. The AAP has supported the creation of a local VCS network to help voluntary and community groups in providing mutual support for each other. To date there are over 120 new members (organisations and individuals) signed up. The AAP hosts events and funding workshops for organisations and individuals with support from partners including Durham Community Action.
48. A new Health Network has also been established within the AAP to support the needs of local VCS groups whose main activities are within the health sphere, supported by the AAP team.

Altogether wealthier

49. The **County Durham Economic Partnership (CDEP)** at its Board on 28 July focused on Youth Unemployment. With presentations and discussion on the key issues; the scale of the challenge, perceptions of business and young people, our partner approaches to tackling the problem including learning and progression and more tailored solutions, EU resources, the Youth Employment Initiative (YEI) and the proposed activities as a response to the challenge.
50. Presentations were provided by Linda Bailey (Children and Adults Services, Durham County Council), John Cuthbert (Chair of Business Education Board) and Michelle Duggan (North East Local Enterprise Partnership). Some of the key issues, challenges and areas of discussion covered:

- a. High rates of youth unemployment that remain significantly higher than national rates
 - b. Skills attainment levels are increasing; however there is a significant gap and need to improve higher level skills
 - c. In terms of supporting progression, applications to higher education are increasing, but we have a low base and the joint lowest applications within the UK
 - d. Increasingly competitive apprenticeships are being filled by more qualified young people. This exacerbates unemployment for those with least experience and few qualifications.
 - e. Widening participation remains an important agenda. Need to continue to improve skills attainment and narrow the gap whilst enabling progression to employment and improving the employability of our young people.
 - f. Need to bridge the gap between supply and demand. Through the Business Education Board partners will strengthen the relationships and deliver practical solutions for business and schools.
51. As partners we have various strategies, approaches and services in place to support this agenda. We need to continue to effectively raise aspirations, deliver demand led training, careers guidance and give our young people the right tools to pursue the opportunities and make the use of available resources through the Youth Employment Initiative and European Funding.
52. The Board's discussion also focused on future investments within the County, including those that have received Single Local Growth Fund resources and the opportunities available through the next round of European Funding. The work of the Durham Investment Group was highlighted and it was agreed to continue to strengthen this inclusive partnership approach.
53. The North East Local Enterprise Partnership (NELEP) has secured £290m investment, which will help create over 4,000 of new jobs for the North East. The investment is part of the Government's Growth Deal, which was announced on 7 July 2014. This provides the North East and County Durham with funding to take forward its plans and projects to support economic growth as set out within the NELEP Strategic Economic Plan.
54. Resources allocated for Durham will support the delivery of key economic infrastructure, transport, skills and business schemes. Some of the investments include: Horden Rail Station (£3.3m); Newton Park infrastructure development (£10m); NETPark infrastructure (£6.8m); Centre for Processes and Innovation (CPI): Centre for Innovation in Formulation; Rural Skills Development, East Durham College (£10m); and the North East Rural Growth Network (£6m).
55. Work is ongoing to refresh the Housing Strategy to consider key changes and issues that have arisen since the development of the last strategy. The existing Housing Strategy for County Durham 'Building Altogether Better Lives' was developed to cover the period 2010 – 2015. It is planned that the refresh will keep the 'Building Altogether Better Housing Markets', 'Building Altogether Better Housing Standards' and 'Altogether Better at Housing People' themes. A phased approach to the refresh has been undertaken, with key issues being researched and evidenced to inform future partner discussion. A draft refreshed Housing Strategy will be completed by the end of December 2014.

56. The first stage of formal consultation on the Council's proposal to transfer its homes ended in June 2014. Employees hand delivered 21,908 'Offer Document Packs' and 15,500 tenants were spoken to during the consultation period.
57. Follow up visits then took place where 8,116 tenants were spoken to and a further 70 tenants attended drop in sessions on the offer throughout June 2014. Open Communities (Independent Tenant Adviser) received 20 calls from tenants about the transfer proposal. The Stage One representation period ended at midday on the 7 July 2014, with 1374 tenants responding to the consultation, indicating 87% of respondents supportive of the transfer proposal. In addition, seven leaseholders responded to the consultation. None of the responses received indicated that the council should change or amend the offers it has made as part of its Offer Document.
58. On 16 July 2014, Cabinet agreed to proceed to a ballot in August 2014. The result of this is the subject of a separate report on this agenda. The majority of tenants voted in favour of the proposal and further work will now be undertaken to hand ownership of its homes over to a new group of its existing housing services providers (Dale & Valley Homes, Durham City Homes and East Durham Homes).
59. The **Derwent Valley AAP** is currently developing a Mobile Internet Support Project which will help communities living in the more rural parts of the area to access information and internet provision, particularly in those areas which do not have community venues.
60. This project aims to build on the success of the 'Time to get Online' project piloted by partners including Derwentside Homes. It will offer residents the opportunity to learn the benefits of using the internet, staying safe online, setting up e-mails, saving money on services and products, accessing information about health services and activities, researching online job opportunities, completing forms online and keeping in touch with friends and relatives. The 'mobile' nature of this project means that residents will not have to travel to access this support and it will be taken directly to their villages via an information bus style approach which could also present opportunities to deliver free health checks and other available services to more difficult to reach residents.
61. The delivery of **Stanley AAP's** Retail Improvement Project is fully underway with seven shop front improvement grants coming to fruition. The seven shops that make up phase one of the project have undertaken a major facelift and have received: joinery repairs, painting to doors, woodwork and masonry. New signage has been provided to five of the shops.
62. The shops have also received retail advice about their shop and window display layout to help maximise their retail offer and improve their footfall. A full press release is to be issued in the coming weeks once the shop front improvements have had the time to have a marked impact on Stanley Front Street. Shopkeepers and local shoppers will be consulted on the reaction to the shop fronts and any increase in sales or profits as a result.
63. Phase two of the project will be launched alongside the press release with shops on the Front Street being encouraged to apply for a shop front grant by a certain

deadline. A further six applications have already been received and have been put on hold until the deadline of phase two applications passes. The new applications will then be assessed and work identified. Schedule of works and sign designs for phase two will be carried out throughout June/July. Advertisement consent will be submitted in early August and once approval is confirmed, works will commence in late September 2014.

64. Building on the success of last year's apprenticeship initiative, a further 15 apprenticeship opportunities will be provided in the **East Durham Rural Corridor AAP** area. By working in partnership with Job Centre Plus and colleagues in Regeneration and Development within Durham County Council; £15,000 of Area Budget funding along with £22,500 of National Apprenticeship Scheme (NAS)/ Job Centre Plus funding will increase the number of apprenticeships in the area by encouraging private businesses to create additional opportunities.
65. The project will work with private sector Small Medium Enterprises (SMEs) who have never recruited an apprentice before, or have not recruited an apprentice in the last year thereby increasing the business base of those companies who recruit apprentices (only 24% in 2011/12) and providing more opportunities for young people. A grant of £1,500 is available to SMEs from the NAS AGE 16-24 initiative and an informal agreement has been reached with NAS in order for the AAP to 'top up' the financial provision to provide a total incentive with a value of £2,500 (i.e. £1,500 from NAS and £1,000 from the AAP). The apprenticeship opportunities created will last a minimum of 12 months with the incentive being paid at the end of the first 13 weeks of employment.
66. In relation to the apprentices funded last year, at the current time monitoring shows that all of the apprentices will gain full time employment. A positive example of one of the employers engaged in this scheme is Altec Engineering in Bowburn. The AAP co-ordinator and Task Group Lead visited them recently and were very impressed by the organisation's forward thinking and felt that the company were contributing more to the apprentice by funding them to pursue higher qualifications.

Altogether better for children and young people

67. Following consultation, the **Children and Families Partnership** endorsed the Early Help Strategy. The strategy provides a refreshed approach to early intervention and prevention in County Durham. As part of the transformation of Children's Services, the aim of this strategy is to support families as early as possible to prevent needs escalating. As part of the Early Help Strategy, the new First Contact Service went live on 7 April 2014. This provides a single point of access for Children's Services to ensure that referrers and families can get early help services quickly.
68. Progress has been made in relation to the new arrangements as outlined in the Special Educational Needs and Disability reforms as part of the Children and Families Act. A 'local offer' of available services to children and young people with special educational needs between 0-25 years has been published on the [Families Information Service](#).
69. The Children and Families Partnership and the Health and Wellbeing Board supported the proposal for a six month consultation for a voluntary code,

discouraging people from smoking at outdoor play areas in County Durham. Smoke free play areas are part of the 'Smokefree County Durham Tobacco Control Alliance' plan. It is hoped that by making play areas smoke free, and changing social norms it will prevent young people from taking up smoking, as well as motivating smokers to cut down or quit, reducing exposure to second hand smoke, protecting the environment and reducing tobacco related litter. The consultation process will begin in July 2014 and will involve the public, communities and partners, including AAPs.

70. The **County Durham Economic Partnership (CDEP)** is working in collaboration with the North East Federation of Small Businesses (FSB) to tackle youth unemployment in the County. The scheme, which has already launched, aims to crowd source ideas from the whole community utilising the Simpl platform. This is an electronic tool available on the FutureGov website for local councils and organisations to pose a question or challenge for a solution to a problem. Anyone can submit an idea, which will be voted on and those selected are taken forward and considered further at an event. The FSB and the CDEP are hopeful that the ideas will infuse new concepts to reduce the level of youth unemployment and help more young people reach their aspirations.
71. In the **Three Towns AAP** the 'Kids for Kids UK' received funding from the AAP to take a group of young people through an all- encompassing film making experience where they were able to experience first-hand, all aspects of film production from the conception of an idea right through to the marketing and organisation of their own film premiere. Participants were encouraged to take the lead in every role, supported by a team of professionals who were on hand to give advice and guidance throughout the process. The course took place over eight weeks, with participants looking at film theory, scriptwriting, pre-production methods, workshops in camera, lighting and sound operation. They then took part in the film shoot with individuals taking on roles such as director, production assistant, camera operator, lighting assistant, make up and continuity. Participants then worked post-production on editing, music, titles and credits as well as the marketing and organisation of a film premier.
72. The outcomes of the project include:
 - a. 12 young people took part in the project to produce a high quality film and organising a film premier at a local venue, the New Victoria Centre, Howden le Wear.
 - b. Over 100 people attended the film premier showcasing the work of the young people.
 - c. The young people who participated in the programme are inspired by film and media and the project has opened many new doors for individuals including opportunities to engage in BFI residencies in London with one young person being offered one to one mentoring from BAFTA.
73. Working in partnership with the Pre School Learning Alliance, the Healthy Starts project will support local families with information relating to health and wellbeing and support the volunteers who run local toddler groups to continue to support the families in an ongoing capacity. The project will focus on giving families information and advice on various issues around healthy weaning and the importance of exercise for children.

74. The Healthy Starts Project will include four visits to the eight toddler groups running in the **Great Aycliffe and Middridge Partnership** area: two groups in Neville Parade, Stephenson Way, St. Clare's, St Mary's, Burnhill Way, Newton Aycliffe Youth & Community Centre and the Xcel Centre. The first visit will be to liaise with the leader to discuss the type of support needed and to go through a resource pack with the leader which contains a risk assessment and good practice checklist whilst the second visit will give families information about Welfare Reform changes and how and when they come into effect. Advice will be shared on budgeting and the dangers of payday loans, setting up a credit union or bank account and looking at where they can access the internet. Information will also be shared on different local organisations where families can go for help, for example 'GAMP Welfare Champions'.
75. The third and fourth visits will focus on Healthy Lifestyles in order to develop healthy eating choices and the importance of exercise for young children. Each session will include a messy play activity centred on making healthy choices: families will participate in making healthy snacks and meals looking at portion sizes, cost and healthy options. Sessions will also include music and movement time.
76. The Newton Aycliffe Detached Youth Work project, supported by GAMP Area Budget, will support two additional youth workers to target areas identified by police and young people who are involved in, or at risk of, being involved in risk taking behaviour e.g. alcohol and drugs, sex and antisocial behaviour. They will contact young people, predominantly at weekends, and work with individuals to recognise and manage their behaviour. They will also refer young people onto the project's workshops which will be held during the day with specialist tutors/agencies.
77. As part of this work, a series of workshops will be delivered to young people from local schools, identified by staff. Young people from the pupil referral unit will also be involved. The workshops will include: drugs and alcohol, sexual health, crime and antisocial behaviour, internet safety, bullying, HMP prisoner workshops and visits to local magistrates courts. The young people will have court visits to give an insight into the formal process and the gravity/impact of this process.
78. **Teesdale AAP** (TAP) has been working with local partners to organise and run a youth arts festival. The pilot YOUfest took place in July and involved 200 young people aged 13 to 18, with support from youth workers and volunteers. There was a diverse programme of music, dance, drama and art and young people were able to use the facilities at the TCR Hub, Teesdale Leisure Centre and Teesdale School who jointly hosted this event. To complete the festival atmosphere young people were able to camp out on the Saturday night.
79. Multi-sports for children are being delivered by the Council's leisure services team in villages right across the Teesdale area which is being made possible by funding from TAP and local Councillors. A successful pilot in Eggleston has proven to be very popular and now it is hoped that this can be repeated in communities stretching from Toft Hill to Mickleton.
80. In order to give more opportunities for young people and the wider community a project has recently been launched by Upper Teesdale Agricultural Support Services (UTASS) that will offer training to minibus drivers. It will allow young

drivers to obtain the correct permissions on their driving licence and will offer refresher courses for older drivers. The project is funded by TAP and was developed through the Voluntary Sector Task Group.

81. For the past three years **Chester-le-Street & District AAP** has been supporting the National Citizens Service (NCS) programme which focuses on school leavers (16/17 year olds) undertaking citizenship programmes. The AAP's role has been to introduce the 300+ annual intake of young people across County Durham to the AAP and what an AAP does, using the Chester-le-Street work as an example.
82. The aim of the whole programme is to enable them to make a contribution to communities through helping achieve something of benefit locally and through doing so give the young people an insight into enterprise and also in aiding them become a better citizen. AAP staff were asked to give out the countywide NCS awards in November 2013 for the recognition of the AAP's role in aiding the programme and the hundreds of young people who had taken part.

Altogether healthier

83. The first **Health and Wellbeing Board** Annual Report was agreed in July 2014. It outlines the key achievements of the Board in its first year of operation since the Board was established as a statutory committee of Durham County Council, which include:
 - a. Agreeing ways of engaging with patients, services users, carers, the voluntary and community sector and other stakeholders in relation to the Health and Wellbeing Board activities
 - b. Developing the first Joint Health and Wellbeing Strategy 2013-17 and supporting delivery plan for County Durham
 - c. Agreeing the County Durham Better Care Fund plan which will support seven work programmes to integrate health and social care working
84. A Joint Health and Wellbeing Strategy Delivery Plan for 2014-17 was also agreed by the board in July 2014. The delivery plan will ensure the actions in the strategy are taken forward by partners. Plans and initiatives in the Better Care Fund have been aligned to the Joint Health and Wellbeing Strategy delivery plan to ensure the work on integration and transformation is fully reflected.
85. End of life care is a key priority of the Health and Wellbeing Board. Following a review of hospice and palliative care services, the Palliative and End of Life Care Plan has been agreed. The plan will identify commissioning and service developments needed to ensure that the people of County Durham who are diagnosed with a life limiting condition, and their families and carers, receive high quality sustainable services which will lead to improvements in their patient and carer experiences when they are progressing towards the end of life.
86. Figures show that the number of people aged 60 and over with dementia is expected to double in County Durham by 2030, so it is essential that the right services are in place to accommodate need. The Dementia Strategy for County Durham has been agreed by the Health and Wellbeing Board to address this challenge, by improving early diagnosis and support for patients with dementia and their family and carers. A key area of the strategy is the roll out of 'Dementia

Friendly Communities'; Barnard Castle and Chester le Street have been selected as the first two sites in County Durham to pilot this initiative.

87. Working in partnership with the Pioneering Care Partnership (PCP), **Great Aycliffe and Middridge AAP (GAMP)** has recently launched an innovative project to help individuals with a health condition or disability return to the labour market. The Work for Health project aims to provide access to a training programme that will help individuals with a health condition or disability (physical, mental, psychological etc.) within the GAMP area move towards employment by focusing on the development of 'key' employability skills; providing access where appropriate to health interventions and support. The project will support clients to reintegrate with the concepts of employability and provide a combination of group and one to one support. The project will target GAMP area residents aged 19+ with a health condition wishing to improve their confidence and employability skills with a view to finding work in the future.
88. The ten week course will include a Level 1 Employability qualification (accredited by One Awards), interactive workshops to boost confidence, look at stress relief, promote team work, communication and problem solving. It will also cover digital workshops to enable job search, use of Universal Jobmatch and uploading CVs and online applications. This will be provided by the National Careers Service. Employer led seminars will be organised in partnership with local employers. Citizens Advice Bureau (CAB) and GAMP Welfare Champions will also be invited to provide support to clients affected by the current welfare reforms. Learners will also receive one to one support from staff or volunteers should this be required outside the two hours per week learning time, through informal drop-in sessions and community surgeries.
89. The **Stanley AAP** coordinator has been working with officers from Public Health in the preparation of a Health and Wellbeing commission to help improve the health and wellbeing of residents residing in South Moor and Quaking Houses. The project will incorporate a strong targeted tobacco control approach.
90. The project will aim to tackle health inequalities and improve health and wellbeing in the area. The main objectives of the project are:
 - a. Increasing knowledge and awareness of health issues in the community- specifically tobacco controls, social isolation issues for older people;
 - b. Promoting and facilitating the community to build networks, relationships and friendships that can provide caring, mutual help and empowerment;
 - c. Promoting mental well-being and developing resilience;
 - d. Supporting people back into education, training and employment;
 - e. Helping people access health services including the appropriate uptake of preventive services;
 - f. Empowering people to make positive lifestyle changes to improve their health, particularly when working with disadvantaged, low income or minority ethnic communities;
 - g. Focusing on helping people to manage their long term conditions.
91. The Health Improvement Service (part of the County Durham and Darlington NHS Foundation Trust) has been appointed as deliverers for the South Moor and Quaking Houses Health and Wellbeing project. Stanley AAP will continue to work

with Public Health officers and the Health Improvement Service to make the project a success.

92. Roddymoor Allotments has received funding from **Three Towns Partnership** over the last two years. Roddymoor had no community building within the village and run-down allotments. The Neighbourhood budget monies, along with some monies from the remaining Its Up 2 U funding, helped to develop a community building along with storage area and a community garden which is available to all of the community as well as local groups and schools.
93. The benefits of the project have been significant and include:
- a. The community has been reenergised and feel more positive about the future of their community;
 - b. The community are now working together with motivation and encouragement;
 - c. Links have been made to local schools that will be using the community garden to teach pupils about growing their own vegetables;
 - d. Links have been made to the Salvation Army 'Victory Programme' which has taken over a plot to teach the 'Dig for Victory' element of the programme;
 - e. Links have been made to the local care home that will be using the community garden facility.

Altogether safer

94. The **Safe Durham Partnership** recently approved the Safe Durham Partnership Plan for 2014/17. The plan demonstrates how the Partnership will deliver on the strategic objectives, which are:
- a. Reduce anti-social behaviour.
 - b. Protect vulnerable people from harm.
 - c. Reduce re-offending.
 - d. Alcohol and substance misuse harm reduction.
 - e. Embedding the Think Family approach.
 - f. Counter terrorism and prevention of violent extremism.
 - g. Road casualty reduction.
95. Each priority is delivered by a sub thematic group, each of which will develop a supporting delivery plan which sets out the actions intended to deliver the objectives and outcomes of the Safe Durham Partnership Plan.
96. The Ministry of Justice 'Transforming Rehabilitation' programme has resulted in the separation of probation services. A new public sector National Probation Service is dealing with all those who pose the highest risk of serious harm to the public. A private sector Community Rehabilitation Company is now managing all other offenders. The National Probation Service and the Community Rehabilitation Company are responsible authorities on the Safe Durham Partnership Board and will support both statutory and non-statutory partnership arrangements in County Durham.
97. The Safe Durham Partnership was awarded 'Runner Up' in the Howard League Community Programmes Award for its approach to Integrated Restorative Practices

at the national conference held on the 15 July, where presentations were awarded by HRH Princess Royal.

98. The Anti-Social Behaviour (ASB), Crime and Policing Act 2014 introduces a new range of simplified powers to deal with ASB. The Safe Durham Partnership is preparing for the introduction of those powers which, from October 2014, will include:
- a. Anti-Social Behaviour Orders, injunctions and support orders will be replaced by a single 'Injunction to Prevent Nuisance and Annoyance';
 - b. A whole range of measures from litter clearance, dog fouling, no alcohol zones and premises closure will be replaced by three measures designed to protect the community, protect public spaces and protect neighbourhoods from premises where drug misuse is causing nuisance or disorder; and,
 - c. Complex dispersal orders will be replaced by powers for the police to require individuals to leave an area where they are likely to be, or already have been, involved in anti-social behaviour.
99. Seaham Neighbourhood Policing team have been piloting a community engagement approach in the Deneside Ward, supported by **East Durham AAP**. They have undertaken nine focus groups which have identified the priority issues which the residents would like to be addressed and there are consistent themes that have emerged. On a positive note, the residents 'love where they live' and believe that 'Seaham is a good place to live' but unfortunately some also stated that there is 'no community spirit'. The focus groups have motivated residents to get more involved in their area, an example being that residents organised a litter pick of a communal area with over 30 Adults and Young People helping to fill 50 rubbish bags, remove mattresses, fridges, cookers etc.

Altogether greener

100. The **Environment Partnership** Board has appointed a new member with representation now secured from Durham University which will assist in strengthening the partnership as there are opportunities to engage further with the University in terms of its environmental programme and local activities.
101. The 'Environment in your Communities' group is working on a volunteer project called Nourishing Neighbourhoods where community groups and individuals can access 'grow your own' facility. This project has health and social benefits and will involve a wide range of partners. The group is also co-ordinating partners to deliver a joined up approach to local action. This is based on the Council's Community Action (CAT) Team approach to resolving environmental issues within communities.
102. The launch of the Environment Awards was held on 5 June, 2014 at the Gala Theatre. The event celebrated the launch of the awards 25th anniversary and it was well received by partners. There are 12 categories for the 2014 awards including a new category named 'places and spaces'. Judging is currently taking place for the awards and a ceremony is to be held in November which is funded via partnership sponsorship.

103. Durham City was chosen by Northumbria in Bloom judges as a national Britain in Bloom finalist in the Large Town category. Sedgefield was also a finalist in the Small Town category. This entry is led by Sedgefield Town Council and Sedgefield in Bloom and supported by the Authority. The judges visited Durham on 7 August and the final results will be announced 16 October 2014.
104. Britain in Bloom looks at the wider picture of residential areas, environmental responsibility and community participation as well as flower displays. It is a partnership initiative and includes voluntary organisations, Durham University, Durham Railway Station and the Police. Funding for the Britain in Bloom Durham entry was secured by various partners including AAPs, parish councils, members and businesses.
105. **Stanley AAP** supported Durham Wildlife Trust, Natural England and County Council Colleagues in their successful application to the Heritage Lottery Fund for funding for the Durham Heartland Heaths – Community Heaths Restoration Project. This is one of three complementary projects being taken forward by the Three Rivers Local Nature Partnership, to restore and regenerate Durham’s heathland heritage in its heartland communities. Over two years, the project will:
- a. Establish closer links between communities and their local heaths;
 - b. Facilitate the integration of ideas from local groups into how their heathland sites are managed;
 - c. Establish and train volunteer groups to carry out practical countryside management works and wildlife surveys;
 - d. Lead ‘green gym’ work groups and health walks;
 - e. Build the capacity within the community groups to sustain this activity beyond the lifetime of the project.
106. The project offers the opportunity for local people to be at the heart of this regeneration, helping to determine how sites are managed, and using this as a catalyst for tackling some of the effects of deprivation. Increasing the appreciation of, and access to, the heathland sites could help improve the physical and mental health and well-being of local residents, offer the potential for skills training, and thereby effect regeneration within the communities themselves.

Area Action Partnerships Update

107. In addition to individual projects the AAPs are collectively involved in a number of different pieces of work. This covers a wide variety of project work as well as the broader support highlighted earlier in the report. Some further examples of their work are detailed below.
108. A project which has just launched in the **Bishop Auckland and Shildon AAP** area is Park Life. This is a new and exciting programme of activities for children and families exclusively designed to make best use of the outdoor spaces at Hackworth Park in Shildon, Bishop Auckland Town Recreation Ground and Glenholme Park in Crook. Families and children are encouraged to come along and try activities such as outdoor table tennis, cycling, running, archery, tennis, and many more. Both daytime and evening sessions are available, and subject to weather conditions, activities will move into one of the local leisure centres. The project also secured Sport England’s Community Sport Activation Fund at a total of £250,000 through support from AAPs (BASH and 3 Towns) and DDES CCG.

109. **Stanley Area Action Partnership** and a number of County Councillors via their Neighbourhood Budgets supported the delivery of the BRASS: Durham International Festival - an annual celebration of internationally acclaimed brass artists. Building on the success of previous years, schools in the Stanley AAP area had the opportunity to benefit from the high quality musicians visiting Durham via their own intimate International Brass Band Performance. The overall aim was to ensure children and young people from the area who would not normally have access, benefit from the high quality, cultural and artistic opportunities which were offered throughout the festival.
110. The funding provided by the AAP and Councillors contributed towards a focused programme of outreach activity as part of the festival, in the form of performances/workshops in 15 schools from our exciting international street bands who were resident for the festival duration. This built on an established expectation from schools in the area that have successfully benefited from education and community activities as part of the festival in previous years.
111. Performances from international street bands are a popular aspect of the festival and provided a whole school experience, having been reported to be a highly effective tool in raising levels of cultural awareness, inspiration to play a musical instrument and generating opportunities for further in-school activity.
112. The AAP funded 15 school performances in 2013, reaching a total of 3893 staff and pupils. As in previous years, The Forge will lead on all co-ordination and booking of the bands into schools. The most popular words the children and staff used to describe their experiences were fun, fantastic, happy, amazing, achieving, enjoyable, excellent and inspiring.
113. Badged 'Are you Prepared' **Chester-le-Street & District AAP**, in partnership with the Civil Contingencies Unit (CCU), local Town Business and Resident Associations undertook a 'drop-in' session for communities and parish councils to learn more about community resilience. The AAP through its Improved Environment Task Group has been championing the cause to help better prepare local communities for potential emergency situations. Chester-le-Street Town has traditionally suffered from severe flooding, and the technical measures required to help stem flooding incidents are being addressed through neighbourhood teams alongside the Environment Agency. Northumbrian Water also has a proposed scheme, which could start this summer, investing circa £3m in improved drainage.
114. The AAP was conscious that the missing link in this work was in ensuring the communities of the town and surrounding villages were more confident, prepared for an emergency situation which could arise in the future. The drop in session was designed to give an introduction to community resilience planning and the benefits of this. Emergency services such as the Fire Service and Police representatives were also there to inform attendees of their responses to emergencies and the importance of communities being more prepared. Following the drop in sessions six communities across the AAP area are looking to take forward their own community resilience plans, relevant to potential issues within their areas. The AAP alongside the CCU and community partners will look to continue this work and have a number of community resilience plans in place by 2015.

115. Tourism brings economic wealth into **Weardale**, and the AAP's Tourism Task Group is working with Farmers, B & Bs, cafes, visitor agencies and networks including attractions to identify how all partners can maximise the tourism experience and bring in additional visitors. The groups have identified that, by utilising social media, effective B & B management, incentivising money off vouchers for visitor attractions and understanding the visitor offer for the entire county, this will offer some sustainability. A number of cycle, walking and visitor itineraries are being developed specifically to celebrate and publicise the Weardale offer.

Recommendations and reasons

116. It is recommended that Cabinet note the report.

Contact: Clare Marshall, Principal Partnerships and Local Councils Officer
Tel: 03000 263591

Appendix 1: Implications

Finance - Area and Neighbourhood budgets are utilised and delivered through the 14 AAPs and ensure the Council (and AAPs) receive improved information on the outputs achieved through use of locality budgets.

Staffing - None

Risk - None

Equality and Diversity / Public Sector Equality Duty - The actions set out in this report aim to ensure equality and diversity issues are embedded within the working practice of AAPs.

Accommodation - None

Crime and Disorder - Altogether safer is the responsibility of the Safe Durham Partnership.

Human Rights - None

Consultation - The County Durham Partnership framework is a key community engagement and consultation function of the Council and its partners. The recommendations in the report are based on extensive consultation with AAP partners and the establishment of a Sound Board to progress the recommendations and will continue this consultative approach.

Procurement - None

Disability Issues - None

Legal Implications – None

Appendix two

Partnership Events 2014

Date	Event Title	Lead Partner	Contact Information
18 September 2014	Prevent Seminar: Perspectives on Terrorism	Durham County Council	prevent@durham.pnn.police.uk or graham.mcardle@durham.gov.uk 03000 265436
23 September 2014	Domestic Homicide Review Symposium - Embedding the Lessons	Durham County Council	Jeanette Stephenson Jeanette.stephenson@durham.gov.uk 03000 267390
26 September 2014	Economic Partnership Social Inclusion Conference	Durham County Council	Ruth Robinson ruth.robinson@durham.gov.uk 03000 264716
October	Mental Health Awareness Month	All	Catherine Richardson catherine.richardson@durham.gov.uk 03000 267667
2 October 2014	Health and Wellbeing Big Tent Event	Durham County Council	Andrea Petty andrea.petty@durham.gov.uk 03000 267312
10 October 2014	World Mental Health Day Conference	Durham County Council	Catherine Richardson catherine.richardson@durham.gov.uk 03000 267667
20 November 2014	Whole Partnership Event – County Durham Partnership	Durham County Council	Clare Marshall clare.marshall@durham.gov.uk 03000 263593
20 November 2014	VONNE annual conference	VONNE	Angela Goodfellow 0191 233 2000

Cabinet

10 September 2014

**Flooding – Scrutiny Review
Report**



Report of Lorraine O'Donnell, Assistant Chief Executive

Purpose of the Report

- 1 The purpose of this report is to present the key findings and recommendations of the Environment and Sustainable Communities Overview and Scrutiny Committee review group report on flooding.

Background

- 2 At the meeting of the Environment and Sustainable Communities Overview and Scrutiny Committee on the 21 June 2013 members as part of the refresh of the work programme for 2013-2015 identified flooding as a future Scrutiny Review project. It was felt by the committee that flooding was a topical issue and that as a result of flooding incidents within County Durham causing damage in local communities and impacting on service delivery there was a need to examine whether the policies and plans in place were 'fit for purpose' and minimised the impact of flooding within the County.
- 3 A review group was established consisting of ten members of the Environment and Sustainable Communities Overview and Scrutiny Committee. The group has met on 8 occasions with an update on the progress of the review group given to members at the meeting of the committee on the 24th January 2014. In addition, the review group has visited various flood mitigation schemes within the County and received information from members of Durham County Council about the impact of flooding within their localities.
- 4 It was agreed by the group that the review would focus on:
 - What policies and plans are in place to manage flood risk in County Durham?
 - How Durham County Council (DCC) and partners work together to mitigate the risk of flooding.
 - Establish what emergency plans are currently in place in the event of flooding incidents occurring and the role and responsibilities of Neighbourhood Services and the Civil Contingencies Unit.
 - Establish the role of planning policies in mitigating the risk of flooding both in relation to new development and the capacity of an ageing sewerage and drainage system to cope with increased demand.

- Investigate funding available to DCC and partners in relation to preventing flooding incidents and alleviating the impact of flooding.
- Establish how we communicate with, engage and involve communities in flood risk management including vulnerable groups.
- Establish how DCC should discharge its statutory responsibilities regarding the specific role of Overview and Scrutiny in relation to flood risk management.

5 The key findings of the review group are identified in the attached report (Appendix 2) which resulted in the formulation of the following recommendations:

- That Durham County Council continue to maximise the funding opportunities available for flood prevention schemes through the Flood Defence Local Levy, the Flood and Coastal Risk Management Grant in Aid Scheme and the EU funding programme 2014-2020.
- That the Environment and Sustainable Communities Overview and Scrutiny Committee in their role as the designated Flood and Coastal Erosion Risk Management Committee formalise the process for engaging with the Flood Risk Management Authorities within County Durham by meeting on an annual basis. As part of this role the committee would receive information from Northumbrian Water Limited on sewerage treatment capacity within County Durham.
- That the Environment and Sustainable Communities Overview and Scrutiny Committee receive the minutes of the Northumbria Regional Flood and Coastal Committee (NRFCC) and the Durham Strategic Flood Prevention Group (DSFPG) on a quarterly basis together with regular updates on:
 - The development of Sustainable Urban Drainage Systems Approval Body (SAB).
 - Additional Drainage Area Studies (DAS) undertaken.
 - The development of the new approach to building community resilience.
 - Work undertaken with private land owners including detail of actions taken and any flood prevention measures implemented.
 - Lessons learned from flooding incidents.
- That the importance of Policy 46 in the emerging County Durham Plan is highlighted in relation to managing flood risk.
- That Durham County Council establishes the appropriate mechanisms to enable it to collect any charges in respect of Sustainable Urban Drainage Systems (SuDS) that have been adopted by the Council.
- That Durham County Council as part of the Customer First Strategy introduces a flooding hotline number for use during flooding emergencies.
- That a review of this report and progress made against recommendations will be undertaken six months after the report is

considered by Cabinet and that those members who have experienced flooding incidents within their localities receive an update of the progress made against the recommendations.

Service response

- 6 The following comments have been received from Neighbourhood Services:

Neighbourhood Services welcome the key findings and recommendations of the Flooding Scrutiny Review Report and would like to thank the Environment and Sustainable Communities Overview and Scrutiny Committee for reviewing this issue and helping to raise the awareness of the work undertaken by DCC and partners to mitigate flood risk. The report highlights the close partnership working within County Durham which has resulted in the development of a strong policy and planning framework which we will continue to build upon, maximising the funding opportunities available to carry out further flood mitigation projects in the future.

In addition, the Service Grouping is pleased to provide updates to members of progress made in relation to the various recommendations contained within the review report.

Recommendation

- 7 That Cabinet notes the recommendations in the attached report (Appendix 2) and formulates a response within the six month period identified in the report for the systematic review of recommendations.

Background papers:

Flooding Scrutiny Review Group Report

Contact:	Tom Gorman	Tel:	03000 268 027
		E-mail:	tom.gorman@durham.gov.uk
Author:	Diane Close	Tel:	03000 268 141
		E-mail:	diane.close@durham.gov.uk

Appendix 1: Implications

Finance – The report identifies the importance of Durham County Council utilising all funding opportunities available to mitigate flood risk within the County including the Flood Defence Local Levy, the Flood and Coastal Risk Management Grant in Aid Scheme, DCC revenue and capital programmes, EU Funding Programme 2014-2020 and funding via Northumbrian Water Limited according to a specific criteria. In addition Durham County Council will need to establish the appropriate mechanisms to enable it to collect any charges in respect of Sustainable Urban Drainage Systems (SuDS) that have been adopted by the council.

Staffing – None.

Risk – As Lead Local Flood Authority Durham County Council has responsibility for preparing a strategy for local flood risk management.

Equality and Diversity / Public Sector Equality Duty – The report identifies groups that will be more at risk during flooding incidents including older people, people with disability and younger people. The review report takes into consideration Equality and Diversity which has resulted in the necessary Equality Impact Assessment being carried out.

Accommodation – None

Crime and Disorder – None

Human Rights – None

Consultation – None

Procurement – None

Disability Issues – The report identifies groups that will be more at risk during flooding incidents which includes people with a disability and the elderly. During emergency flooding incidents Civil Contingency officers will be aware of local residents who will require more assistance ensuring that support is provided to the vulnerable.

Legal Implications - None



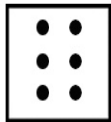
Environment and Sustainable Communities Overview and Scrutiny Committee

Overview and Scrutiny Review of Flooding

September 2014

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Foreword



Flooding is an issue that is much more prominent in the UK now. The devastation caused by recent floods in Somerset and coastal damage in the South West are not far from our minds. It is estimated that 600 households in County Durham have been flooded since April 2012 with the average cost of flood damage to a household of £30,000. A number of businesses have also been adversely affected and the total repair bill has been conservatively estimated to have topped £20 million. Flooding also disrupts our daily lives with transport links and power affected. The cost of the loss of just one day's economic output within County Durham due to flooding was estimated to be £23 million in 2012/13.

It is widely acknowledged that climate change affects local flood risk. The country is now experiencing wetter winters characterised by longer and more persistent storm periods. This increases the risk of flooding of rivers and other water courses, surface run-off, erosion and incidents of localised flooding. In 2012 County Durham experienced the highest level of rainfall since 1930 causing severe damage to our local communities and impacting on service delivery.

The work of this review is linked to the statutory role of this Committee as the designated Flood and Coastal Erosion Risk Management Committee of the Council. We wanted to ensure that the policies and plans that Durham County Council and partners have in place to deal with flooding are fit for purpose and use the review to develop our future programme of work in this key area. As part of the review we examined all relevant policies, questioned council officers and the key partner organisations involved in helping us to manage flood risk. We heard evidence from members and local residents on the impact of flooding on local communities and the actions taken by the council and its partners in responding to these incidents. We visited number of mitigation schemes in the County which have been designed to alleviate flood risk. We also considered plans to increase community resilience in those areas most at risk of future flooding.

I would like to take the opportunity to thank members of the committee, officers from Durham County Council, the Environment Agency and Northumbrian Water Limited, local members and residents for their valuable time in giving evidence and supporting the work of the review group.

Councillor Barbara Graham
Chair, Environment and Sustainable Communities Overview and Scrutiny Committee

Executive Summary

- 1 The record level of rainfall in 2012 caused flood events on several dates within County Durham resulting in Durham County Council (DCC) as Lead Local Flood Authority (LLFA) receiving 772 requests for flood investigations since the 1 April, 2012 with a total of 661 investigations undertaken up to 31 October 2013. Flooding has affected 600 households in County Durham and adversely affected the business community with the total repair bill estimated to have topped £20 million. As a result of the impact caused by flooding on individuals and communities within County Durham it was decided by members of the Environment and Sustainable Communities Overview and Scrutiny Committee that flooding would be the topic for a focused scrutiny review.
- 2 It was determined by the committee that the Flooding Scrutiny Review Group would consist of ten members from the Environment and Sustainable Communities Overview and Scrutiny Committee.. In addition, those County Council members who had experienced flooding within their local communities would be invited to share their experience with the scrutiny review group and would be kept updated on the progress of the review, the resulting recommendations and progress made against those recommendations. The review group met on eight occasions and heard evidence from: the Risk Management Authorities, the Civil Contingency Unit and the Coastal and Drainage Protection Team; looked at planning implications; examined the role of the Overview and Scrutiny in relation to flood risk management and carried out site visits to completed flood defence work.
- 3 Overall, the committee found that a strong policy and planning framework was in place with some very effective flood mitigation work undertaken by DCC and partners. However, it was felt that DCC needs to continue to maximise the funding opportunities available, that more needed to be done to develop the role of Overview and Scrutiny as the designated Flood and Coastal Erosion Risk Management Committee and to ensure that effective contact mechanisms are in place to respond to flooding incidents within the county.
- 4 **Funding** - Durham County Council as Lead Local Flood Authority (LLFA) for County Durham has been successful in obtaining funding for flood prevention schemes from the Flood Defence Local Levy and the Flood and Coastal Risk Management Grant in Aid receiving an award of £7.5m in 2013/14 and just over £4m for 2014/15 (in total from both funds) together with various preventative maintenance funded from the council's own revenue budget. In addition, significant funding opportunities exist via the European funding programme for 2014-2020, with officers from DCC and partners currently in discussion on how to maximise this funding opportunity. It was highlighted by the review group the need for DCC to continue to maximise the funding opportunities available.
- 5 **Overview and Scrutiny role in relation to flood risk management** - The Environment and Sustainable Communities Overview and Scrutiny

Committee has been designated as the Flood and Coastal Erosion Risk Management Committee for County Durham with responsibility for engaging with the Risk Management Authorities (RMAs). It was recognised by the review group that to date the committee has undertaken a reactive role receiving reports and presentations following flooding incidents within County Durham. It was felt by the review group that there is a need for the committee to be proactive engaging with the RMAs on an annual basis to ensure that they continue to work in partnership and have the necessary policies and plans in place to mitigate flooding.

- 6 **Sewerage treatment works capacity** - Northumbrian Water Limited (NWL) has responded to increased development within County Durham by considerable investment within existing sewer treatment works with extensive renovations at Consett and Bowburn totalling £15m with further investment planned for 2015-2020 at seven sewerage treatment works within County Durham. However, it is recognised by the review group that there is a need for the Environment and Sustainable Communities Overview and Scrutiny Committee in their capacity as the Flood and Coastal Erosion Risk Management Committee for County Durham to be kept updated on the capacity of sewerage treatment works within County Durham to ensure that the demands of future development within the county can be met.
- 7 **Northumbria Regional Flood and Coastal Committee and Durham Strategic Flood Prevention Group** - Liaison between the RMAs within County Durham takes place on a regular basis at a regional level via the Northumbria Regional Flood and Coastal Committee (NRFCC) and locally at monthly meetings of the Durham Strategic Flood Prevention Group (DSFPG). This liaison promotes strong partnership working providing an opportunity to discuss project development, funding and work programmes. It was highlighted by the review group the importance of the Environment and Sustainable Communities Overview and Scrutiny Committee receiving the minutes of the NRFCC and the DSFPG in their capacity as the Flood and Coastal Erosion Risk Management Committee for County Durham.
- 8 **Policy 46 of the County Durham Plan** – Policy 46 of the County Durham Plan requires no net increase in run-off from greenfield sites and a 50% reduction in brownfield run-off. It was felt by the review group that the importance of Policy 46 in the emerging County Durham Plan in relation to managing flood risk should be highlighted.
- 9 **Sustainable Urban Drainage Systems (SuDS) and SuDS Approval Body (SAB)** - Sustainable Urban Drainage Systems (SuDS) supported by policy 46 of the County Durham Plan mimic nature by using filtration strips to collect surface water and reduce flood risk. DCC as LLFA is required to establish a SuDS Approval Body (SAB) which is a section of the Council specifically established to deal with the design, approval and adoption of SuDS within any development consisting of two or more properties. It was felt by the review group that there was a need for the Environment and Sustainable Communities Overview and Scrutiny Committee to be kept

updated on the development of the SAB within County Durham and the mechanisms used to collect any charges in respect of SuDS adopted by the County Council.

- 10 **Drainage Area Studies** - The planning process has benefitted significantly from the excellent partnership working between DCC and NWL with information provided in Drainage Area Studies (DAS) used to identify the capacity of sewers downstream of development sites, surface water separation opportunities and the impact of surface water reduction. As part of the future formalised engagement process with the RMAs it is recommended that the Environment and Sustainable Communities Overview and Scrutiny Committee is provided with an update on the development of Drainage Area Studies within County Durham.
- 11 **Building community resilience** - Within DCC the Civil Contingencies Unit leads on the response to emergencies within the County and work with local communities to build community resilience during emergency incidents, helping communities to use local resources and knowledge to help themselves in a way that complements the work of the local authority and emergency services. A new approach has been developed to building community resilience involving seven Civil Contingency Officers working in local communities based on geographical locations across Durham and Darlington. The review group requested that the Environment and Sustainable Communities Overview and Scrutiny Committee be kept updated on the development of this new approach.
- 12 **Private land owners** - Private land owners are responsible for any watercourses within the boundary of their land and DCC as LLFA mediates with land owners providing advice on various measures available to prevent flooding. In addition, DCC can take action to force private land owners to undertake preventative works or DCC can carry out the work and seek reimbursement via a land charge. The review group felt that there was a need for the Environment and Sustainable Communities Overview and Scrutiny Committee to be kept updated on the work undertaken by DCC with private land owners to reduce surface water run-off including detail of any action taken and any flood prevention measures implemented.
- 13 **Reporting flooding incidents** - Telephone calls reporting flood incidents are currently made to the Highways Action Line (03000 261000) in accordance with the Customer First Strategy. It was felt by the review group that DCC should introduce a flooding hotline number for use during flooding emergencies. In addition the Environment and Sustainable Communities Overview and Scrutiny Committee in their role as the Flood and Coastal Erosion Risk Management Committee, should receive a comprehensive report detailing the response taken and lessons learned in relation to flooding emergencies within the county.

Section 1 Background and Methodology for the Review

Background

- 14 At a meeting of the Environment and Sustainable Communities Overview and Scrutiny Committee held on the 21st June 2013 members considered a report detailing the proposed work programme of the committee for 2013/2015. At that meeting members identified flooding as a future Scrutiny Review project. It was felt by committee members that flooding was a topical issue and that as a result of flooding incidents within County Durham causing damage to local communities and impacting on service delivery there was a need to examine whether the policies and plans in place were 'fit for purpose' and minimised the impact of flooding within the county.

Objectives

- 15 A report setting out the scope of the review was considered by the committee at its meeting on 12 December, 2013. This set out the objectives of the review as:
- To establish what policies and plans are in place to manage flood risk in County Durham.
 - How Durham County Council (DCC) and its partners work together to mitigate the risk of flooding.
 - Establish what emergency plans are currently in place in the event of flooding incidents occurring and the role and responsibilities of the Neighbourhood Services Service Grouping and the Civil Contingencies Unit.
 - Establish the role of planning policies in mitigating the risk of flooding both in relation to new development and the capacity of an ageing sewerage and drainage system to cope with increased demand.
 - Investigate funding available to DCC and partners in relation to preventing flooding incidents and alleviating the impact of flooding.
 - Establish how we communicate with, engage and involve our communities in flood risk management including vulnerable groups.
 - Establish how DCC should discharge its statutory responsibilities regarding the specific role of Overview and Scrutiny in relation to flood risk management.

Engagement

- 16 An invitation was sent to councillors who have experienced incidents of flooding within their wards to attend an overview presentation which would 'set the scene' for the review and provide detail of rainfall levels within County Durham, examples of flooding incidents, causes of increased rainfall levels, impact of flooding, causes and contributing factors of flooding, action undertaken and building community resilience. In addition,

arrangements were put in place for these members to receive regular updates detailing the progress of the review group and an invitation issued for the review group meeting on the 18th February providing an opportunity for these members to share their experiences of flooding incidents with the Review Group.

Membership

- 17 A review group was set up consisting of ten members in total including the Chair and Vice Chair of the Overview and Scrutiny Management Board.
- Councillors J Armstrong, J Clare, J Clark, B Graham, D Hall, C Kay, P May and P Stradling.
 - Mr D Kinch and P Spurrell (Co-optees).

Timescale

- 18 Review Group meetings and visits took place between January and April with a report scheduled to be presented to the Committee and Cabinet thereafter.

Evidence

- 19 The review has gathered evidence through:

Officer presentations:

- *John Reed, Head of Technical Services, Durham County Council*
- *Simon Longstaff, Drainage and Coastal Protection Manager, Durham County Council*
- *Peter Ollivere, Principal Policy Officer, Durham County Council*
- *Les Hall, Development Manager, Northumbrian Water.*
- *Phil Welton, Area Flood and Coastal Risk Manager, Environment Agency.*
- *Su Jordan, Civil Contingencies and Programme Office, Manager, Durham County Council.*

Visits:

- *Waldridge estate - to view surface water overland flow scheme.*
- *Chester-le Street riverside – to view river erosion scheme to stop flooding to the Cong Burn.*
- *Witton-Gilbert – to view a proposed scheme to prevent flooding from the Dene Burn.*

Reference material:

- *The Pitt Review: Learning lessons from the 2007 floods (2008)*
- *Flood Risk Regulations 2009.*
- *Flood and Water Management Act 2010.*
- *Localism Act 2011.*
- *County Durham Plan – 2015 (in development).*

- *National Planning Policy Framework – Department for Communities and Local Government (2012).*
- *Preliminary Flood Risk Assessment – Durham County Council (2011).*
- *Surface Water Management Plan – Durham County Council (2011).*
- *Strategic Flood Risk Assessment – Durham County Council (2011).*

Section 2 – Context

Climate Change

- 20 The world’s weather patterns are changing and this means that we must change the way we do things to prepare for any potential impacts of climate change. To understand the potential impact and the risks posed by climate change the UK Climate Impacts Programme (UKCIP) was undertaken and has identified a major consequence of climate change will be an increased risk of flooding and erosion. Scientists indicate that the potential risks of climate change include wetter winters, hotter summers and rising sea levels.
- 21 Climate change affects local flood risk in several ways with the impact depending on local conditions and vulnerability. Wetter winters and more rain falling in wet spells will increase the risk of river flooding in both rural and heavily urbanised catchments. More intense rainfall causes more surface runoff, increasing localised flooding and erosion. Rising sea or river levels will increase local flood risk inland or away from major rivers because of interactions with drains, sewers and smaller water courses.
- 22 Local studies help us to understand the impact of climate change including the effects of land use. It is essential that we respond by planning ahead and understand current and future vulnerability to flooding, produce plans for increased resilience and develop the capacity to adapt to the changing demands of climate change.

Local Context

- 23 The Meteorological Office (Met Office) has confirmed that the rainfall over the course of 2012 was the worst year on record for County Durham. The average rainfall for County Durham was expected to be in the region of 651mm however the total rainfall recorded for 2012 was 1018mm, 130mm higher than the previously recorded highest in 1930. The amount of rainfall between April and June 2012 and the lack of any prolonged dry spell over the summer led to the ground becoming saturated and unable to dispense with subsequent rainfall or run- off from water courses.
- 24 Durham County Council is designated as the Lead Local Flood Authority (LLFA) under the Flood and Risk Management Act 2010. One of the responsibilities as LLFA is a duty to investigate flood events within County Durham and publish the results of its findings.

- 25 As a result of the record levels of rainfall, flood events in County Durham were recorded on the 26 April, 28 June, 5 July, 14 August, 25 September, 10 October, 28 November, 14 December and 20 December, 2012. This resulted in Durham County Council as LLFA receiving 772 requests for flood investigations since the 1 April, 2012 with 661 investigations undertaken up to the 31 October 2013. During 2012 flooding had taken place in a number of areas within County Durham including Bishop Auckland, Witton Gilbert, Chester-le-street and Oakenshaw (near Willington).
- 26 Since the 1 April 2012, 600 household have been flooded within County Durham at an average cost of £30,000 per household. A number of businesses were flooded resulting in flood damage with the total cost to business and households of approximately £20m. In addition, flooding had a major detrimental impact on the wellbeing of communities within County Durham and is traumatic for those involved especially for the more vulnerable within our society. Flooding had also caused major disruption to council services with some having to operate 'emergency cover' only.
- 27 In relation to County Durham there are two types of flooding:
- Fluvial (river) flooding which occurs where rivers overflow and burst their banks due to high or intense rainfall which flows into them. This can be from main rivers or smaller watercourses.
 - Pluvial (rain) or surface water flooding where the amount of water falling onto impermeable surfaces or already saturated surfaces such as roads or paved areas can generate surface water run-off beyond the capacity of the drainage network. There are several factors which effect pluvial flooding including:
 - Topography of the area making it more prone to flooding e.g. a flood plain or river basin.
 - Urbanisation which has reduced the ability of land to absorb rainfall through the introduction of hard impermeable surfaces.
 - Insufficient surface water drainage capacity.
 - Surface water run-off from adjacent land.
 - Blocked drainage assets – debris, fly tipping, silt, tree root infestation and inappropriate disposal of fats, oils, grease and food waste.

Legislative Context

- 28 Following the 2007 severe floods that occurred in England and Wales the government appointed Sir Michael Pitt to chair an independent review to examine flood risk management in the U.K and identify what could have been done differently. The review called for urgent and fundamental changes in the way the country dealt with the likelihood of more frequent and intense periods of heavy rainfall putting forward 92 recommendations of which 21 are specifically designated to local authorities. These recommendations cover prediction and warning of flooding, prevention,

emergency management, resilience and recovery with many of them calling for the reshaping of flood risk management.

- 29 'Future Water' was a government water strategy developed in 2008 which set out the government's long term vision of water management putting forward policies to urge a more effective and sustainable management of surface water and flood risk including the development of Surface Water Management Plans (SWMP) and Sustainable Urban Drainage Systems (SuDS). The strategy also makes reference to the following:
- A risk based approach for river and coastal flooding where there is a greater understanding of future risks of flooding.
 - A holistic management approach will be taken and greater encouragement of public understanding of the risks.
 - An improved planning for development, emergency response and resilience to flooding will also be encouraged.
- 30 The government's response to the Pitt Review was the introduction of new legislation, the Flood and Water Management Act 2010, which implements many of the changes recommended in the Pitt Review. It updated previous legislation for a more comprehensive management of flood risk for people, homes and, businesses. The Act aims to reduce the flood risk associated with extreme weather conditions and clarifies who is responsible for managing all sources of flood risk; it encourages more sustainable forms of drainage in new developments and gives new responsibilities and a new role for upper tier local authorities as LLFAs.
- 31 The Act requires effective partnerships to be formed between the LLFA and key partners (Environment Agency and water companies) who are responsible for flood risk management. The Act also provides a specific role to Overview and Scrutiny enabling Overview and Scrutiny Committees in LLFAs to hold Risk Management Authorities (LLFAs, Environment Agency and water companies) to account. The Localism Act 2011 reinforces and strengthens the arrangements in relation to the Overview and Scrutiny function with Risk Management Authorities being under a duty to comply with a request made by an overview and scrutiny committee for information or a response to a report in relation to its flood or coastal erosion risk management function.
- 32 The Flood Risk Regulations 2009 impose new duties on LLFAs including responsibility for managing local flood risk in particular from ordinary watercourses, surface runoff and ground water and requires a Preliminary Flood Risk Assessment to be produced.
- 33 National planning policy on development and flood risk was previously set out in Planning Policy Statement 25. The National Planning Policy Framework (NPPF) streamlines and reforms the planning system promoting greater local decision taking. The NPPF retains a strong planning policy on avoiding and managing risks from flooding and highlights that inappropriate development in areas at risk of flooding

should be avoided by directing development away from areas at highest risk but where development cannot be avoided it should be made safe and not cause an increased flood risk anywhere else.

Section 3 – Evidence

Flood Risk Management Authorities

Durham County Council

Key Findings

- 34 **Durham County Council (DCC) is the Lead Local Flood Authority (LLFA) for County Durham and as such has been successful in obtaining funding for flood prevention schemes from the Flood Defence Local Levy, the Flood and Coastal Risk Management Grant in Aid receiving an award of £7.5m in 2013/14 and just over £4m for 2014/15 (in total from both funds). In addition discussion is taking place with partners to access funding from the EU funding programme. It was highlighted by the review group that there is a need to continue to maximise the funding opportunities available.**
- 35 **The evidence provided shows strong partnership working within County Durham between the Risk Management Authorities with regular liaison taking place on a regional basis via the Northumbria Regional Flood and Coastal Committee (NRFCC) and locally at monthly meetings of the Durham Strategic Flood Prevention Group (DSFPG). It was felt important that in the future the Environment and Sustainable Communities Overview and Scrutiny Committee receives the minutes of the NRFCC and the DSFPG on a quarterly basis in their capacity as the Flood and Coastal Erosion Risk Management Committee.**
- 36 **That the Environment and Sustainable Communities Overview and Scrutiny Committee is updated on the work undertaken by DCC with private land owners to reduce surface water run-off including detail of actions taken and any flood prevention measures implemented.**

Discussion

- 37 **Durham County Council (DCC) is Lead Local Flood Authority (LLFA) for County Durham as required by the Flood and Water Management Act 2010 and has the responsibility for leading on local flood risk management, which is defined as flooding from ground water; from surface water during and after heavy rain storms; and from what are designated as ‘Ordinary Watercourses’ – all rivers and streams that are not designated as ‘main rivers’, as well as canals. As a LLFA Durham County Council has a duty to develop, maintain, apply and monitor a strategy for local flood risk. The responsibilities of a LLFA include:**

- Duty to produce a local flood risk management strategy providing a framework to deliver a prioritised programme of works and initiatives to manage flood risk in the area.
- Strategic leadership of local risk management authorities.
- Duty to co-operate with other risk management authorities (Environment Agency and Northumbrian Water Limited).
- Duty to exercise flood risk management functions in a manner consistent with the national strategy.
- Duty to investigate flooding – Durham County Council as LLFA has received 772 requests for flood investigations since the 1 April, 2012 with 661 investigations undertaken up to the 31 October 2014.
- Duty to promote and manage sustainable drainage.
- Duty to aim to contribute towards the achievement of sustainable development.

In addition, the Flood and Water Management Act 2010 designates Durham County Council (as LLFA) together with the Environment Agency (EA) and Northumbrian Water Limited (NWL) as Risk Management Authorities for County Durham.

- 38 Under the Act, Risk Management Authorities have a duty to co-operate with each other in exercising their flood risk management functions and provides for the establishment of Regional Flood and Coastal Committees (RFCCs) which are composed of elected representatives and officers from local authorities, the EA and NWL. The committee is responsible for raising and administering the local levy funds (North East £2.1m for 2013/14) to be used for flooding projects and for approving the EA's regional works programme. Durham County Council as LLFA has both officer and member representation on this committee (Northumbria Regional Flood and Coastal Committee). It was felt by the review group that the Environment and Sustainable Communities Overview and Scrutiny Committee should receive the minutes of of the NRFCC on a quarterly basis in their role as the Flood and Coastal Erosion Risk Management Committee.
- 39 As LLFA, DCC has a duty to establish a Sustainable Urban Drainage System (SuDS) Approval Body (SAB) to approve new SuDS drainage systems in County Durham. In future, the body will receive all applications for construction where there are drainage implications and assess their compliance with any national and/or local standards. The SAB will approve some SuDS which will become adopted by the Council and some drainage systems with connection to public sewers where SuDS are deemed by the SAB to be inappropriate. The SAB will maintain all adoptable SuDS in accordance with the national standards for sustainable drainage. The SAB duty was to come into operation in October 2014 however DEFRA has further delayed its introduction.
- 40 The LLFA is responsible for strategies for local flood risk management dealing with surface run-off, ground water and ordinary watercourses. A level 1 and 2 Strategic Flood Risk Assessment (SFRA) has been

completed for County Durham which produced an assessment of surface water flood risk, classifying risks as high, medium and low. The SFRA is a living document and will be reviewed in response to significant changes in planning policy or flooding data. As the strategic assessment operates at a large geographical scale, DCC has undertaken localised surface water risk assessments and identified Surface Water Risk Areas (SWRAs), using priority datasets including known surface water incidents, surface water modelling, EA areas susceptible to surface water flooding, potential development sites, critical infrastructure (schools, railway lines and major roads) and environmental designations. In total 139 SWRAs were identified across County Durham, 13 sites have been assessed in more detail as part of the Risk Assessment however the majority of SWRAs are located in the east of the County, in or around urban conurbations. Data collated from the SFRA and the SWRAs forms the foundations for the Surface Water Management Plan (SWMP) a requirement of the Flood and Water Management Act 2010.

- 41 The SWMPs for County Durham were published in August 2011 (currently being refreshed) and outline the preferred surface water management strategy in a given location. In this context surface water flooding describes flooding from sewers, drains, groundwater, and runoff from land, small watercourses and ditches that occur as a result of heavy rainfall. The SWMPs are high level, strategic documents which serve as a starting point for partners to address surface water flood risk. The SWMPs provides all three partners (DCC, EA and NWL) with information concerning surface water risks across County Durham, and recommend solutions to tackle key risk areas. The plans have the following objectives:
- Guide limited resources to critical drainage areas of greatest need (existing development).
 - Ensure the level of future development does not exacerbate existing problems and identify opportunities for new development to provide benefits in terms of flood risk management.
 - Inform emergency planning and feed into Durham County Council's Flood Plan.
 - Protect and improve water quality in accordance with the objectives of the Water Framework Directive.
- 42 Currently County Durham has 10 SWMPs which are produced for high risk areas and outline the preferred surface water management strategy for that given location. The plans are live documents and can be updated when necessary. The SWMPs ensure a joined up approach between land owners, water infrastructure providers and planners during strategic growth and regeneration planning ensuring that local partners with responsibility for surface water drainage work agree the most cost effective way of managing the risk of surface water flooding.
- 43 Alongside the Act, the Flood Risk Regulations 2009 impose new duties and require a Preliminary Flood Risk Assessment (PFRA) to be undertaken which is a high level screening exercise to locate areas in

which the risk of ordinary watercourse, surface and ground water flooding is significant. In relation to County Durham:

- 11 areas were identified in the PFRA in June 2011.
- 2,100 residential properties in County Durham were identified in the PFRA as potentially at risk from surface water flooding.

- 44 In addition, DCC has a responsibility to consider flood risk when exercising the planning function. The Planning Authority must prepare, publish and use a local development framework which directs how land can be used. Durham County Council is in the process of producing the County Durham Plan which is a high level document which guides the future development of County Durham setting the planning policy framework for the next 20 years. Policy 46 of the Plan addresses water management considering both fluvial (main river) and pluvial (surface water) flood risk and requires all developers to consider the effect of a proposed development on flood risk (more detail in relation to planning and flood risk is provided from page 19-22 of the report).
- 45 DCC as LLFA work with private land owners advising on flood prevention. Private land owners are responsible for any watercourses within the boundary of their land and DCC mediates with land owners providing advice on various measures available to prevent flooding. In addition, DCC can take action to force private land owners to undertake preventative works or the council can carry out the work itself and seek reimbursement through a land charge. However DCC seeks to work sympathetically with land owners. It was suggested by the review group that the Environment and Sustainable Communities Overview and Scrutiny Committee be kept updated on the work undertaken by DCC with private land owners to reduce surface water run-off including detail of actions taken and any flood prevention measures implemented..
- 46 In relation to flood prevention DCC prepares bids for the Environment Agency's Medium Term Plan proposing various flood prevention schemes for funding via the flood defence local levy (North East £2.1m) and the Flood and Coastal Risk Management Grant in Aid Scheme (North East £47m for 2013/14) which resulted in funding of approximately £7.5m for flood prevention awarded to County Durham. In addition, further funding is available via:
- DCC revenue £0.2m per annum plus £0.25m for 2013/14 and 2014/15 which relates to inspection and preventative maintenance
 - DCC capital £0.75m for 2013/14
 - NWL fund schemes that meet their criteria
- 47 In addition, further funding has been received for 2014/15 for further flood prevention schemes within County Durham via the Flood Defence Local Levy and the Flood and Coastal Risk Management Grant in Aid Scheme totalling over £4m for 11 identified projects.

- 48 The group was informed that further funding opportunities exist as a result of the European Funding programme 2014-2020 for projects focused on improving economic growth (benefit new developments or existing commercial properties) from 2015/16 onwards. It was felt by the review group that there is a need to continue to maximise funding opportunities both now and in the future.
- 49 In addition to the Regional Flood and Coastal Committee, County Durham has established the Durham Strategic Flood Prevention Group (DSFPG). Consisting of representatives from the Coastal and Drainage Team, Planning and Civil Contingencies Unit (CCU) and key partners including the EA, NWL, Durham and Darlington Fire and Rescue and Natural England together with a member representative. DCC host and chair the meetings of the group which are held on a quarterly basis although the operational teams are in regular contact on a weekly basis. The group has established excellent communication between key partners providing an opportunity to discuss projects in detail, liaise with partners, share information, develop and monitor various flood preventative schemes within County Durham. It was suggested by the review group that the Environment and Sustainable Communities Overview and Scrutiny Committee should receive a copy of the minutes of the DSFPG on a quarterly basis.
- 50 The review group was informed that Durham County Council undertakes various preventative maintenance including the hiring of an additional gully tanker during 2013 to clear the backlog of gully cleansing and an additional £500,000 of revenue funding was to be used between 2013-2015 for culvert cleansing, inspections and preventative measures for DCC watercourses and highways drainage in high risk areas.

Environment Agency

Key Findings

- 51 **The Environment Agency (EA) under the Flood and Water Management Act 2010 has responsibility for the strategic overview for all forms of flooding by developing, maintaining and monitoring a strategy for Flood and Coastal Erosion Risk Management in England, together with designated responsibility for coastal and fluvial flooding from main rivers.**
- 52 **As a result of the responsibilities placed on the EA by the 2010 Act, together with the strong partnership working between the Risk Management Authorities within County Durham, this has resulted in the EA leading on eight flood prevention schemes in 2013/14 and five flood prevention schemes in 2014/15 including Stanhope River Wear Flood Alleviation Scheme, Tindale Beck Flood Alleviation Scheme and a scheme for the River Gaunless at South Church West Auckland.**

Discussion

- 53 DEFRA has overall responsibility for policy on flood and coastal erosion risk management and provides funding to flood risk management authorities through grants to the Environment Agency (EA). The Flood and Water Management Act 2010 defines clear accountability for the Environment Agency and the LLFA. It requires the EA to have a strategic overview for all forms of flooding by developing, maintaining, applying and monitoring a strategy for Flood and Coastal Erosion Risk Management (FCERM) in England. The FCERM sets out the statutory framework that will help communities, the public sector and other organisations to work together to manage flood and coastal erosion risk.
- 54 In addition, under the Flood and Water Management Act 2010 the EA is a Risk Management Authority together with DCC and NWL, with wide-ranging functions including physical work to protect properties and to improve drainage, restore natural processes and forecasting, warning and communicating flood risk information.
- 55 The Flood and Water Management Act designates responsibility for coastal and fluvial flooding from main rivers to the EA. The Act designates the EA as a Risk Management Authority and as such works in partnership with the LLFA and Northumbrian Water to develop the Flood Risk Management Plans (FRMP). It was confirmed that the FRMPs for the Northumbrian river basin were currently in development.
- 56 The EA is a statutory consultee to the SuDS Approving Body (SAB) on sustainable drainage that impacts on water quality or strategic flood risk. In addition, the EA is represented on the Regional Flood and Coastal Committees which are responsible for raising and administering the flood defence local levy and for approving the EAs regional works programme.
- 57 The EA has responsibility for preparing the Catchment Flood Management Plans which provide an overview of the flood risk across river catchments. These plans recommend ways of managing risk both now and in the future and consider all types of inland flooding from rivers, ground water, surface water and tidal water. They also take into account other impacts such as climate change, how we use the land, how areas can be developed to meet present day needs. The plans that are relevant to County Durham are the rivers Wear and Tees. The EA is also responsible for the preparation of the Shoreline Management Plans which provide a strategic overview of the coast identifying areas at risk of coastal erosion, coastal flooding, future projections and policies and measures for managing risk.
- 58 In relation to partnership working, the EA have a number of current initiatives within County Durham where they are collaborating with partners, contributing towards activities and securing funding for specific

projects. An integral part of the management of flood risk is access to funding with partnership funding radically changing the way RMAs operate, ensuring that they work together. By working in partnership it means that integrated solutions are developed and funding maximised.

- 59 In relation to County Durham for 2013/14 the Environment Agency working with partners had undertaken eight projects including Stanhope River Wear Flood Alleviation Scheme, Tindale Beck Flood Alleviation Scheme and the River Gaunless scheme. A further five schemes have been identified and approved for funding in 2014/15 onwards including Staindrop Flood Alleviation Scheme, urgent works at Spring Gardens and further work at Tindale Beck Flood Alleviation Scheme.

Northumbrian Water Limited

Key Findings

- 60 **Northumbrian Water Limited (NWL) has a significant role in relation to flood risk management within County Durham, informing the planning process by advising on flood risk from sewers and future development including directing development to areas of capacity, highlighting incapacity in the current sewerage systems, providing robust sewer flooding risk data for responding to planning applications and identifying solutions for flooding via collaborative working.**
- 61 **NWL has provided significant funding for flood alleviation schemes regionally totalling £230m for 2005-2015 with a total of £30.4m for schemes within County Durham. In addition, NWL has responded to increased development within County Durham via investment within existing sewer treatment works. However, it was recognised that there is a need for capacity to be continuously reviewed to meet the demands of future development within County Durham.**

Discussion

- 62 Northumbrian Water Limited (NWL) provides water and sewerage services to 2.7 million properties throughout the North East region. It is responsible for 16,000km of public drains and sewerage with a further 13,500km of sewers and lateral drains from private individuals transferred in 2011. Under the 2010 Act NWL is a Risk Management Authority working with 12 local authorities in the North East.
- 63 NWL has an excellent relationship with Durham County Council attending the meetings of the Regional Flood and Coastal Committee and the Durham Strategic Flood Prevention Group providing an opportunity to coordinate investigations, develop work programmes and identify schemes for joint working. In addition, NWL operational teams and DCCs drainage teams are in contact on a weekly basis.

- 64 NWL assists in the planning process and has contributed to the development of the County Durham Plan looking at the impact of future development on the current sewer and drainage systems. NWL supports Durham County Council and the EA in relation to planning applications, attending planning meetings to explain issues in relation to sewerage capacity and although technically not a statutory consultee within the planning process, it was highlighted that within County Durham the relationship is such that they are treated in the same manner as a statutory consultee.
- 65 There is regular dialogue on surface water management with a lot of shared information in relation to the Surface Water Management Plan (SWMP) in preparation for Sustainable Urban Drainage Systems (SuDS) implementation.
- 66 The sharing of data by NWL has a number of benefits including: providing an evidence base to advise councils on flood risk from sewers and future developments; an opportunity to direct development to areas of known capacity and carry out drainage master planning for other developable areas; assesses impact of housing growth upon predicted risk; incapacity highlighted early through the Core Strategy process; identifies surface water separation and reduction opportunities; provides robust sewer flooding risk data for response to planning applications and an opportunity to prioritise investment and identify sustainable solutions for flooding by collaborative working.
- 67 NWL has an established regional investment programme and has provided the following flood alleviation schemes:
- 2005 to 2010 - £104m and 776 properties protected from the Sewer Flood Register.
 - 2010 to 2015 - £126m and 1000 plus properties protected from the Sewer Flood Register.
 - Unit rate circa £125k per property protected.
- 68 The following prioritisation process is operated by NWL in relation to the investment programme:
- Flooding location;
 - Frequency;
 - Severity;
 - Cost benefit approach.
- NWL also has a funding programme to be used on mitigation measures regionally of approximately £2m per annum which is used to protect between 200-300 properties by fitting preventative measures such as flood doors and gates.
- 69 The NWL investment programme for County Durham in relation to flood alleviation schemes has provided the following funding:

- 2005 to 2010 - £13.4m and 181 properties protected from the Sewer Flood Register.
 - 2010 to 2013 - £17m and 158 properties protected from the Sewer Flood Register.
 - 2014 to 2015 – 115 properties protected from the Sewer Flood Register.
- 70 NWL has started to predict where risk may occur by the use of drainage area studies. These studies build on a current model and look at new development, taking into account what impact it will have, look at ways of getting water out of the system and how it can be monitored and measured. County Durham has a total of 136 drainage areas of which 41 drainage area studies have been completed.
- 71 The studies consider growth and development including home extensions, urban creep (the loss of permeable surfaces within urban areas to block paving, patios and driveways) and climate change. The data from these studies is shared with DCC and is used to inform future investment plans and identify surface water removal/reduction opportunities.
- 72 It is recognised that urban creep is causing flooding particularly in areas of mature development where it is known that the sewers are well maintained. Urban creep is often associated with residents' hard paving over gardens to make way for hard standing including car parking areas. The cumulative impact of this happening in residential areas has resulted in localised flood events as the drainage network cannot cope with the surface water run-off after a prolonged period of rain. This is difficult to police. A study by Newcastle City Council showed that urban creep extends by 1 to 1.5% each year. It was confirmed that within County Durham the issue of urban creep will be regulated by Policy 46 of the County Durham Plan ensuring that there is no net increase in surface water run-off for the lifetime of new development. .
- 73 The Strategic Flood Risk Assessment Level 1 addresses the impact of development. Major developers are required to submit drainage designs as part of the planning process, NWL appraises these designs, carries out inspections as the design develops and then if the sewer has performed satisfactorily for a 12 month period it will then be adopted by NWL.
- 74 Increased demands on the sewerage system should not put properties at risk of flooding from storm events within a return period of one in twenty years, as recommended by the British Hydrological Society. Policy 46 seeks to separate, minimise and control surface water flows from development and has resulted in NWL being consulted at each stage of the development of the CDP and in relation to planning applications submitted.
- 75 Many of the problems relating to flooding after 2010 were the direct result of drainage overload regionally which has resulted in NWL developing a £150m regional plan for 2010 to 2015 focusing on reducing surface water

by using strategic studies, planning policy, customer education, network monitoring and drainage area studies.

- 76 In addition to drainage overload, NWL has identified further causes of flooding as the disposal of oils, fats and grease into the drainage system and root ingress. This has resulted in NWL undertaking extensive network monitoring including a robust inspection regime, CCTV installation programme, structural repairs to prevent damage from tree roots and proactive sewer cleansing totalling £35m across the region for 2015 to 2020.
- 77 NWL will be investing £150-200m on sewerage treatment works in County Durham responding to increased development placing pressure on the existing treatment works. Consett treatment works has recently undergone renovations of £7m due to the addition of 2500 new houses. In addition, renovation of the Bowburn treatment works totalling £8m was completed with a study currently being undertaken at Tudhoe Mill which is currently working at full capacity and therefore further development within that locality could not be supported by NWL without improvement and investment. Further investment is planned for 2015-2020 at the following treatment works:
- Browney;
 - Aycliffe;
 - Chilton;
 - Aldin Grange;
 - Barkers Haugh;
 - Tow law;
 - East Stanley.

It was recognised that further discussions and liaison would need to be held between NWL and DCC in relation to the future capacity of various treatment works as a result of proposals for development within the County Durham Plan.

Planning

Key Findings

- 78 **Policy 46 of the County Durham Plan is recognised as an example of good practice in managing flood risk as it requires no net increase in run-off from greenfield sites, a 50% reduction in brownfield run-off together with specific requirements and detail in relation to Sustainable Urban Drainage Systems (SuDS). It was felt by the review group that the importance of Policy 46 in the emerging County Durham Plan in relation to managing flood risk should be highlighted.**
- 79 **The County Durham Plan has benefitted from information provided by Drainage Area Studies (DAS), 136 drainage areas within County Durham of which 41 studies have been completed. Each study**

identifies the capacity of sewers downstream of development sites, surface water separation opportunities and the impact on surface water reduction.

- 80 **As part of the engagement process with RMAs it was recommended by the review group that the Environment and Sustainable Overview and Scrutiny Committee receive an update on the development of Drainage Area Studies within County Durham.**

Discussion

- 81 The County Durham Plan (CDP) is the County's planning framework from 2015 – 2030 and has been shared with NWL and the EA as part of the extensive consultation process. The plan sets out information on the type of new development e.g. housing, employment and retail, locations and how they will be managed. It also provides planning policies for the future on which planning applications are determined. In relation to housing the plan identifies an additional 31,400 new homes in County Durham, 399 hectares of general employment land and 9500 square metres of new retail floor space.
- 82 The information shared with NWL and EA gives locations of sites for new developments, the type, size, construction rate and the large evidence base on which decisions have been based. The large evidence base includes water cycle studies showing how water is moved and dispersed; the Strategic Flood Risk Assessment (SFRA) showing where flood risks are, the type of flooding risk and the Surface Water Management Plan (SWMP) showing how flooding will be tackled. This provides a robust evidence base on which decisions can be based and ideas developed in relation to flooding.
- 83 Policy 46 of the CDP addresses water management and sets out the criteria for developers which includes:
- Requirements for Flood Risk Assessment (FRA) – all development proposals are required to consider the effect of the new development on flood risk both on and off site proportionate to scale of the development. Where appropriate a flood risk assessment will be required.
 - Zonal approach to flooding risk – developers are directed to areas least susceptible to flooding.
 - Sequential and Exceptions Test – the developer must prove that low risk areas have been considered and that the development will be safe without increasing flood risk elsewhere.
 - Hierarchy for dealing with run-off – developers have to ensure that the best flood defences are included in new developments including where appropriate Sustainable Urban Drainage Systems (SuDS) for dealing

with water run-off. Where greenfield sites are to be developed, the run-off rates should not exceed the existing greenfield run-off rate and if possible reduce this rate. Where previously developed sites (brownfield) are to be developed, surface water run-off rates should be reduced by a minimum of 50% of the existing site runoff rate. Surface water runoff should be managed at source wherever possible with disposal to combined sewers the last resort once all other methods have been explored. It was felt by the review group that the importance of Policy 46 in the emerging County Durham Plan in relation to managing flood risk should be highlighted.

- Hierarchy for foul water disposal – in consideration of development proposals, the hierarchy of drainage options must be considered and discounted for foul water should be:
 - Connection to a public sewer.
 - Package sewerage treatment plant (which can be offered to the Sewerage Undertaker for adoption).
 - Septic Tank.
 - Explanation of Strategic Flood Risk Assessment (SFRA) and Water Cycle Studies (WCS).

The criterion ensures that developers recognise and consider the impact of their new development on flood risk both on and off site and adhere to procedures which address flood risk management. DCC is the first council to propose the adoption of a 50% reduction in flow rates on brownfield sites.

- 84 In addition, in 2008 the Government changed the planning regulations to prevent householders from paving their gardens with hard standing without first receiving planning permission with exceptions only made where residents use permeable surfaces such as permeable block paving, gravel or porous asphalt.
- 85 When supplying information for the planning purposes NWL supply maps using a traffic light system to show drainage areas with those areas at highest risk of flooding shown as red on the map. These maps are used for strategic studies. This data is then used to produce more detailed information identifying the impact of new development sites on existing sewerage networks (Drainage Area Studies – DAS) with further drilling down indicating individual properties that maybe at risk. In total, 41 drainage area models have been completed for County Durham from 136 drainage areas which has resulted in NWL investing £3.5m in the drainage system in County Durham. These models have enabled NWL to run a series of 'what if' scenarios and measure the impact of additional water flow from new development on current sewerage networks and the impact of urban creep, climate change and severe weather.
- 86 The CDP has benefitted from DAS (41 DAS completed for County Durham) by identifying the capacity of sewers downstream of development sites, surface water separation opportunities and the impact

on surface water reduction. In the future it is anticipated that Drainage Area Studies will provide additional information on drainage master planning and surface water management planning which will be used to inform the CDP allowing the development of collaborative solutions between developers and Risk Management Authorities during the planning process. It was recommended by the review group that the Environment and Sustainable Communities Overview and Scrutiny Committee as part of the engagement process with the RMAs receive an update on the development of Drainage Area Studies within County Durham.

Sustainable Urban Drainage Systems (SuDS)

Key Findings

- 87 **Durham County Council as LLFA has to establish a SuDS Approval Body (SAB) which is a section of the Council specifically established to deal with the design, approval and adoption of SuDS within any development consisting of two or more properties. The SAB for County Durham was due to be established by October, 2014 however the introduction of SABs has been further delayed by Government. It was felt that there was a need for the Environment and Sustainable Communities Overview and Scrutiny Committee to be kept updated on the development of the SAB for County Durham.**
- 88 **Durham County Council needs to establish the appropriate mechanisms to enable it to collect any charges in respect of SuDS which have been adopted by the County Council.**

Discussion

- 89 Traditionally surface water has been removed from built up sites using underground pipe systems, which prevent flooding locally by conveying the water away as quickly as possible. This has led, over time, to alterations of natural water flow patterns which often lead to problems elsewhere, usually further downstream, in the catchment area. New methods of planning for the control of surface water and run-off, in light of flooding in recent years, has resulted in the introduction of regulations in this area. Planning Policy Statement 25; Development and Flood Risk, states that surface water arising from a developed site should, as far as is practicable, be managed in a sustainable manner to mimic the surface water flows arising from the site prior to the proposed development.
- 90 The aim of sustainable drainage is to reduce damage caused by flooding; improve water quality; protecting and improving the environment and ensure the stability and durability of drainage systems. New developments can cause flooding issues however urban drainage systems mimic nature by using infiltration strips to collect surface water and reduce the flood risk. SuDS are designed to be part of the natural landscape and to hold water

for a short term. The council will be responsible for providing guidance on how SuDS should be designed and constructed.

- 91 The Flood and Water Management Act 2010 schedule 3 removes the automatic right for developers to connect to surface water drainage systems by making that right conditional on meeting national standards and obtaining approval from the approval body for new sustainable urban drainage systems in its area. The Council as LLFA has to establish a SuDS Approval Body (SAB) a section of the Council specifically established to deal with the design, approval and adoption of SuDS within any development consisting of two or more properties. Funding has been received from DEFRA to cover additional costs of establishing the SuDS Approved Body (SAB) for County Durham. The SAB for County Durham was due to be established by October, 2014; however the introduction of schedule 3 which includes the establishment of SABs has been delayed by Government.
- 92 The SAB will receive all applications for construction where there are drainage implications, assess their compliance with any national and/or local standards and approve or decline the application as appropriate. The SAB will adopt all drainage systems constructed in accordance with the SuDS Regulations where they drain more than one property. The SAB must maintain all adoptable SuDS in accordance with the national standards for sustainable drainage. It has been proposed that properties which are connected to SuDS would have an additional charge placed on their Council Tax bill however DCC will need to establish the appropriate mechanisms to enable it to collect any charges in respect of SuDS that have been adopted by the council.
- 93 It was felt that there was a need for the Environment and Sustainable Communities Overview and Scrutiny Committee to be kept updated on the development of the SAB within County Durham and the implementation of appropriate mechanisms by DCC to collect any charges in respect of SuDS.

Building Community Resilience (Flooding)

Key Findings

- 94 **Within Durham County Council the Civil Contingencies Unit has the lead role in responding to emergencies and work with local communities during emergency incidents to build community resilience.**
- 95 **A new approach has been developed in relation to flood engagement involving seven Civil Contingency Officers working in local communities based on specific geographical locations across Durham and Darlington. This approach allows officers to develop a detailed knowledge of local communities, for relationships to be built with all local community groups and provides the opportunity to**

work with local communities to establish, support and build community resilience across the County. The new approach is to be introduced in April 2014.

- 96 **It was felt by the review group that the Environment and Sustainable Communities Overview and Scrutiny Committee should be kept updated on the development of this new approach.**

Discussion

- 97 The Civil Contingencies Unit (CCU) is part of the Assistant Chief Executive's Service Grouping and has responsibility for creating emergency plans, informing the public and keeping them briefed during incidents and giving advice to businesses to enable business continuity. The CCU has the lead role in responding to emergencies and work with local communities during emergency incidents to build community resilience.
- 98 Previously, the CCU had employed a Community Flood Engagement Officer, the post was funded by the Environment Agency was full-time and covered County Durham and Darlington. The officer attended community events pre and post flood to offer advice and establish links with communities. As a result of the creation of this post links were formed with a number of community groups creating a link between the Council and the Community. It was recognised that the geographical area to be covered made it a difficult task for one person to engage effectively and develop detailed knowledge of every community together with the risks that they face.
- 99 From April, 2014 a new approach has been developed with an annual budget of £50,000 funded by the EA for a three year period. The new approach to flood engagement involves seven Civil Contingency Officers allocated separate geographical areas within Durham and Darlington (areas based approach) allowing for more detailed knowledge of local communities to be developed and for officers to build relationships with all community groups. It was felt by the review group that the Environment and Sustainable Communities Overview and Scrutiny Committee should be kept updated on the development of this new approach.
- 100 The new area based approach will allow officers to :
- Make contact with established community groups and build relationships.
 - Build a picture of actual and perceived risks facing the community.
 - Establish new community groups where appropriate.
 - Help community groups in writing community emergency plans.
 - Assist in the training of community members and the exercising of their plans.
 - Provide residents with signposting to reliable information.

The aim of the project is to establish, support and build resilience into the communities across County Durham and Darlington from risks such as flooding, severe weather, power outages etc.

- 101 The objectives of the project are to identify existing community groups and know where the gaps are; to facilitate the creation of new community groups where appropriate; to facilitate the writing, training and exercising of community emergency plans and for community groups to understand the risks that their community face and to feel empowered to prepare for risks occurring.
- 102 Where community groups already exist there are opportunities to build and expand these groups for example Farm Watch Groups that have the capacity and capabilities in terms of machinery that could be used to clear dykes and drains. Established groups already within the local community will have a detailed local knowledge and it is important that Civil Contingencies Officers are aware of and use this information for example Age UK would have information on the elderly which would indicate where more help would be needed. In addition, Town and Parish Councils can be used to provide information and are also a useful source of local information. Should it be felt that there is a gap in the local community and there is a need for an appropriate local community group to be developed then the Civil Contingencies officers can assist in the development of that group.
- 103 Communities need to be prepared and resilient therefore engagement includes the business community, schools (focusing on 7 to 11 year olds), older vulnerable people, the disabled and rapid response communities on the register compiled by the Environment Agency which identifies those areas which are in danger of flash flooding.
- 104 The CCU has been able to build upon the lessons learned from previous experience including that of Cumbria during recent flooding events and have produced a 10 step plan to creating an emergency plan, prepared the Community Emergency Plan template, the householder plan leaflet (available at customer access points) a Business Continuity Guide to fit inside a wallet (well received by the business community) and initial contact has been made with all AAPs.
- 105 It was felt by the review group that the Environment and Sustainable Communities Overview and Scrutiny Committee should be kept updated on the development of the new approach to building community resilience.

Flood incident response

Key Findings

- 106 **In relation to the response to flooding incidents, flood alerts are received from the Flood Forecasting Service (FFS) which combine the weather forecasts from the Met Office with the impact at ground**

level as predicted by the Environment Agency. The FFS gives an indication of the risk as green, yellow, amber or red, with disruption minimal, minor, significant and severe. A decision as to the appropriate level of response Operational (Bronze), Tactical (Silver) or Strategic (Gold) Command will be determined by the indication of risk (flood alert) and the actual weather conditions.

- 107 **In accordance with the Customer First Strategy flooding incidents are reported via the Highways Action Line with Customer Services staff dealing with the initial report and then directing as appropriate. It was felt by the review group that a flooding hotline number should be introduced during flooding emergencies.**
- 108 **Following a flooding emergency the Environment and Sustainable Overview and Scrutiny Committee in their role as the Flood and Coastal Erosion Risk Management Committee receive a comprehensive report detailing the response taken and lessons learned in relation to flooding emergencies within County Durham.**

Discussion

- 109 Flood alerts are received from the Flood Forecasting Service (FFS) which combine the weather forecasts from the Meteorological Office (Met Office) with the impact at ground level as predicted by the Environment Agency. The FFS gives an indication of the risk as green, yellow, amber or red, with the disruption from minimal, minor, significant and severe. The accuracy of these alerts had improved over the years, however they could not be entirely relied upon as being accurate as in 2012 a very serious unpredicted flood occurred in Barnard Castle. It was confirmed that Neighbourhood Services (NS) would prepare a response based on the flood alert and the actual weather conditions.
- 110 In relation to the role of Neighbourhood Services in dealing with Green and Yellow alerts these can normally be dealt with by normal day time and out of hours cover. If an Amber/Red alert is raised then extra resources would be mobilised and Operational (Bronze) Command would be on standby. Operational (Bronze) Command directs all operational resources and implements tasks, takes direction from Tactical (Silver) Command if actioned and provides updates every two hours to the Strategic Managers Group which would deal with communications and provide advice.
- 111 Concerning operational response, Neighbourhood Services receive the reports of flooding and requests for sandbags and aquasacs to protect property. However, it was confirmed that whilst they do supply sandbags and aquasacs they encourage those who are at serious risk of flooding to build up their own supplies so that should flooding occur they are prepared. In addition, the service deploys gully motors and high pressure pumps to clear flood water, close roads and implement diversions,

undertake emergency repairs to DCC maintained buildings and do post flood clean up and repairs.

- 112 Tactical (Silver) Command is in addition to Operational (Bronze) Command and is only established if there is significant or widespread flooding. Tactical Command translates strategy into actions and co-ordinates assets; it is multi-agency, led by the police and consists of a member of the Extended Management Team and two CCU Duty Officers who are on call 24/7 to advise Tactical (Silver) Command and co-ordinate.
- 113 Strategic (Gold) Command is in addition to Tactical (Silver) and Operational (Bronze) and is only actioned if there is significant, widespread and prolonged flooding. Strategic Command, identifies issues and determines priorities, is multi-agency, led by the police and consists of a member of the Corporate Management Team and two CCU officers who are on call 24/7 365 days to advise Strategic (Gold) Command and co-ordinate. It was confirmed that Strategic (Gold) Command would have additional support via a Government Liaison Officer and a Scientific Technical Activity Cell which would monitor the bacteriological content of the water. A Strategic (Gold) Command has never been established in County Durham in relation to flooding.
- 114 Residents and businesses wanting to report flooding incidents to the council currently use the single point of contact (Customer First Strategy) via the Highways Action Line with the calls answered by Customer Services staff who would then direct the calls as appropriate. In addition, leaflets with key contact numbers for flooding emergencies were available at Customer Contact Centres. However, it was felt by members that in flooding emergencies there was a need for a flood hotline number to be introduced and that following a flooding emergency the Environment and Sustainable Overview and Scrutiny Committee as the Flood and Coastal Erosion Risk Management Committee should receive a comprehensive report detailing the response taken and lessons learned.
- 115 In relation to the role of CCU in responding to emergency flooding events it was confirmed that their role includes:
- Maintaining multi-agency communication and maintaining communication with the public/communities affected by the flooding.
 - Establishment of Rest Centre(s) and arrangement of transportation.
 - Humanitarian assistance – assessments of homes to determine whether people can return to them, assessing financial needs and psychological support required.
 - Liaising with the deployment of voluntary sector – services include the British Red Cross, Samaritans, Age UK providing support during and after flooding often to the most vulnerable (disabled) and the elderly.
 - Advising Gold/Silver Command – looking at what plans are in place and content, keeping them briefed on what is happening.
 - Debriefing – a multi – agency debrief would be held to discuss what had worked well and whether improvements could be made.

- 116 The Council's Recovery Co-ordinating Group (RCG) would agree the 'clean-up' operation to follow a Tactical (Silver) Command or Strategic (Gold) Command emergency. The DCC Recovery Co-ordinating Group is initiated within 3 hours of the start of a Tactical (Silver) and Strategic (Gold) emergency with the last severe flooding event in County Durham requiring the deployment of the group taking place in May 2013 resulting from Thornhope Beck Bridge at Wolsingham collapsing. The collapse of the bridge left a community of 40 people with no alternative vehicle route into the village. Local businesses wanted transport links re-established as soon as possible and the RCG chaired by the Director of Regeneration and Economic Development identified the solution as the installation of a Bailey Bridge, a portable, pre-fabricated truss bridge.

Role of Overview and Scrutiny and local scrutiny in relation to flood risk management

Key Findings

- 117 **Overview and Scrutiny has a specific role requiring Flood Risk Management Authorities (LLFA, EA and NWL) to respond to requests for information and to reports from Overview and Scrutiny in relation to flood risk management. In addition, Risk Management Authorities must also have regard to Overview and Scrutiny Committee reports and recommendations.**
- 118 **In relation to Durham County Council, the Environment and Sustainable Communities Overview and Scrutiny Committee has been designated as the Flood and Coastal Erosion Risk Management Committee with responsibility for engaging with the Risk Management Authorities for County Durham. To date the committee has undertaken a reactive role receiving reports and presentations following flooding incidents within the County.**
- 119 **It was felt that there is a need for the Environment and Sustainable Communities Overview and Scrutiny Committee to engage with the Risk Management Authorities on a regular basis (annually) to ensure that they continue to work in partnership, have the relevant policies and plans in place and that they are refreshed to reflect local flood risk.**
- 120 **Having heard the experiences of local councillors in relation to flooding incidents within their communities, it was felt by the review group that those councillors should be kept updated on the progress made against the recommendations contained within the Flooding Scrutiny Review Report.**

Discussion

- 121 Overview and Scrutiny in recent legislation has been given a specific role in relation to flood risk management. The Pitt Review: Learning Lessons from the 2007 floods' focusing on flood risk management recommended a specific role for Overview and Scrutiny of reviewing the work of public sector bodies and service providers under a legal requirement to cooperate and share information.
- 122 The Flood and Water Management Act 2010 was the Government's response to the Pitt Review extending the reach of Overview and Scrutiny Committees of LLFAs to water and sewerage companies. Under the Act Risk Management Authorities (RMAs) have a duty to respond to requests for information from LLFAs Overview and Scrutiny Committees and to respond to reports in relation to flood risk management produced by an Overview and Scrutiny Committee. They must also have regard to committee reports and recommendations produced by Overview and Scrutiny Committees. The Act gives Overview and Scrutiny a significant role in holding the RMAs to account. Flood Risk Management Authorities must:
- Comply with a request from Overview and Scrutiny within 28 days beginning with the date of the request.
 - Indicate what action (if any) the Risk Management Authority proposes to take, if a response to a report is requested; and
 - For the Risk Management Authority to attend before an Overview and Scrutiny Committee to give information orally, if requested to do so by such a committee.
- 123 The Localism Act 2011 reinforces the 2010 Act with the Secretary of State making regulations (The Flood Risk Management Overview and Scrutiny (England) regulations 2011) to include provisions for the procedure to be followed in relation to requesting information, required notice to be given in relation to requests, exemptions from the duty and process to be followed for persons to attend and give information orally.
- 124 A number of Overview and Scrutiny Committees in various Local Authorities following the introduction of the 2010 Act have received reports detailing the requirements of the Act in relation to the Overview and Scrutiny function and the work of RMAs within their area. Many of the local authorities have continued to engage with the RMAs on a regular basis to ensure the continued development of the management of flood risk and have designated specific Overview and Scrutiny Committees with this role (Flood and Coastal Erosion Risk Management Committee).
- 125 In Durham the Environment and Sustainable Communities Overview and Scrutiny Committee has been designated the Flood and Coastal Erosion Risk Management Committee. However, Overview and Scrutiny involvement in relation to flood risk management has been reactive to date with the committee receiving presentations and reports following the severe flooding in 2012. It was felt by the review group that there is a

need for the Environment and Sustainable Communities Overview and Scrutiny Committee to engage with the Risk Management Authorities on a regular basis (annually) to ensure that they continue to work in partnership, have the relevant plans in place and that they are refreshed to reflect local flood risk.

126 In relation to local scrutiny, members who had experienced flooding within their local communities were invited to a scrutiny review group meeting to share their experiences on the 18th February, 2014 this was then followed by site visits to three of the affected areas (Chester-le-street, Waldrige and Witton Gilbert) to see flood prevention work undertaken by DCC and partners.

127 The review group was informed that in 2012 substantial flooding occurred to homes close to the Cong Burn at Chester-le-street. The Cong Burn is a stream which runs through the centre of Chester-le-street via a concrete culvert before joining the River Wear. The high level of rainfall in June 2012 had led to silt and debris



gathering in gullies and culverts which subsequently led to the culvert in the Market Place at Chester-le-street overflowing causing damage to 20 plus businesses in the immediate area whilst further along the Cong Burn where it meets the River Wear homes were flooded (Cone Terrace). As a result of the extent of the flooding Neighbourhood Services and the EA have undertaken works in the area including clearing and de-silting the culvert. In addition work has been undertaken to strengthen the riverbank of the Cong Burn and both large and small Tideflex valves have been installed to prevent flooding reoccurring. Tideflex valves open when there is a significant build-up of pressure from the water allowing the water to flow into the stream at a controlled velocity. The local member praised Neighbourhood Services and the EA for the joint work they had undertaken to mitigate flooding in the future. The photograph above shows an example of the Tideflex valve at Chester-le-street.

128 Flooding incidents had also occurred at Bowburn largely due to new developments feeding into the existing drainage system. The local member felt that there was a need for planners and NWL to look carefully at new development proposed to ensure that the existing drainage system can cope with the increased usage. A separate flooding incident had occurred at the community centre which had recently been refurbished resulting in substantial damage. It was confirmed by Neighbourhood Services that cleaning work had been undertaken to the culvert at the community centre and that routine maintenance work would also be carried out.

129 The review group was informed that flooding incidents had taken place at Oakenshaw where two homes had been affected on two separate occasions. The local member advised the Group that the local community had done all it could to help prevent flooding by purchasing sandbags however there was still a need for support and although some remedial work had taken place there was still a flood risk to one property. The local member praised the work of Neighbourhood Services (Coastal and Drainage Protection Team) who had visited the village on several occasions to provide essential updates, advice and support to the local community.

130 Flooding had also occurred on the Waldrige Estate at Chester-le-street during the extreme rainfall of 2012 which had resulted in surface water runoff flooding nearby homes. The local member praised Neighbourhood Services and DCC for the support and advice provided and confirmed that funding had been secured recently from the E A for flood defence measures which included the erection of a flood wall which will be able to withstand up to 3 foot of water and protect up to 30 properties from flooding in the future. It was confirmed that the scheme was one of several to receive funding from the EA. The photograph above shows the erection of the flood wall at Waldrige.



131 The local member for Stanley explained that she had brought a local resident to share with the Review Group their experience of flooding. The resident had experienced flooding of her property on two occasions in 2007 and 2012 when a further five properties in the same street were also flooded. It was confirmed that Neighbourhood Services had cleared the drains however the resident was still concerned that in heavy rainfall the properties may still be subject to flooding. It was agreed that the Coastal and Drainage Protection Team would have a further look at the capacity of the current drainage system and at various measures to mitigate flood risk.

132 Flooding had also occurred at Witton Gilbert following the heavy storms in 2012 causing damage to many properties. The beck which runs through the village flooded leaving the water to run down the hill and collect. The EA Local Levy has provided funding of £300k to carry out flood alleviation work. The Scrutiny review group had the opportunity to visit the site where works will be carried out later



in 2014. The photograph above shows the extent of the flooding from the beck.

Section 4 - Response from Neighbourhood Services

133 The following response has been received from Neighbourhood Services:

Neighbourhood Services welcome the key findings and recommendations of the Flooding Scrutiny Review Report and would like to thank the Environment and Sustainable Communities Overview and Scrutiny Committee for reviewing this issue and helping to raise the awareness of the work undertaken by DCC and partners to mitigate flood risk. The report highlights the close partnership working within County Durham which has resulted in the development of a strong policy and planning framework which we will continue to build upon, maximising the funding opportunities available to carry out further flood mitigation projects in the future. In addition, the Service Grouping is pleased to provide updates to members of progress made in relation to the various recommendations contained within the review report.

Section 5 – Recommendations

134 The Scrutiny Review Group was established to investigate how Durham County Council manages flood risk and whether the policies and plans in place were 'fit for purpose' and minimised the impact of flooding within the County. The review group adopted the approach of examining: what policies and plans are in place to manage flood risk within County Durham; how DCC and partners work together to mitigate the risk of flooding; establish the roles and responsibilities of Neighbourhood Services and the Civil Contingencies Unit in responding to flooding incidents; the role of planning policies in mitigating the risk of flooding; investigate funding available to DCC and partners in relation to flood prevention; work undertaken in relation to building community resilience and establish how Overview and Scrutiny should discharge its role in relation to flood risk management.

135 After reviewing the evidence and key findings the Scrutiny Review Group recommendations for consideration by the Environment and Sustainable Communities Overview and Scrutiny Committee and Cabinet are:-

Recommendation 1

That Durham County Council continue to maximise the funding opportunities available for flood prevention schemes through the Flood Defence Local Levy, the Flood and Coastal Risk Management Grant in Aid Scheme and the EU funding programme 2014-2020.

Recommendation 2

That the Environment and Sustainable Communities Overview and Scrutiny Committee in their role as the designated Flood and Coastal Erosion Risk Management Committee formalise the process for engaging with the Flood Risk Management Authorities within County Durham by meeting on an annual basis. As part of this role the committee would receive information from Northumbrian Water Limited on sewerage treatment capacity within County Durham.

Recommendation 3

That the Environment and Sustainable Communities Overview and Scrutiny Committee receive the minutes of the Northumbria Regional Flood and Coastal Committee (NRFCC) and the Durham Strategic Flood Prevention Group (DSFPG) on a quarterly basis together with regular updates on:

- The development of Sustainable Urban Drainage Systems Approval Body (SAB).
- Additional Drainage Area Studies (DAS) undertaken.
- The development of the new approach to building community resilience.
- Work undertaken with private land owners including detail of actions taken and any flood prevention measures implemented.
- Lessons learned from flooding incidents.

Recommendation 4

That the importance of Policy 46 in the emerging County Durham Plan is highlighted in relation to managing flood risk.

Recommendation 5.

That Durham County Council establishes the appropriate mechanisms to enable it to collect any charges in respect of Sustainable Urban Drainage Systems (SuDS) that have been adopted by the council.

Recommendation 6

That Durham County Council as part of the Customer First Strategy introduces a flooding hotline number for use during flooding emergencies.

Recommendation 7

That a review of this report and progress made against recommendations will be undertaken six months after the report is considered by Cabinet and that those members who have experienced flooding incidents within their localities receive an update of the progress made against the recommendations.

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Appendix 1: Implications

Finance – The report identifies the importance of Durham County Council utilising all funding opportunities available to mitigate flood risk within the County including the Flood Defence Local Levy, the Flood and Coastal Risk Management Grant in Aid Scheme, DCC revenue and capital programmes, EU Funding Programme 2014-2020 and funding via Northumbrian Water Limited according to a specific criteria. In addition Durham County Council will need to establish the appropriate mechanisms to enable it to collect any charges in respect of Sustainable Urban Drainage Systems (SuDS) that have been adopted by the council.

Staffing – None.

Risk – As Lead Local Flood Authority Durham County Council has responsibility for preparing a strategy for local flood risk management.

Equality and Diversity Public Sector Equality Duty - The report identifies groups that will be more at risk during flooding incidents including older people, people with disability and younger people. The review report takes into consideration Equality and Diversity and has resulted in the necessary Equality Impact Assessment being carried out.

Accommodation – None

Crime and Disorder – None

Human Rights – None

Consultation – None

Procurement – None

Disability Issues – The report identifies groups that will be more at risk during flooding incidents which includes people with a disability. During emergency flooding incidents Civil Contingency officers will be aware of local residents who will require more assistance ensuring that support is provided to the vulnerable.

Legal Implications - None

Cabinet

10 September 2014

Quarter 1 2014/15

Performance Management Report



Report of Corporate Management Team
Lorraine O'Donnell, Assistant Chief Executive
Councillor Simon Henig, Leader

Purpose of the Report

1. To present progress against the council's corporate basket of performance indicators and report other significant performance issues for the first quarter of 2014/15 covering the period April to June 2014.

Background

2. The report sets out an overview of performance and progress by Altogether priority theme. Key performance indicator progress is reported against two indicator types which comprise of:
 - a. Key target indicators – targets are set for indicators where improvements can be measured regularly and where improvement can be actively influenced by the council and its partners (see Appendix 3, table 1); and
 - b. Key tracker indicators – performance will be tracked but no targets are set for indicators which are long-term and/or which the council and its partners only partially influence (see Appendix 3, table 2).
3. Work has been carried out by officers and members on developing a revised indicator set and targets for 2014/15 as set out in Appendix 3. This set of indicators is based around our six Altogether priority themes and will be used to measure the performance of both the council and the County Durham Partnership.
4. The report continues to incorporate a stronger focus on volume measures in our performance framework. This allows us to better quantify productivity and to monitor the effects of reductions in resources and changes in volume of activity. Charts detailing some of the key volume measures which form part of the council's corporate basket of performance indicators are presented in Appendix 4.

Developments since Last Quarter

5. Corporate performance indicator guidance which provides full details of indicator definitions and data sources will soon be available from the Councillors Intranet homepage at: <http://intranet/sites/Councillors/default.aspx>. Any queries relating to the definition manual can be directed to the Corporate Performance Team at performance@durham.gov.uk.

Executive Summary

Overview

6. During the first quarter period 65% of our indicators have shown either an improvement or have maintained current performance and a similar number (67%) are approaching, meeting or exceeding target.
7. The UK economy improved again this quarter and figures confirmed that the economy has returned to its pre-recession peak. For the first time since October 2008 the number of Job Seekers Allowance (JSA) claimants is below 10,000 (9,385 claimants). Although the number of long term JSA claimants has reduced the proportion of claimants claiming for over 12 months has increased from 34.8% last quarter to 35.9% and remains higher than national and regional rates. Youth unemployment is now at its lowest level since June 2008, with 2,580 young people claiming JSA. This reducing trend in JSA claimants is not reflected in the employment rate however, which has remained steady from 66.1% last quarter to 66.2% but remains worse than national (73.3%) and regional (67.6%) rates.
8. The level of housing development in the county is showing signs of improvement. Both the number of new housing completions and the number of affordable homes have increased, although empty properties brought back into use by the council is below the quarterly profiled target. Occupancy rates for retail units in town centres have declined in nine of the 12 town centres. Homeless indicators generally have improved, although the level of acceptances of a statutory duty has increased this period.
9. There is a mixed picture in relation to performance against key children's safeguarding targets. This period shows the overall number of children in need referrals has reduced by 31% compared to quarter 1 last year but the number that occurred within 12 months of the previous referral has not reduced at the same rate (15%). This has meant an increase in the proportion within 12 months of the previous referral to 36.6% which did not meet target, and was worse than the 2012/13 England, North East and statistical neighbour averages.
10. There has been an improvement in looked after children cases reviewed within timescale from 96.9% to 98.3%. This is above the target of 97.8% and coincides with a gradual reduction in the number of looked after children cases. However, child protection cases which were reviewed within timescale have worsened from 99.2% last year to 95.7%, which is worse than the England and regional averages but better than statistical neighbours. All reviews have now been completed.
11. The council has made a lot of progress in working with troubled families, achieving reductions in crime/anti-social behaviour, improved school attendance or moving back into employment. A total of 676 families achieved the government's results criteria to March 2014 which equates to 51.2% of County Durham's overall target of 1,320 families to turn around by May 2015.
12. There have been further reductions in youth offending in County Durham. There were 43 first time entrants (FTEs) to the youth justice system, which is lower than 63 last year and within the target of 78. There has also been a reduction in the rate of re-offending by young offenders with 37.5% of young people reoffending within 12 months. This is slightly higher than nationally (35.3%) but lower than 43.2% the previous year.

13. Key health and adult care measures show that good progress has been made. A larger proportion of service users require no ongoing care following completion of their reablement package and this has exceeded target.
14. The percentage of adults receiving secondary mental health services that were known to be in settled accommodation at the time of their last review/assessment exceeds target and national and statistical neighbours averages.
15. There has been improvement in the rate of delayed transfers of care with the rate better than the England average. Although there was a slight rise in those attributable to adult social care the rate remains better than the England average.
16. However, the number of smoking quitters has deteriorated further from last year and the Stop Smoking Service has failed to achieve its target. There has been a national trend of decreasing quitters. The percentage of eligible people who received an NHS health check failed to achieve target and is worse than the same period last year. However it is better than national levels and in line with the regional average.
17. Successful completions of alcohol and drug treatment are below target and national levels. However, there has been a reduction in alcohol-related anti-social behaviour incidents and violent crime.
18. A key objective within the Safe Durham Partnership to increase the reporting of hate incidents is being achieved with a 58% increase in one year.
19. Crime levels have risen again this period with a 4.2% increase in overall crime forecast for this year. This is primarily in violence against the person, theft and sexual offences. The number of victim based crimes is forecast to increase by 3.9% as a result. Historic crimes of physical and sexual abuse are continuing to have an effect on crime levels, particularly serious or major crimes, as experienced across the country and linked to publicity surrounding the Savile enquiry.
20. There have also been rises in anti-social behaviour (ASB) incidents reported to the police, which are due to seasonal increases as experienced in previous years, as a result of improved weather conditions. However, they are expected to fall by 5% by the end of the year, except environmental ASB which is forecast to increase by 1.9%.
21. Key environmental indicators show that good progress has been made in diverting municipal waste from landfill although the percentage of household waste re-used, recycled or composted continues to decline due to contamination. Fly-tipping incidents have seen further increases this period.
22. The council continues to improve its performance in a number of corporate areas measured by our Altogether Better Council basket of indicators. The Revenues and Benefits Service has maintained the improved claims processing performance delivered in the latter half of 2013/14, with processing times better than target and significantly better than the same point last year. Customer service indicators show improved telephone handling and more customers seen at our customer access points within the 15 minute target. Freedom of Information requests processed within statutory timescales has improved this period but remains below the national target.

23. The overall trend of staff sickness is reducing but is outside the period target. Despite substantial efforts to increase employee appraisal activity across the council, the rate of appraisals carried out in the last year remains persistently below target and has deteriorated for three consecutive quarters.

Volume of Activity

24. The council has again seen significant increases in demand for key frontline services concerning the number of people requiring rehousing and the number of fly tipping incidents reported.

25. The overall trend for the number of people registered on the Durham Key Options service who have been rehoused has shown a continual increase over the last three years (Appendix 4, Chart 2). Welfare reforms will have an impact in this area.

26. The volume of fly-tipping incidents reported across the county has also shown further increases for the fifth quarter in succession (Appendix 4, Chart 8).

27. There has been an increase in the number of people in drug treatment with the Community Drugs Service (CDS) for non-opiate use and performance has dipped slightly (Appendix 4, Chart 6).

28. There are several areas where we see that performance improves as demand for services decreases. This has been observed in:

- *Telephone calls answered* (Appendix 4, Chart 11). The volume of telephone calls received in comparison with the same period last year shows that calls are decreasing, although there has been a corresponding increase in contact received via emails and web forms of 18.3% compared to the same quarter last year. There has been a substantial improvement in performance with 94% of calls being answered within three minutes, which is well within target.
- *Face-to-face contact* (Appendix 4, Chart 12). The number of customers seen at our customer access points shows that demand for face-to-face contact has reduced and performance has improved.
- *Benefits – new claims* (Appendix 4, Chart 9). The volume of new claims and changes of circumstances for both housing benefit and council tax reduction has decreased whilst processing times are significantly better than the same point last year.
- *Requests for information under the Freedom of Information Act or Environmental Information Regulations* (Appendix 4, Chart 13). The number of requests received has reduced this period. There has been an improvement in performance with 79% of requests being answered within the guideline 20 day period, although this still remains below the national target of 85%.

29. Areas where demand has reduced but performance has deteriorated are evident in:

- *Number of planning applications* (Appendix 4, Chart 1). The volume of planning applications received by the council has shown a steady decline over the last three quarters but performance has also been falling although this has remained within target.
- *Children in need (CIN) referrals within 12 months of previous referral* (Appendix 4, Chart 4). The volume of children in need referrals has seen a reduction this period compared to the previous quarter and same period last year with the actual number of repeat referrals also reducing being significantly lower than those in the same period in 2013/14. The performance in terms of re-referrals within 12 months has worsened and did not meet target but is mainly due to the reduction in the overall number of CIN referrals.

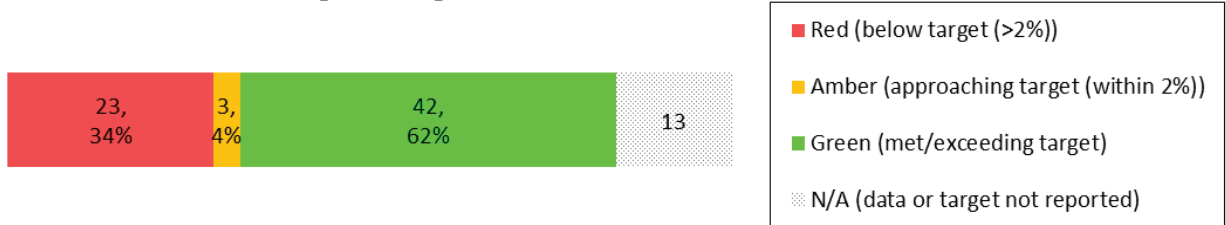
Welfare Reform and Demand

30. We have experienced increased numbers of people requiring rehousing as well as increases in levels of crime specifically theft offences. Each is likely to link to the wider economic position of which welfare reform is a contributor. Turning to our specific support schemes, Discretionary Housing Payments (DHP) spend projections indicate a potential overspend which is up from last month. It was agreed at the Welfare Reform steering group this month to review backdating awards and extending awards to manage spend. A letter is to be sent to Government formally requesting a top up to the grant provided. There are a number of options available to meet any overspend if a top up is not provided, these include using Welfare Assistance underspend and unspent new burdens funding provided by Government.
31. Welfare Assistance spend saw an increase in spending compared to the previous month. Projections indicate a potential underspend down from last month with the number of awards fluctuating significantly month on month. Options for the Welfare Assistance Scheme 2015/16 proposals are being developed and at the next steering group a proposal to run an in-house scheme next year will be presented, which will need to be approved by Members.
32. Expectations that housing rent arrears and arrears in respect of under occupancy would increase have failed to materialise. Current tenant arrears for Dale & Valley Homes, Durham City Homes and East Durham Homes as a percentage of the annual rent debit stand at 2% compared to 3.4% at quarter 1 last year and well within the target of 2.5%.

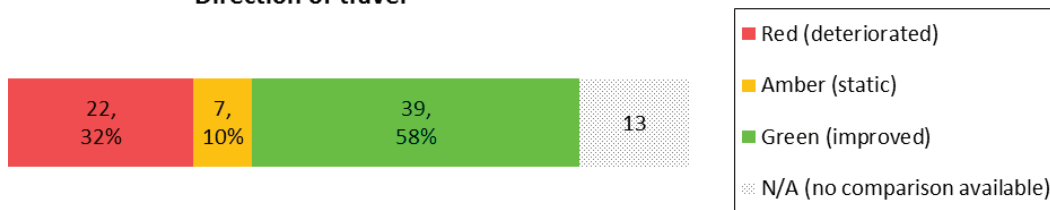
Overall Performance of the Council

Key Performance Indicators

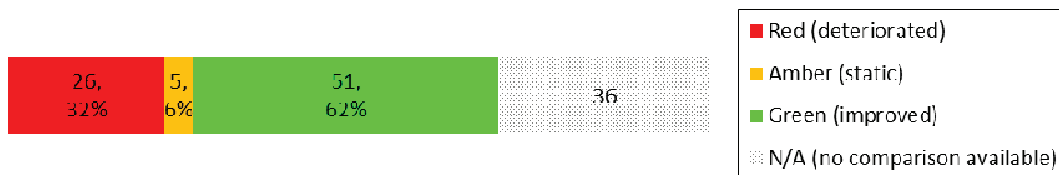
Performance against targets



Direction of travel



Tracker indicators - Direction of travel



Source: Service performance monitoring data

33. In quarter 1 2014/15, 66% (45) of reported indicators approached, met or exceeded targets with 68% (46) of reported indicators that improved or remained static.

34. Areas where there has been improvement in performance in terms of direction of travel compared to 12 months earlier are:

- Net homes completed
- Council owned housing that is empty including that which has been empty for six months
- Major planning applications determined within 13 weeks
- Proportion of the working age population currently not in work who want a job
- JSA claimants aged 18-24
- First time entrants to the youth justice system
- Looked after children cases reviewed within timescale

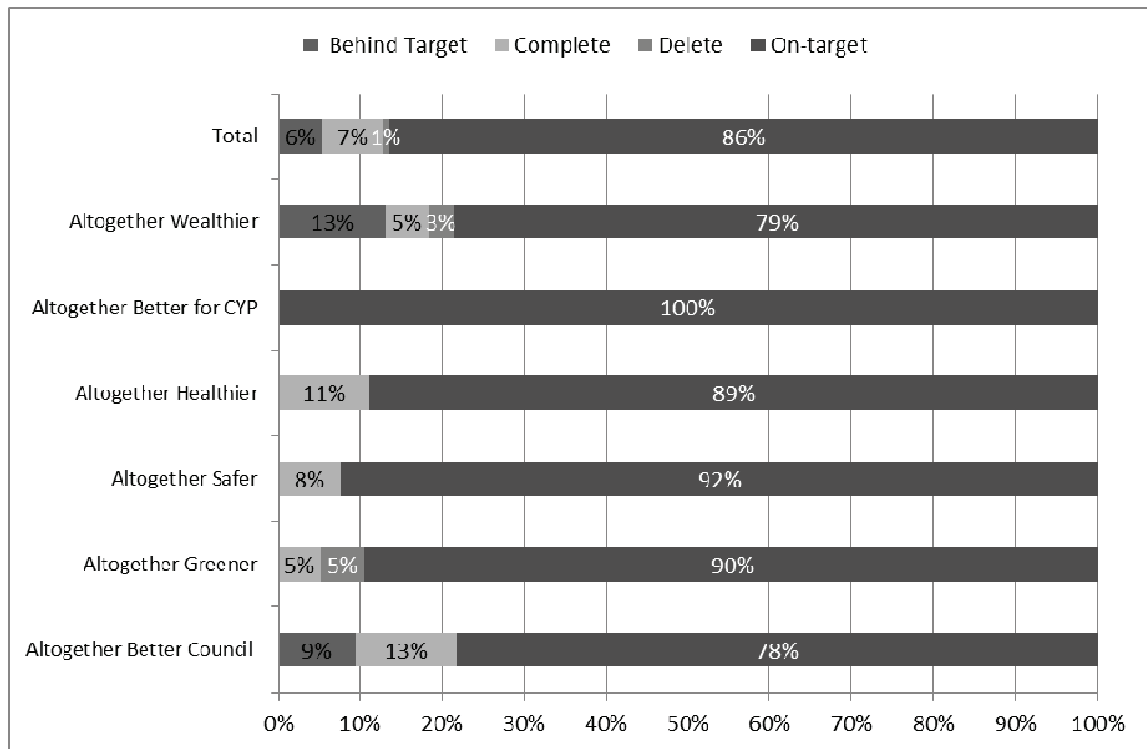
- 16 to 18 year olds who are not in education, employment or training
- People who have no ongoing care needs following completion of provision of a reablement package
- Adults in contact with secondary mental health services living independently
- Delayed transfers of care from hospital
- Children killed or seriously injured in road traffic accidents
- Alcohol related anti-social behaviour incidents and violent crime
- Municipal waste diverted from landfill
- Recorded actionable defects on carriageways and footways repaired within 24 hours (category 1)
- Telephone calls answered within 3 minutes
- Time taken to process new and changes of circumstances for housing benefit and council tax reduction claims
- Council tax collected in year
- Tenant arrears
- Invoices paid within 30 days
- Days/shifts lost to sickness absence

35. Key issues in terms of areas where there has been a deterioration in performance in terms of direction of travel compared to 12 months earlier are:

- Proportion of homes completed in and near all major settlements
- Percentage of JSA claimants claiming for 1 year or more
- Child protection cases reviewed within timescale
- Children in Need referrals occurring within 12 months of previous referral
- Smoking quitters
- NHS health checks
- Successful completions of alcohol treatment
- Overall crime rate
- Serious or major crimes
- Theft and robbery
- Household waste that is reused, recycled or composted
- Fly-tipping incidents reported
- Business rates collected in year
- Capital receipts received

Council Plan Actions

Progress against Council Plan by Altogether Theme: Quarter 1 2014/15



36. Monitoring of the Council Plan is carried out on a quarterly basis to ensure that actions are being completed. Overall, first quarter performance shows 7% (11 out of 148) of actions have been achieved and 86% (128 actions) are on target. 6% (8 actions) did not meet target and 1% have been deleted. Further detail of these actions is highlighted throughout the report. The Altogether Better Council theme has achieved the highest percentage of actions completed (13%) and the Altogether Wealthier theme has the highest percentage behind target (13%), which amounts to five actions.

Service Plan Actions

Service Plan Progress to End of Quarter 1 2014/15

Service Grouping	Total number of Service Plan Actions	Number of actions met or exceeded target	% of actions met or exceeded target	Number on target	% of actions on target	Number behind target	% of actions behind target	Deleted	% of actions deleted
ACE	75	14	19%	51	68%	10	13%	0	0%
CAS	130	13	10%	117	90%	0	0%	0	0%
NS	111	10	9%	96	86%	3	3%	2	2%
RED	115	6	5%	98	85%	10	9%	1	1%
RES	130	16	12%	104	80%	5	4%	5	4%
Total	561	59	11%	466	83%	28	5%	8	1%

Source: Service monitoring data

37. The table above shows that overall, 94% of service plan actions have either been achieved or are on target to be achieved by the deadline. Actions which did not meet target equate to 5%. There were eight actions (1%) proposed to be deleted as they are no longer relevant. The Children and Adults Services grouping has the highest percentage of actions achieved or on target (100%). The Assistant Chief Executive service grouping had the highest percentage of actions behind target (13%, 10 actions) followed by Regeneration & Economic Development service grouping (9%, 10 actions) and Resources service grouping (4%, 5 actions).

38. Reporting of these key actions is on an exception basis with a full copy of the exceptions, deletions, amendments and additions available on request from performance@durham.gov.uk

Risk Management

39. Effective risk management is a vital component of the council's change agenda and forms an integral part of our efforts made to minimise them. The council's risk management process therefore sits alongside our change programme and is incorporated into all significant change and improvement projects.

40. The strategic risks to successfully achieving our objectives are detailed against each Altogether theme in the relevant sections of the report. These risks have been identified using the following criteria:-

- a. Net impact is critical, and the net likelihood is highly probable, probable or possible.
- b. Net impact is major, and the net likelihood is highly probable or probable.
- c. Net impact is moderate, and the net likelihood is highly probable.

41. As at 30 June 2014, there were 30 strategic risks, a reduction of one since 31 March 2014. The following matrix categorises the strategic risks according to their net risk evaluation as at 30 June 2014. To highlight changes in each category during the last quarter, the number of risks as at 31 March 2014 is shown in brackets.

Figure 4: Corporate Risk Heat Map

Impact					
Critical	2 (2)	1 (1)	3 (3)		1 (1)
Major		3 (3)	4 (4)		
Moderate			8 (8)	5 (6)	1 (1)
Minor				1 (1)	1 (1)
Insignificant					
Likelihood	Remote	Unlikely	Possible	Probable	Highly Probable

Key risks 

42. At a corporate strategic level, key risks to draw attention to, with their respective net risk evaluations shown in brackets, are:

- a. If there was to be slippage in the delivery of the agreed Medium Term Financial Plan (MTFP) savings projects, this will require further savings to be made from other areas, which may result in further service reductions and job losses (Critical / Possible).
- b. Ongoing Government funding cuts, which now extend to at least 2017/18, will continue to have an increasing major impact on all council services (Critical / Highly Probable).
- c. Potential restitution of search fees going back to 2005 (Moderate / Highly Probable).
- d. The council could suffer significant adverse service delivery and financial impact if there are delays in the procurement and implementation of the new banking contract (Critical / Possible).
- e. If the council were to fail to comply with Central Government's Public Services Network Code of Connection criteria, this would put some core business processes at risk, such as revenues and benefits, which rely on secure transfer of personal data (Critical / Possible).

43. One risk has been removed from the register in this quarter. This is due to management of the risks by the services as mitigating actions have been completed to reduce risks to a level where management now consider existing controls to be adequate.

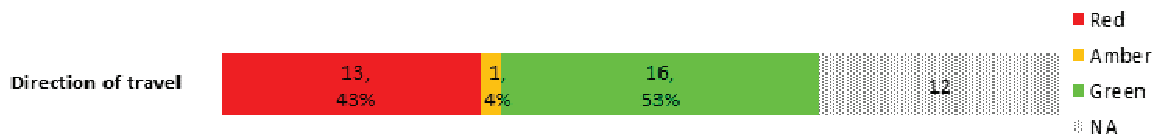
44. The implementation of additional mitigation on a number of risks has enabled the council to improve performance, decision-making and governance, and this is detailed in the relevant sections of the report.

Altogether Wealthier: Overview

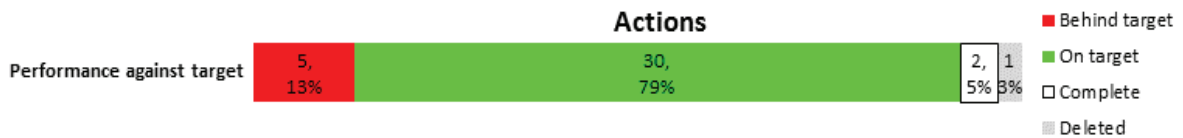
Target performance indicators



Tracker performance indicators



Actions



Council Performance

45. Given the performance indicator picture appears mixed, there are improvements in the majority of key areas. Key achievements this quarter include:

- a. The proportion of major planning applications determined within 13 weeks has improved to 77% (July 2013 to June 2014) from 72.3% (April 2013 to March 2014). Performance is better than corresponding period last year (74.6%), the target of 71% and national benchmarking (70%), however is worse than the North East rate (78%). 122 major applications were received this year compared to 126 last year. The proportion of overall planning applications determined within deadline has fallen slightly from 87.2% (April 2013 to March 2014) to 86.2% (July 2013 to June 2014). Performance is similar to last year (86.3%) and is above target (85%). 2,689 applications were received this year, slightly less than last year when 2,732 were received (see Appendix 4, Chart 1).
- b. This quarter 514 potential jobs have been created, 64 through new business lettings and 450 through two inward investments which have been confirmed and will potentially result in 450 jobs, located in Durham City and Seaham. Performance is however below the target of 600 jobs created/safeguarded.
- c. This quarter shows 117 affordable homes were delivered, an increase from the same period last year when 60 homes were delivered. The annual target is to be increased from 300 to 400 to reflect the outputs of various programmes aimed at increasing the number of affordable homes either through new housing delivery or conversion of existing properties to affordable homes, each of which have their own specific programme targets attached.

d. Tracker indicators show

- i. During quarter 1, 361 net new homes were completed, an increase of 102% from last quarter (179 completions) and 24.5% from the corresponding period last year (290 completions). Recent monitoring activity has confirmed that a large number of housing sites with planning permission are now being implemented. The housing market is improving due to government incentives such as First Buy and Help to Buy. In Durham City the number of completions increased from eight last quarter to 14 this quarter, which is the same number as the corresponding period last year. This quarter 128 completions were in and around major settlements, similar to quarter 1, 2013/14. However due to the significant increase in net completions overall this represented a lower proportion (35%) compared to last year (43.1%). Although the County Durham Plan includes policies aiming to increase completions in and near major settlements, the activity required to deliver these completions is led by developers. A target of 70% was initially agreed however it is now considered more appropriate to track performance of this indicator.
- ii. During quarter 1 there were 2,606 housing solution presentations. Previously only presentations from the Housing Advice and Prevention Team were included in this indicator but following the restructure of the Housing Solutions Service, presentations are now also being reported for the Family Intervention Project, Family Wise, Home Improvement Agency and the Private Sector Initiatives Team. Previously reported data is therefore not comparable.

The proportion of statutory housing solutions applications has improved, reducing to 13.6% this quarter from 13.8% last quarter and 14.4% for the corresponding period last year. The level of acceptances of a statutory duty has declined from 2.6% last quarter and 3.4% for the corresponding period last year to 4.2% (62 acceptances). The proportion of preventions has improved, increasing to 26.3% from 18.2% last quarter and 20.9% for the corresponding period last year. From quarter 2 these indicators will also include presentations from the Family Intervention Project, Family Wise, Home Improvement Agency and the Private Sector Initiatives Team.

e. Progress has been made with the following Council Plan and service plan actions:

- i. Significant progress has been made during the first quarter of 2014/15 to increase availability of technology across the county by developing the Digital Durham programme for next generation broadband delivery to all areas of the county. British Telecom (BT) has enabled almost 9,000 additional premises to access fibre based broadband services. During quarter 2, work will commence in Sedgfield, Ryton (Gateshead area partner) and Trimdon, and for the first time, fibre based broadband services will become available to residents. There will also be a significant investment in making fibre based broadband services more widely available in the BT exchange areas of Beamish, Coxhoe, Crook, Meadowfield, New Brancepeth, Peterlee, Stanley, Washington

(Sunderland area partner), Burnopfield (Gateshead area partner), Dipton, Lanchester and Wellfield. Following the receipt of further funding and completion of an open market review, a second intervention area will define to postcode level the additional areas to fund infrastructure build due to market failure.

- ii. Durham City site investigation in relation to the Western Relief Road is complete and further design work is continuing, with the planning application being expected to be submitted in June 2015. Planning consent for the bus station on North Road, Durham is now expected in December 2014, with the junction realignment due for completion by May 2015 and the start date for the construction of the bus station being revised to June 2015. A detailed design for the flood mitigation solution at Elvet waterside has been commissioned however the development brief for the site has been delayed as the university have postponed making a decision on the site until the end of the summer. The constraints assessment and design work for Milburngate House is underway and scheduled for completion in November 2014 whilst work is ongoing to secure planning consent.
- iii. A preferred option for the future of council housing across County Durham is to be pursued by March 2015. Following consent from Government the formal consultation process with tenants is currently ongoing. Home visits were undertaken to all tenants in June 2014 and the council's offer document was hand delivered or posted to each tenant. All responses received are currently being collated on the offer document (early indications show approximately 87% of respondents are generally supportive of transfer) and following the meeting of Cabinet on 16 July it was agreed to proceed with the ballot.
- iv. The Gypsy Roma Traveller sites at Adventure Lane, West Rainton; Green Lane, Bishop Auckland; Tower Road, Stanley and Drum Lane, Birtley are being redeveloped. Following completion of the redevelopment of the site at Adventure Lane, the site was re-opened on 9 June 2014. Residents are returning to the site on a phased basis through an agreed process and once complete the site will be fully occupied. The Tower Road site is now complete and was handed over on 28 July 2014. Again a managed phased return is planned to return residents back to the site. Work is continuing on Green Lane and Drum Lane following commencement on site earlier in the year.
- v. Following the launch of the empty homes cluster programme (to bring empty homes back into use), extensive marketing of the available products has been undertaken. Over 4,600 letters were sent out to owners of empty properties, jointly with council tax information and to date there are 243 people interested in grants and loans.

46. The key performance improvement issues for this theme are:

- a. During the quarter, 19 empty properties were brought back into use through council intervention. This is below the target of 30 and performance for the same period last year when 31 properties were brought back into use. The

availability of loan funding county wide is starting to bring in good returns, therefore performance should improve in quarter 2.

- b. The proportion of council owned housing that meets decency criteria is currently 81.8% against an end of year target of 100%. This is made up of Durham City Homes 84.5%, East Durham Homes 85.4% and Dale and Valley Homes 68.3%. All providers are on track to achieve 100% decency by the end of 2014/15.
- c. This quarter shows 37 apprenticeships started through Durham County Council schemes. This is below the target of 45 however is better than the corresponding period last year (28).
- d. Tracker indicators show:
 - i. The employment rate maintained this quarter, rising to 66.2% from 66.1% last quarter and 65.8% for the corresponding period last year. The County Durham rate remains worse than the national and regional rates of 73.3% and 67.6% respectively. There are now 225,600 people defined as in employment which is an improvement of 2,100 on the same period last year. The changes to those defined as in employment are not reflected in the changes to those claiming Job Seekers Allowance (JSA), which has significantly reduced and now stands at 9,385, which represents 2.8% of the working age population. This is the first time since October 2008 that the number of claimants has been below 10,000. This suggests that there may be some people who are now no longer entitled to claim JSA but are also not in work.
 - ii. The number of people claiming JSA for more than 12 months stands at 3,365 claimants which has reduced by more than 600 from March 2014 and is over 1,600 less than at June 2013. However, although the number of claimants are reducing, 35.9% of claimants have claimed for more than 12 months which is higher than last quarter (34.8%), the same period last year (34.5%) and national and regional rates (27.1% and 35.5% respectively).
 - iii. The number of 18 to 24 year olds claiming JSA (2,580) has also significantly reduced from 3,415 last quarter and 4,435 for the same period last year. Youth unemployment is now at its lowest level since June 2008. This represents 1% of the 18 to 24 year old population but 27.5% of JSA claimants.
 - iv. The proportion of the working age population not in work who want a job has fallen to 13.7% (April 2013 to March 2014), representing 22,600 people. This is an improvement from 14.6% reported last quarter and 16.4% for the corresponding period last year. The rate however is higher than national (11%) and regional (13.4%) rates.
 - v. This quarter, 1,228 people registered on the Durham Key Options scheme have been rehoused, compared to 1,363 last quarter and 1,088 for the corresponding period last year (see Appendix 4, Chart 2).

- vi. Occupancy rates for retail units in town centres have declined in nine of the 12 town centres, with only Consett, Seaham and Shildon demonstrating improvement (see table below). Bishop Auckland has seen the highest percentage fall in occupancy (-13.2%). Compared to the national average occupancy rate for 2013 (86%), seven town centres have equal or higher occupancy levels.

Town Centre	% occupancy at March 2014	% occupancy at March 2013	% change
Consett	94	88	+6.8
Crook	92	95	-3.2
Seaham	91	87	+4.6
Barnard Castle	89	93	-4.3
Durham City	89	90	-1.1
Shildon	89	88	+1.1
Stanley	86	91	-5.5
Bishop Auckland	79	91	-13.2
Peterlee	85	87	-2.3
Spennymoor	85	88	-3.4
Chester-le-Street	84	89	-5.6
Newton Aycliffe	71	80	-11.3

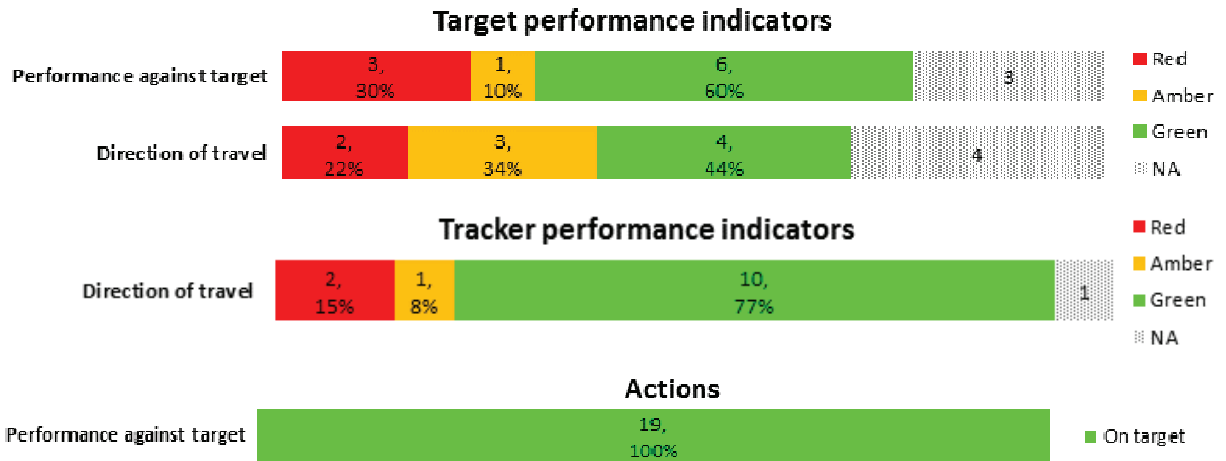
- vii. The number of passenger journeys on the Durham City Park and Ride has decreased by 7% (18,543 journeys) from 258,703 last quarter to 240,243 this quarter.
- e. Key Council Plan actions which have not achieved target in this theme include:
- i. A new roundabout at Sunderland Bridge due to be constructed by March 2015, has been delayed until September 2015 as the purchase of the land has not yet been finalised. The revised plan of works means that the site cannot be progressed as quickly as originally envisaged due to the re-landscaped site needing to be left for a period of at least three months to allow the ground to settle. Construction will be phased with initial earthworks being undertaken in September 2014. This will be followed by the main construction phase between April and September 2015. This is subject to land acquisition.
 - ii. Road access improvements at Front Street, Stanley were due to be completed by December 2015. The initial project was rejected at public enquiry and a decision regarding further steps will be made in August 2014.
 - iii. Adoption of the County Durham Plan due by March 2015 has been delayed until September 2015. The final County Durham Plan was submitted to the Department for Communities and Local Government (DCLG) and the Planning Inspectorate on the 25 April 2014. The Examination in Public (EIP) Hearing sessions are to commence in September 2014 and timescales initially proposed by the Planning Inspector suggest the examination may run into early 2015. The

strategic site supplementary planning documents are in an advanced stage but cannot be adopted until the County Durham Plan is adopted. The draft Community Infrastructure Levy (CIL) Charging Schedule was submitted to DCLG and the Planning Inspectorate on the 25 April 2014. The CIL EIP will follow the County Durham Plan with a provisional start date of the 16 December 2014.

- iv. The first Durham County Council market housing scheme for rent and sale due to be delivered by June 2016, has been delayed until January 2017. Initial legal advice has been secured on the development of two new LA Trading Companies. A cost consultant (Identity Consult) has been appointed to lead on identifying a suitable building contractor partner and the deadline for this activity has been revised from June 2014 to December 2014. This revision has also affected the deadlines of other actions and the overall project timescale. A short list of possible builders has now been prepared and a programme to secure a start on site on a pilot scheme in October 2015 has been agreed.
- v. A County Durham Apprenticeship Programme to support people into work through the provision of wage subsidy to employers due to be delivered by March 2015, has been deleted as it is a business as usual action and will remain on target throughout the year.
- vi. A service plan action regarding the extension of the Park and Ride site at Sniperley has been delayed from November 2014 to August 2015 due to the changes to the master plan for the Sniperley site which is currently being finalised and is subject to land acquisition.

47. There are no key risks in delivering the objectives of this theme.

Altogether Better for Children and Young People: Overview



Council Performance

48. Key achievements this quarter include:

- a. An improvement in the number of looked after children cases which were reviewed within required timescales. Between April and June 2014, 404 out of 411 cases were reviewed within timescale which equates to 98.3%. Performance has achieved the target of 97.8% and is an improvement from 96.9% during the same period of the previous year. During the period there were four reviews that were not held within timescale, which related to seven children. This improvement coincides with a gradual reduction in the number of looked after children cases since the start of 2012/13 (see Appendix 4, Chart 3).
- b. Good progress has been made in successful interventions via the Stronger Families Programme which aims to assist individual(s) in a family achieve reductions in crime/anti-social behaviour, improved school attendance or moving back into employment. As of March 2014, 676 of the 1,320 families achieved the results criteria, which equates to 51.2% of County Durham's overall families requiring a successful intervention by May 2015. Durham is ranked 46th out of 152 local authorities nationally in terms of the percentage of families with a successful intervention against target and is above the national (44.8%), regional (49.8%) and statistical neighbour averages (50.4%). Previously this indicator measured families who were assisted through allocation of a lead professional but it has been revised this year to also include those assisted without a lead professional. The measure is now comparable with national data.
- c. Tracker indicators show:
 - i. An improvement in the proportion of 16 to 18 year olds who are not in education, employment or training (NEET). Data for April to June 2014 show 6.8% of 16 to 18 year olds were NEET, which relates to approximately 1,158 young people. This is an improvement when compared to the same quarter of last year (8.7%) and is better than the

nationally published North East average (November 2013 to January 2014) of 7.6%. It is worse than the national average of 5.3% but in line with the statistical neighbours average of 6.6%. The percentage of 16 to 18 year olds whose status in relation to education, employment or training is not known reduced to 3.6% during April to June 2014. This is better than the November to January averages for England (9.2%), the North East (6.4%) and statistical neighbours (6.4%).

- ii. Further reductions in the number of first time entrants (FTEs) to the youth justice system. Provisional data for April to June 2014 indicate that there were 43 FTEs to the Youth Justice System. This equates to 97 per 100,000 population and is well within the locally agreed target of 170 per 100,000 (78 FTEs) and an improvement from 138 per 100,000 (63 FTEs) during the same period of the previous year.
- iii. Linked to above there has also been a reduction in the rate of proven re-offending by young offenders. Latest data show 223 of the 595 young people in the July 2010 to June 2011 cohort re-offended within 12 months of inclusion in the cohort, which equates to 37.5%. This is an improvement when compared against the same period in the previous year when 43.2% of the cohort re-offended. The re-offending rate in Durham is slightly higher than the national rate of 35.3%. The 223 young people who re-offended committed a total of 683 offences (1.15 per young person). This is an improvement on the same period in the previous year (1.37) but is worse than the national rate of 1.02.

49. The key performance improvement issues for this theme are:

- a. An increase in the percentage of Children in Need (CIN) referrals occurring within 12 months of the previous referral. Data for April to June 2014 show that 482 of 1,318 referrals occurred within 12 months of the previous referral, which equals 36.6%. Performance did not meet the target of 28% and was worse than the corresponding period of the previous year (25.3%). Durham's rate is worse than 2012/13 averages nationally (24.9%), regionally (22.5%) and when comparing with statistical neighbours (22.5%). This increase is mainly due to a substantial reduction in the overall number of CIN referrals, which has reduced from 1,590 between January and March 2014 to 1,318 between April and June 2014 (see Appendix 4, Chart 4)). On analysing the actual number of repeat referrals in quarter 1 (see table below), it is evident that the numbers are also reducing and are significantly lower than those in the same period in 2013/14. The quarter 1 figure is also lower than three of the four previously reported quarters.

Data	CIN repeat referrals	CIN referrals	CIN re-referral rate
Q1 2013/14	567	1911	29.7%
Q2 2013/14	585	1855	31.5%
Q3 2013/14	543	1807	30.0%
Q4 2013/14	450	1590	28.3%
Q1 2014/15	482	1318	36.6%

The reduction in CIN referrals reflects the transformation process in Children's Services which has resulted in changes to models of working to

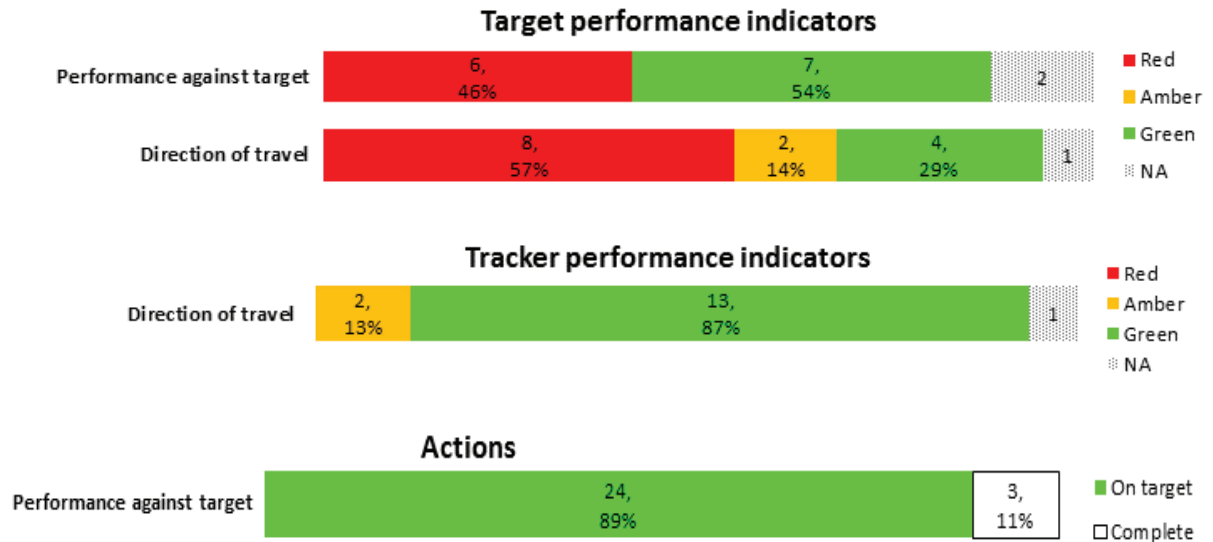
meet future needs in the most cost-effective way possible. The intent is to reduce the number of referrals to Children's Care by ensuring that children and families are offered early help, thereby reducing the need to escalate cases into more specialist children's care services. Significant progress has already been made including:

- i. Developed and delivered a single point of access (First Contact),
 - ii. Ensured that referrers and families can access early help services quickly, avoiding unnecessary referrals to Children's Services.
 - iii. Developed a single assessment tool that replaces the previous requirement for an initial and core assessment. This will reduce repetition for the referrer, children and families and ensure that the child's journey is known and understood.
 - iv. Development of the Durham Early Help Strategy to enable all services working with children to actively focus on early support to children and families.
 - v. Ensuring thresholds are robustly managed and monitored in First Contact, to ensure cases are not unnecessarily escalated into statutory services. Re-referrals will be subject to case file audits.
 - vi. Initiated a task and finish group to focus upon de-escalation of cases from statutory services to ensure they are appropriately managed at a lower level, with a Team Around Family in place.
- b. A reduction in the percentage of child protection cases which were reviewed within required timescales. Between April and June 2014, 178 out of 186 child protection cases were reviewed within timescale, which equals 95.7%. This is below the target of 100%. Performance is better than the 2012/13 statistical neighbours average of 94.8% but is below the England average of 96.2% and the regional average of 96.6%. During quarter 1 there were five reviews that were not within timescale, which related to eight children. Each individual case that is not reviewed within timescale is looked at within the service and systems have been put into place to try and ensure that reviews are rearranged within timescales. Any proposals to cancel reviews need to be agreed by the Strategic Managers for Quality Assurance and Safeguarding Children. All reviews have been completed.
- c. Tracker indicators show:
- i. For 2010/11 to 2012/13 County Durham had a rate of 504.8 hospital admissions for young people aged 10-24 years as a result of self-harm per 100,000 population. This has reduced from 561.8 for the previous period and is now significantly better than the North East rate (532.2). Although this reduction has narrowed the gap between County Durham and England, the England rate is still significantly lower at 352.3. A Suicide Prevention Group is in place to develop and implement an action plan aimed at reducing suicide and self-harm rates for all ages.
 - ii. Although there has been a slight improvement in breastfeeding prevalence from 28.5% between April and June 2013 to 28.9% between April and June 2014, it is still well below the national (47.2%) and lower than regional (31.2%) levels based on 2012/13 figures.

- iii. At 30 June 2014 there were 446 children subject to a child protection plan, which equates to a rate of 44.5 per 10,000 population. This rate is an increase on 30 June 2013 (37.7 per 10,000) but the rate for that period was unusually low. The current rate is an improvement from 455 (45.5 per 10,000) at 31 March 2014. It is lower than the March 2013 North East average of 51.1 but higher than the England rate of 37.9. A key aim of the new Children's Services structure is to reduce the numbers of children becoming subject to a child protection plan in the medium and long term.
- d. There are no Council Plan actions which have not achieved target in this theme.

50. There are no key risks in delivering the objectives of this theme.

Altogether Healthier: Overview



Council Performance

51. Key achievements this quarter include:

- a. Improvement in the percentage of people who have no ongoing care needs following completion of provision of a reablement package. 66.2% of service users (194 of 293) required no ongoing care following completion of their reablement package. This is an improvement from 61.6% during the same period of the previous year and exceeded the target of 55%.
- b. In the year-ending June 2014, 2,096 out of 2,351 adults (89.2%) receiving secondary mental health services were known to be in settled accommodation at the time of their last review or assessment. This is exceeding the target for 2013/14 (88.5%). Performance is better than the same period of the previous year (88.7%).
- c. Tracker indicators show:
 - i. A reduction in delayed transfers of care. In the two sample days in April and May 2014 there were 53 delayed transfers of care, which equals a rate of 6.4 delays per 100,000 per day. This is an improvement from 8.7 per 100,000 in the same period of 2013/14 and is better than the England average for the period of 9.8 per 100,000.
 - ii. There were eight delays fully or partly attributable to adult social care, a rate of 1.0 per 100,000. Although this has increased from 0.9 at the same period of 2013/14, performance is significantly better than the England average for the period of 3.0 per 100,000.
- d. Progress has been made with the following Council Plan and service plan actions:
 - i. From April 2013, Public Health identified the need to establish a Healthy Weight Alliance for County Durham to ensure that obesity and how it impacts on individuals as well as the economy were well

understood across key departments within the council and external partners. Key links have been made across the council with the planning department, transport and active travel, countryside, culture and sport, environmental health as well as education provision and procurement via the Healthy Weight Alliance to support smarter working practice to ensure that we understand the public health evidence base and better align our programmes to support the Healthy Weight Agenda.

- ii. Progress has been made with implementing the Autism Strategy Action Plan by hosting a local/regional seminar to spotlight criminal justice system issues and best practice responses with regards to people with autism. The local seminar was coordinated and delivered by our police partners in July as part of awareness raising activity in relation to the current Mental Health Crisis Concordat and the overall approach required to respond to people in crisis. The Mental Health Crisis Concordat work, a national agenda led by the Home Office, has provided a timely vehicle, endorsed by the Health and Wellbeing Board, for partners including the local authority, police, probation, health and the ambulance service to focus on how best to respond to those in crisis and socially isolated.
- iii. Progress has also been made with implementing the Autism Strategy Action Plan by developing a post-diagnosis support service in County Durham. The service itself is now up and running, delivered by a voluntary sector organisation, MAIN, based in Durham City but providing services across the county. The aim of the service is preventative, working to support people in the community using mainstream activities wherever possible, thus avoiding the need for more costly statutory services. A further role of the service is to provide autism training to universal services and our partners, so that their services are more open to people with autism too.

52. The key performance improvement issues for this theme are:

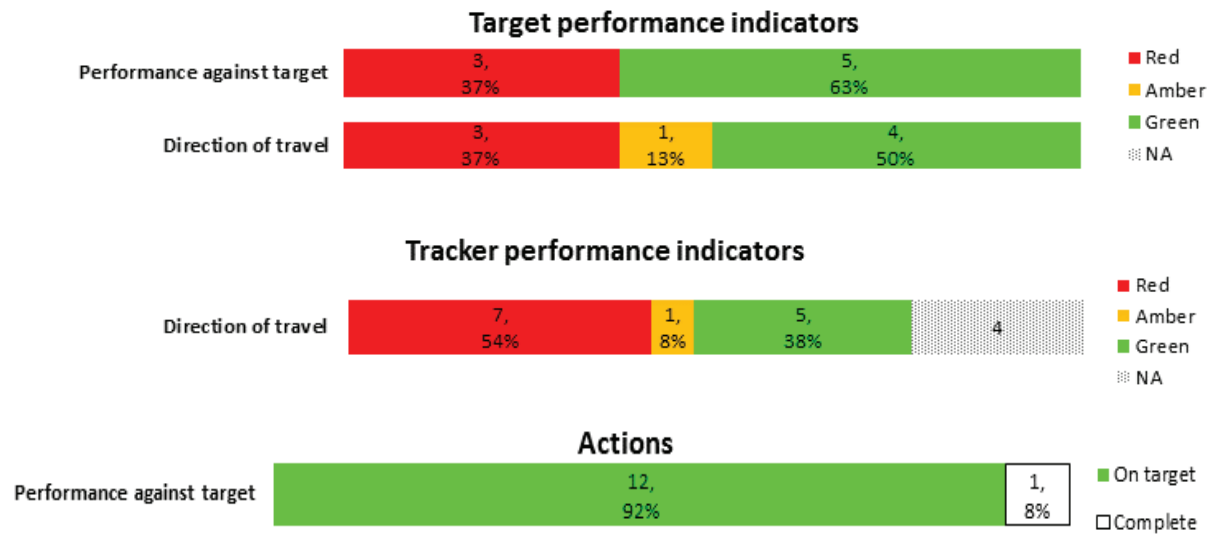
- a. Latest provisional figures show that the Stop Smoking Service had 4,134 smoking quitters in 2013/14, which equates to 971 per 100,000. This is below the target of 1,190 per 100,000 (5,066 quitters) and is less than the 1,165 per 100,000 (4,949 quitters) achieved during 2012/13. Since 2012/13 there has been a decline in footfall through Stop Smoking Services nationally and the latest data indicates a continuation of the trend. Between April 2013 and March 2014, County Durham saw a 15.9% decrease in people accessing the Stop Smoking Service and provisional regional data indicate a fall of 18%. National No Smoking Day was held during quarter 4 (12 March 2014) with the theme 'V for Victory'. There was local media coverage in the Northern Echo and Spennynews. An eight day awareness campaign was held in County Durham.
- b. Between April 2013 and March 2014, 10.3% of eligible people received an NHS health check, which is below the annual target of 20% and is a decrease from 14.2% in 2012/13. Performance is better than the England average of 9% and similar to the regional rate of 10.4%. Public Health is changing the focus of health checks from a universal to a targeted approach aimed at those with a high prevalence of cardiovascular disease risk factors.

There are planned to be 71 GP practices taking part in total with 20 practices already involved in the initial pilot and training has been provided to staff.

- c. There are no Council Plan actions which have not achieved target in this theme.

53. There are no key risks in delivering the objectives of this theme.

Altogether Safer: Overview



Council Performance

54. Tracker indicators showing encouraging progress include:

- a. A reduction in alcohol related anti-social behaviour (ASB) incidents and violent crime. Between April and June 2014 there were 913 incidents of alcohol related ASB. This equates to 14% of total ASB reported to the police, a one percentage point decrease on the same period of 2013. Durham Constabulary is forecasting an overall decrease of 21% in alcohol related ASB by the end of 2014/15. Between April and June 2014 there were 1,291 violent crimes reported to the police, of these 30.7% were recorded as alcohol related (396). This is a four percentage point decrease on the equivalent period in 2013/14.
- b. Between April and June 2014, 109 hate incidents were reported to Durham Constabulary, an increase of 58% from 69 in the equivalent period 2013/14. A key objective within the Safe Durham Partnership Hate Crime Action Plan is to increase the reporting of hate crimes.
- c. There was a reduction in children killed or seriously injured in road traffic accidents. One child was seriously injured in a road traffic accident between January and March 2014 and there were no fatalities. This is a reduction from the same period last year when there were five children seriously injured in road traffic accidents.
- d. Linked to Altogether Better for Children and Young People, there have been further reductions in the number of first time entrants (FTEs) to the youth justice system. Provisional data for April to June 2014 indicate that there were 43 FTEs to the Youth Justice System. This equates to 97 per 100,000 population and is well within the locally agreed target of 170 per 100,000 (78 FTEs) and an improvement from 138 per 100,000 (63 FTEs) during the same period of the previous year.

55. The key performance improvement issues for this theme are:

- a. The number of people in drug treatment with the Community Drugs Service (CDS) for opiate use between October 2012 and September 2013 was 1,424 of which 86 successfully completed, i.e. did not re-present to the CDS between October 2013 and March 2014. This is a 6% successful completion rate, which is below the target (7.9%) and national performance (8%) (see Appendix 4, Chart 5). The successful completion rate for non-opiate use was 36.2% (167 out of 461), which is below the target of 40.4% and below the national outturn of 41% (see Appendix 4, Chart 6). Actions being undertaken to improve successful completion rates include:
 - i. Operational staff encouraging individuals in treatment to attend and engage with mutual aid meetings;
 - ii. The introduction of entry to service plans which set out an individual's journey through treatment to prevent them from becoming 'stuck' in treatment;
 - iii. Review of guidance and policy in relation to individuals accessing opiate treatment who have been maintained on methadone on a long term basis to look at incentives for moving these individuals through treatment.

The Drug and Alcohol Service is currently being reviewed and the new integrated model will be in place from January 2015 which will have a greater focus on recovery.

- b. The number of people in alcohol treatment with the Community Alcohol Service between April 2013 and March 2014 was 1,570. Of the 1,570 people in treatment, 536 successfully completed. This equates to a 34.1% successful completion rate, which is slightly below both the 2013/14 annual target of 36% and national performance of 37%. Information from the service indicates that this decline in performance can largely be attributed to high demand for services (the service is currently over performing in relation to the number of individuals accessing treatment) and high complexity clients accessing treatment, both of which can have a negative impact on the successful completion rates. It is likely that as a result of these factors performance against this indicator will continue to fluctuate (see Appendix 4, Chart 7).
- c. Tracker indicators show increases in crime and anti-social behaviour (ASB):
 - i. In the period April to June 2014 there were 6,510 crimes, a rate of 12.7 per 1,000 population. This is a 14.3% increase from 5,697 crimes in the equivalent period of 2013. Durham Constabulary is forecasting a 4.2% increase in total crime by the end of 2014/15. The increase is primarily due to increases in three categories; violence against the person (58.3% of the increase), theft (23.4%) and sexual offences (17.5%). Despite this increase in crime the County Durham Community Safety Partnership (CSP) area continues to have one of the lowest levels of crime per 1,000 population for the period April to May 2014 (8.3) when compared to its statistical neighbours average (10.8).
 - ii. Between April and June 2014 there were 5,785 victim based crimes, which is a 16.6% increase (825 more victims of crime) when comparing

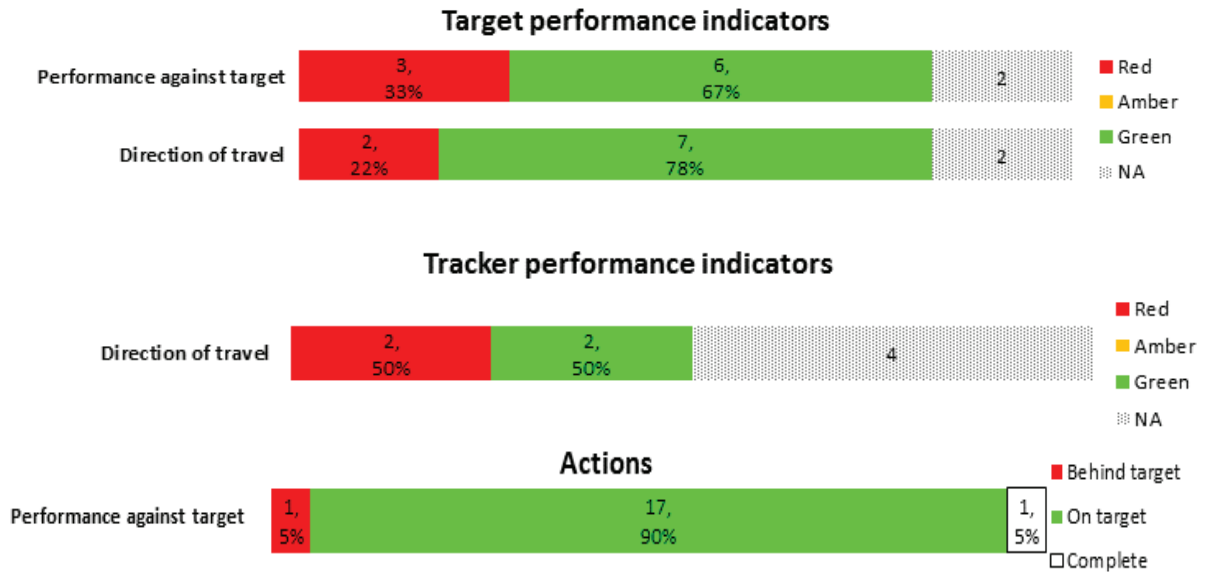
to the 2013/14 equivalent period (4,960). Based on current figures, Durham Constabulary is forecasting a 3.9% increase in the number of victim based crimes by the end of 2014/15. As with the overall crime rate above, the rate of victim based crimes per 1,000 population in the Durham CSP area for the period April to May 2014 (7.4) continues to be significantly lower than its statistical neighbours average of 9.8.

- iii. In the period April to June 2014 there were 235 serious or major crimes, more than double the 2013 equivalent period figure of 92 crimes. Within the County Durham CSP area the number of serious offences has been impacted by reports of historic offences at three separate locations. A large proportion of this increase can be attributed to historic reports of serious sexual and physical abuse at Medomsley Detention Centre. The investigative team has now heard from more than 550 former young offenders who were placed at Medomsley Detention Centre. Durham Constabulary continues to receive reports of alleged historic physical and sexual abuse which continues to impact on the levels of violence and sexual offences recorded.
- iv. In the period April to June 2014 there were 2,910 theft offences, equating to a rate of 5.7 per 1,000 population. This was an increase of 7% from 2,720 offences during the same period of the previous year. Despite an overall increase in the number of theft offences when compared to the equivalent period of 2013/14, decreases have been observed within a number of theft categories, most notably theft from a motor vehicle and metal theft. Based on current figures, Durham Constabulary is forecasting a 1.2% decrease in theft offences by the end of 2014/15. The Durham CSP area has one of the lowest rates of theft offences per 1,000 population (3.8) when compared to its statistical neighbours average (5.4) for the period April to May 2014.
- v. In the period April to June 2014 there were 6,523 incidents of anti-social behaviour (ASB) reported to the police. This equates to a 2.1% increase on the equivalent period in 2013/14 (6,388 incidents). Anti-social behaviour is showing the seasonal increase towards July / August observed in previous years, as a result of improved weather conditions. Despite this increase however, Durham Constabulary is forecasting a 5% reduction in ASB by the end of 2014/15. This is not the case for environmental ASB which is forecast to see an increase of 1.9% in the number of reported incidents when compared to 2013/14. Environmental ASB will be a key area of work within the 2014/15 ASB delivery plan. This will include the implementation of targeted campaigns which will focus on identified issues.

- d. There are no Council Plan actions which have not achieved target in this theme.

56. There are no key risks in delivering the objectives of this theme.

Altogether Greener: Overview



Council Performance

57. Key achievements this quarter include:

- a. During the 12 months ending May 2014, 89% of municipal waste was diverted from landfill. This exceeds the target set of 85%.
- b. Between April and June 2014, there were 362 feed in tariff installations registered and approved, including 359 solar photovoltaic (PV) installations and 3 wind installations equating to installed capacity of 1.337 megawatts (MW). The period target of 125 installations was achieved. Renewable energy generation shows the installed or installed/approved capacity within County Durham was 207.79MW at June 2014; 179.2MW operational capacity and 28.59MW approved through planning.
- c. Progress has been made with the following Council Plan and service plan actions:
 - i. The Hetton Smithy restoration has received commendation at the North East Construction Excellence Awards. The grade 2 listed blacksmith's building at Hetton-le-Hole was in a state of collapse and traditional methods were used to restore the roof, forge and gable. The smithy restoration was supported by the Heritage Lottery Fund and the Limestone Landscapes Partnership.
 - ii. Delivery of the Warm up North project across the county shows the targeted work undertaken including direct mailing to benefit recipients and awareness raising through the warm homes campaign, has resulted in Durham leading the way in terms of referral numbers and installations undertaken. From the commencement of the programme in September 2013 to 30 May 2014, for County Durham there were 1,678 applications made, 662 surveys completed and 470 boiler and insulation installations completed. A further targeted mail out to 5,000

private sector properties of cavity wall construction and with low energy efficiency ratings has recently been released. Considering the turbulent nature of energy related schemes and the availability of funding, particularly regarding the HHCRO (Home Heating Cost Reduction Obligation) the service does not anticipate such a high return for installations within quarter two, as from July Warm up North are not undertaking major boiler installations and until this changes the only installations will be lofts, cavities and solid wall.

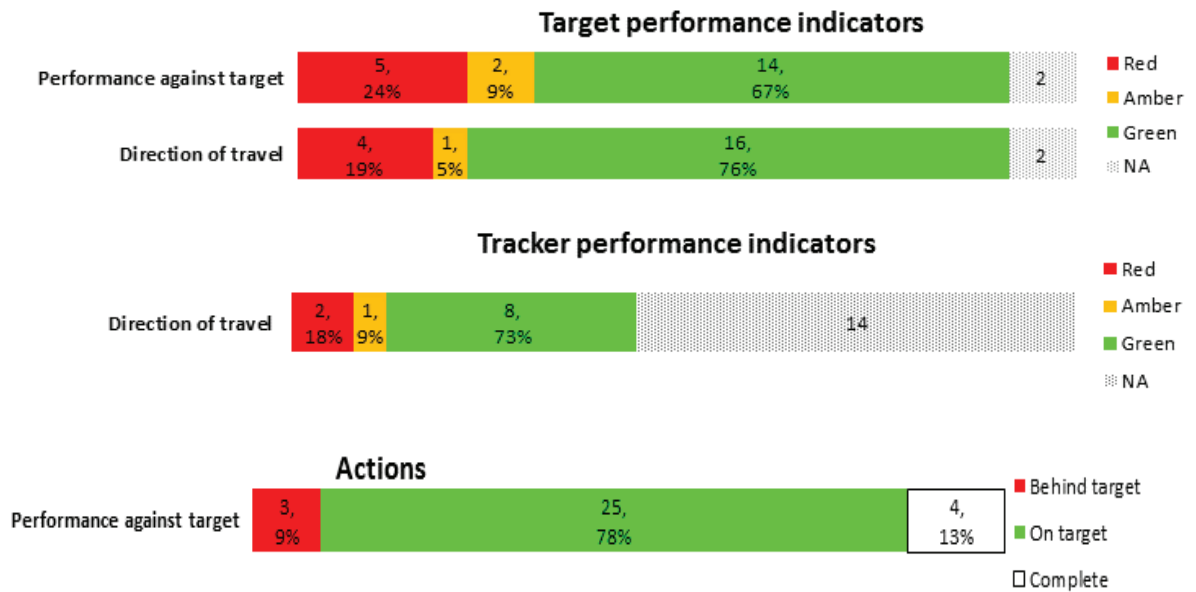
- iii. The Big Switch Off project, which is part of our Carbon Management Programme and contributes to energy efficiency and renewable energy of council assets and across the county, has won a national award, receiving the top accolade in the behavioural change category in the Greenbuild (a national organisation celebrating sustainability in buildings) annual awards. The campaign, which runs for two weeks at a time, aims to get staff into the habit of turning off lights and computers which are not being used and has seen £90,000 a year reduction in electricity costs and some 420 tonnes in carbon emissions.

58. The key performance improvement issues for this theme are:

- a. During the 12 months ending June 2014, 42% of household waste was re-used, recycled or composted. Performance is below the 44% target and has deteriorated from 46.8% reported 12 months earlier. The 2.8 percentage point decrease can be attributed to an increase in the amount of recyclate rejected due to contamination. Durham County Council has embarked upon a countywide education campaign about contamination called 'Bin it Right'. This communications campaign involved placing stickers on bins, rejecting contaminated recycling bins and educating residents about the correct methods of recycling via Recycling Assistants. Between April and mid-July 2014 the Recycling Assistants conducted over 20,000 door knocks across targeted areas known to have contamination issues across the county.
- b. Tracker indicators show there were 9,693 fly-tipping incidents reported in the 12 month period to June 2014. This is an increase of 47% compared to 12 months earlier when 6,655 incidents were reported (see Appendix 4, chart 8). A review of the fly-tipping process is ongoing looking at the arrangements for collection, recording and reporting, assessing how the data is used internally and externally and ensuring that reported data is robust, reported consistently and used effectively. Alongside the review, there is also a partnership fly-tipping task force group being set up to look at the issues surrounding the increase in fly-tipping in the county. The group will consider the data and plan a multi-agency approach, identify a range of measures and interventions and develop an action plan and campaign to tackle the issue. Progress regarding the review and the work of the task force will be provided at quarter 2.
- c. There are no Council Plan actions which have not achieved target in this theme although the action to produce a new Waste Management Strategy for County Durham has been deleted because the council is no longer producing a separate strategy.

59. There are no key risks in delivering the objectives of this theme.

Altogether Better Council: Overview



Council Performance

60. Key achievements this quarter include:

- a. Quarter 1 has seen the Revenues and Benefits Service maintain the improved claims processing performance delivered in the latter half of 2013/14. Whether new claims or changes of circumstances, housing benefit or council tax reduction claims, the processing time for each is better than the respective profiled target for quarter 1 and significantly better than the same point last year.
 - i. New housing benefit (HB) claims were processed in 21.9 days on average, 4.6 days more quickly than the same period last year, while new council tax reduction (CTR) claims were processed in 23.1 days on average, 7.4 days more quickly than the same period last year. Monthly performance has been within the 25 day quarter 1 profiled targets for all three months of this financial year. The volume of new HB claims processed decreased from 3,334 in quarter 1 of 2013/14 to 3,160 this period. During quarter 1, 3,531 new CTR claims were processed compared to 3,822 in quarter 1 of 2013/14 (see Appendix 4, Chart 9).
 - ii. The processing rate for changes of circumstances also improved significantly since 2013/14 with changes to HB claims being processed in 10.1 days on average, within the 12 day target and 9.1 days more quickly than the same period last year, while changes to CTR claims were processed in 10.7 days on average, within the 12 day target and 10.9 days more quickly than the same period last year. The volume of change of circumstances for HB claims processed decreased from 32,574 in quarter 1 of 2013/14 to 26,679 this period. During quarter 1, 27,570 change of circumstances for CTR claims were processed compared to 30,326 in quarter 1 of 2013/14 (see Appendix 4, chart 10).

- b. Significant improvements have also been made since 2013/14 in the proportion of new claims being processed within 14 days of all the required information being received by the Revenues and Benefits Service. More than 81% of new housing benefit claims and almost 75% of new council tax reduction claims were processed within 14 days of all the required information being received. To further improve our responsiveness to claimants, additional work is planned during quarters 2 and 3 to streamline the process, enhance the flow of information, and thereby hopefully increase the proportion of new claims that are processed within 14 days of all the required information being received. At the same time as delivering an improved claims processing service to our claimants and associated stakeholders, a number of system enhancements have been developed and introduced, with more planned for the remaining months of 2014/15, including the introduction of a basic online form for the submission of changes of circumstances.
- c. Between April and June 2014, 226,173 telephone calls were answered which is 96% of all calls received compared to 82% at the same period last year. During quarter 1, 94% were answered within three minutes against the target of 80%, an improvement on the same period last year, when 62% were answered within three minutes. Volume of telephone calls shows a reduction in calls received this quarter (236,372) when compared with the previous quarter (257,158) and the same period last year (267,752) (see Appendix 4, Chart 11), although there has been a corresponding increase in contact received via emails and web forms of 18.3% (17,530) compared to the same quarter last year (14,815). This increase is in the number of emails received as the number of web forms has decreased.
- d. During quarter 1, the percentage of customers seen at a customer access point (CAP) within the 15 minutes target was 97%, better than the same period last year (92%). CAP figures have been revised this year to remove the library footfall to make it a more accurate reflection on the number of customers visiting our CAPs to request a service. As a result of this recording change footfall in our CAPs is shown to have decreased from 68,263 in quarter 4 to 62,388 in quarter 1 as well as a decrease when comparing to the same period last year (63,542) (see Appendix 4, Chart 12).
- e. The percentage of undisputed invoices paid within 30 days to our suppliers during quarter 1 was 92.5% which shows a 3.5% points improvement against the previous quarter and is 0.5% points above the target of 92%. Although the target has been achieved this quarter, efforts to improve and consolidate performance will continue to ensure the recent improvement is sustained. Oracle Business Intelligence has been rolled out to key users within each service to enable pro-active monitoring and review of invoice holds and late payment trends analysis. Monthly improvement meetings are held, attended by representatives from all service groupings to discuss procure to pay developments, process changes, system enhancement and share best practice in order to sustain and improve performance. In addition service representatives meet monthly to discuss service specific issues and developments. An action plan has been developed in conjunction with ICT, Oracle systems support and the software provider in order to improve the responsiveness of the DBCapture system.

- f. This quarter saw a high degree of activity in relation to business lettings within council owned factories and business support centres with 25 new lettings and seven tenants leaving, bringing the occupancy levels to 76.1%. Performance is above the target of 75.5% and the same period last year (74.5%). In particular there were a significant number of new lettings at ViewPoint, Consett Business Park which brought the occupancy of these new units to 54%.
- g. Progress has been made with the following Council Plan and service plan actions:
 - i. Planning for the May 2014 European Union Election began in January 2014 with the creation of an in-house planning team including the Returning Officer, Electoral Managers and senior officers. The team met regularly to plan the election, monitor progress and risks, and record decisions and agreed actions. No major problems were encountered on polling day and the election ran in accordance with the plan. Likewise the verification process held at two separate centres on election night ran smoothly. Following a successful count held at Spennymoor Leisure Centre, the results were transferred to the Sunderland regional count centre as planned. Preparatory work is currently being undertaken for the Parliamentary Election in May 2015.
 - ii. Internal promotion of the Care Connect Lone Worker Platform has been undertaken resulting in approximately 400 additional staff utilising the service, including 230 One Point staff. External promotion has also been undertaken with housing providers and has resulted in securing a contract with Home Group for 105 staff.

61. The key performance improvement issues for this theme are:

- a. Quarter 1 has seen the introduction of a broader suite of sickness-related measures and for the first time, sickness is being reported both excluding and including schools, each against target. Accepting that current sickness levels remain too high and need to be reduced, it is encouraging to report that the overall trend of sickness is reducing:
 - i. The average days lost to sickness absence per full time equivalent (FTE) employee (including school based employees) for the rolling year has decreased from 9.0 days at quarter 4 2013/14 to 8.96 days at the end of quarter 1 2014/15, an improvement of 0.44%. However, the figure of 8.96 days per FTE is above the target of 8.7 days. The quarter 1 figure should be considered against a decreasing staffing establishment over the past few years, particularly with the impact of a number of schools attaining academy status that are now outside of local authority control.
 - ii. The average number of days lost to sickness absence per FTE (when excluding schools based employees) for the rolling year has decreased from 12.08 days at quarter 4 2013/14 to 11.93 days at the end of quarter 1 2014/15, an improvement of 1.24% but slightly above the target of 11.8 days.
 - iii. The reducing trend is also reflected in the total number of FTE days lost, which improved from 99,883 in the rolling year to quarter 1

2013/14 to 93,343 for quarter 1 2014/15. Likewise, the percentage of time lost to sickness for the rolling year, another of the additional sickness measures introduced into quarter 1 reporting, reduced from 4.93% in quarter 1 2013/14 to 4.71% in quarter 1 2014/15. During the rolling year to quarter 1, 48.14% of posts had no sickness absence.

- b. The percentage of employee performance appraisals completed over the 12 months to June 2014 was 64%. This is a decrease of 6.6% compared to quarter 4 2013/14 (69%) and is below the target of 85%. Notwithstanding substantial efforts to encourage, enable and support an increase in appraisal activity across the council, the rate for employee appraisals carried out in the last year remains persistently below the 85% target for 2014/15. Indeed the council average has deteriorated for three consecutive quarters since quarter 2 2013/14. However there has been a marked improvement in performance when compared to the same period in 2013/14. The percentage of performance appraisals completed has improved by 13.7% when compared to the rolling year at quarter 1 2013/14 (56.5%). This improvement is attributable to a review and reinforcement of the performance appraisal scheme together with improved recording arrangements.
- c. The percentage of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within 20 days was 79% this quarter, a nine percentage point improvement from the previous quarter (70%) but remains below the national target of 85%. The number of requests received has reduced this period to 281 compared to the previous quarter (347) but is higher than the same period last year (227) (see Appendix 4, chart 13).
- d. Key Council Plan actions which have not achieved target in this theme include:
 - i. Improving customer access to online services. Development of a new website to improve access to customer information and services, due by August 2014, has been delayed until October 2014. The scope of the project has been increased to include web forms which have necessitated an extension to the project.
 - ii. Improving complaints reporting and monitoring. Completing corporate complaints pilots to inform the revised process was due by June 2014. The initial pilot was completed in April 2014 and the remainder will be completed by October 2014.
 - iii. Increasing the level of external funding attracted. The development of a community led local development structure to maximise involvement of Area Action Partnerships to increase resources for local actions, due by September 2014, has been delayed until March 2015. The implementation of this action depends on the receipt of funding. The decision on whether the Community Led Local Development (CLLD) will be included in the final agreed European funding package is expected by December 2014.

62. The key risks to successfully delivering the objectives of this theme are:

- a. *If there was to be slippage in delivery of the agreed MTFP savings projects, this will require further savings to be made from other areas, which may result in further service reductions and job losses.* Management consider it possible that this risk could occur, which will result in a funding shortfall, damaged reputation and reduced levels of service delivery. To mitigate the risk, the delivery plan is closely monitored by the Assistant Chief Executive on behalf of Cabinet. It should be recognised that this will be a significant risk for at least the next four years.
- b. *Ongoing Government funding cuts which now extend to at least 2017/18 will continue to have an increasing major impact on all council services.* Management consider it highly probable that this risk could occur, and to mitigate the risk, sound financial forecasting is in place based on thorough examination of the Government's red book plans.
- c. *Potential restitution of search fee income going back to 2005.* Management consider it highly probable that the risk will occur as a firm of solicitors has taken action against all councils across England and Wales to recover the alleged land charge fees overpayment. The mitigation of this risk is dependent upon the outcome of the negotiations and litigation currently being defended by lawyers instructed in group litigation. A framework for settlement has been produced and this is currently being considered.
- d. *The council could suffer significant adverse service delivery and financial impact if there are delays in the procurement and implementation of the new banking contract.* Pre-procurement meetings will be held with alternative providers to establish what services can and cannot be provided. Awareness-raising will take place at Tier 4 Manager level that banking arrangements are due to change. The new contract is expected to be in place by September 2015 to ensure a smooth transition.
- e. *If the council were to fail to comply with Central Government's Public Services Network (PSN) Code of Connection criteria, this would put some core business processes, such as Revenues and Benefits, at risk.* An ongoing project is in place to maintain compliance.

Conclusions

63. Although the UK economy improved again this quarter and figures confirm that the UK economy has returned to its pre-recession peak from 2008, County Durham continues to be adversely affected by high unemployment levels and occupancy rates for retail units within our town centres have declined. Despite ongoing economic pressures on cost of living, lower than average employment levels, and some increases in reported crime there continues to be good progress made in some areas. These areas include housing development, reduced Job Seeker's Allowance claimants, progress on the County Durham Plan and Digital Broadband, reductions in children in need referrals and looked after children cases, Stronger Families, adult care measures, diversion of waste from landfill and benefits processing.
64. The council has again seen significant increases in demand for key frontline services concerning the number of people requiring rehousing and the number of fly tipping incidents reported.

Recommendations and Reasons

65. Cabinet is recommended to:

- a. Note the performance of the council at quarter 1 and the actions to remedy under performance.
- b. Agree all changes to the Council Plan outlined below:

Altogether Wealthier

- i. Agree the development plan of Elvet waterside by September 2014. Revised date: October 2014.
- ii. Construction of a new roundabout at Sunderland Bridge by April 2015. Revised date: September 2015.
- iii. Adoption of the County Durham Plan by March 2015. Revised date: September 2015.
- iv. Deliver the first Durham County Council market housing scheme for rent and sale by June 2016. Revised date: January 2017.

Altogether Better Council

- v. New website to improve access to customer information and services by August 2014. Revised date: October 2014.
- vi. Improve complaints reporting and monitoring: Complete Corporate Complaints Pilots to inform revised process by June 2014. Revised date: October 2014.
- vii. Increase the level of external funding attracted: Develop a community led local development structure to maximise involvement of Area Action Partnerships to increase resources for local actions by September 2014. Revised date: March 2015.

Deleted Actions

Altogether Wealthier

- i. Deliver a County Durham Apprenticeship Programme to support people into work through the provision of wage subsidy to employers.

Altogether Greener

- ii. Produce a new Waste Management Strategy for County Durham.

- c. Agree changes to performance indicator targets outlined below:

Altogether Wealthier

- i. Affordable homes – A target of 300 homes was agreed. A revised target of 400 is now considered to be more realistic to reflect the outputs of various programmes aimed at increasing the number of affordable homes, each of which have their own specific programme targets attached.
- ii. Homes completed in and near all major settlements, as a proportion of total completions - Although the County Durham Plan will include policies which will aim to increase completions in and near major settlements, the house building activity required to actually deliver these completions are led by developers. A target of 70 was agreed however it is considered more appropriate for this indicator to be a tracker.

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Appendix 1: Implications

Finance - Latest performance information is being used to inform corporate, service and financial planning.

Staffing - Performance against a number of relevant corporate health PIs has been included to monitor staffing levels and absence rates.

Risk - Reporting of significant risks and their interaction with performance is integrated into the quarterly monitoring report.

Equality and Diversity / Public Sector Equality Duty - Corporate health PIs and key actions relating to equality and diversity issues are monitored as part of the performance monitoring process.

Accommodation - Not applicable

Crime and Disorder - A number of PIs and key actions relating to crime and disorder are continually monitored in partnership with Durham Constabulary.

Human Rights - Not applicable

Consultation - Not applicable

Procurement - Not applicable




Disability Issues - Corporate health PIs and key actions relating to accessibility issues and employees with a disability are monitored as part of the performance monitoring process.

Legal Implications - Not applicable




Appendix 2: Key to symbols used within the report

Where icons appear in this report, they have been applied to the most recently available information.




Performance Indicators:

Direction of travel		Performance against target
Latest reported data have improved from comparable period		Performance better than target
Latest reported data remain in line with comparable period		Getting there - performance approaching target (within 2%)
Latest reported data have deteriorated from comparable period		Performance >2% behind target

Actions:

	Complete (Action achieved by deadline/achieved ahead of deadline)
	Action on track to be achieved by the deadline
	Action not achieved by the deadline/unlikely to be achieved by the deadline

Benchmarking:

	Performance better than other authorities based on latest benchmarking information available
	Performance in line with other authorities based on latest benchmarking information available
	Performance worse than other authorities based on latest benchmarking information available

Appendix 3: Summary of Key Performance Indicators

Table 1 : Key Target Indicators

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Weatherier											
1	REDPI 75a	Overall proportion of planning applications determined within deadline	86.2	Jul 2013 - Jun 2014	85.0	GREEN	86.3	RED			
2	REDPI 10a	Number of affordable homes delivered	117	Apr - Jun 2014	60	GREEN	60	GREEN			
3	REDPI29	Number of private sector properties improved as a direct consequence of local authority intervention	To follow	Apr - Jun 2014	131	NA	203	NA			
4	REDPI30	Number of empty properties brought back into use as a result of local authority intervention	19	Apr - Jun 2014	30	RED	31	RED			
5	REDPI24	All homes completed in and near all major settlements, as defined in the County Durham Plan, as a proportion of total completions	35.00	Apr - Jun 2014	70.00	RED	43.10	RED			
6	REDPI95	Proportion of council owned properties currently meeting decency criteria	81.2	Apr - Jun 2014	100.0	Not comparable [1]	76.1	GREEN			
7	REDPI62	Apprenticeships started through Durham County Council funded schemes	37	Apr - Jun 2014	45	RED	28	GREEN			

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
8	CASAW2	Overall success rate of Adult Skills Funded Provision	New indicator	NA	Not set	NA	New indicator	NA			
9	REDPI64	Number of passenger journeys made on the Link2 service	8,257	Apr - Jun 2014	7,500	GREEN	8,183	GREEN			
10	REDPI81	Percentage of timetabled bus services that are on time	90.0	Apr - Jun 2014	85.0	GREEN	88.0	GREEN			
11	REDPI41C	Percentage of major planning applications determined within 13 weeks	77.0	Jul 2013 - Jun 2014	71.0	GREEN	74.6	GREEN	70.0	78**	Apr 2013 - Mar 2014
12	REDPI93	Number of business enquiries handled	237	Apr - Jun 2014	300	RED	322	RED			
13	REDPI94	Number of inward investment successes	New indicator	Reported in quarter 4	10	NA	New indicator	NA			
14	REDPI66	Number of businesses engaged	230	Apr - Jun 2014	300	RED	289	RED			
15	REDPI92	Number of gross potential jobs created and safeguarded	514	Apr - Jun 2014	600	RED	New indicator	NA			
Altogether Better for Children and Young People											
16	CASCYP15	Percentage of children in the Early Years Foundation Stage achieving a good level of development	42	2012/13 ac yr	Not set	NA	New indicator	NA	52	47**	2012/13 ac yr
									RED	RED	

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
17	CASCYP 6	Achievement gap between Durham pupils eligible for Pupil Premium and Durham pupils not eligible for Pupil Premium funding achieving Level 4 in reading, writing and maths at Key Stage 2 (percentage points)	21.0	2012/13 ac yr	Not set	NA	New indicator	NA	18.0		2012/13 ac yr
18	CASCYP 4	Percentage of pupils achieving 5 or more A*-C grades at GCSE or equivalent including English and Maths	63.1	2012/13 ac yr	63.0	GREEN	62.5	GREEN	59.2	60.1**	2012/13 ac yr
19	CASCYP 7	Achievement gap between Durham pupils eligible for Pupil Premium and Durham pupils not eligible for Pupil Premium funding achieving 5 A*-C GCSE's including English and maths at Key Stage 4 (percentage points)	30.0	2012/13 ac yr	Not set	NA	New indicator	NA			
20	CASCYP 5	Percentage of pupils on Level 3 programmes in community secondary schools achieving two A levels at grade A*-E or equivalent	98.9	2012/13 ac yr	98.1	GREEN	99.1	AMBER	97.9	98.6**	2012/13 ac yr
21	CASCYP 2	Percentage of looked after children achieving five A*-C GCSEs (or equivalent) at Key Stage 4 (including English and maths)	20.0	2012/13 ac yr	25.0	RED	17.4	GREEN	15.3	16.3*	2012/13 ac yr

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
22	CASAS5	First time entrants to the Youth Justice System aged 10 - 17 (per 100,000 population of 10-17 year olds) (Also in Altogether Safer)	97	Apr - Jun 2014	170	GREEN	138	GREEN			
23	CASCYP 8	Percentage of mothers smoking at time of delivery	19.9	2013/14	20.6	GREEN	19.9	AMBER	12.0	19.7*	England 2013/14 North East - 2012/13
24	CASCYP 12	Percentage of child protection cases which were reviewed within required timescales	95.7	Apr - Jun 2014	100.0	RED	99.2	RED	96.2	94.8**	2012/13
25	CASCYP 9	Percentage of Children In Need referrals occurring within 12 months of previous referral	36.6	Apr - Jun 2014	28.0	RED	25.3	RED	24.9	22.5**	2012/13
26	CASCYP 13	Parent/carer satisfaction with the help they received from Children's Services	66.7	Apr - Dec 2013	72.0	AMBER	67.9	AMBER			
27	CASCYP 14	Percentage of successful interventions via the Stronger Families Programme	51.2	Apr 2012 - Mar 2014	50.0	GREEN	New indicator	NA	44.8		May 2014
28	CASCYP 11	Percentage of looked after children cases which were reviewed within required timescales	98.3	Apr - Jun 2014	97.8	GREEN	96.9	GREEN	90.5	93.7**	2009/10

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Healthier											
29	CASAH1	Four week smoking quitters per 100,000	971	2013/14	1,190	RED	1,165	RED	868 GREEN	1169* RED	2012/13
30	CASAH 22	Estimated smoking prevalence of persons aged 18 and over	22.2	2012	Not set	NA	20.9	RED	19.5 RED	22.1* RED	2012
31	CASAH 10	Percentage of women eligible for breast screening who were screened adequately within a specified period	78.6	2013	70.0	GREEN	79.3	AMBER	76.3 GREEN	77.9* GREEN	2013
32	CASAH2	Percentage of eligible people who receive an NHS health check	10.3	2013/14	20.0	RED	14.2	RED	9.0 GREEN	10.4* RED	2013/14
33	CASAH3	Percentage of people eligible for bowel cancer screening who were screened adequately within a specified period (new definition under development)	Indicator under development	NA	NA	NA	NA	NA			
34	CASAH4	Percentage of women eligible for cervical screening who were screened adequately within a specified period	77.7	2013	80.0	RED	78.8	RED			
35	CASAS 23	Percentage of successful completions of those in alcohol treatment (Also in Altogether Safer)	34.1	2013/14	36.0	RED	37.0	RED	37.0 RED		2013/14

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
36	CASAS7	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Safer)	6.0	Oct 2012 - Sep 2013	7.9	RED	8.0	RED	8.0 RED		2012/13
37	CASAS8	Percentage of successful completions of those in drug treatment - non-opiates (Also in Altogether Safer)	36.2	Oct 2012 - Sep 2013	40.4	RED	33.0	GREEN	40.0 RED		2012/13
38	CASAH 11	Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care	163.6	Apr - Jun 2014	172.0	GREEN	148.4	RED	668.0 Not comparable	746** Not comparable	2013/14 (provisional)
39	CASAH 12	Proportion of people using social care who receive self-directed support, and those receiving direct payments	56.9	Jul 2013 - Jun 2014	56.5	GREEN	59.8	RED	62.1 RED	54.7** GREEN	2013/14 (provisional)
40	CASAH 13	Percentage of service users reporting that the help and support they receive has made their quality of life better	94.3	Apr - May 2014	93.0	GREEN	89.7	GREEN	90.0 GREEN		2013/14 (provisional)
41	CASAH 14	Proportion of older people who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services	87.9	Jan - Mar 2014	85.4	GREEN	87.6	AMBER	81.9 GREEN	85.3** GREEN	2013/14 (provisional)
42	CASAH 15	Percentage of people who have no ongoing care needs following completion of provision of a reablement package	66.2	Apr - Jun 2014	55.0	GREEN	61.6	GREEN		60.2* GREEN	Jul - Sep 2013

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
43	CASAH 16	Proportion of adults in contact with secondary mental health services living independently, with or without support	89.2	Jul 2013 - Jun 2014	88.5	GREEN	88.7	GREEN	60.9 GREEN	58.7** GREEN	2013/14 (provisional)
Altogether Safer											
44	CASAS3	Proportion of people who use adult social care services who say that those services have made them feel safe and secure	90.2	Apr - May 2014	85.0	GREEN	90.6	AMBER	79.2 GREEN	78.3* GREEN	2013/14 (provisional)
45	CASAS9	Building resilience to terrorism (self assessment)	4	Apr 2013 - Mar 2014	3	GREEN	3	GREEN	2.34 GREEN	2.88** GREEN	2009/10
46	CASAS1	Repeat incidents of domestic abuse (referrals to Multi-Agency Risk Assessment Conferences (MARAC))	14.1	Apr - Jun 2014	25.0	GREEN	7.5	RED	24.0 GREEN	28* GREEN	Jan - Dec 2013
47	CASAS4	Percentage reduction in detected crimes for offenders in the Integrated Offender Management (IOM) cohort	65	Jan - Mar 2014	40	GREEN	58	GREEN			
48	CASAS5	First time entrants to the Youth Justice System aged 10 - 17 (per 100,000 population of 10-17 year olds) (Also in Altogether better for Children & Young People)	97	Apr - Jun 2014	170	GREEN	138	GREEN			
49	CASAS2 3	Percentage of successful completions of those in alcohol treatment (Also in Altogether Healthier)	34.1	2013/14	36.0	RED	37.0	RED	37.0 RED		2013/14

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
50	CASAS7	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Healthier)	6.0	Oct 2012 - Sep 2013	7.9	RED	8.0	RED	8.0 RED		2012/13
51	CASAS8	Percentage of successful completions of those in drug treatment - non-opiates (Also in Altogether Healthier)	36.2	Oct 2012 - Sep 2013	40.4	RED	33.0	GREEN	40.0 RED		2012/13
Altogether Greener											
52	NS14a	Percentage of relevant land and highways assessed (LEQSPRO survey) as having deposits of litter that fall below an acceptable level	5.33	Dec 2013 - Mar 2014	7.00	GREEN	10.00	GREEN	11.00 GREEN		2011/12
53	NS14b	Percentage of relevant land and highways assessed (LEQSPRO survey) as having deposits of detritus that fall below an acceptable level	8.78	Dec 2013 - Mar 2014	10.00	GREEN	12.00	GREEN	11.00 GREEN		2011/12
54	NS10	Percentage of municipal waste diverted from landfill	89	Jun 2013 - May 2014	85	GREEN	62	GREEN			
55	NS19	Percentage of household waste that is re-used, recycled or composted	42.0	Jul 2013 - Jun 2014	44.0	RED	46.8	RED	41.6 GREEN	35.89* GREEN	2012/13
56	REDPI53	Percentage of conservation areas in the county that have an up to date character appraisal	39	As at Mar 2014	37	GREEN	35	GREEN			

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
57	REDPI48	Reduction in CO ₂ emissions from local authority operations	5.5	2012/13	9	RED	6.3	RED			
58	NS08	Percentage reduction in CO ₂ emissions from the DCC fleet	3.35	2012/13	Not set	NA	2.01	GREEN			
59	NS36	Average annual electricity consumption per street light (KwH) (estimated)	388.6	2013/14	Not set	NA	New indicator	NA			
60	REDPI49	Number of registered and approved Feed In Tariff installations	362	Apr - Jun 2014	125	GREEN	214	GREEN			
61	NS04	Percentage of recorded actionable defects on carriageways and footways repaired within 24 hours (Category 1)	97	Apr - Jun 2014	90	GREEN	75	GREEN			
62	NS05	Percentage of recorded actionable defects on carriageways and footways repaired within 14 working days (Category 2.1)	84	Apr - Jun 2014	90	RED	New indicator	NA			
Altogether Better Council											
63	NS22	Percentage of calls answered within 3 minutes	94	Apr - Jun 2014	80	GREEN	62	GREEN			
64	NS24	Percentage of customers seen within 15 minutes at a Customer Access Point	97	Apr - Jun 2014	95	GREEN	92	GREEN			
65	RES/038	Percentage all ICT Service Desk incidents resolved on time	94	Apr - Jun 2014	90	GREEN	94	AMBER			

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
66	RES/NI/1 81a1	Average time taken to process new housing benefit claims (days)	21.93	Apr - Jun 2014	25.00	GREEN	26.53	GREEN	23 Not comparable	25** Not comparable	Jan - Mar 2014
67	RES/NI/1 81a2	Average time taken to process new council tax reduction claims (days)	23.10	Apr - Jun 2014	25.00	GREEN	30.46	GREEN			
68	RES/NI/1 81b1	Average time taken to process changes of circumstances for housing benefit claims (days)	10.11	Apr - Jun 2014	12.00	GREEN	19.18	GREEN	5 Not comparable	6** Not comparable	Jan - Mar 2014
69	RES/NI/1 81b2	Average time taken to process changes of circumstances for council tax reduction claims (days)	10.65	Apr - Jun 2014	12.00	GREEN	21.59	GREEN			
70	RES/001	Savings delivered against the MTFP (£m)	14.2	As at Jun 2014	23.0	Not comparable [1]	15.1	NA			
71	RES/002	Percentage of council tax collected in-year	28.63	Apr - Jun 2014	28.35	GREEN	28.20	GREEN	97.00 Not comparable	96.01* Not comparable	2013/14
72	RES/003	Percentage of business rates collected in-year	33.36	Apr - Jun 2014	34.34	RED	35.90	RED	97.90 Not comparable	97.76* Not comparable	2013/14
73	RES/129	Percentage of council tax recovered for all years excluding the current year	99.0	As at Jun 2014	98.5	GREEN	98.9	GREEN			
74	RES/130	Percentage of business rates recovered for all years excluding the current year	99.11	As at Jun 2014	98.50	GREEN	99.20	RED			
75	REDPI39	Current tenant arrears as a percentage of the annual rent debit	2.01	Apr - Jun 2014	2.45	GREEN	3.39	GREEN			

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
76	REDPI78	Percentage of capital receipts received	7.0	Apr - Jun 2014	25.0	RED	8.5	RED			
77	REDPI33	Percentage of council owned business floor space that is occupied	76.10	As at Jun 2014	75.50	GREEN	74.50	GREEN			
78	REDPI76	Income generated from council owned business space (£)	746,000	Apr - Jun 2014	750,000	AMBER	760,662	RED			
79	REDPI49 b	£ saved from solar installations on council owned buildings	214,000	2013/14	Not set	NA	New indicator	NA			
80	REDPI68	Average asset rating of Display Energy Certificates (DECs) in county council buildings	98.00	As at Jun 2014	98.00	GREEN	99.70	GREEN			
81	RES/LPI/ 010	Percentage of undisputed invoices paid within 30 days to our suppliers	92.5	Apr - Jun 2014	92	GREEN	91.5	GREEN			
82	ACE006	Percentage of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within statutory deadlines	79	Apr - Jun 2014	85	RED	73	GREEN			
83	RES/LPI/ 012	Days / shifts lost to sickness absence – all services including school staff	8.96	Jul 2013 - Jun 2014	8.70	RED	9.35	GREEN			
84	RES/LPI/ 012a	Days / shifts lost to sickness absence – all services excluding school staff	11.93	Jul 2013 - Jun 2014	11.80	AMBER	12.42	GREEN			
85	RES/011	Percentage of performance appraisals completed	64.3	Jul 2013 - Jun 2014	85.0	RED	56.5	GREEN			

[1] [Annual target](#)

Table 2: Key Tracker Indicators

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Wealthier											
86	REDPI3	Number of all new homes completed in Durham City	14	Apr - Jun 2014	8	GREEN	14	AMBER			
87	REDPI 22	Percentage of households within County Durham that can access Durham City market place by 8.30am, using public transport with a total journey time of 1 hour, including walking time	74.00	Apr - Jun 2014	73.76	GREEN	73.58	GREEN			
88	REDPI 38	Number of passenger journeys recorded by the operator of the three Durham City Park and Ride sites	240,243	Apr - Jun 2014	258,703	RED	258,786	RED			
89	REDPI 80	Percentage annual change in the traffic flow through Durham City	4.9	Apr - Jun 2014	New indicator	NA	New indicator	NA			
90	NS01	Number of visitors to theatres	72,063	Apr - Jun 2014	New indicator	NA	New indicator	NA			
91	NS02	Number of visitors to museums	61,408	Apr - Jun 2014	New indicator	NA	New indicator	NA			
92	NS03	Number of visitors to leisure centres	1,092,856	Apr - Jun 2014	New indicator	NA	New indicator	NA			
93	NS12	Percentage of food establishments rated as 3 star or above (Food Hygiene Rating System)	93.5	As at Jul 2014	94	RED	New indicator	NA			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
94	REDPI 97a	Occupancy rates for retail units in town centres (%) – Barnard Castle	89	As at Mar 2014	93	RED	93	RED	86 GREEN		2013
95	REDPI 97b	Occupancy rates for retail units in town centres (%) – Bishop Auckland	79	As at Mar 2014	91	RED	91	RED	86 RED		2013
96	REDPI 97c	Occupancy rates for retail units in town centres (%) – Chester-le-Street	84	As at Mar 2014	89	RED	89	RED	86 RED		2013
97	REDPI 97d	Occupancy rates for retail units in town centres (%) – Consett	94	As at Mar 2014	88	GREEN	88	GREEN	84 GREEN		2013
98	REDPI 97e	Occupancy rates for retail units in town centres (%) – Crook	92	As at Mar 2014	95	RED	95	RED	86 GREEN		2013
99	REDPI 97f	Occupancy rates for retail units in town centres (%) – Durham City	89	As at Mar 2014	90	RED	90	RED	86 GREEN		2013
100	REDPI 97g	Occupancy rates for retail units in town centres (%) – Newton Aycliffe	71	As at Mar 2014	80	RED	80	RED	86 RED		2013
101	REDPI 97h	Occupancy rates for retail units in town centres (%) – Peterlee	85	As at Mar 2014	87	RED	87	RED	86 RED		2013
102	REDPI 97i	Occupancy rates for retail units in town centres (%) – Seaham	91	As at Mar 2014	87	GREEN	87	GREEN	86 GREEN		2013
103	REDPI 97j	Occupancy rates for retail units in town centres (%) – Shildon	89	As at Mar 2014	88	GREEN	88	GREEN	86 GREEN		2013
104	REDPI 97k	Occupancy rates for retail units in town centres (%) – Spennymoor	85	As at Mar 2014	88	RED	88	RED	86 RED		2013

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
105	REDPI 97i	Occupancy rates for retail units in town centres (%) – Stanley	86	As at Mar 2014	91	RED	91	RED	86 AMBER		2013
106	REDPI 10b	Number of net homes completed	361	Apr - Jun 2014	179	GREEN	290	GREEN			
107	REDPI 34	Total number of those registered on the Durham Key Options system who have been rehoused (includes existing tenants and new tenants)	1,228	Apr - Jun 2014	1,363	RED	1,088	GREEN			
108	REDPI 36d	Total number of housing solutions presentations	2,606	Apr - Jun 2014	New indicator	NA [2]	New indicator	NA [2]			
109	REDPI 36b	Number of statutory homeless applications as a proportion of the total number of housing solutions presentations	13.57	Jan - Mar 2014	13.79	GREEN	14.35	GREEN			
110	REDPI 36c	Number of homeless acceptances (of a statutory duty) as a proportion of the total number of housing solutions presentations	4.16	Apr - Jun 2014	2.61	RED	3.36	RED			
111	REDPI 36a	Number of preventions as a proportion of the total number of housing solutions presentations	26.26	Apr - Jun 2014	18.17	GREEN	20.93	GREEN			
112	REDPI 96	The number of people in reasonable preference groups on the housing register	5,207	Apr - Jun 2014	New indicator	NA	New indicator	NA			
113	REDPI 82	Proportion of council owned housing that are empty	1.45	Apr - Jun 2014	1.63	GREEN	1.88	GREEN			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
114	REDPI 82a	Proportion of council owned housing that have been empty for six months or more	0.13	Apr - Jun 2014	0.14	GREEN	0.19	GREEN			
115	REDPI 40	Proportion of the working age population defined as in employment	66.2	2013/14	66.1	GREEN	65.8	GREEN	73.3	67.6*	2013/14
116	REDPI 73	Proportion of the working age population currently not in work who want a job	13.66	2013/14	14.58	GREEN	16.40	GREEN	11.00	13.42*	2013/14
117	REDPI 8b	Proportion of all Jobseeker's Allowance (JSA) claimants that have claimed for one year or more	35.85	As at Jun 2014	34.75	RED	34.54	RED	27.10	35.5*	As at Jun 2014
118	REDPI 7a	Number of Jobseeker's Allowance (JSA) claimants aged 18-24	2,580	As at Jun 2014	3,415	GREEN	4,435	GREEN			
119	REDPI 28	Number of apprenticeships started by young people resident in County Durham as recorded by the National Apprenticeship Service	1,372	2012/13 ac yr	1,659	RED	1,659	RED			
120	REDPI 87	Gross Value Added (GVA) per capita in County Durham (£)	12,661	Jan - Dec 2011	New indicator	NA	New indicator	NA			
121	REDPI 88	Per capita household disposable income (£)	14,151	2012	14,151	NA	13,522	NA			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
122	ACE018	County Durham residents starting a first degree in an academic year (per 100,000 population aged 18+)	161	2011/12 ac year	155	GREEN	155	GREEN	216 RED	180.7* RED	2011/12 ac year
123	REDPI 72	Number of local passenger journeys on the bus network	6,250,137	Jan - Mar 2014	6,210,395	GREEN	5,923,981	GREEN			
124	REDPI 89	Number of registered businesses in County Durham	14,785	2013/14	New indicator	NA	New indicator	NA			
125	REDPI 32a	Percentage of tourism businesses actively engaged with Visit County Durham	81	As at Mar 2014	New indicator	NA	New indicator	NA			
126	REDPI 90	Percentage change in the number of visitors to the core attractions in County Durham compared to the previous year	33.6	2013/14	New indicator	NA	New indicator	NA			
127	REDPI 91	Number of unique visitors to the thisisdurham website	240,478	Apr - Jun 2014	192,774	GREEN	167,352	GREEN			
Altogether Better for Children and Young People											
128	CASCYP 16	Percentage of 16 to 18 year olds who are not in education, employment or training (NEET)	6.8	Apr - Jun 2014	7.1	GREEN	8.7	GREEN	5.3 RED	6.6** RED	Nov 2013 - Jan 2014
129	ACE016	Percentage of children in poverty (quarterly proxy measure) (Also in Altogether Better Council)	23.6	As at Feb 2014	23.5	AMBER	24.7	GREEN	17.9 RED	24.3* GREEN	As at Feb 2014
130	ACE017	Percentage of children in poverty (national annual measure) (Also in Altogether Better Council)	23.0	2011	23.0	AMBER	23.0	AMBER	20.6 RED	24.5* GREEN	2011

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
131	CASCYP 29	Percentage of young offenders in the cohort re-offending	37.5	Jul 2011 - Jun 2012	37.9	GREEN	43.2	GREEN	35.3 RED		Jul 2011 - Jun 2012
132	CASCYP 18	Percentage of children aged 4-5 years classified as overweight or obese (Also in Altogether Healthier)	21.9	2012/13 ac yr	23.6	GREEN	23.6	GREEN	22.2 GREEN	22.8** GREEN	2012/13 ac yr
133	CASCYP 19	Percentage of children aged 10-11 years classified as overweight or obese (Also in Altogether Healthier)	35.9	2012/13 ac yr	38.4	GREEN	38.4	GREEN	33.3 RED	34.7** RED	2012/13 ac yr
134	CASCYP 20	Under 18 conception rate per 1,000 girls aged 15-17	40.8	Jan - Mar 2013	26.7	RED	41.9	GREEN	25.5 RED	35.3** RED	Jan - Mar 2013
135	CASCYP 21	Under 16 conception rate per 1,000 girls aged 13 - 15	8.9	Jan - Dec 2012	7.7	RED	7.7	RED	5.6 RED	8.3** RED	Jan - Dec 2012
136	CASCYP 23	Emotional and behavioural health of Looked After Children	15.5	2013/14	16.1	GREEN	16.1	GREEN	14.0 RED	13.5** RED	2012/13
137	CASCYP 26	Young people aged 10-24 years admitted to hospital as a result of self-harm (rate per 100,000 population aged 10-24 years)	504.8	2010/11 - 2012/13	561.8	GREEN	561.8	GREEN	352.3 RED	532.2* GREEN	2010/11 - 2012/13
138	CASCYP 27	Number of new referrals to Child and Adolescent Mental Health Services (CAMHS)	598	Apr - Jun 2014	2,667	Not comparable [3]	637	NA			
139	CASCYP 28	Rate of Children with a Child Protection Plan per 10,000 population	44.5	As at Jun 2014	45.5	GREEN	37.7	RED	37.9 RED	49.9** GREEN	As at Mar 2013
140	CASCYP 24	Rate of Looked After Children per 10,000 population	60.2	As at Jun 2014	60.6	GREEN	62.3	GREEN	60.0 RED	80* GREEN	As at Mar 2013

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered	
141	CASCYP 25	Prevalence of breastfeeding at 6-8 weeks from birth	28.9	Apr - Jun 2014	26.2	GREEN	28.5	GREEN	47.2 RED	31.2* RED	2012/13	
Altogether Healthier												
142	CASCYP 18	Percentage of children aged 4-5 years classified as overweight or obese (Also in Altogether Better for Children and Young People)	21.9	2012/13 ac yr	23.6	GREEN	23.6	GREEN	22.2 GREEN	22.8** GREEN	2012/13 ac yr	
143	CASCYP 19	Percentage of children aged 10-11 years classified as overweight or obese (Also in Altogether Better for Children and Young People)	35.9	2012/13 ac yr	38.4	GREEN	38.4	GREEN	33.3 RED	34.7** RED	2012/13 ac yr	
144	CASAH 18	Male life expectancy at birth (years)	77.9	2010-12	77.5	GREEN	77.5	GREEN	79.2 RED	77.8* GREEN	2010-12	
145	CASAH 19	Female life expectancy at birth (years)	81.5	2010-12	81.4	GREEN	81.4	GREEN	83.0 RED	81.6* RED	2010-12	
146	CASAH5	Under 75 all cause mortality rate per 100,000 population	294.6	2012	307.0	GREEN	307.0	GREEN	256.4 RED	298.3* GREEN	2012	
147	CASAH6	Under 75 mortality rate from cardiovascular diseases (including heart disease and stroke) per 100,000 population	91.3	2010-12	96.6	GREEN	96.6	GREEN	81.1 RED	92.4* GREEN	2010-12	
148	CASAH7	Under 75 mortality rate from cancer per 100,000 population	164.2	2010-12	163.5	AMBER	163.5	AMBER	146.5 RED	171.4* GREEN	2010-12	
149	CASAH8	Under 75 mortality rate from liver disease per 100,000 population	21.7	2010-12	22.1	GREEN	22.1	GREEN	18.0 RED	22.3* GREEN	2010-12	

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
150	CASAH9	Under 75 mortality rate from respiratory disease per 100,000 population	40.1	2010-12	42.1	GREEN	42.1	GREEN	33.5 RED	42.2* GREEN	2010-12
151	CASAH 23	Diabetes indicator (under development)	Indicator under development	NA	NA	NA	NA	NA			
152	CASAH 20	Excess winter deaths (3 year pooled)	16.8	2009-12	18.1	GREEN	18.1	GREEN	16.5 RED	13.7* RED	2009-12
153	CASAH 20i	Delayed transfers of care from hospital per 100,000 population	6.4	Apr - May 2014	10.8	GREEN	8.7	GREEN	9.8 GREEN	7.6* GREEN	England - Apr - May 2014 Statistical neighbours - 2013/14
154	CASAH 20ii	Delayed transfers of care from hospital, which are attributable to adult social care, per 100,000 population	1.0	Apr - May 2014	0.9	AMBER	0.9	AMBER	3.0 GREEN	2.2* GREEN	England - Apr - May 2014 Statistical neighbours - 2013/14
155	CASAH 17	Patient experience of community mental health services (scored on a scale of 0-100)	89.4	2013	87.0	GREEN	88.4	GREEN	85.8 GREEN		2013
156	CASAS 26	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population (Also in Altogether Safer)	11.3	2010-12	12.0	GREEN	12.0	GREEN	8.5 RED	9.8* RED	2010-12
157	NS11	Percentage of the adult population participating in at least 30 minutes sport and active recreation of at least moderate intensity on at least 3 days a week	29.8	Oct 2011 - Oct 2013	24.3	GREEN	24.0	GREEN	22.6 GREEN	22.1* GREEN	2012

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Safer											
158	CASAS 12	Overall crime rate (per 1,000 population)	12.7	Apr - Jun 2014	49.0	Not comparable [3]	11.1	RED	71 Not comparable	62** Not comparable	Mar 2013 - Feb 2014
159	CASAS 14	Number of serious or major crimes	235	Apr - Jun 2014	838	Not comparable [3]	92	RED			
160	CASAS 24	Rate of theft offences (per 1,000 population)	5.7	Apr - Jun 2014	22.8	Not comparable [3]	5.3	RED	16 Not comparable		Apr - Sep 2013
161	CASAS 25	Rate of Robberies (per 1,000 population)	0.05	Apr - Jun 2014	0.13	Not comparable [3]	0.03	RED	0.18 Not comparable		Apr - Sep 2013
162	CASAS 15	Number of police reported incidents of anti-social behaviour	6,523	Apr - Jun 2014	24,276	Not comparable [3]	6,388	RED			
163	CASAS 13	Perceptions of anti-social behaviour	27	Apr - Jun 2014	30.5	GREEN	44.5	Not comparable [4]			
164	CASAS 11	Perceptions that the police and local council are dealing with concerns of anti-social behaviour and crime	58.8	2013/14	57.3	GREEN	59.5	AMBER		55.3** GREEN	2012/13
165	CASAS 10	Recorded level of victim based crimes	5,785	Apr - Jun 2014	22,368	Not comparable [3]	4,960	RED			
166	CASAS 17	Number of adult safeguarding referrals fully or partially substantiated	29	Apr - Jun 2014	221	NA	40	NA			
167	CASAS 22	Number of hate incidents	109	Apr - Jun 2014	282	NA	69	NA			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
168	CASAS 26	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population (Also in Altogether Healthier)	11.3	2010-12	12.0	GREEN	12.0	GREEN	8.5	9.8*	2010-12
169	REDPI 44	Number of people killed or seriously injured in road traffic accidents	42	Jan - Mar 2014	201	Not comparable [3]	37	RED	RED		
			3				3				
			39				34				
170	REDPI 45	Number of children killed or seriously injured in road traffic accidents	1	Jan - Mar 2014	24	Not comparable [3]	5	GREEN			
			0				0				
			1				5				
171	CASAS 18	Proportion of offenders who re-offend in a 12-month period	29.2	2011	29.7	GREEN	29.3	GREEN	26.8		2011
172	CASAS 19	Percentage of anti-social behaviour incidents that are alcohol related	14.0	Apr - Jun 2014	15.0	GREEN	15.1	GREEN			
173	CASAS 20	Percentage of violent crime that is alcohol related	30.7	Apr - Jun 2014	34.8	GREEN	35.4	GREEN			
174	CASAS 21	Percentage of families where a successful intervention for crime/anti-social behaviour is achieved (Stronger Families Programme)	40.4	Apr 12 - Jan 14	50.1	RED	New indicator	NA			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Greener											
175	NS14c	Percentage of relevant land and highways assessed as having deposits of dog fouling that fall below an acceptable level	2.33	Dec 2013 - Mar 2014	1.11	RED	New indicator	NA			
176	NS15	Number of fly-tipping incidents reported	9,693	Jul 2013 - Jun 2014	8,999	RED	6,655	RED			
177	NS16	Number of fly-tipping incidents cleared	7,634	Jul 2013 - Jun 2014	7,169	NA	5,482	NA			
178	NS17a	Percentage of household waste collected from the kerbside - recycling	21.2	Jul 2013 - Jun 2014	21.4	RED	22.3	RED			
179	NS17b	Percentage of household waste collected from the kerbside - composting	11.1	Jul 2013 - Jun 2014	10.3	GREEN	10.8	GREEN			
180	NS09	Megawatt hours (MWh) of energy produced from municipal waste sent to Sita's 'Energy from Waste' plant	28,944	Jul 2013 - Jun 2014	11,503	GREEN	New indicator	NA			
181	REDPI 46	Percentage reduction in CO ₂ emissions in County Durham	41.2	As at Dec 2011	25.1	GREEN	25.1	GREEN	6.4	18*	2009
182	REDPI 47	Renewable energy generation - Mega watts equivalent (MWe) installed or installed/approved capacity within County Durham	207.79	As at Jun 2014	206.33	Not comparable [5]	200.99	Not comparable [5]	GREEN	GREEN	

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Better Council											
183	NS43a	Number of customer contacts- face to face	62,388	Apr - Jun 2014	68,283	Not comparable [6]	63,542	Not comparable [6]			
184	NS43b	Number of customer contacts-telephone	236,372	Apr - Jun 2014	257,158	NA	267,752	NA			
185	NS43c	Number of customer contacts- web forms	3,991	Apr - Jun 2014	5,390	NA	4,455	NA			
186	NS43d	Number of customer contacts- emails	13,539	Apr - Jun 2014	15,505	NA	10,360	NA			
187	NS20	Percentage of abandoned calls	4	Apr - Jun 2014	4	AMBER	18	GREEN			
188	NS100	Number of complaints recorded on the Customer Relationship Management database (CRM)	686	Apr - Jun 2014	774	GREEN	930	GREEN			
189	RES/013	Staff aged under 25 as a percentage of post count	5.47	As at Jun 2014	5.59	NA	5.47	NA			
190	RES/014	Staff aged over 50 as a percentage of post count	38.02	As at Jun 2014	38.34	NA	36.41	NA			
191	RES/LPI/011a	Women in the top 5 percent of earners	51.44	As at Jun 2014	51.02	NA	51.60	NA			
192	RES/LPI/011bi	Black and minority ethnic (BME) as a percentage of post count	1.47	As at Jun 2014	1.42	NA	1.41	NA			
193	RES/LPI/011ci	Staff with disability as a percentage of post count	2.79	As at Jun 2014	2.85	NA	2.94	NA			
194	REDPI 79	Number of tenants of the seven main housing providers seen through the triage process	587	Apr - Jun 2014	813	Not comparable [7]	874	Not comparable [7]			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
195	REDPI 79a	Percentage of triaged tenants of the seven main housing providers who were given employability advice	34	Apr - Jun 2014	35	RED	24	GREEN			
196	REDPI 79b	Percentage of triaged tenants of the seven main housing providers who were given debt advice	37	Apr - Jun 2014	37	AMBER	30	GREEN			
197	REDPI 79c	Percentage of triaged tenants of the seven main housing providers who were given income advice	54	Apr - Jun 2014	41	GREEN	39	GREEN			
198	REDPI 79d	Percentage of triaged tenants of the seven main housing providers that have been rehoused	4	Jan - Mar 2014	5	RED	New indicator	NA			
199	RES028	Discretionary Housing Payments - value (£) for customers affected by social sector size criteria	629,272.88	Apr - Jun 2014	832,006.57	GREEN	61,610.44	RED			
200	RES029	Discretionary Housing Payments - value (£) for customers affected by Local Housing Allowance Reforms	62,342.77	Apr - Jun 2014	125,977.46	GREEN	18,165.24	RED			
201	ACE016	Percentage of children in poverty (quarterly proxy measure) (Also in Altogether Better Council)	23.6	As at Feb 2014	23.5	RED	24.7	GREEN	17.9	24.3*	As at Feb 2014
									RED	GREEN	
202	ACE017	Percentage of children in poverty (national annual measure) (Also in Altogether Better Council)	23.0	2011	23.0	AMBER	23.0	AMBER	20.6	24.5*	2011
									RED	GREEN	

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
203	RES/034	Staff - total post count (including schools)	17,951	As at Jun 2014	17,581	NA	17,546	NA			
204	RES/035	Staff - total full time equivalent (FTE) (including schools)	14,068	As at Jun 2014	14,225	NA	14,164	NA			
205	RES/052	Percentage of posts with no absence (excluding schools)	48.14	Jul 2013 - Jun 2014	Data not available	NA [8]	Data not available	NA [8]			
206	RES/020	Percentage of time lost to sickness in rolling year (excluding schools)	4.71	Jul 2013 - Jun 2014	4.76	GREEN	4.93	GREEN			
207	RES/036	Number of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) incidents reported to the Health and Safety Executive (HSE)	11	Apr - Jun 2014	11	<u>Not comparable</u> [3]	15	GREEN			

[2] Due to changes to the indicator previous performance is not comparable

[3] This data is cumulative and the figure is based on 12 months data for the year end so comparisons are not applicable.

[4] Due to changes in the local police confidence survey the data is not comparable

[5] This data is cumulative year on year

[6] New indicator which measures actual visits to customer services at the Customer Access Points (the original measure included Library footfall)

[7] Not comparable due to changes in welfare reform

[8] Frequency changed and back data is not available

Appendix 4: Volume Measures Chart numbers

Chart 1 – Planning applications

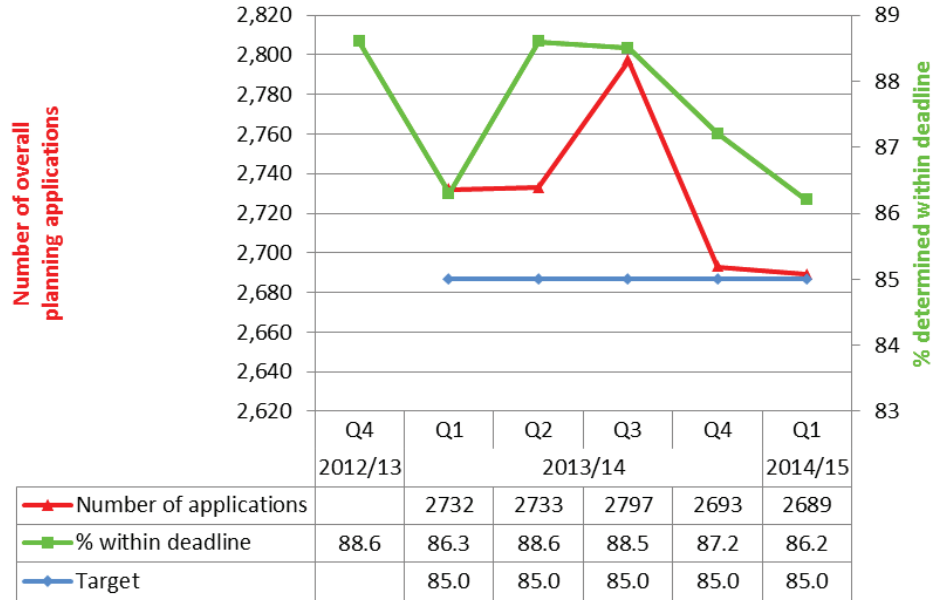


Chart 2 – Durham Key Options - total number of those registered on the Durham Key Options system who have been rehoused (includes existing tenants and new tenants)

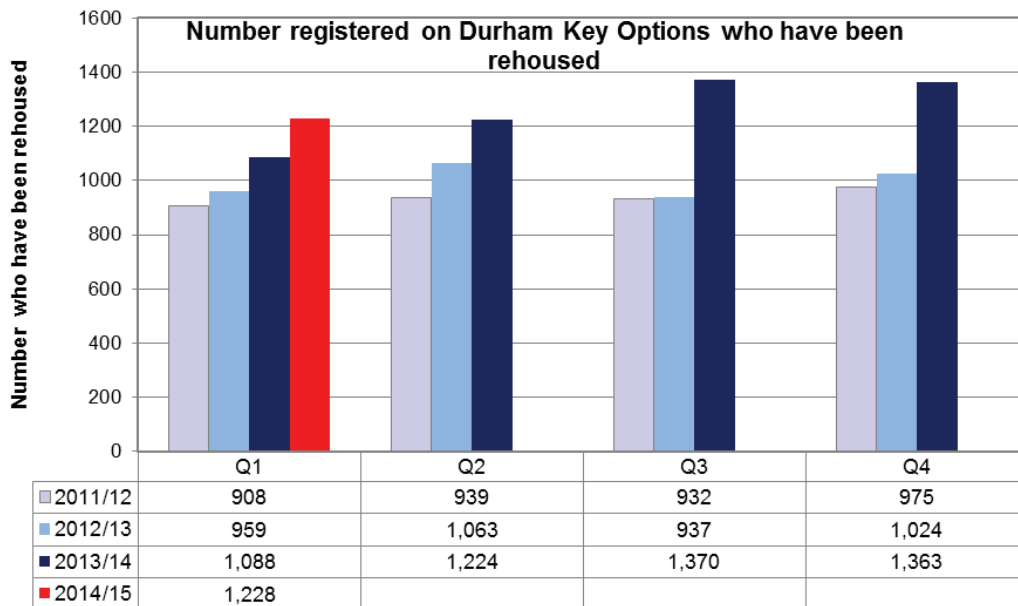


Chart 3 Number of looked after children cases

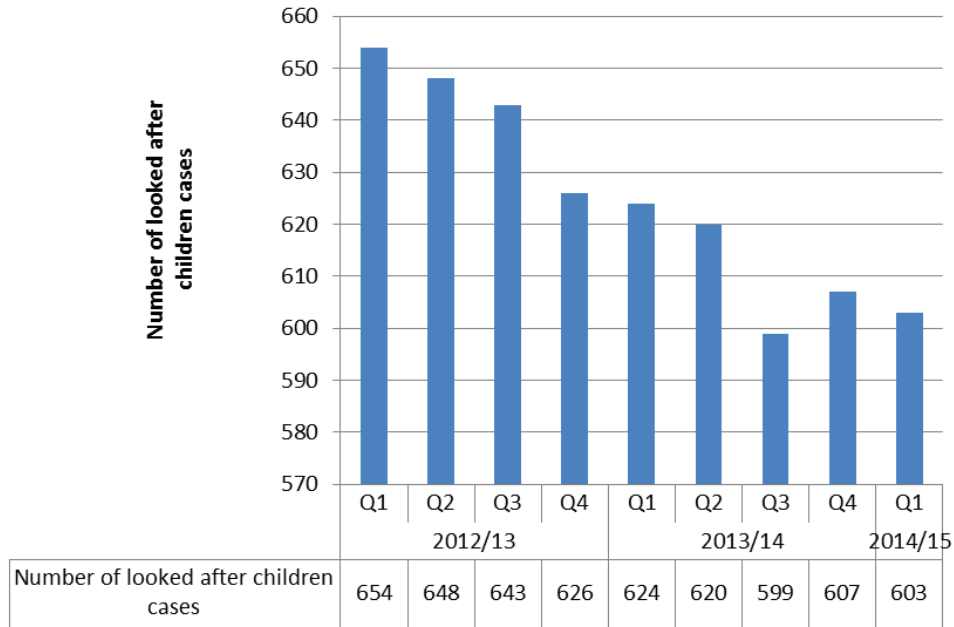


Chart 4 - Children in need referrals within 12 months of previous referral

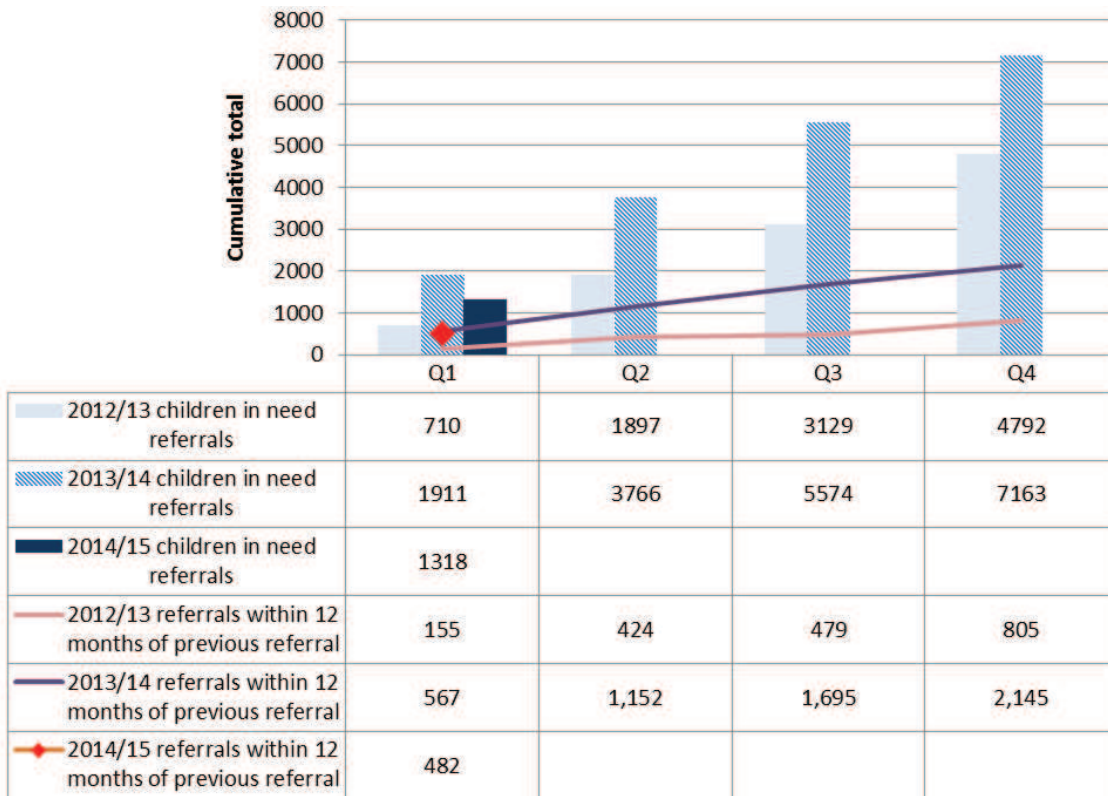


Chart 5 - Percentage of successful completions of those in drug treatment – opiates

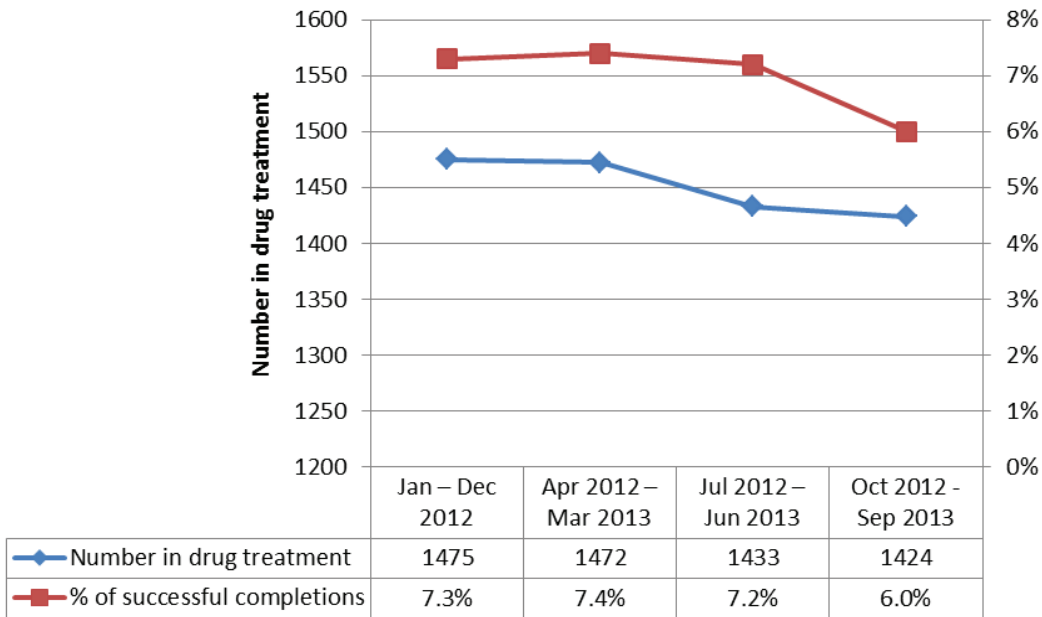


Chart 6 - Percentage of successful completions of those in drug treatment – non-opiates

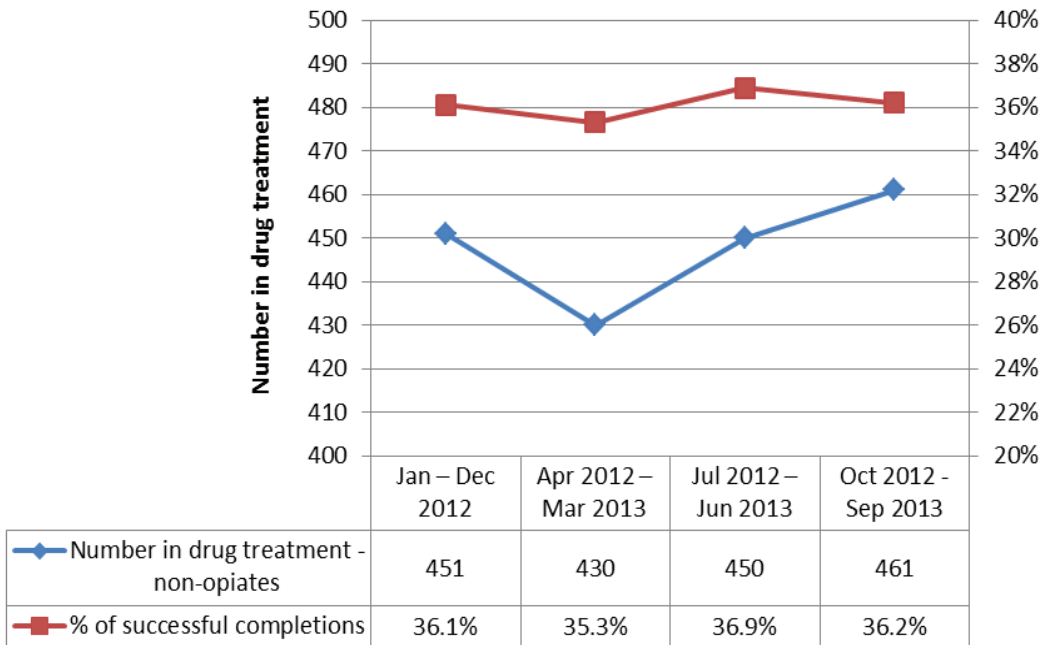


Chart 7 - Percentage of successful completions of those in alcohol treatment

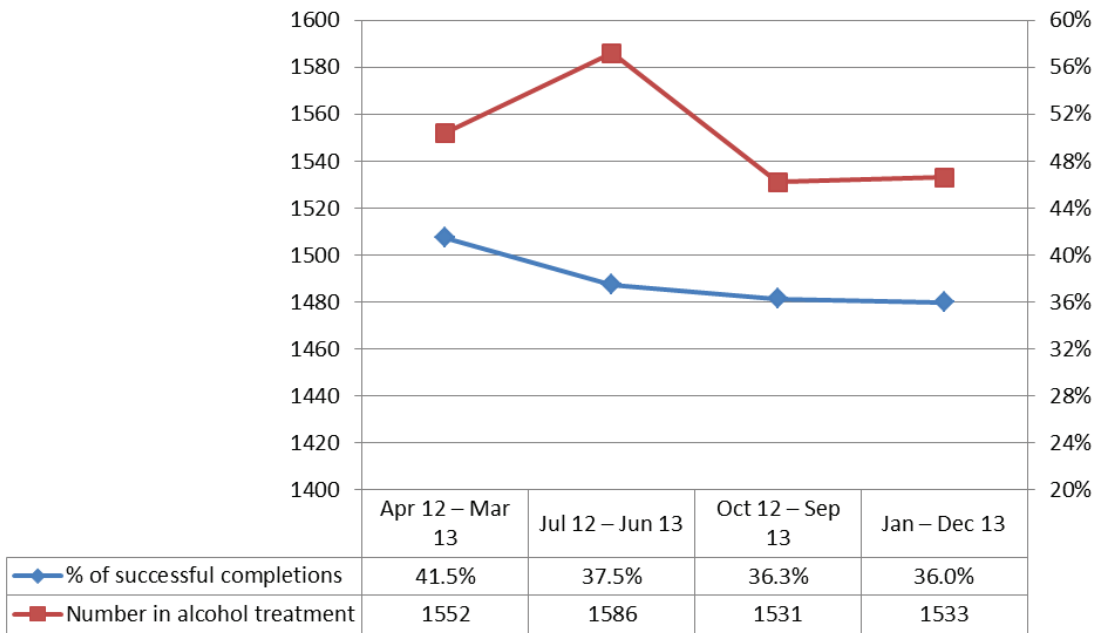


Chart 8 – Fly-tipping incidents

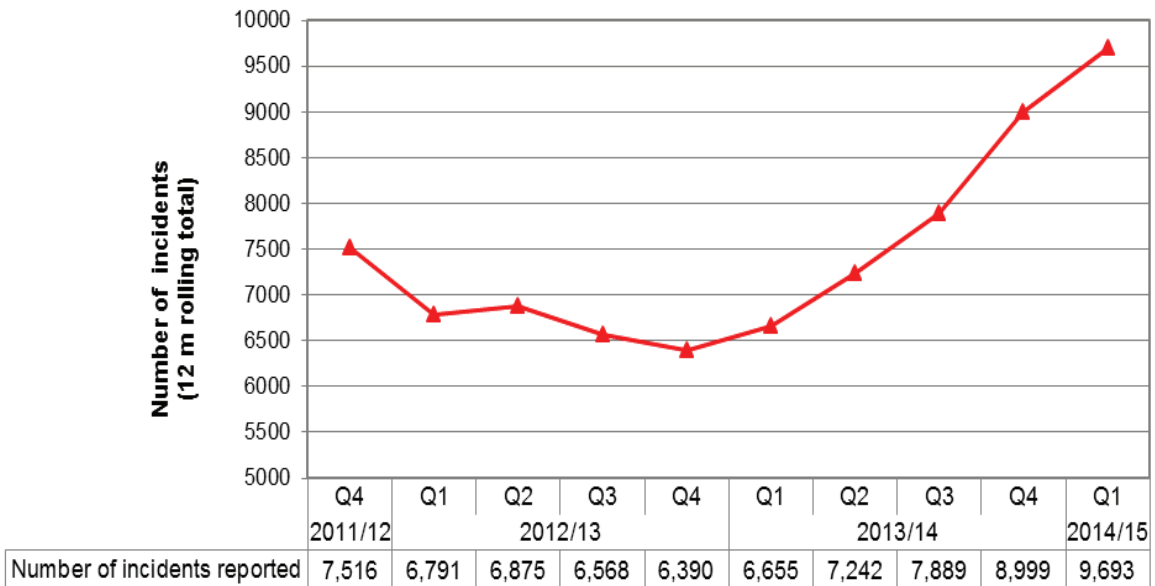


Chart 9 – Benefits – new claims

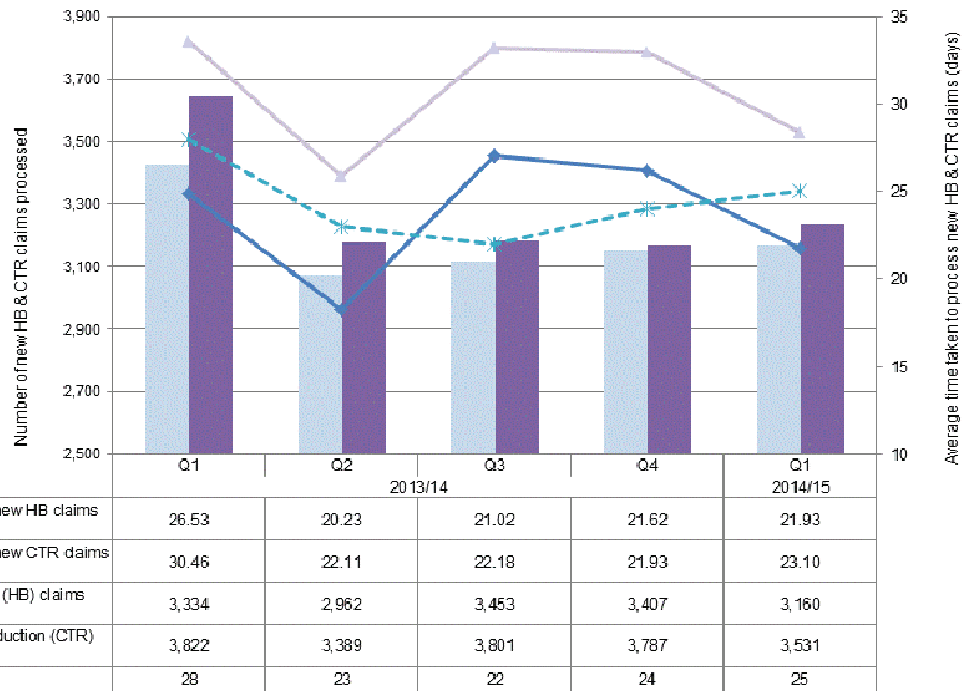


Chart 10 – Benefits – changes of circumstances

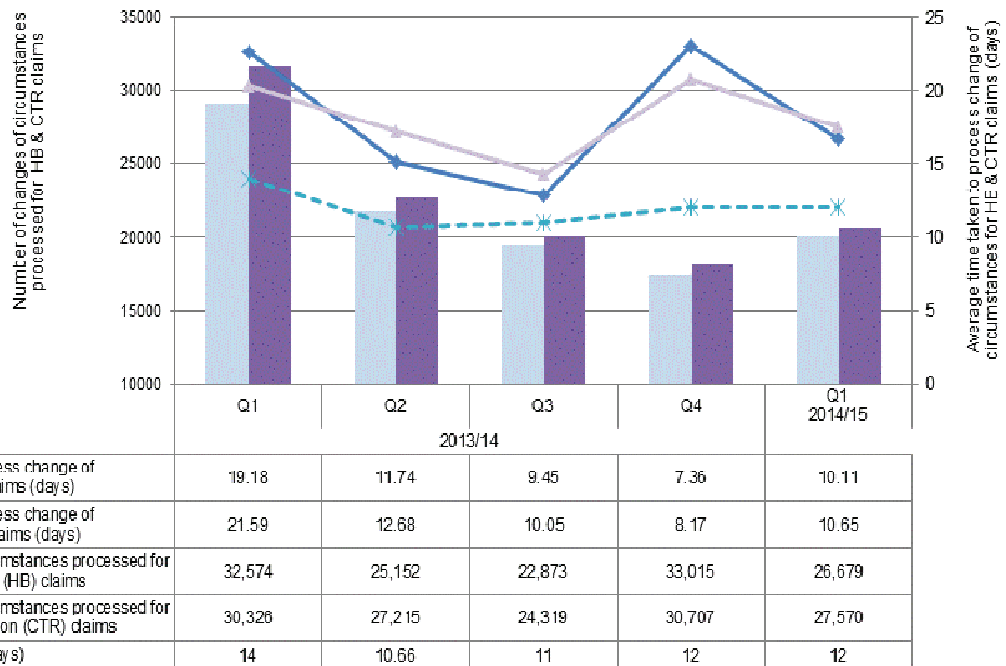


Chart 11 - Telephone calls

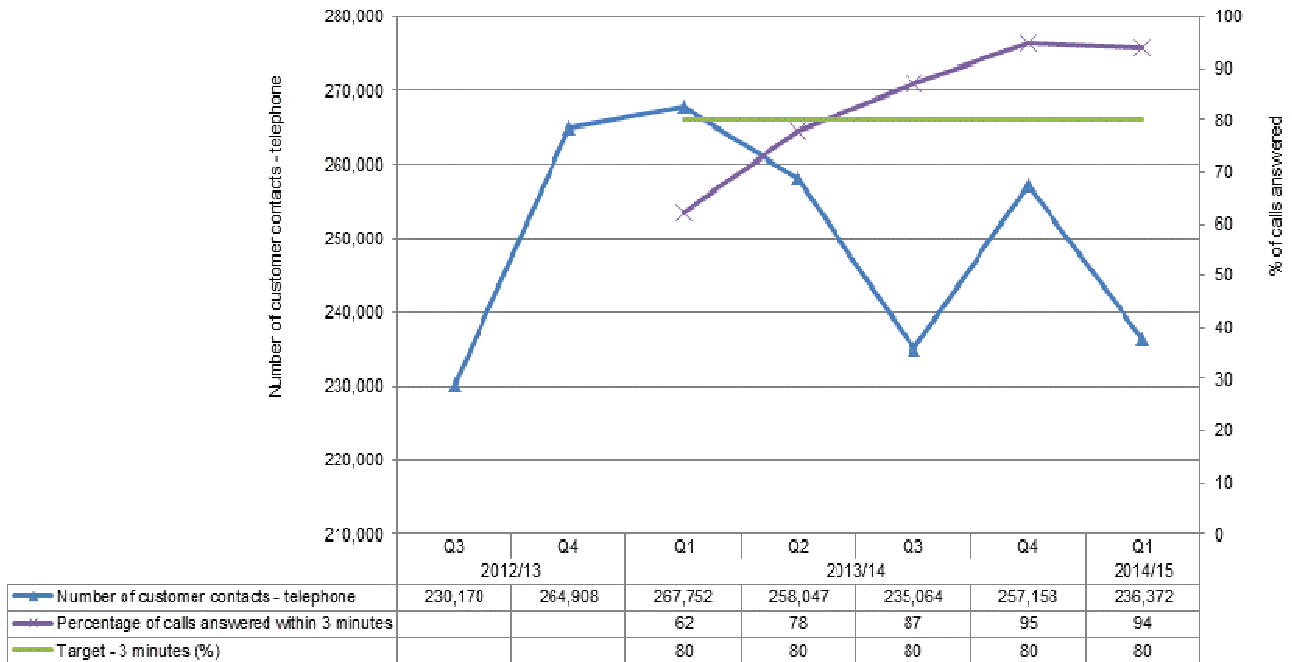


Chart 12 – Face to face contacts

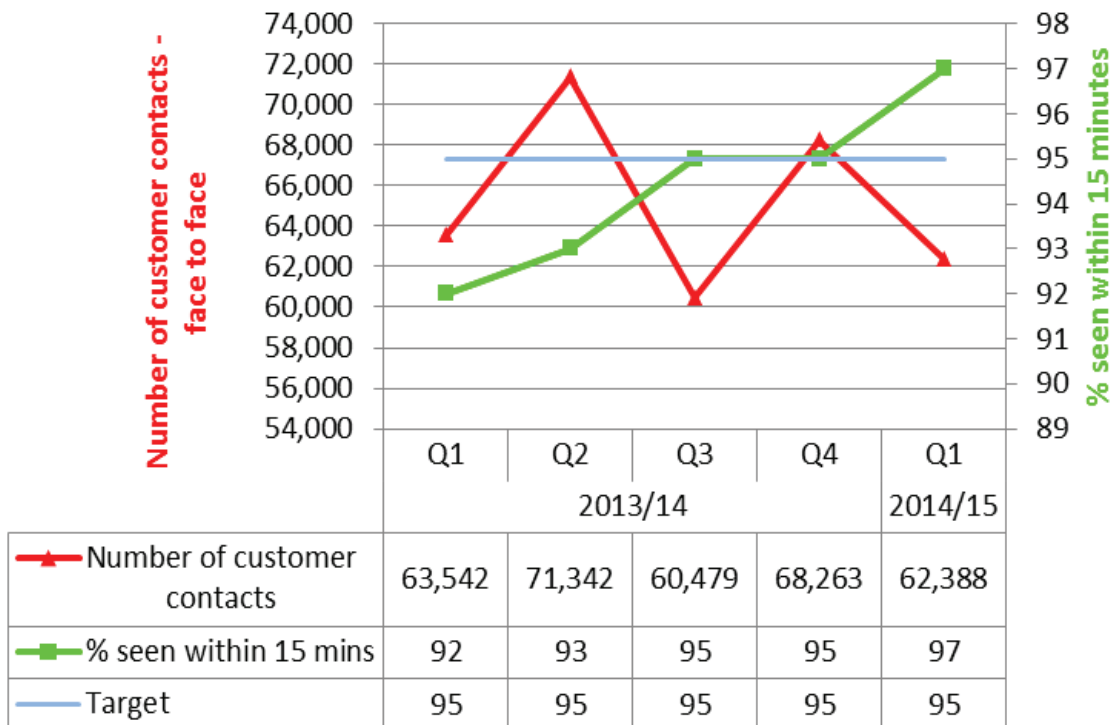
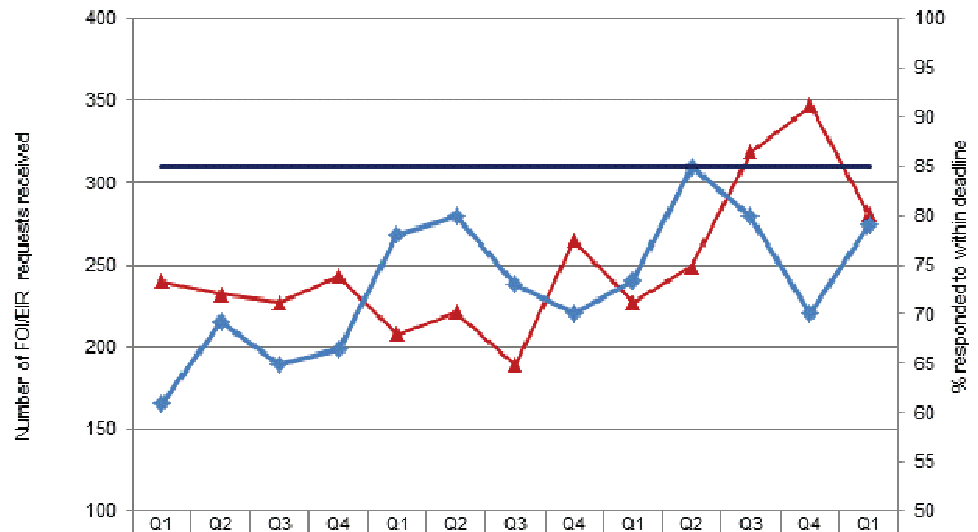


Chart 13 – Freedom of Information (FOI) requests



	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
	2011/12				2012/13				2013/14				2014/15
Number of FOI/EIR requests received	240	232	227	243	208	221	189	265	227	249	319	347	281
% of FOI/EIR requests responded to within statutory deadlines	61	69	65	66	78	80	73	70	73	85	80	70	79
Target (%)	85	85	85	85	85	85	85	85	85	85	85	85	85

Cabinet

10th September 2014



**Update on the delivery of the
Medium Term Financial Plan 4**

Report of Corporate Management Team

Lorraine O'Donnell, Assistant Chief Executive

**Councillor Simon Henig, Leader of the Council and all Cabinet
collectively**

Purpose of the Report

- 1 This report provides an update on the progress made at the end of June 2014 on the delivery of the 2014/15 to 2016/17 Medium Term Financial Plan (MTFP 4).

Background

- 2 Cabinet has received regular updates on the progress made by the Council in delivering the financial targets within MTFP 1, 2 and 3 which covered the period 2011/12 to 2016/17. These updates have also outlined the approach being taken to ensure the Council has a rigorous programme management framework in place to make certain we meet our duties under the Equalities Act, we comply with our duties as an employer and we consult on and communicate the changes being made.
- 3 MTFP 4 has been agreed by Council and for 2014/15 the savings target is just over £23m. This forms part of the overall savings target for the period from 2011/12 to 2016/17 of around £224m.

Progress to date

- 4 Delivery of the MTFP programme remains very challenging for the Council and the savings for 2014/15 represents an increase of 10% on the savings required in 2013/14.
- 5 Through the robust approach we continue to take in managing the savings programme we remain within plan in meeting the savings targets and therefore the savings required for 2014/15 are on track. Already over 60% of the target has been met with £14.2m having been achieved in the first quarter. Since April 2011 we have now made almost £128m of savings.
- 6 The main areas where savings have been made in this period include the change in Member budgets to increase the amount of capital available whilst reducing the amount of revenue required. This has ensured Members

maintain existing levels of funding to help their localities whilst making MTFP savings.

- 7 Further savings continue to be realised through internal restructures including HR, Culture and Sport, Direct Services, Planning and Performance within ACE and service support teams across the Council. As a result of the restructuring that has happened over the last few years supporting budgets have also been reduced, so we have seen more reductions this period to supplies and services budgets.

Consultation

- 8 Consultation with the public and other stakeholders remains an important element in the MTFP programme. However during the first quarter of this year there was no external consultation undertaken, as the savings proposals were mainly internal restructures so consultation activity focused on trade unions and employees affected.

HR implications

- 9 In the first quarter of 2014/15 we accepted 32 ER/VR applications, deleted 46 vacant posts and unfortunately made 12 employees redundant as a result of the MTFP proposals. The majority of the HR reductions which have been as a result of the savings delivered for MTFP4 so far would have been realised during 2013/14 and are reflected in previous figures provided to Members. This reflects the approach outlined previously to Members of delivering savings early wherever possible.
- 10 The total impact on the workforce through reduced posts continues to remain in line with the original projections of 1,950 posts being removed by the end of 2014/15. Since 2011 a total of 947 ER/VR applications have been accepted, 414 vacant posts deleted and 357 compulsory redundancies made.
- 11 The Council continued to support staff affected by the MTFP and we have found over 357 staff alternative employment through the Council's redeployment process.
- 12 Staff are also continuing to apply for ER/VR and to date we have 192 expressions of interest which we are actively monitoring to try to support where we can. Although we have kept open the opportunity for staff to discuss ER/VR if this is something they wish to explore we issued a general invitation for expressions of interest in ER/VR, with the result that a further 134 employees have expressed an interest. These are currently being considered by managers against future plans to see if they will be possible to accept.

Equality Impact Assessments

- 13 The Equality Impact Assessments (EIAs) for 2014/15 savings were made available to Members in January ahead of the final budget decision. Our EIA process ensures that proposals for savings are subject to robust yet proportionate analysis with initial screenings for new savings or those likely to have minimal impact and more detailed EIAs for ongoing savings with a greater level of impact. Proposals which have the potential for a

disproportionate impact on any of the protected equality characteristics have a full detailed assessment ahead of the final decision.

- 14 The EIA process is intended to protect the authority from legal challenge and ensure that mitigating actions are considered as part of the final decision making. In general legal challenges to other authorities have focussed on lack of evidence that equality duties were considered and were based on flawed consultation processes. Our impact assessment and consultation processes work together to ensure that decision makers are made aware of their legal duties, have sight of evidence and consider the views of relevant equality groups.
- 15 During the first quarter of 2014/15 Cabinet considered the proposal to close the five remaining in-house residential care homes. The published impact assessment was updated to include equality data on current service users and evidence from the consultation carried out from October 2013 to January 2014. Agreed closure of the care homes will impact most on age as all current residents are older people as are most day service users. There are also gender impacts as the majority of residents and service users are female. Additionally a significant proportion have a physical disability and/or sensory and/or mental health impairment. The potential impacts relate to health and wellbeing of service users, additional travel or reduced opportunities for visiting family and friends and loss of local provision. There are also impacts for staff particularly in relation to gender. The mitigating actions include taking account of individual needs in any move, aiming to move residents together if this is their choice and following corporate HR procedures to ensure fair treatment of staff.

Conclusions

- 16 To highlight the current position and to put this in perspective with what we are estimating will be required over the next few years the savings made since 2011 represents about 57% of the projected savings target of £224m.
- 17 A key element of the MTFP delivery strategy as Members are aware has been to wherever possible deliver savings ahead of time, often generating reserves in the form of cash limits. This ensures that we are able to respond to unexpected delays and can 'smooth' implementation from year to year.
- 18 The Council is in a strong position to continue to meet the financial challenges ahead through accurately forecasting the level of savings required, developing strong plans and robustly managing implementation including high volumes of consultation and communication. This position is further enhanced by the approach of planning and delivering MTFP proposals early where we can.
- 19 The Council has delivered £14.2m of the savings for 2014/15 (over 60%) which amount to almost £128m in savings made since 2011.

Recommendations

- 20 Members are recommended to note the contents of this report and the progress being made in delivering MTFP4.

Contact: Roger Goodes, Head of Policy & Communications
Tel: 03000 268050

Appendix 1: Implications

Finance – The delivery of the MTFP involves cumulative saving of approximately £224m over the period from 2011 to 2017 of which nearly £128 has been delivered in 2011/12, 2012/13, 2013/14 and 2014/15.

Staffing – Where the proposals affect staff, full consultation is undertaken and the trade unions consulted. Wherever possible, staff reductions are done through voluntary means. In addition, there has been a proactive management of vacancies to lessen the impact on staff and the Council has a redeployment process which continues to find alternative employment for a number of staff

Risk – The delivery of the MTFP is highlighted as one of the Council's strategic risks and is monitored through the corporate risk management process. In addition, risks for individual proposals are being monitored through the work undertaken to deliver the proposal.

Equality and Diversity / Public Sector Equality Duty – An Equality Impact Assessment (EIA) was undertaken for the original 4 year MTFP plan and additional screening was undertaken for proposals which have been identified for subsequent MTFPs, together with any other changes made to the original plan. In addition, for each proposal an EIA is undertaken as part of the decision-making before the proposal is implemented. Figures relating to staff leaving through voluntary redundancy, early retirement and ER/VR during the first quarter showed that just under 70% were female and just over 30% were male. All of the 88% who disclosed ethnicity were White British, 3% had a disability, 18% were not disabled and 79% had not disclosed whether or not they had a disability. The profile of those leaving through compulsory redundancies showed 53% were female, all were White British. More than one in ten (13%) disclosed they had a disability, 87% were not disabled. Comparing this first quarterly profile against the overall workforce shows that a slightly greater proportion of women (65%) left the workforce through both compulsory and voluntary redundancy compared to the proportion of women in the overall workforce profile (62.7%). There was a higher percentage of compulsory redundant leavers with a disability than the workforce profile (2.9%), however due to the numbers involved the difference is not significant. There was no difference in terms of ethnicity.

Accommodation - As proposals are planned the impact on accommodation is ascertained, with staff being consulted on any moves as part of the process. The anticipated loss of 1950 posts from the Authority will mean a requirement for less accommodation and the Office Accommodation Team has built this into the Office Accommodation Strategy.

Crime and Disorder – N/A

Human Rights – N/A

Consultation – A full consultation with a range of stakeholders was undertaken on the MTFP prior to its agreement and again in 2013. In addition, where appropriate

for individual proposals, internal and external consultation plans are developed so that consultation informs the decision making process.

Procurement – A number of the proposals involve the changing of existing contracts and this work is being taken forward through the Council's agreed procurement processes.

Disability Issues – Any disability impacts are being picked up through the Equality Impact Assessments undertaken.

Legal Implications – The legal implications of any decisions required are being considered as part of the delivery of the proposals.

Cabinet

10th September 2014



Update on the Community Assets Programme

Report of Corporate Management Team

Lorraine O'Donnell, Assistant Chief Executive

Councillor Simon Henig, Leader of the Council and all Cabinet collectively

Purpose of the Report

- 1 To provide Members with an update on the work undertaken on establishing the Community Assets programme and the interest received from organisations and groups following the 'Ask' in February this year. This requested expressions of interest to take over or run assets and services within the county.

Background

- 2 In light of the ongoing austerity measures and increasing MTFP savings the Council has started to consider alternative ways of continuing to provide front line services within communities. A key element of this approach will be to work with local communities and our partners in identifying new ideas and proposals.
- 3 In recent years we have already taken such an approach to successfully maintain services. In 2011/12, we transferred five leisure facilities into community ownership, working closely with interested parties to support them through the process, ensuring they had the necessary skills and business plans in place to sustain provision. This has helped deliver MTFP savings in the region of £1m.
- 4 In 2012/13, we embarked on our most ambitious asset transfer project so far, reviewing 120 community buildings and working with local community organisations to take on the buildings, following targeted investment to improve the assets. Overall the Council is investing £2.15 million in the scheme, which compares with £870,000 a year revenue costs and £11.25 million capital requirements if the buildings remained in local authority ownership.
- 5 In light of these successes the Council has established a programme to develop a process for third parties to express an interest in a council asset or

service and for this to feed into proposals developed by service groupings to deliver MTFP savings.

- 6 The programme will seek to ensure that capacity is established where appropriate within communities to run assets and/or services. It will also look to ensure that buildings and services which are transferred and those which remain, are affordable, cost effective and sustainable.
- 7 A steering group of senior officers from across the Council has been established under the chairmanship of the Assistant Chief Executive. This group is establishing a consistent approach to how we respond to expressions of interest, how these link into MTFP savings proposals and is also looking at our processes to ensure these help deliver any proposals identified as suitable in an efficient and effective manner.
- 8 The programme aims to:
 - Achieve planned MTFP savings whilst enabling local communities to maintain assets/services in their area,
 - Ensure service groupings retain control over the delivery of the MTFP savings required,
 - Provide a corporate approach to facilitating the process and establish a common methodology (where this is appropriate),
 - Prioritise corporate resources like Legal Services and Asset Management,
 - Map the impacts of proposals on communities so these can inform decision making and can be used to identify opportunities to deliver the services in a different way,
 - Co-ordinate communications and consultation,
 - Identify and share learning and best practice
- 9 The learning from the previous programmes in leisure and with community buildings is being used to develop our approach. The group has also received useful feedback from local councils, the VCS and University who have worked with the Council previously to transfer assets in how the processes can be improved to ensure a smooth transition.

Progress to date

- 10 At County Council on the 26th February, Councillor Simon Henig announced the programme inviting ideas to run services differently including third parties taking over our assets and/or service delivery.
- 11 This was followed by a presentation to the County Durham Partnership Forum and presentations to each AAP, local councils and other local VCS organisations.
- 12 These presentations sought interest in the concept and requested initial expressions of interest by the end of June 2014. In addition information has been placed on the council's website including an expression of interest form for groups to register their interest.

- 13 This activity has generated a number of enquiries and informal requests covering a range of services including libraries, youth centres and a range of 'streetscene' services.
- 14 The steering group is also looking to identify specific geographical areas to develop a co-ordinated approach to the use of the Councils assets to ensure these are maximised within the localities for the benefits of the residents. This will focus on areas where there is likely to be a number of services affected or there are a number of projects already being considered. The learning from this work will be used to support further work as the overall programme develops.

Current Position

- 15 The expressions of interest that have been received to date have been passed to the respective service groupings to consider. This consideration will take into account the likely MTFP savings over the next few years and the future strategy for the particular service. Each of the organisations who have put in an expression of interest will be contacted and a way forward agreed. For some this may be to discuss the interest further to explore if this can progress, whilst for others it may be to decline the request or defer any further action until the service grouping is ready to consider the proposal further.
- 16 To support the programme we are also looking at different funding streams which could be used to help groups take over assets or be used to develop the capacity and capability of groups to run services in the future. This includes a bid to the Transformational Challenge Award which has just successfully passed through the first assessment stage. A detailed business case is now to be submitted by the end of September.
- 17 Feedback received during the initial few months of the programme has identified that some organisations want more information to help them decide and that once we have publicised some of our MTFP proposals this may spark more interest as it becomes evident where the reductions in service may fall. As a result we have provided AAPs with a list of the Council services and assets in their area.
- 18 Although we had originally indicated that we wanted to receive expressions of interest by the end of June, the intention is to keep the programme open for the foreseeable future in order for other expressions of interest to be made. To help organisations decide we are also producing supporting guidance including case studies and FAQs.

Next stage

- 19 Alongside the progression of the expressions of interest made to date, we will be developing a pack of useful information to help organisations understand how the process would work and to inform them of the key issues they need to be aware of.
- 20 We will also be updating the AAPs, local councils and other organisations in the autumn to encourage further expressions of interest to be registered.

There will also be further information on the website and in the next edition of Durham County News.

Conclusion

- 21 It is pleasing that the initial 'Ask' has generated a number of expressions of interest and it is hopeful that some of these will be progressed over the coming months.
- 22 It is expected that as these progress and we provide more information, others will be encouraged to come forward and express an interest which will help the Council manage the impact of the MTFP savings required in the future.
- 23 It has also been useful to receive feedback which we have used to develop more information to help organisations decide.

Recommendation

- 24 Cabinet are asked to note the progress made to date on this programme. The expressions of interest received and the next stage of this work.

Contact: Roger Goodes, Head of Policy & Communications
Tel: 03000 268050

Appendix 1: Implications

Finance – Delivery of MTFP savings will be incorporated into the programme. A bid to the Governments Transformational Challenge Fund has also been made to help finance this initiative.

Staffing – The programme will be managed within existing resources.

Risk – Programme risks will be managed through a programme risk register.

Equality and Diversity / Public Sector Equality Duty – For each proposal an Equality Impact Assessment will be undertaken as part of the decision-making before the proposal is implemented.

Accommodation – The programme may result in a reduction in the Councils assets.

Crime and Disorder – N/A

Human Rights – N/A

Consultation – Consultation on the programme has already begun with appropriate external stakeholders and will continue as appropriate. In addition, where appropriate for individual proposals, internal and external consultation plans will be developed and coordinated through the programme, so that consultation informs the decision making process.

Procurement – Advice on the procurement implications of any proposals that are part of the programme will be sought.

Disability Issues – Any disability impacts are being picked up through the Equality Impact Assessments undertaken.

Legal Implications – The legal implications of any decisions required are being considered as part of the delivery of the proposals. This will be coordinated through the programme.

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