

Economy and Enterprise Overview and Scrutiny Committee

22 April 2024

Quarter Three, 2023/24 Performance Management Report



John Hewitt, Chief Executive

Electoral division(s) affected:

Countywide.

Purpose of the Report

- 1 To present an overview of progress towards delivery of the key priorities within the Council Plan 2023-27 in line with the council's corporate performance framework.
- 2 The report covers performance in and to the end of quarter three, 2023/24, October to December 2023.

Executive Summary

- 3 The County Council is a key partner within the County Durham Together Partnership. Collectively partners work towards delivering a shared plan - the [County Durham Vision 2035](#). The vision document was developed with partner organisations and the public. It sets out what we would like the county to be like over the next decade and beyond. The vision is for:

a place where there are more and better jobs, people live long, and independent lives and our communities are well connected and supportive.

- 4 We have set out how the council will effectively deliver its services and its contribution to achieving this vision in our [Council Plan](#). The Council Plan is structured around five thematic areas: our economy, our environment, our people, our communities, and our council. We monitor our success through a suite of Key Performance Indicators (our corporate performance framework), which forms the basis of this report.
- 5 The [Council Plan](#) is undergoing its annual refresh and the plan for 2024-28 will be considered by Council on 28 February 2024. Subject to Council approval, it will continue to be structured around five thematic areas which, along with the objectives they contain, will remain unchanged. Our priorities, key programmes of work and associated performance management arrangements for the forthcoming four years are set out within the refreshed plan and our performance framework is now being adjusted accordingly. The new framework will form the structure of this performance report from quarter one, 2024/25.

- 6 We are a well-functioning council in relation to performance, and continue to set our performance against characteristics of well-functioning councils as set out by the Department for Levelling Up, Housing and Communities (DLUHC)¹ Best Value Standards and Intervention Draft Guidance. We will continue to develop the following through our performance management processes and the wider Corporate Business Intelligence Review:
- (a) An organisational-wide approach to continuous improvement, with frequent monitoring, performance reporting and updating of the corporate and improvement plans.
 - (b) A corporate plan which is evidence based, current, realistic and enables the whole organisation's performance to be measured and held to account.
 - (c) Clear and effective mechanisms for scrutinising performance across all service areas. Performance is regularly reported to the public to ensure that citizens are informed of the quality of services being delivered.
- 7 In July 2023, the Office for Local Government (Oflog) was established as a new performance body for local government. Its purpose is to provide authoritative and accessible data and analysis about the performance of local government, and support its improvement.
- 8 Oflog's initial focus is to bring together existing data in an informative way through the [Local Authority Data Explorer](#). The first tranche of metrics, uploaded to the Data Explorer in July 2023 and incorporated within this performance report, is being expanded to cover a wider range of local government responsibilities. A second tranche of metrics is now being released and a third tranche will follow in the spring of 2024. These metrics will be incorporated into future reports as and when appropriate.

Context

- 9 The council is a large organisation providing a broad range of services, and our operating environment can at times be challenging, due largely to inflationary and demand pressures.
- (a) We are showing strong economic performance in the county with a range of measures such as the employment rate and unemployment being favourable compared to previous years. Cultural events are well attended with local businesses enjoying their economic impact. A current challenge for the council is transitioning from European funding to national schemes such as the UK Shared Prosperity Fund for employment initiatives.
 - (b) Key measures around waste collection and disposal show that we are diverting a smaller proportion of waste to landfill, and contamination of our household recycling continues to come down. Carbon emissions from council operations is falling but we need to accelerate our

¹ [Best Value standards and intervention](#)

programme if we are to meet our targets. Bus patronage for our park and ride scheme and for public bus services has not returned to pre-pandemic levels. Work is going on at national, regional and local levels to help mitigate against these losses.

- (c) Demand for children's social care remains high. Processing times and re-referral rates demonstrate the effectiveness of social care provision. Care Acts assessment timeliness for adult social care clients is improving and remains an area of strong focus for us. We have experienced a substantial increase in requests for education, health and care plans for children with special educational needs and disabilities since 2019 leading to backlogs for educational psychologist advice. No applications have been processed within the government's 20-week timescale. This remains a concern. The proportion of people accessing homeless services where we have accepted the statutory duty of homelessness has increased.
- (d) The overall crime rate in County Durham has fallen and compares favourably with many council areas in the region. However, there has been a steady increase in referrals of domestic abuse to our support services. Fly-tipping reports to the council remain at an all-time low due to the proactive approach. The number of eligible private sector rented properties which are fully licensed under the selective licensing scheme is now at 43%. Timeliness of repairing all categories of highway defects are better than target. Fatalities from road traffic accidents is worse than comparators. Retail vacancies are higher than national levels although there is a varied picture across our centres.
- (e) The employee sickness absence rate is falling and is now at 11.15 days per full-time equivalent. The council continues to experience recruitment difficulties in certain occupational categories with some positions being advertised multiple times.

Recommendation

- 10 Economy and Enterprise Overview and Scrutiny Committee is recommended to:
 - (a) note the overall position and direction of travel in relation to quarter three performance, and the actions being taken to address areas of challenge.

Background papers

- County Durham Vision (County Council, 23 October 2019)
<https://democracy.durham.gov.uk/documents/s115064/Draft%20Durham%20Vision%20v10.0.pdf>

Other useful documents

- Council Plan 2023 to 2027 (current plan)
<https://democracy.durham.gov.uk/documents/s168768/Council%20Plan%20Refresh%20Appendix%203.pdf>
- Quarter Two, 2023/24 Performance Management Report
<https://democracy.durham.gov.uk/documents/s183015/Q2%202023-24%20Corporate%20Performance%20Report.pdf>
- Quarter One, 2023/24 Performance Management Report
<https://democracy.durham.gov.uk/documents/s178933/Q1%202023-24%20Corporate%20Performance%20Report%20-%20Cabinet%2013.09.23.pdf>
- Quarter Four, 2022/23 Performance Management Report
<https://democracy.durham.gov.uk/documents/s174900/Item%204%20Q4%202022-23%202%201.pdf>
- Quarter Three, 2022/23 Performance Management Report
<https://democracy.durham.gov.uk/documents/s166398/Corporate%20Performance%20Report%20Q2%202022-23%20v2.1.pdf>

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Appendix 1: Implications

Legal Implications

Not applicable.

Finance

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

Consultation

Not applicable.

Equality and Diversity / Public Sector Equality Duty

Equality measures are monitored as part of the performance monitoring process.

Climate Change

We have declared a climate change emergency and consider the implications of climate change in our reports and decision-making.

Human Rights

Not applicable.

Crime and Disorder

A number of performance indicators and key actions relating to crime and disorder are continually monitored in partnership with the Safe Durham Partnership and its sub-groups.

Staffing

Performance against a number of relevant corporate health indicators has been included to monitor staffing issues.

Accommodation

Not applicable.

Risk

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

Procurement

Not applicable.



Corporate Performance Report

Quarter Three, 2023/24



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Executive Summary

- 1 This performance report covers the third quarter of the 2023/24 financial year (October to December 2023). It sets out our progress towards delivering the key priorities set out within our [Council Plan 2023-27](#).
- 2 Performance is reported on an exception basis with key messages structured around the five thematic areas of, our economy, our environment, our people, our communities, and our council.

Our economy

- 3 The aim of this priority is to create an inclusive economy with more and better jobs, major employment sites which cement our position as a premier place in the region to do business, a good tourism base and cultural offer, and employability support programmes which help people back into jobs or to start their own business. Our children and young people will receive the education and training required to access opportunities.

Going Well

- 4 Employments levels are within the highest levels for 20 years and unemployment remains low.
- 5 There is a growing demand for jobs and the balance within the labour market is starting to shift with more people achieving higher levels of education and training. Average wages for residents within the county are growing.
- 6 Processing times for major planning applications are now better than target following a dip last quarter.
- 7 The proportion of planning applications overturned on appeal remain well within the government's criteria.
- 8 Both the amount of investment secured for companies and the number of inward investments attracted to the county are on track to achieve their annual targets.
- 9 We have recorded increased attendances at all our cultural events strengthening our position as the culture county and contributing significantly to the local economy.

Issues we are addressing

- 10 Non-major planning applications are slightly worse than target, but work is ongoing to address this, for example, by utilising the extension of time agreements where needed.
- 11 Occupancy rates for council owned business floorspace are worse than target. This is due to new units being established but not yet let. Demand remains high and we expect the units to be occupied soon and performance to achieve target.
- 12 The transition from European Regional Development Fund to UK Shared Prosperity Fund Productivity and Growth Programme has resulted in fewer businesses being engaged as funded schemes come to an end.

Our environment

- 13 The aim of this priority is to protect our natural environment, including biodiversity and healthy ecosystems. In 2019, the council declared a climate emergency with a commitment to reduce carbon emissions to net zero by 2030 and contribute towards a carbon neutral county by 2045. In April 2022, the council declared an ecological emergency and committed to address ecological decline wherever possible. Our county is of significant landscape value and supports unique combinations of plant and animal species.

Issues we are addressing

- 14 Park and ride patronage remains worse than pre-pandemic levels following the systemic change in working patterns after lockdown restrictions were lifted, and people returned to work on a hybrid working pattern. A scheme to extend Sniperley Park and Ride is being progressed which will safeguard increased demand from future development in the city and help to reduce congestion and greenhouse gas emission within the historic centre itself.

Our people

- 15 This priority aims to help our residents live long and independent lives and remain in good health for as long as possible. We will protect and improve health by tackling the leading causes of illness and early death, inequalities and the challenges around mental health. We will ensure a sustainable high-quality care market and invest in a multi-million pound programme to transform our leisure centre venues.

Issues we are addressing

- 16 The proportion of homelessness cases where statutory homelessness duty has been accepted has increased this quarter due to the housing team significantly reducing the number of lost contact cases. We have secured government funding to acquire support and additional temporary accommodation and bedspaces.

Our communities

- 17 The aim of this priority is to ensure our communities are well connected and supportive of each other, with vibrant and accessible towns and villages which are well-used, clean, attractive and safe. We will support our most vulnerable residents, particularly those isolated or financially vulnerable. We will maintain a strong focus on tackling poverty throughout the cost-of-living crisis.

Going Well

- 18 The time to repair highways maintenance defects across all categories are better than or near target.

Issues we are addressing

- 19 Forty-three percent of private rented sector properties covered by the selective licensing scheme are now licensed. Our enforcement team continues to target properties not yet licensed.

- 20 On average 16% of town centre retail units in the county are vacant, compared to 13.9% nationally. Vacancy rates are significantly higher in Bishop Auckland, Newton Aycliffe and Peterlee. We continue to offer support through council led initiatives such as the Towns and Villages Programme, the Targeted Business Improvement Scheme and town centre masterplans. Additionally, the government identified Bishop Auckland as eligible for funding from their £3.6 billion Towns Fund.
- 21 Public bus patronage remains lower than pre-Covid levels and is not likely to return in the medium-term. The government extended its £2 bus fare cap and we continue to work in partnership with other regional councils to implement the North East Bus Service Improvement Plan.
- 22 Fatalities from road traffic accidents have increased. We continue to support a reduction in road traffic casualties through a range of education programmes and campaigns.

Risk Management

- 23 The government's statutory guidance for best value authorities sets out the characteristics of a well-functioning authority. This details the arrangements that councils should have in place for robust governance and scrutiny including how risk awareness and management should inform decision making. The latest [Strategic Risk Management Progress Report](#) provides an insight into the work carried out by the Corporate Risk Management Group between June and September 2023.

Our Economy

Priority Aims:

County Durham has a thriving and inclusive economy with more and better jobs and fewer people suffering from the hardships of poverty and deprivation. We are continuing to,

- deliver a range of employment sites across the county
- deliver a strong, competitive economy where County Durham is a premier place in the North East to live and do business
- ensure a broader experience for residents and visitors to the county
- ensure young people will have access to good quality education, training and employment
- help all people into rewarding work
- ensure fewer people will be affected by poverty and deprivation within the county
- improve employment opportunities for disabled people

National, Regional and Local Picture

- 24 Although there is strong economic performance across a range of performance measures, there is variation within the county and across the region compared to national levels.
- 25 There has been strong demand for development land as well as industrial and office premises of all sizes - jobs have increased 3.7% in the county since 2010. Employment is significantly higher (70.8%) than 20 years ago and unemployment is low (3.5%), which reflects national trends (75.9% and 3.9% respectively).
- 26 Our manufacturing sector, which has remained strong during the last few challenging years, is innovating, driving green growth and supporting a range of other sectors such as logistics and business services. With rising energy costs, businesses have invested to reduce energy usage, costs and carbon emissions. However, the last few years have been particularly challenging for the retail, hospitality and public sector.
- 27 There is a growing demand for workers in the county and the balance of jobs is starting to shift with more people achieving higher levels of education and training, and moving into better paid jobs. We continue to lose many people to urban areas which offer higher wages and a greater choice of private sector jobs.
- 28 Although average wages in the county are growing (£29,537, 2023), they remain low compared to the national level (£35,106) and the cost-of-living is a long-term problem, especially for the large numbers of people with health conditions, disabilities, and caring responsibilities.

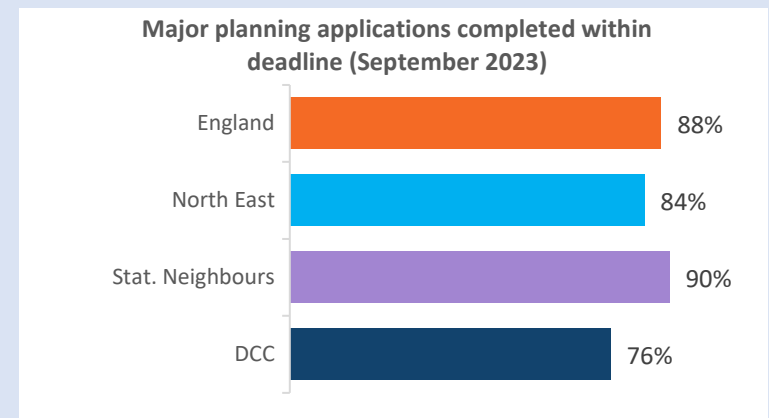
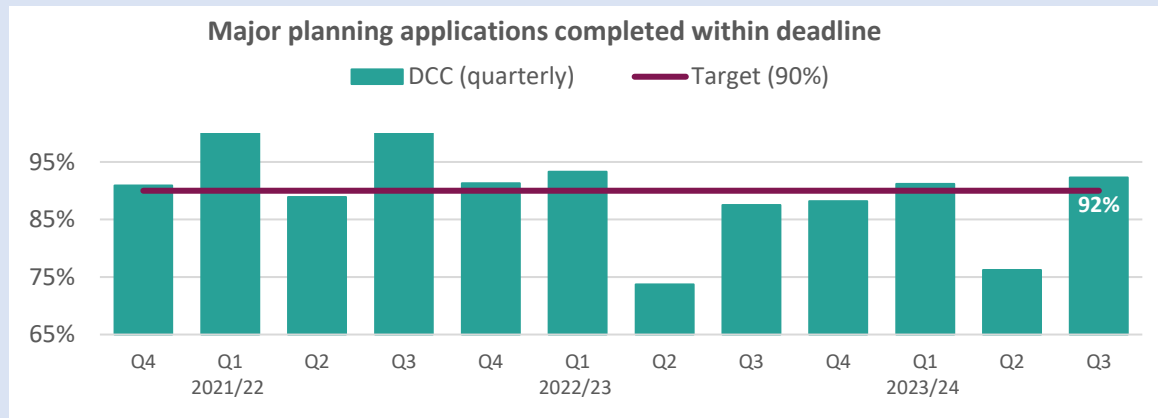
Economic Growth Dashboard: Planning Applications

(Oflog measures)

(discrete quarterly data / benchmarking data 30 September 2023)

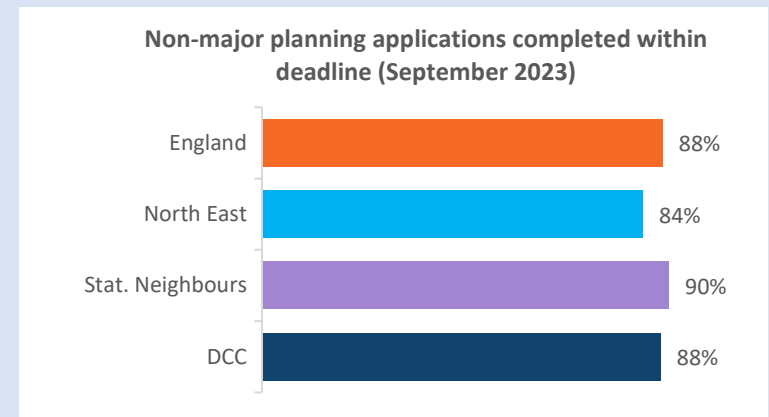
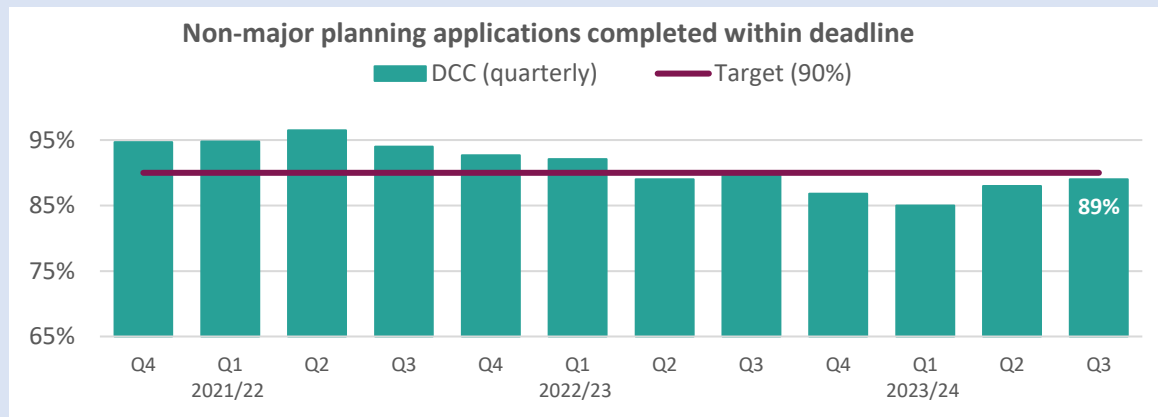
Major Planning Applications

- 92.3% (25 out of 27) determined in deadline.
- Processes now embedded to ensure Extension of Time agreements are in place where it is not possible to complete a consideration within the deadline.



Non-major Planning Applications

- 89% (431 out of 482) determined in deadline.
- We will continue to utilise the Extension of Time agreements process to ensure decisions are in deadline.



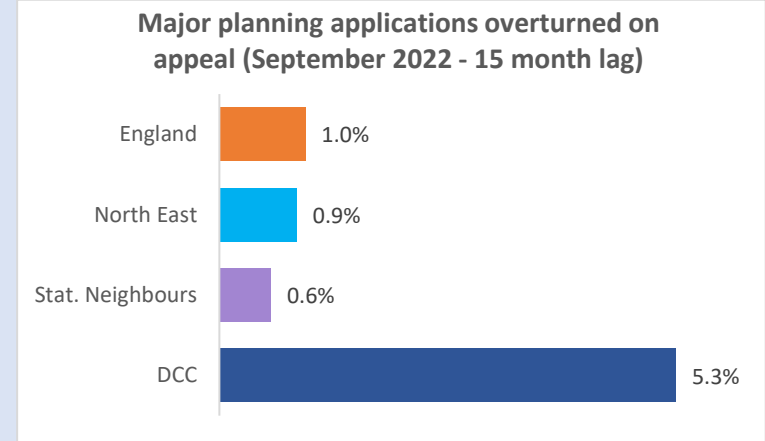
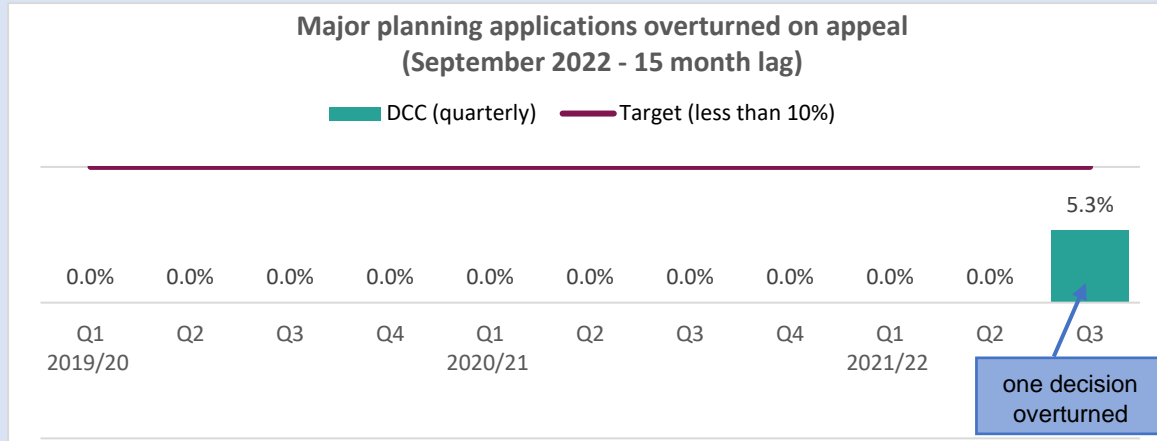
Economic Growth Dashboard: Planning Application Appeals

(Oflog measures)

(discrete quarterly data / benchmarking data 30 September 2022)

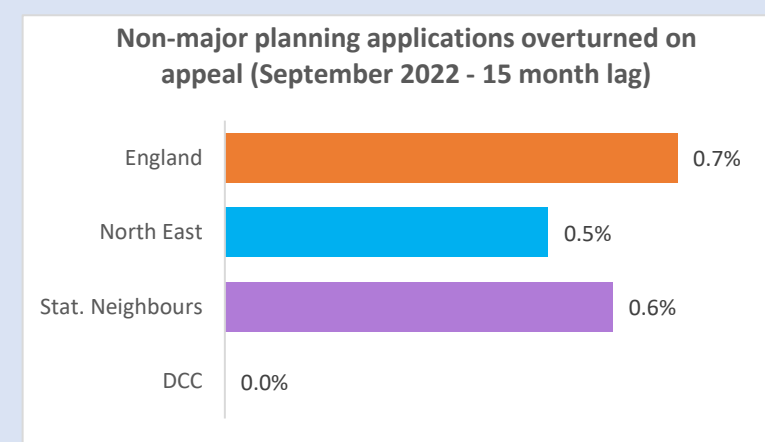
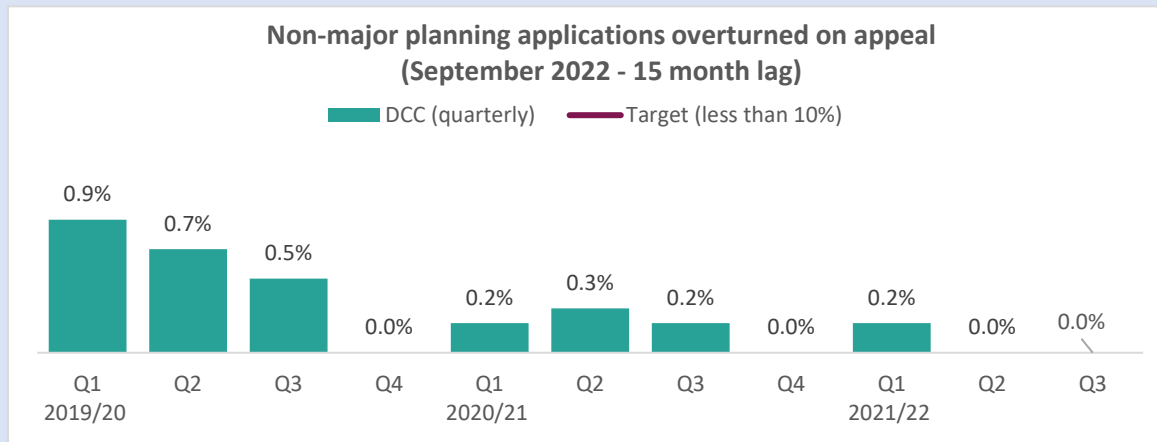
Major planning applications overturned on appeal

- One of 19 decisions was overturned (5.3%).



Non-major planning applications overturned on appeal

- Of the 464 decisions none were overturned.



Planning Applications

- 29 Various measures relating to planning (processing of applications, appeals and the date our local plan was adopted) are now included in Oflog's [Local Authority Data Explorer](#).
- 30 During quarter three, 92% of major planning applications were determined within 13 weeks (25 of 26 applications). Although performance is better than quarter two and the 90% target, the most recent benchmarking data (September 2023) shows our performance is worse than the national average, North East average and our statistical neighbours. To further improve performance, we are ensuring officers request Extension of Time Agreements where it is not possible to complete a consideration within the deadline.
- 31 During the same period, 89% of non-major applications were determined within deadline (431 of 482). Performance was marginally worse than the 90% target and although the most recent benchmarking data (September 2023) shows our performance to be worse than the national average and our statistical neighbours, it is better than the North East average. We continue to monitor officer workloads to ensure decisions are made in deadline as well as utilising the Extension of Time agreements process.
- 32 There is a significant data lag on planning applications overturned on appeal. This is because applicants are allowed nine months following a decision to submit an appeal, and the Planning Inspectorate has six months to make a decision. Latest data (July 2022 to September 2022) shows our performance, for both major and non-major applications, is better than the government's designation criteria of less than 10%.
- 33 The most recent benchmarking data (September 2022) shows our performance for major planning applications overturned on appeal was worse than all our benchmarking groups (North East, nationally and statistical neighbours). However, this relates to only one appeal being overturned out of 19 decisions made (5.3%).
- 34 Over the same time period, none of the 465 decisions for non-major applications were overturned and we performed better than all our benchmarking groups.

Investments

- 35 Business Durham secured £750,000 of investment for companies during quarter three, bringing the year-to-date figure to £3.7 million. Although quarter three performance was worse than the profiled target of £1.25 million, performance remains on track to achieve the annual target of £5 million.
- 36 Investment included Finance Durham Fund investment of £500,000 for one company, along with grants paid out through the County Durham Growth Fund.
- 37 Business Durham supported two inward investments during quarter three (Oracle Drive Systems Ltd and Landmark Power Holdings Ltd). This is in line with the projected target (two), meaning we remain on track to achieve the annual target (10).

Business Durham floor space

- 38 Floorspace of Business Durham's office and industrial portfolio has increased with new units at Station Place and two new offices at the Durham Dales Centre. The additional floorspace has reduced the occupancy rate to 90%, worse than the target of 95%. However, demand remains high and we expect these to be occupied soon.

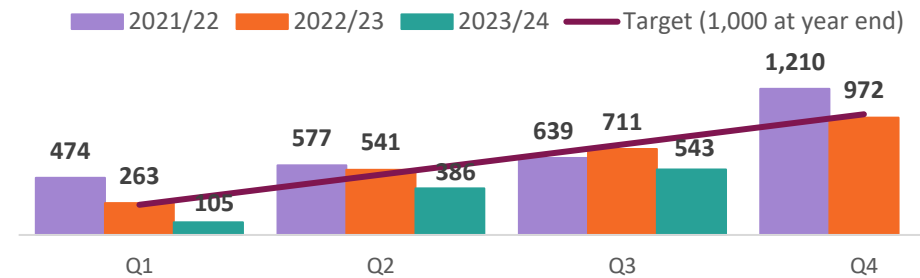
Business Support and Job Creation Dashboard

(year to date ending 31 December 2023)

Business support through Business Durham

- In quarter one, fewer businesses were supported as most ERDF funded schemes ended and there was a transition period to the new UKSPF Productivity and Growth Programme.
- Engagement in the third quarter was delivered through networking events, conferences, direct one to one and support through funded programmes.

Businesses supported by Business Durham (cumulative)

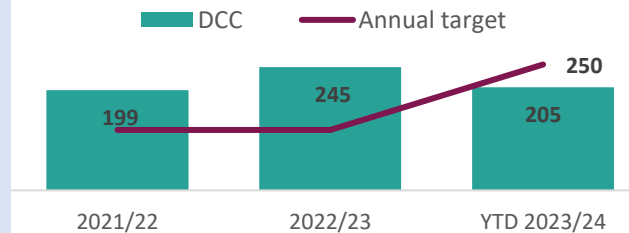


Business support through regeneration

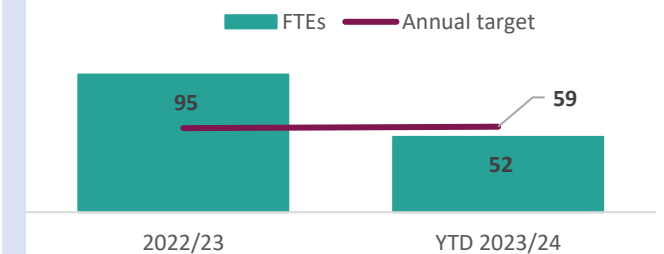
On track to achieve annual targets for businesses supported in 2023/24 through our regeneration projects and the Community Economic Team (CED). During quarter two we supported:

- 68 new retail businesses via CED Team.
- 20 businesses via regeneration scheme.
- A further four schemes currently on site.

Businesses supported by CED Team (cumulative)



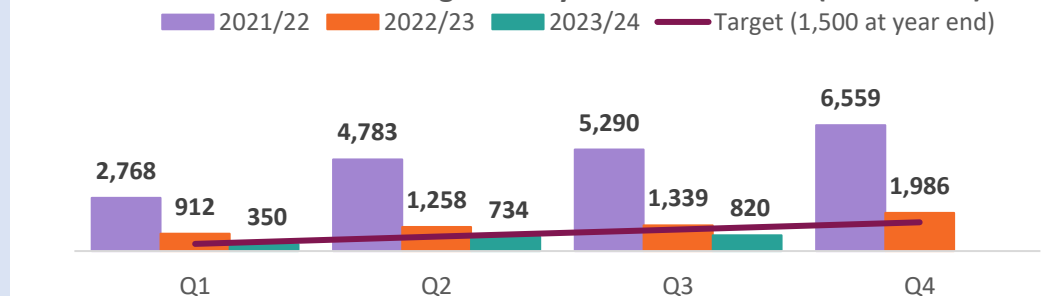
Businesses supported by regeneration projects (cumulative)



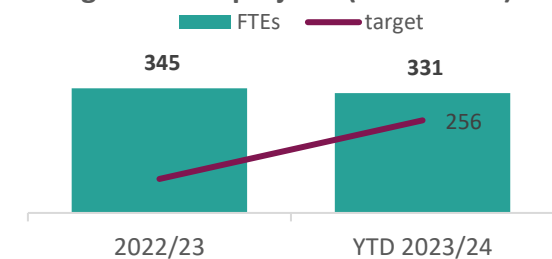
Jobs created/safeguarded

It is anticipated the annual target will be achieved by year-end. Target has already been achieved for regeneration projects.

Jobs created or safeguarded by Business Durham (cumulative)



FTEs created / safeguarded via regeneration projects (cumulative)



Businesses supported and jobs created/safeguarded

- 39 Between April and December 2023, we recorded 543 engagements, delivered using a range of methods including networking events, conferences and direct one-to-one support through funded programmes. Performance is worse than the target of 750 engagements due to schemes funded by the European Regional Development Fund (ERDF) coming to an end and the transition to the new UK Shared Prosperity Fund (UKSPF) Productivity and Growth Programme.
- 40 During quarter three, 157 businesses were engaged (including 26 intensively assisted), worse than the profiled target of 250. Although 86 full time equivalent (FTE) jobs were created or safeguarded as a result (86 created and 0 safeguarded) this was worse than the period target of 375.
- 41 We also engaged with 68 new retail businesses, and through our regeneration schemes supported 20 businesses² creating or safeguarding 161 FTE jobs. All schemes are progressing as expected, with the year to date position on track to achieve annual targets for businesses supported. 311 jobs have been created or safeguarded so far this year, already better than the annual target of 256.

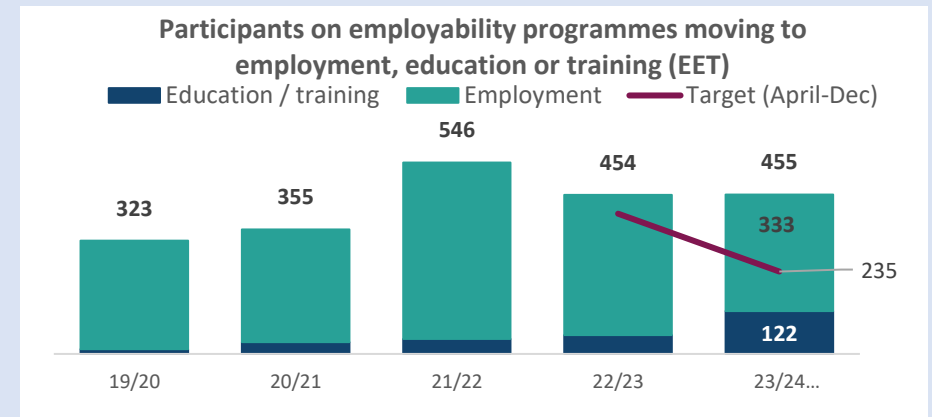
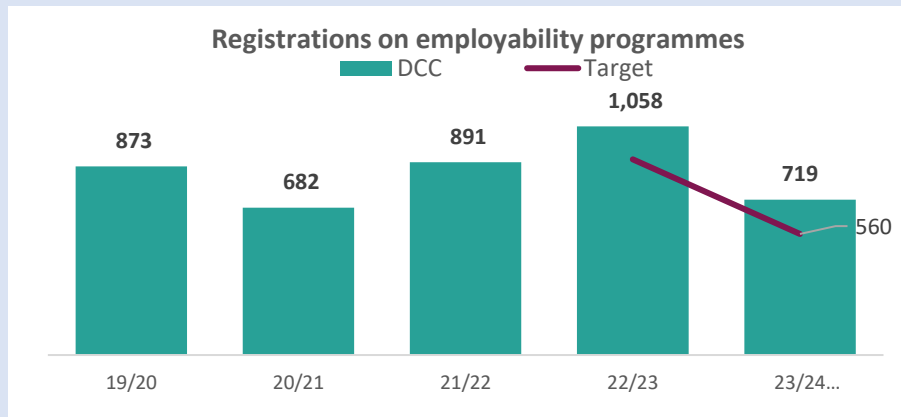
² two via Targeted Business Improvement Schemes; 12 via Towns & Villages Programme; three via Seaham Townscape Heritage Programme (with a further four currently on site); two via Conservation Area Grant Scheme; one via Property Re-use Scheme

Employability and Skills Dashboard

(year to date ending 31 December 2023)

Employability programmes

- European funding ended December 2023 with outputs for the final year (April-December 2023) exceeding annual targets.
- Employability team and delivery partners worked closely with clients in the final quarter to secure positive outcomes before funding ended.
- UK Shared Prosperity funding in place to deliver programmes from January 2024 to March 2025 and arrangements in place to report outputs from quarter four.



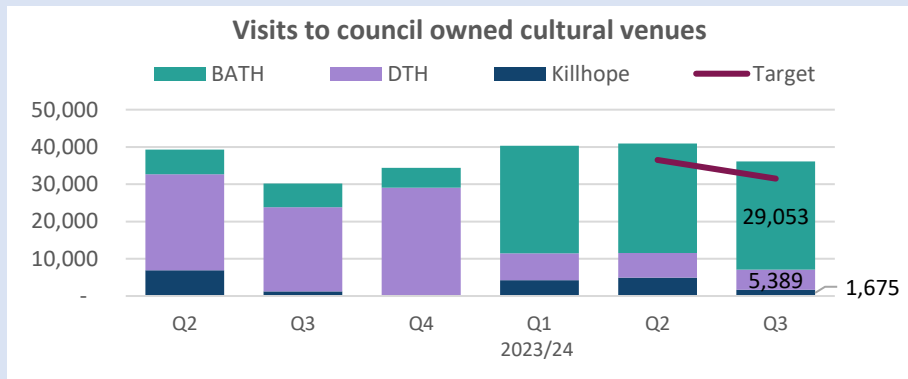
Employability programmes

- 42 European funding to deliver employability programmes ended 31 December 2023. Performance (April-December 23) exceeded targets, with 719 registrations (against a target of 560) and 455 clients moving into employment (against a target of 235). The employability team and delivery partners worked closely with clients in the final quarter to secure positive outcomes before funding ended.
- 43 Within these programmes, Durham Advance and L!NKCD initiatives were five-year programmes and over this time successfully supported 2,172 individuals and 1,486 individuals respectively to overcome the barriers that prevented them from re-entering the labour market. Of those supported through Durham Advance, 1,016 moved into employment, better than programme target of 992, and 556 moved into employment via the L!NKCD programme, also better than target of 337.
- 44 Recent funding from the UK Shared Prosperity Fund (UKSPF) has extended delivery of employability programmes beyond December 2023 to March 2025; delivery of the new programme commenced in January 2024. The main focus of the UKSPF is to support economically inactive clients to move closer to the labour market and transition them into employment.

Cultural Offer Dashboard: cultural events, venues and libraries

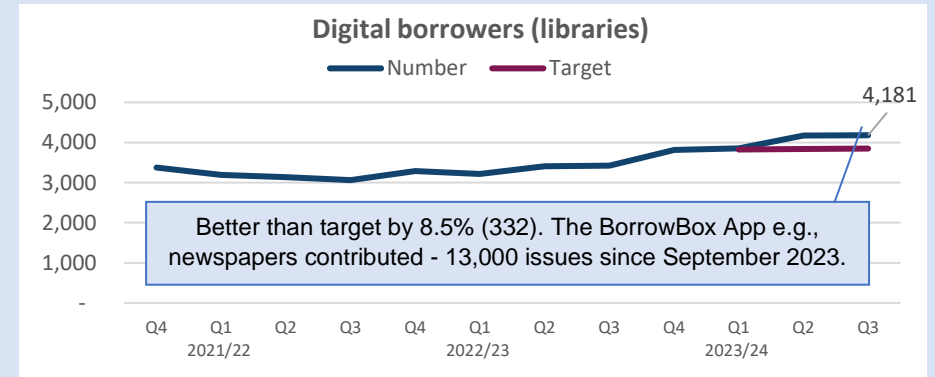
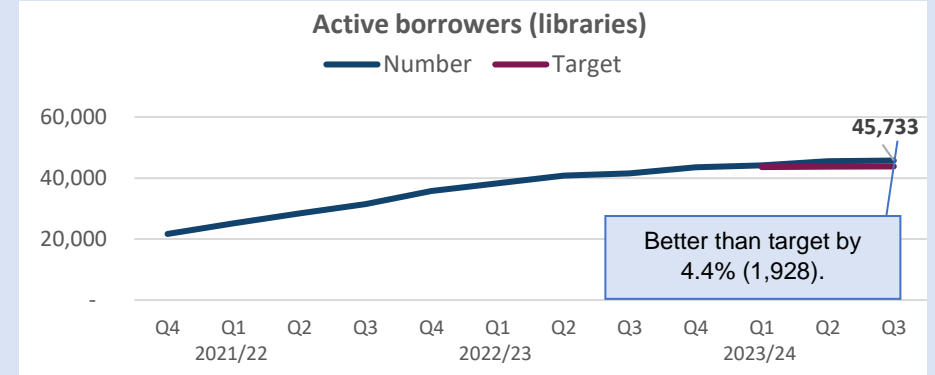
(year to date ending 31 December 2023 / discrete quarterly data)

Cultural events and venues



- Fewer cinema screenings at Bishop Auckland Town Hall (BATH) due to broken projector and scheduled closures at Durham Town Hall (DTH) contributed to reduced visitor figures.
- Killhope better than target for 2023 season (April-October) by 9% (911), with 10,911 visits. Killhope opened for an extra week during half term, with extra events and good weather increasing visitors.
- Capital works are ongoing to improve access to Killhope.

Libraries



Reporting dates of official figures:

Quarter two	Quarter three
<ul style="list-style-type: none"> • Bishop Auckland Food Festival 	<ul style="list-style-type: none"> • BRASS Festival • Seaham Food Festival • Durham Book Festival • Lumiere (biennial)

Note - Durham Town Hall was under-reported in 2022/23, issues now rectified.

Cultural events

- 45 Our continued investment in our cultural events programme strengthens Durham's position as the 'culture' county and demonstrates the council's ongoing commitment to culture-led regeneration.
- 46 Our 2023 festivals and events programme was attended by 260,236 people, 41% more than 2021 (75,014). However, there was no BRASS festival in 2021 due to Covid so if we adjust the figures to account for the 32,000 attendees to BRASS in 2023, a more accurate comparison would be an increase of 23% (43,014).
- 32,000 people attended the week-long BRASS festival in July 2023. This is more than last year (24,202) despite unfavourable weather conditions affecting some of the outdoor events.

Direct economic impact when held in 2022	Direct economic impact when held in 2023	Council investment
£257,179	£602,427	£120,000

As part of the education programme for the festival, BRASS engaged with around 15,000 children and young people across 63 schools.

100% of artists and 97% of visitors rated the whole experience positively, and 98% of visitors felt the festival was a worthwhile event for the council to support. Visitors to the festival thought the quality of performances was a standout strength, and the performing artists themselves valued the opportunity to play alongside other brass musicians.

- 20,000 people attended the two-day Seaham Food Festival in August 2023. Impacted by heavy rainfall, attendance was worse than last year (28,120).

Direct economic impact when held in 2022	Direct economic impact when held in 2023	Council investment
£347,831	£253,642	£75,000

100% of visitors and traders rated the whole experience positively and 96% felt it was a worthwhile event for the council to support. Event staff and volunteers, and the overall quality of the festival were both identified as standout features of the festival.

- 3,326 people attended the two-day Durham Book Festival in October 2023. The festival offered 35 events and more than 40 authors. A full evaluation will be available in quarter four.
- 176,000 visitors attended Lumiere, the County's biennial light art festival, in November 2023. This is 36,000 more than 2021 when Lumiere was last held. The programme was the biggest yet, featuring more than 40 light installations and extending beyond the city to Bishop Auckland. A full evaluation will be provided at quarter four.

Visits to council owned cultural venues (BATH, Durham Town Hall, Killhope)

- 47 During quarter three, 36,117 people visited our cultural venues. This is slightly worse than target (-1.6%, -583) but better than the same period last year (+13.4%, +4,260).
- 48 During quarter three, visits were affected by a broken projector at Bishop Auckland Town Hall which reduced cinema screenings, and planned temporary closures at Durham Town Hall for refurbishment works (no bookings accepted during this period). However, works were postponed due to resource issues and are being rescheduled. The planned works were not considered when setting targets as they had not yet been scheduled into the work programme.
- 49 Killhope lost 31 trading days to inclement weather during the 2023 season (April-October). However, visits were better than target, mainly due to the site remaining open for an extra week at the end of the season to take advantage of half term. Although the site is now closed until 29 March, when the 2024 season commences, works are ongoing to improve access to the site.

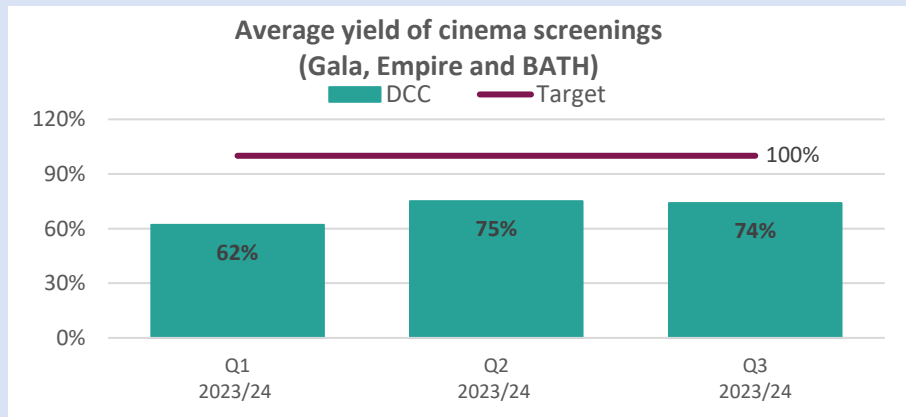
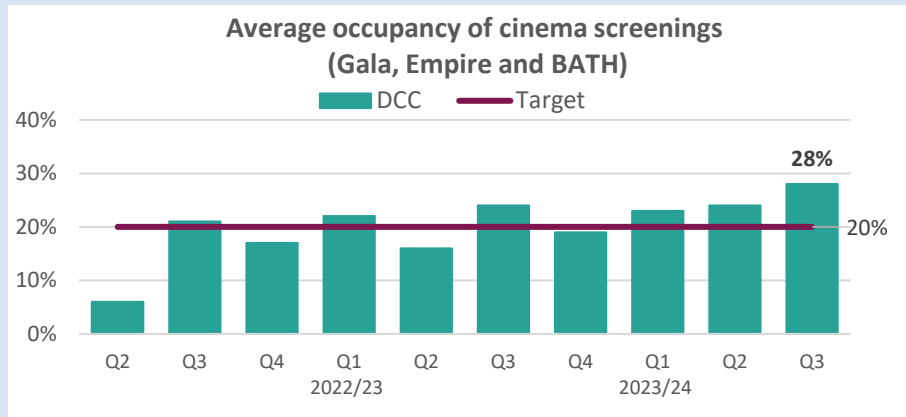
Libraries

- 50 Both active borrowers and digital borrowers performed better than target again this quarter, with 45,733 (+4.4%, 1,928) and 4,181 (+8.6%, 332) borrowers, respectively.
- 51 Active borrower numbers are still not back to pre-Covid levels but continue to follow an upward trend quarter on quarter.
- 52 The increase in digital borrowers is mainly due to an increased digital offer, which includes the addition of newspapers to the BorrowBox App which has driven over 13,000 issues since September 2023.

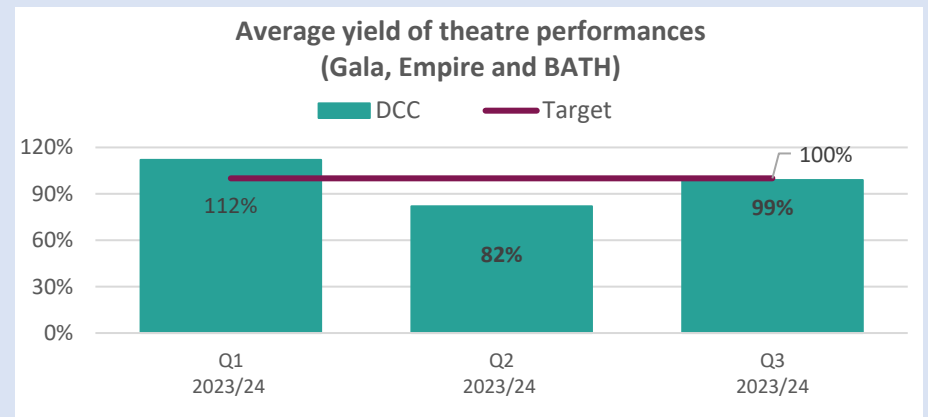
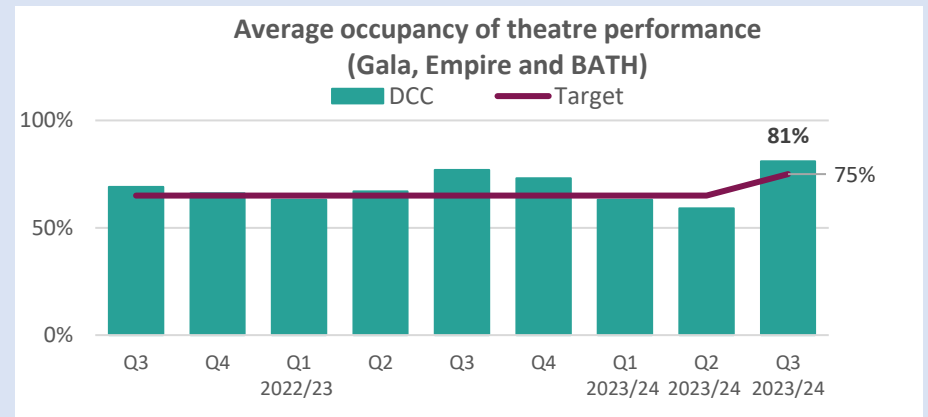
Cultural Offer Dashboard: cinemas and theatres

(discrete quarterly data)

Cinemas



Theatres



* yield = proportion of potential income achieved

Cinemas: Gala, Bishop Auckland Town Hall and Empire

- 53 Although special cinema screenings at the Gala and Empire for Christmas resulted in average occupancy rates being better than target during quarter three, average yield is worse than target.
- 54 Although we continued to develop event cinema (supported by our new marketing strategy) at the Gala and Empire, a broken projector at Bishop Auckland Town Hall (BATH) reduced cinema screenings (and impacted ticket sales). Promotion of the BATH cinema offer will resume once the issue with the projector is resolved.

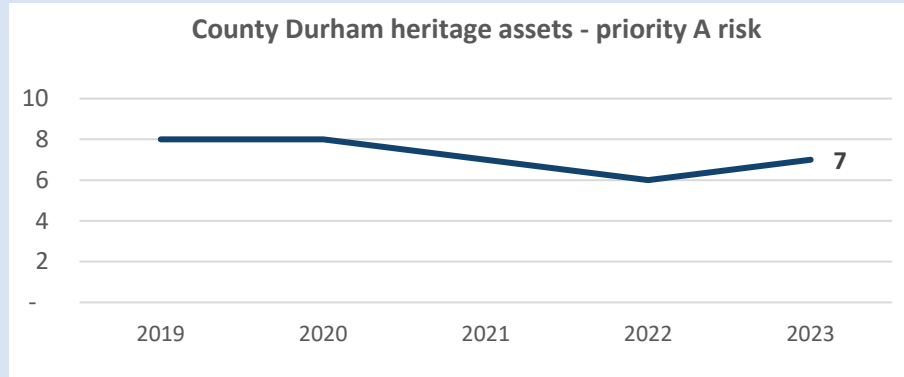
Theatres: Gala, Bishop Auckland Town Hall and Empire

- 55 During quarter three, the average occupancy rate across all theatre performances was 81%, better than target (75%) and better than the same period last year. A successful Christmas season at both the Gala and Empire contributed to the increase with two pantomimes at 80% and 85% capacity and a children's Christmas show at 96% capacity.
- 56 Average yield across all theatre performances was strong, with 99% of tickets sold (slightly worse than the 100% target) and ticket sales better than the same period last year. The ongoing development of the programme at BATH impacted overall ticket sales this quarter, however, we continue to work with the new Audience Development Manager to better understand our customer base and develop more focused programming.

Cultural Offer Dashboard: Heritage Assets

(annual data as at October 2023)

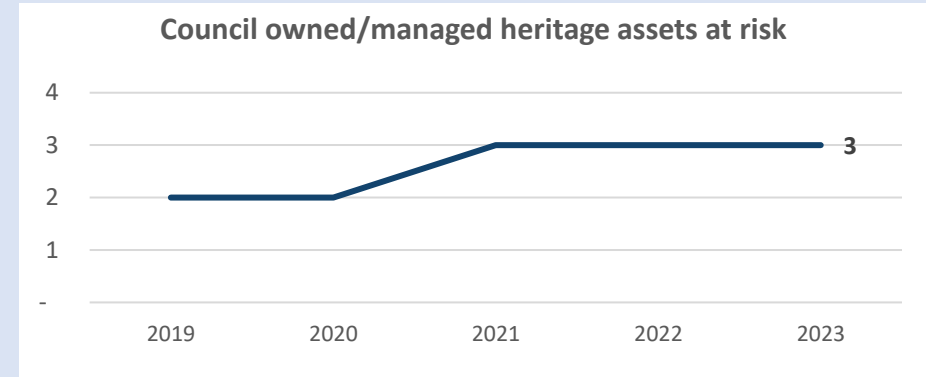
County Durham Heritage Assets



- 51 heritage assets on the 2023 Heritage at Risk register
- Seven are identified as Priority A

A site that has been identified as Priority A is at immediate risk of further rapid deterioration or loss of fabric and there is no solution agreed.

Heritage Assets owned or managed by the council



- Three heritage assets are listed on the Heritage at Risk register:
 - The coal drops at Shildon
 - The grange and chapel at Bearpark
 - The park level lead mine at Killhope Burn

Historic England produce The Heritage at Risk Register annually, it includes historic buildings and sites that are at risk of loss through neglect, decay or development, or are vulnerable to becoming so

Heritage Assets

- 57 Fifty-one heritage assets within County Durham are included on the heritage at risk register, three more than the previous year. One asset was removed and four added - all connected to sections of the Stockton to Darlington railway.
- 58 Of these assets, seven are priority A – one more than the previous year. The addition is the church of St Anne in Bishop Auckland market place.
- 59 Of the 51 identified assets, the Council owns or manages three. These are:
- [Shildon Coal Drops](#) which has improved from poor to fair condition,
 - [The Grange and Chapel, Bearpark](#) which is generally satisfactory with significant localised problems and vandalism but is declining.
 - [Park Level lead mine with ore works on Killhope Burn](#) which is also generally satisfactory with significant localised problems and is declining.

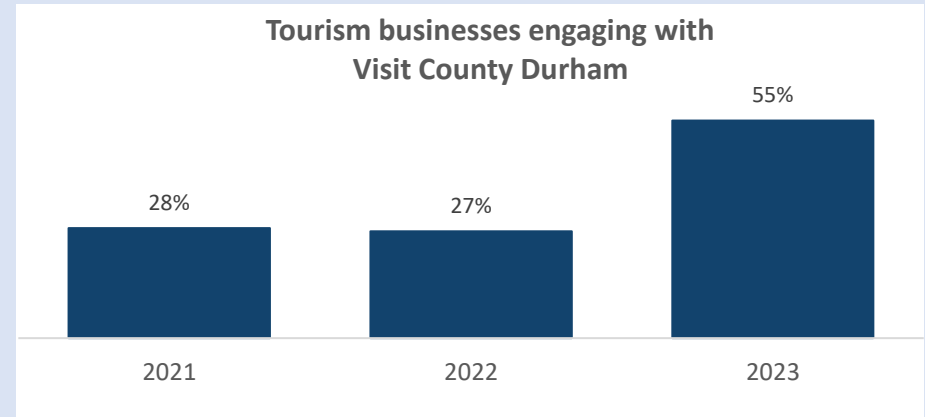
Visitor Economy Dashboard

(annual data as at 31 December 2023)

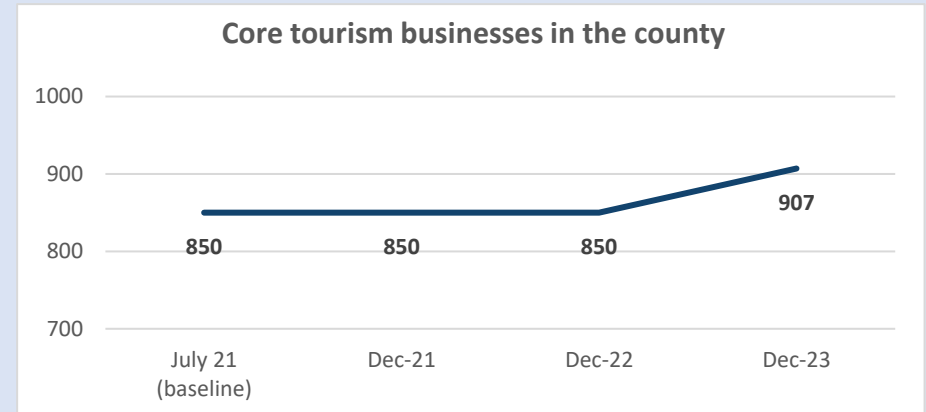
Tourism Businesses

- Visit County Durham (VCD) actively engages with 55% (498) tourism businesses via our paid for partnership scheme.
- 2023 is not comparable to previous years due to re-calculation of self-catering engagement through self-catering agencies and attractions and their relationship with VCD.
- Broader engagement extends to 90% out tourism businesses through local business support programmes and national initiatives targeted at the visitor economy.
- VCD also works with 42 supplier partners who provide B2B* products and services to our tourism businesses.

* B2B (business to business) refers to selling products and services directly between two businesses as opposed to between businesses and customers



Note: Previous years' engagement not comparable due to re-calculation of self-catering engagement with VCD in 2023.



Tourism Business Engagement

- 60 As at 31 December 2023, there were 907 core tourism businesses across the county, compared to 850 in 2022. The increase is due to more self-catering establishments being identified or opening.
- 61 Through our paid for partnership, 498 (55%) tourism businesses are actively engaged with Visit County Durham (VCD). Although this is an increase of 268 on the previous year, the increase is mainly due to a recalculation of self-catering engagement through Self-Catering Agencies and Attractions and their relationship with VCD and therefore not comparable. The new calculation counts individual businesses in the VCD Partnership engaged through a Self-Catering Agency as we work with and promote each business separately.
- 62 Broader active engagement extends to over 90% of tourism businesses through local business support programmes and national initiatives targeted at the visitor economy. VCD also works with 42 supplier partners who provide B2B products and services to our tourism businesses. B2B refers to selling products and services directly between two businesses as opposed to between businesses and customers.

Our Environment

Priority Aims:

County Durham has taken action to tackle the climate emergency, reduce the impact of pollution and waste on our county and protect, restore and sustain our natural environment. We are continuing to,

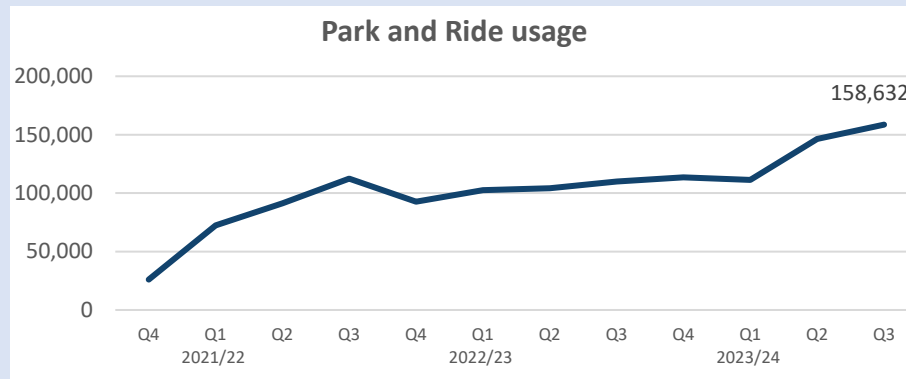
- create a physical environment which will contribute to good health
- work with others to achieve a carbon neutral county by 2045
- reduce the impact of waste and pollution on our environment
- protect, restore and sustain our natural environment for the benefit of future generations

Sustainable Transport and Active Travel Dashboard

(discrete quarterly data)

Park and Ride Usage

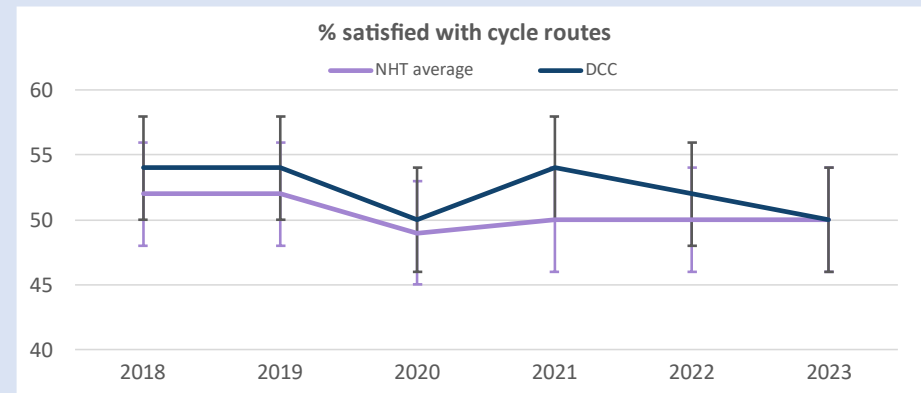
- Following the removal of free after 2pm on-street parking in April 2023, usage of park and ride increased.
- Off-street free after 2pm parking was removed from 1 January 2024. It is envisaged that this will encourage usage of park and ride and public transport.
- Quarter three usage increased with events such as Lumiere and Christmas Markets, and the return of students for the new academic year.



Satisfaction with cycle routes

National Highways and Transport Survey (NHT Survey)

- Latest data shows satisfaction with cycle routes and facilities is in line with both last year and the national average (within confidence intervals +/- 4 percentage points).
- We continue to improve cycling and walking routes to make them more usable and safer for people, including new or improved cycle routes, space for pedestrians, quality surfaces, better crossing and junctions and direct and connected routes.



Park and Ride Usage

- 63 Park and ride usage improved during quarter three (158,632 passengers) due to Lumiere, Christmas Markets, the return of students for the new academic year and the removal of free after 2pm on-street parking.
- 64 Although quarter three performance is better than the same period last year (109,898 passengers), it remains worse than pre-Covid levels mainly due to commuters (the main users of the service) moving to hybrid working following the pandemic.
- 65 The temporary 'free after 2pm' off-street parking in Council car parks across the county (including Durham City, Barnard Castle, Bishop Auckland and Chester-le-Street) implemented following the removal of COVID restrictions to encourage a return to the high street, was removed on the 1 January 2024. It is envisaged that this will encourage greater usage of park and ride and public transport.
- 66 Following approval at Highways Committee in February 2024, we will be implementing park and ride provision on Sundays at Belmont and Sniperley from the 7 April 2024. A scheme is also being progressed to extend the number of parking bays at Sniperley. This will provide more parking availability to safeguard increased demand from future development in the city; reduce congestion and greenhouse gas emissions within the historic city centre itself, and also along a key road leading into the city.

Satisfaction with cycle routes

- 67 To improve cycle routes, Local Cycling and Walking Infrastructure Plans (LCWIPs) have been adopted in Bishop Auckland, Chester-le-Street, Consett, Crook, Durham City, Newton Aycliffe, Peterlee, Seaham, Spennymoor, Shildon and Stanley.
- 68 LCWIP scheme designs are being prepared for priority routes and schemes are being delivered in Bishop Auckland and Durham City.
- 69 We are also planning and implementing walking, wheeling and cycling across the county through funded programmes such as Transforming Cities, Stronger Towns and Towns and Villages.
- 70 Active Travel Schemes completed with accessible facilities and wide, high quality surfaces for pedestrians, cyclists, and wheelchair and pushchair users include:
- Newton Hall to Rivergreen - a shared pedestrian/cycle route
 - National Cycle Network 1 (Dawdon to Haswell and Haswell to Wynyard) - two multi-user routes,
 - Waskerley Way - a multi-user route,
 - Sedgefield to Hardwick Park: pedestrian link,
 - Pity Me Carrs – Old Tub Line: pedestrian/cycle link.

Durham Bus Station

- 71 The new bus station in Durham City opened to the public on 7 January 2024. It is a modern transport hub offering a welcome and safe space, promoting more sustainable travel and attracting more people into the city.
- 72 The improved facilities include a Changing Places toilet, improved information displays and upgraded seating in the waiting area. More space for buses to reverse and the exit on to North Road has improved visibility for pedestrians and buses.

Our People

Priority Aims:

County Durham is a place where people will enjoy fulfilling, long and independent lives. We aim to,

- ensure children and young people will enjoy the best start in life, good health and emotional wellbeing
- ensure children and young people with special educational needs and disabilities will achieve the best possible outcomes
- ensure all children and young people will have a safe childhood
- promote positive behaviours
- better integrate health and social care services
- tackle the stigma and discrimination of poor mental health and build resilient communities
- people will be supported to live independently for as long as possible by delivering more home to meet the needs of older and disabled people
- support people whose circumstances make them vulnerable and protect adults with care and support needs from harm
- protect and improve the health of the local population, tackling leading causes of illness and death

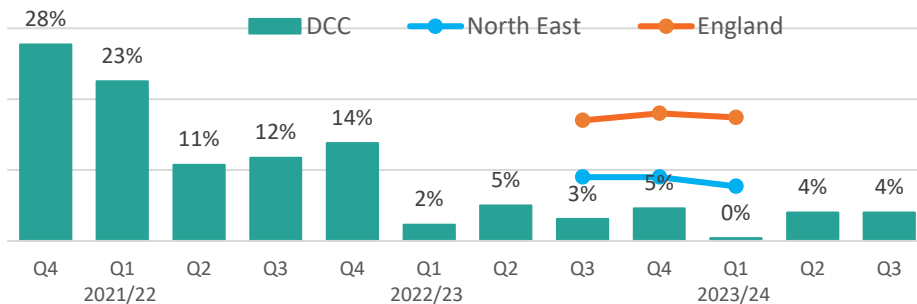
Housing Vulnerable People Dashboard - Homelessness

(quarterly data as at 31 December 2023)

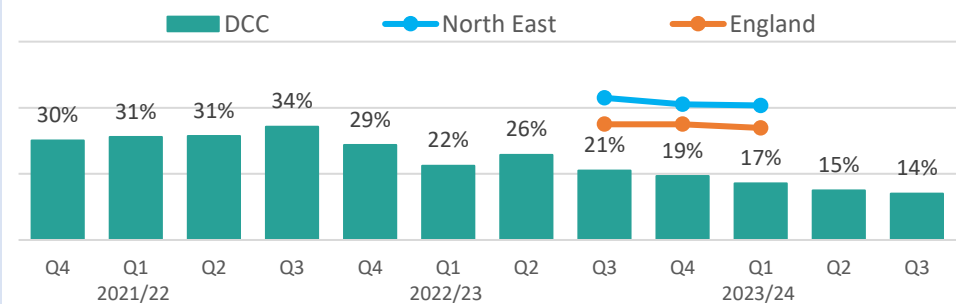
Homelessness

- Households helped to stay in their home this quarter is on par with quarter two due to continued proactive preventative work by two new Visiting Officers.
- Less households moved into alternative accommodation this quarter, -1pp compared to quarter two. The team are working on a Private Landlord Insurance initiative to increase access to private rented sector properties.
- 232 homeless cases were resolved at relief stage, a 1pp increase (+8 households) compared to quarter two.
- Increase in acceptances of the main homelessness duty compared to quarter two due to the team significantly reducing lost contacted cases which has resulted in a higher number of cases requiring a main duty decision in quarter three.
- Latest benchmarking data (June 2023) shows that we performed worse than the national and regional average for prevention and relief outcomes and worse than the regional average for main duty acceptances, but significantly better than the national average.

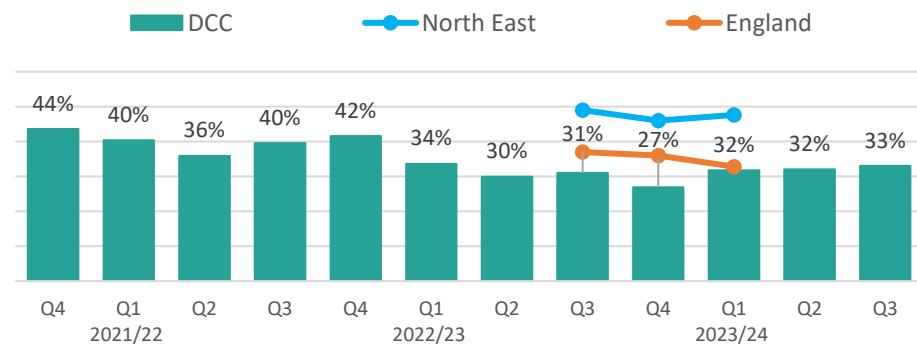
Homelessness prevention: people helped to stay in their home



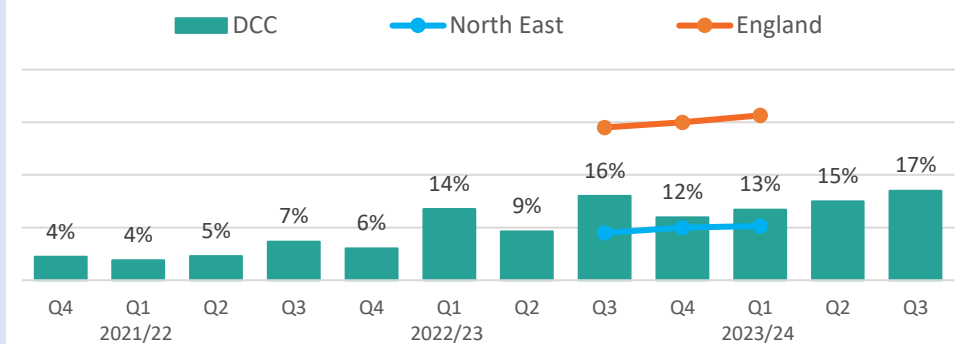
Homelessness prevention: people helped to move to alternative accommodation



Homelessness relief



Acceptance of the main homeless duty



Homelessness

- 73 The proportion of households prevented from homelessness and helped to remain in their current home is on par with quarter two, with 4% assisted (11 households). Positive outcomes are set to continue following the appointment of two full-time visiting officers to assist with preventative work into existing accommodation.
- 74 The proportion of households where homelessness was prevented and the households helped to move to alternative accommodation has decreased by 1pp, with 14% securing alternative accommodation (35 households). Out of the 35 households assisted, 43% (15) households moved into social rented supported housing, 31% (11) into private rented sector accommodation, 20% (7) into social housing with the remaining households moving in with family and friends/other.
- 75 To increase access to the private rented sector we have completed a tender process for a Private Landlord Insurance policy which will mitigate risks to private landlords of damage and arrears.
- 76 The proportion of households where homelessness has been relieved (where homelessness was not prevented within 56 days or the household was already homeless) has increased by 1pp (+8 households) in quarter two to 33% (232) in quarter three.
- 77 Latest benchmarking data (June 23) shows that we are performing worse than the national and regional averages for these three homelessness prevention measures.
- 78 The proportion of cases where there has been an acceptance of the main homeless duty (where relief duty has ended, and the client is not intentionally homeless and in priority need) has increased this quarter, with 17% (120) of households requiring a main duty decision, 2pp higher than quarter two (+12 households). The team have significantly reduced lost contacted cases since quarter two which has resulted in this higher number of cases requiring a main duty decision in quarter three.
- 79 Latest benchmarking data (June 2023) shows that we are performing significantly better than the national average for main duty acceptances, but slightly worse than the regional average.
- 80 We continue to secure suitable accommodation for our most vulnerable clients and have been successful in securing £4.42m from Department for Levelling Up, Housing and Communities to deliver the Single Homeless Accommodation Programme (SHAP). Funding will be used to purchase 32 bedspaces for rough sleepers or people at risk of sleeping rough and procure 24/7 wrap around support. The objective of SHAP is to increase supply of high-quality accommodation with accompanying support for adults and younger people aged 18 to 25 years who are either rough sleeping or at risk of rough sleeping.
- 81 We have also been awarded £675,000 from Homes England to secure 15 temporary accommodation properties for clients owed a homeless duty, with a further bid for £1.5m submitted January 2024 to secure funding for a further 25 properties. Thirteen properties have already been purchased, with a further 10 projected for completion in quarter four. The remaining properties are projected for delivery in quarter one 2024/25.

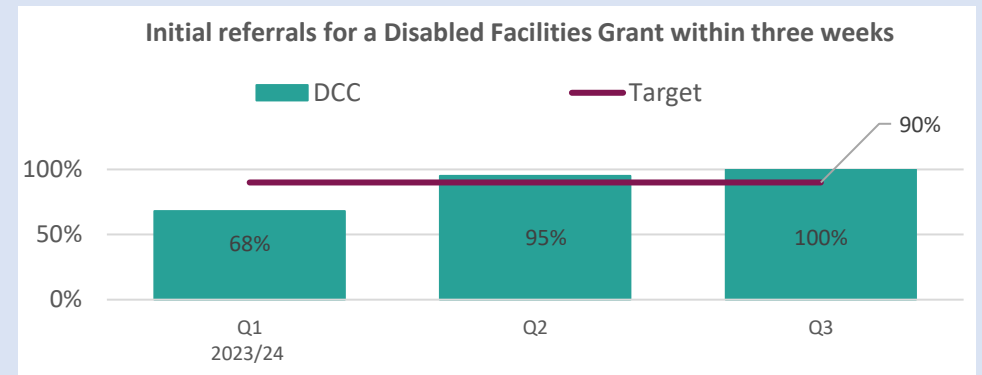
82 We are in the second year of our three years of Rough Sleeper Initiative (RSI) funding. This money continues to fund our Somewhere Safe to Stay provision, rough sleeper team and our complex needs accommodation project, Jigsaw. In November we were allocated an additional £26,841 of RSI funding. This money will go towards creating an 'arrears clearance fund' to help those whose primary reason for homelessness is financial hardship. It will also help fund a tenancy sustainment service for those going into accommodation which does not provide support, and moving in packs to help clients settle in their new properties.

Housing Vulnerable People Dashboard –Disabled Facilities Grants

(quarterly data at 31 December 2023)

Disabled Facilities Grants (DFG)

New processes implemented during quarter two, including allocating responsibility to dedicated team members for first contact, continue to increase performance.



Disabled Facilities Grants

- 83 During quarter three, 100% of potential clients were contacted within three weeks of their initial referral for a Disabled Facilities Grant, which is 10 percentage points better than target and a five percentage points increase compared to quarter two. New processes implemented during the quarter, including allocating responsibility to dedicated team members for first contact, continues to increase performance.

Our Communities

Priority Aims:

Durham is a great county in which to live, with flourishing communities which are connected and supportive of each other. We aim to,

- ensure standards will be maintained or improved across County Durham's housing stock
- have towns and villages which are vibrant, well-used, clean, attractive and safe
- ensure people will have good access to workplaces, services, retail and leisure opportunities
- ensure communities will be able to come together and support each other
- deliver new high-quality housing which is accessible and meets the needs of our residents
- ensure our rural communities will be sustainable whilst maintaining those characteristics which make them distinctive
- narrow the inequality gap between our communities
- build inclusive communities

National, Regional and Local Picture

84 Of the approximate 250,000 dwellings³ across the county, 63% are owner-occupied, 20% are social rented and 17% private rented.

85 Median house prices across the county (£125,000 between April 2022 and March 2023) are consistently lower than those across the North East (£152,000) and the England (£290,000)⁴. Although median house prices across the county have increased by 166% since 2000, from £47,000 to £125,000, there is significant variation.

86 County Durham is a large and diverse county with some of the lowest population densities in the country: of 300 recognised settlements, only 23 have a population of 5,000 or more.

Land Type ⁵	% of the county	% of the population	People per hectare ⁶
Rural	57%	7%	0.3
Rural town and Fringe	32%	37%	2.7
Urban	11%	56%	12.1

87 Accessing opportunities across the county continues to be priority. The county has good North-South connectivity both by road and rail, and the improved A66 connects east to west. However, some areas have limited public transport or major roads, especially in more rural areas. Our large, rural geography means residents are often reliant on cars for commuting. 80% of those surveyed for the [Inclusive Economic Strategy](#) said they travel to work by car, compared to 5% who use public transport.

³ [Durham Insight - Housing](#)

⁴ [Median House Prices](#)

⁵ [Rural Urban Classification for LSOAs 2011](#)

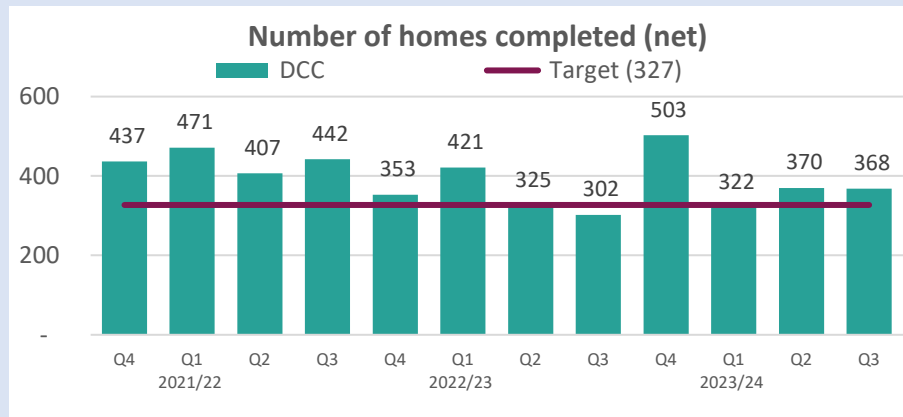
⁶ [Durham Insight - Rural](#)

Housing Delivery Dashboard

(quarterly data as at 31 December 2023)

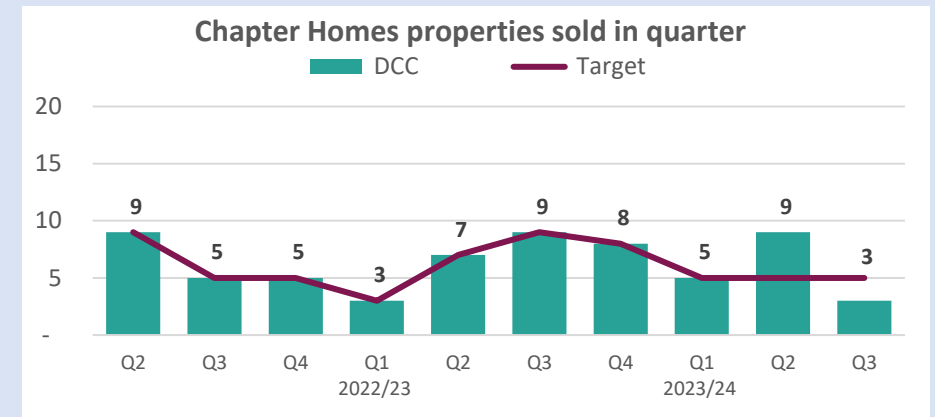
Net homes completed

- The County Durham Plan policies support the delivery of housing to meet identified need and ensure the right type of housing.
- With 1,038 completions year-to-date, we expect to meet the annual target of 1,308.
- Several large sites across the county continue to see high completion rates.



Chapter Homes

- Despite wider increases in both the cost-of-living and interest rates, 17 sales have been achieved year to date,
- Performing better than the projection of 15.



Net homes completed

- 88 The County Durham Plan policies support the delivery of housing to meet identified need and ensure the right type of housing.
- 89 During quarter three, 368 homes were completed, 41 better than the profiled target, due to high completion rates at several larger sites across the county. This brings year to date completions to 1,060 which is on track to meet the annual target of 1,308.

Chapter Homes

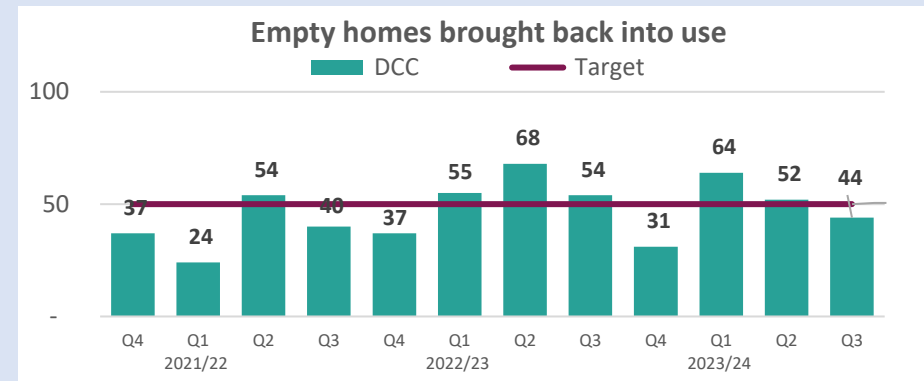
- 90 Three sales were completed during quarter three bringing year to date sales to 17. A further six sales are expected by the end of March 2024 which will increase sales for this financial year to 23, three better than target. Despite wider economic issues of both cost-of-living and mortgage interest rates, sales are expected to exceed target due to the provision of well-designed homes and a focus on ensuring advertising is fully maximised.

Housing Standards Dashboard

(discrete quarterly data)

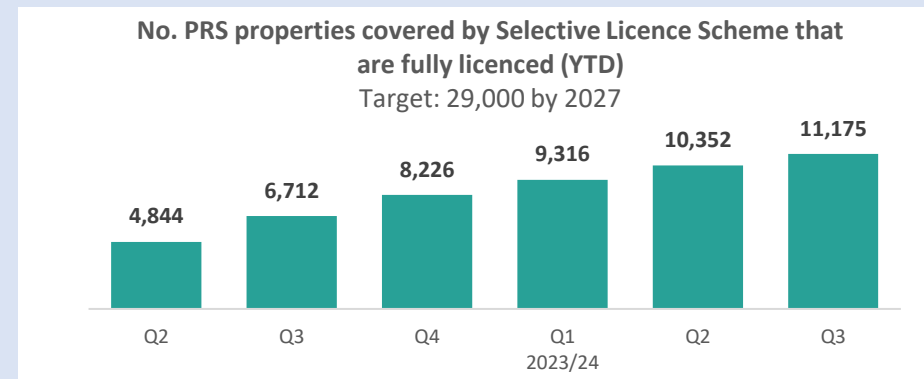
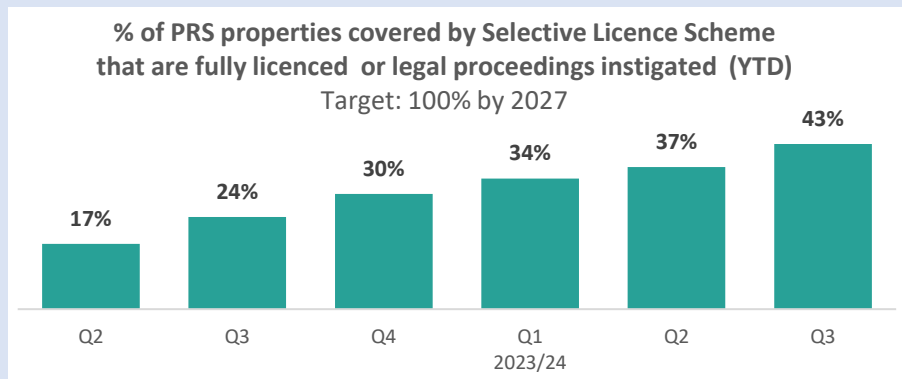
Empty Homes

- We continue to address empty homes through negotiation, advice, financial assistance, working with registered social landlords and interventions through Local Lettings Agency and Rent Deposit Guarantee Scheme.
- Quarter three performance was slightly below target due to staff absence. But we remain on track to bring 200 empty homes back into use by the end of the financial year.



Selective Licensing (Private Rented Sector properties - PRS)

- 11,175 properties are fully licenced. A further 1,108 applications are being processed.
- 289 exemptions in place.
- 142 enforcement cases have either started or in process of being actioned. One has led to a successful prosecution.
- A new Financial Penalty policy is now in place (as an alternative to prosecution) to encourage landlords with any unlicensed properties to apply for licences.



Empty Homes

- 91 In the year to date, 160 properties have been brought back into use putting us on track to achieve the annual target of 200 properties. Within the quarter, 44 empty homes have been brought back into use.
- 92 During quarter three, various methods were used to bring Empty Homes back into use: negotiation, advice and support (33); empty homes loans (three); Rent Deposit Guarantee Scheme (eight).

Selective Licensing

- 93 Of the estimated 29,000 private sector properties covered by the selective licensing scheme, 11,175 are now fully licenced (39%) and, as at 31 December, a further 1,108 applications were being processed. Twelve live temporary exemptions and 277 family exemptions are in place.
- 94 A further 122 properties are under investigation for not having a licence. Four prosecution files, relating to 14 properties, are being progressed. During quarter three, there was one successful prosecution, one retrial arranged for quarter four, and six civil penalties issued. 12,470 of private rented sector properties covered by the licence scheme that are either fully licenced or legal proceedings instigated (43%).
- 95 The enforcement team continue to target all private rented properties not yet licenced and a new Financial Penalty Policy is now in place (as an alternative to prosecution) to encourage landlords with unlicenced properties to apply for licences.

ASB in Selective Licensing Areas

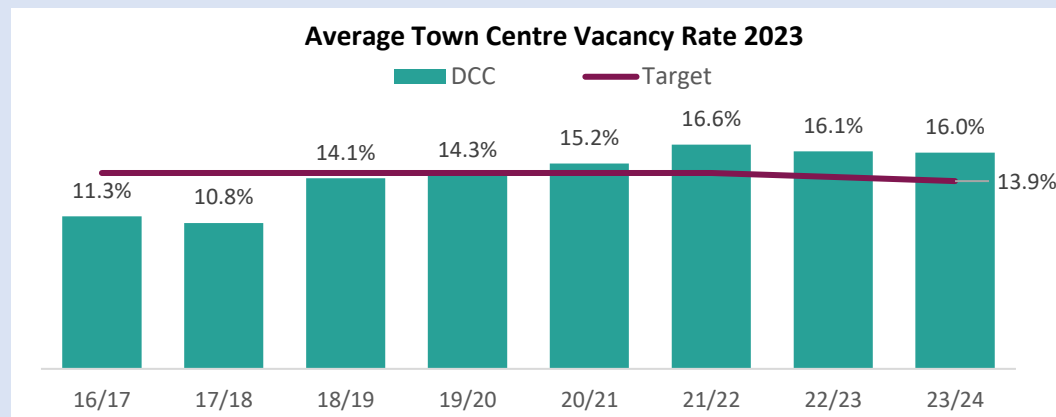
- 96 We are continuing to experience issues with our ASB recording system so are unable to provide an update in relation to this indicator. We are working to resolve the issue.

Vibrant Communities Dashboard

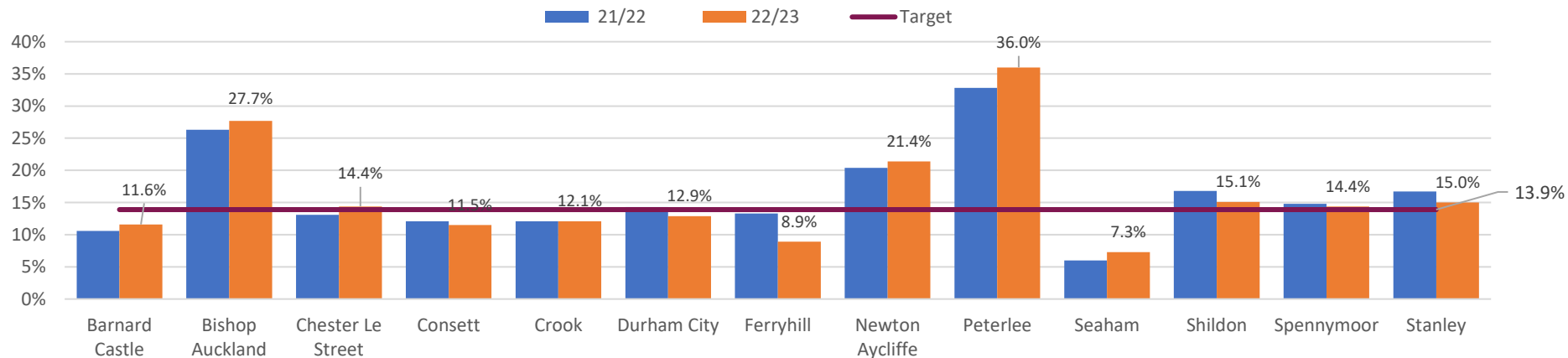
(12 months ending 31 December 2023 / quarterly data / as at 31 December 2023)

Town Centre Vacancy Rates

- An average of 16% of retail units in our town centres are vacant which is worse than the national average of 13.9%.
- Seven town centres have vacancy rates worse than the national average and six better.
- Six town centres show signs of improvement since 2022 and one remains unchanged. However, six town centres show an increase in vacancy rates since last year.



Town Centre Vacancy Rates 2023 - Breakdown



- Peterlee has the highest vacancy rate due to a limited non-retail offer.
- Bishop Auckland has the second highest vacancy rate but is undergoing significant investment through the Stronger Towns Fund and Future High Street Fund that is expected to increase new retail and hospitality opportunities in the town.

Town Centre Vacancy Rates

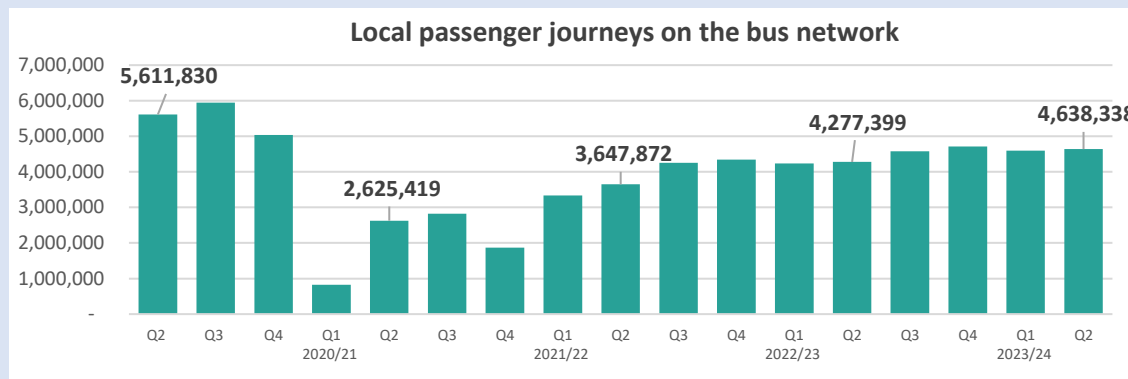
- 97 Town centres are key drivers of our economy, and it is important they remain viable. Surveys are carried out each year to identify vacancy levels of retail units in our town centres. The latest survey (July 2023) shows the average vacancy rate for retail units across all our town centres is 16%. This is worse than the national average (13.9%) but on par with 2022 (16.1%).
- 98 Of the 13 town centres surveyed, seven have vacancy rates worse than the national average whilst six are better than the national average. Six have vacancy rates worse than last year whilst six show signs of improvement and one remains unchanged.
- 99 Of the seven worse than the national average,
- Peterlee has the highest vacancy rate. At 36% it is worse than both the national average (13.9%) and the rate recorded last year (32.8%). Despite being anchored by national food retailer Asda and other retailers such as M&M and Boots, the non-retail offer within the town is limited resulting in high vacancy rates.
 - Bishop Auckland has the second highest vacancy. At 27.7%, it is worse than both the national average (13.9%) and the rate recorded last year (26.3%). However, the town is undergoing change and is receiving significant investment (Stronger Towns Fund and Future High Street Fund) that is expected to create new opportunities for the retail and hospitality sectors in the town.
 - Newton Aycliffe has the third highest vacancy rate. At 21.4%, it worse than both the national average (13.9%) and the rate recorded last year (20.4%). Despite the town being anchored by national food retailers Tesco and Adli, the limited non-retail offer within the town means vacancy rates remain high.
 - Shildon (15.1%), Stanley (15%) and Spennymoor (14.4%) are all better than the vacancy rate recorded last year, but are worse than the national average (13.9%).
 - Chester-le-Street (14.4%) is worse than both the vacancy rate recorded last year (13.1%) and the national average (13.9%).
- 100 Of the six towns centres with vacancy rates better than the national average (13.9%):
- Seaham had the fewest unoccupied retail units (7.3%) although the vacancy rate is worse than last year (6.0%). The town is anchored by Asda, and also home to other national retailers in Byron Place shopping centre, as well as many independent cafes, bars and restaurants resulting in low vacancy rates.
 - Ferryhill had the second lowest vacancy rate (8.9%). Unlike the other town centres, Ferryhill is not anchored by a large food store but serves a local function and is home to a co-op store and other independent retailers.
 - Three town centres are either on par with last year or better. They are Consett (11.5%), Crook (12.1%) and Durham City (12.9%)
 - Barnard Castle (11.6%) is worse than last year (10.6%).
- 101 We continue to support our town centres through various initiatives, including the Towns and Villages Programme, Targeted Business Improvement Scheme and our town centre masterplans that provide a blueprint for future investment and development in town centres.

Transport Connectivity Dashboard

(discrete quarterly data)

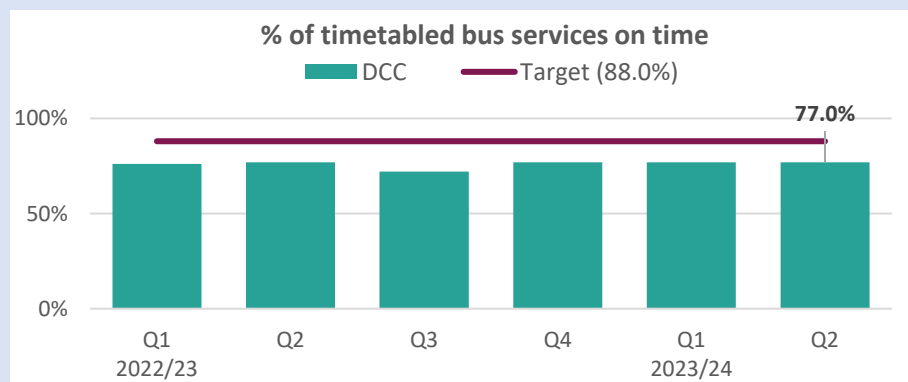
Public Transport Patronage

- Bus patronage remains lower than pre-Covid levels.
- We continue to work in partnership at a regional level with bus operators and other councils to implement the North East Bus Service Improvement Plan (BSIP).
- In November, more affordable day ticket were introduced.



Bus punctuality

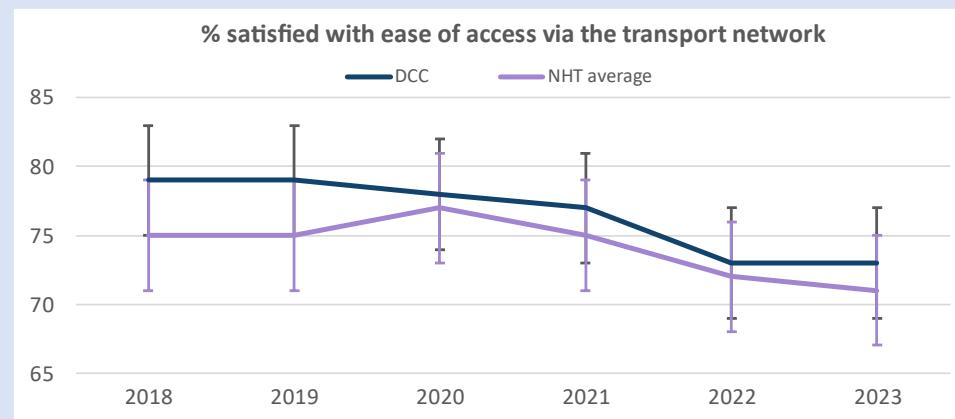
- BSIP initiatives to be developed include bus service improvements, bus priority measures to improve bus punctuality and journey times and updating bus stops and stations that have safety or accessibility issues.
- Operators continue work to recruit and retain driving staff to improve reliability, alongside analysis of route and network performance.



Satisfaction with ease of access by any form of transport

(National Highways and Transport Survey)

satisfaction relating to the ease of travelling to work, school/college or local services remains within the confidence intervals (+/- 4pp) of the survey so performance remains in line with the national average and previous years.



Public Transport Patronage

- 102 Bus patronage continues to be worse than pre-Covid levels and is not likely to return to those levels in the medium term. However, we continue to work in partnership at a regional level with bus operators and other councils to implement the North East Bus Service Improvement Plan (BSIP) to encourage patronage growth.
- 103 From 5 November 2023, new more affordable day tickets were made available for adults across the region, with many tickets offering a major cost-saving when compared to the existing product.
- 104 This builds on a range of improvements launched across the region using North East BSIP funding, including a flat £1 bus fare for young people aged 21 and under and a region-wide multi-modal day ticket introduced in September.

Bus punctuality

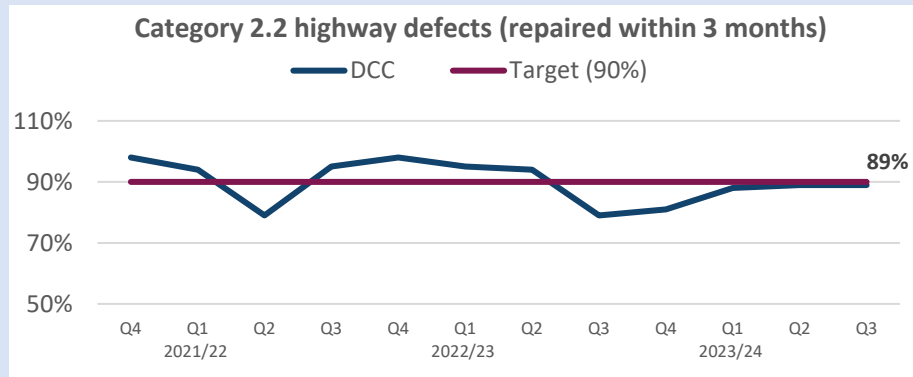
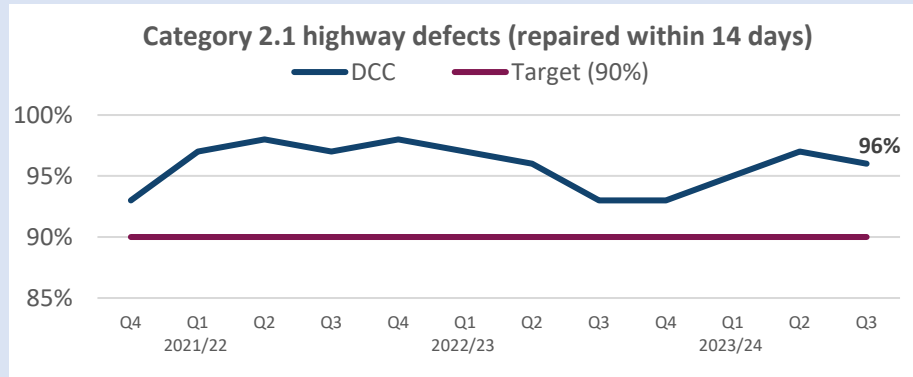
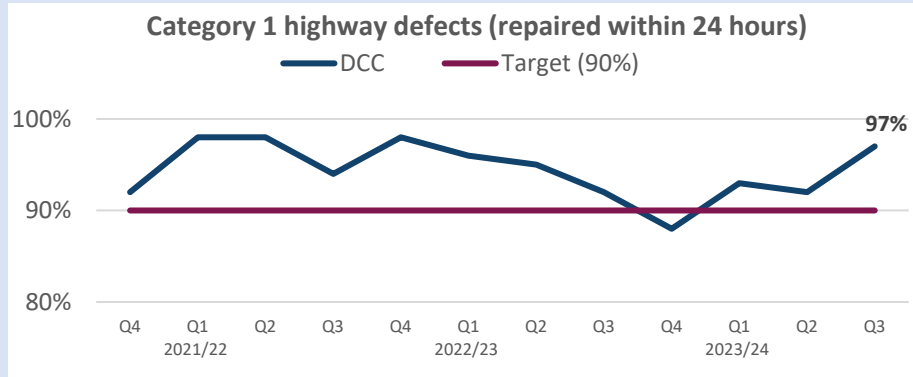
- 105 Other initiatives within the BSIP yet to be developed include bus service improvements, bus priority measures to improve bus punctuality and journey times and updating bus stops and stations that have safety or accessibility issues.
- 106 Work is also being undertaken by operators to recruit and retain driving staff to improve reliability, alongside ongoing operator analysis of route and network performance.

Highway Maintenance Dashboard

(discrete quarterly data)

Highway Maintenance

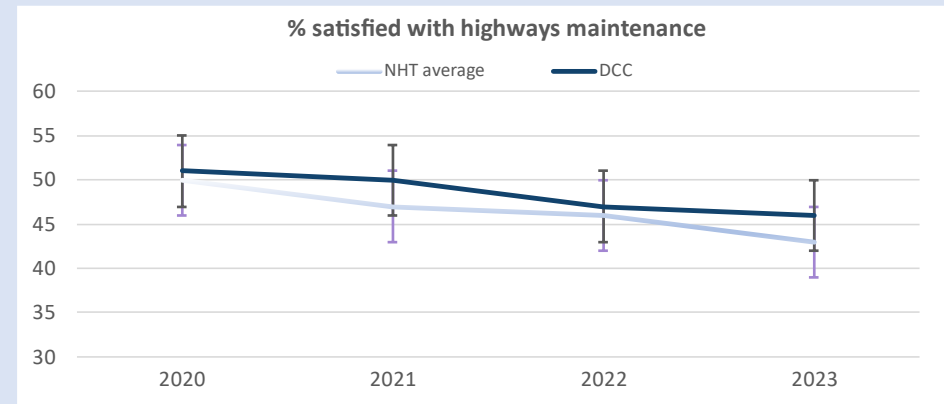
Defects across all risk categories are either above or have almost met target.



Satisfaction highways maintenance

(National Highways and Transport Survey)

Satisfaction relating to highways maintenance remains within the confidence intervals (+/- 4pp) of the survey so performance remains in line with the national average and previous years.



Highways Maintenance

- 107 Highway defects are categorised on a risk basis and where there is a high number of defects over all categories, resources must be targeted at those safety defects likely to pose the greatest risk of harm. Category 2.2 highway defects pose the lowest level of risk to the public due to their hierarchy within the network based on footfall and location.
- 108 Following a downward trend last year, Category 2.2 highway defects (within 3 months) continues to improve, quarter three (89%) is close to target (90%).
- 109 Performance for maintenance of Category 1 (within 24 hours) (97%) and Category 2.1 highway defects (within 14 days) (96%) continue to be better than target (90%).

Highways Asset Management Plan

- 110 We are currently updating the Highways Asset Maintenance Plan using the most up to date condition data and treatment costs. This will enable an accurate highways maintenance backlog to be reported in quarter four. Early indications are that the backlog will have increased significantly driven by inflation which is outside of our control. However, it is anticipated that highway conditions will have shown an improvement due to targeted investment.

Our Council

Priority Aims:

Durham County Council has a reputation for listening to its residents, being well-managed and getting things done. We are continuing to,

- manage our resources effectively
- create a workforce for the future
- design our services with service users
- use data and technology more effectively
- build an inclusive and welcoming employee culture

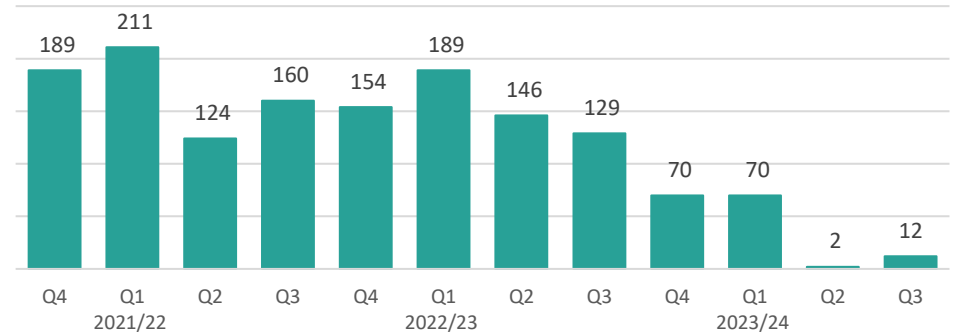
Managing Money Better (MMB) Dashboard

(October to December 2023)

Households receiving energy advice from MMB

- 12 households received energy advice, better than quarter two (+10), but fewer than the same period last year (-117).
- Recent staffing issues have been resolved, with recruitment finalised and specialist training provided. Staff are now able to carry out home visits and provide advice to customers by telephone.

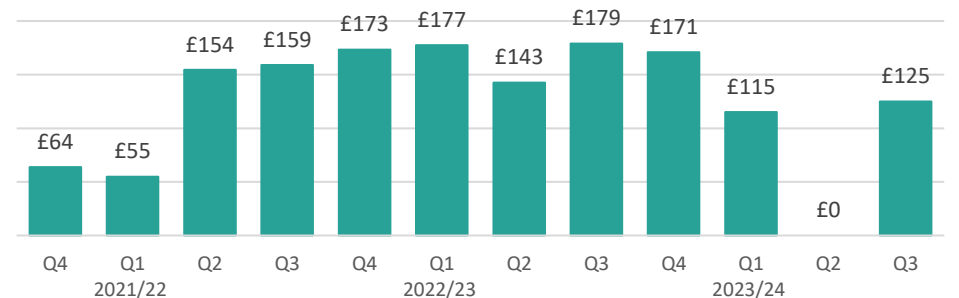
Households receiving energy advice from MMB



Money saved as a result of energy advice from MMB

- £125 saved per household this quarter, better than quarter two, but lower than last year (-£54).
- General advice was provided to households, there were no tariff switching opportunities available and no referrals due to issues with fuel debt.
- To further raise awareness of the scheme, and to drive-up referrals, social media communications and a Warm Homes newsletter were published.

Money saved by households receiving energy advice from MMB



111 Our financial support schemes continued to help residents:

- **Managing Money Better (MMB)**

During quarter three, 12 households received energy advice from MMB, better than quarter two (+10), but fewer than last year (-117). Energy advice provided saved households an estimated £125, better than quarter two (£0), but lower than the same period last year (-£54). General advice was provided to households, there were no tariff switching opportunities available and no referrals due to issues with fuel debt.

More households received advice this quarter, however, referrals into the service remain low. The recent staffing issues have been resolved, with recruitment finalised and specialist training provided. Staff are now able to carry out home visits and provide advice to customers by telephone. To further raise awareness of the scheme, and to drive-up referrals, social media communications and a Warm Homes newsletter were published.

Data Tables

D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
				Household waste re-used, recycled or composted	Oct 22 – Sep 23	36.5%	Tracker	37.7%	April 21 – March 22	38.1%	42.5%	33.5%	Yes	Yes

D = Direction of Travel	T = compared to target	C = compared to England average	G = Gap between our performance and England average
meeting or exceeding the previous year	better than target	Better than the England average	The gap is improving
worse than the previous year but is within 2%	Worse than but within 2% of target	Worse than the England average but within 2%	The gap remains the same
more than 2% worse than the previous year	more than 2% behind target	Worse than the England average	The gap is deteriorating

This is the overall performance assessment. Its calculation is dependent upon whether the indicator has an agreed target.

Key Target Indicator	Key Tracker Indicator
targets are set as improvements, can be measured regularly and can be actively influenced by the council and its partners. When setting a target, the D, C and G have already been taken into account.	no targets are set as they are long-term and / or can only be partially influenced by the council and its partners. Therefore, D, T, C and G are used to assess overall performance
better than target	Direction of Travel (D) is meeting or exceeding the previous year AND the gap with England (G) is improving
worse than but within 2% of target	Direction of Travel (D) is worse than the previous year OR the gap with England (G) is deteriorating
more than 2% behind target	Direction of Travel (D) is worse than the previous year AND the gap with England (G) is deteriorating

More detail is available from the Strategy Team at performance@durham.gov.uk

Our Economy: summary data tables

Economic Growth KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Major planning applications determined within 13 weeks	Oct-Dec 23	92.3%	90%	87.5%	Jul-Sep 23	76%	88%	84%	Yes	Yes
					Non-major planning applications determined in deadline	Oct-Dec 23	89%	90%	90%	Jul-Sep 23	87.8%	88.2%	84.1%	Yes	Yes
					Major planning applications overturned on appeal	Jul-Sep 22	5.3%	10%	0%	Jul-Sep 22	5.3%	1%	0.9%	Yes	Yes
					Non-major planning applications overturned on appeal	Jul-Sep 22	0%	10%	0.2%	Jul-Sep 22	0%	0.7%	0.5%	Yes	Yes
					Inward investments secured	Oct-Dec 23	2	2	3					Yes	No
					Investment secured for companies	Oct-Dec 23	£750,000	£1.25 million	£3.95 million					Yes	No
					Occupancy of Business Durham floor space	Oct-Dec 23	90%	95%	95.3%					Yes	No
					Private sector employments per 10,000 population	2022	2,827	Tracker	2,795	2022	2,827	4,133	3,212	No	No
					Private sector businesses per 10,000 population	2023	272	Tracker	274	2023	272	417	269	No	No
					GVA per filled job	2021	£47,046	Tracker	£45,361	2021	£47,046	£61,310	£48,828	No	No
					Employment land approved and delivered	2022/23	13.32Ha	28.46Ha	5.51Ha					No	No

Business Support KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Businesses engaged by Business Durham	Oct-Dec 23	157	250	170					Yes	No
					Businesses supported by regeneration projects	Oct-Dec 23	20	Tracker	40					Yes	No
					New businesses supported by CED Team	Oct-Dec 23	68	250 (annual target)	40					Yes	No
					Organisations involved in the Better Health at Work Award	Dec 2023	131	Tracker	76					Yes	No

Employability and Skills KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog	
					Jobs created or safeguarded due to Business Durham activity	Oct-Dec 23	86	375	81					Yes	No	
					Jobs created or safeguarded through regeneration schemes	Jul-Sep 23	161	Tracker	95					Yes	No	
					Registrations to employability programmes	Apr-Dec 23	719	560	N/A					Yes	No	
					Participants on employability programmes who progressed to employment / education or training	Apr-Dec 23	455	235	N.A					Yes	No	
					Employment rate for 16-64 year olds <i>Confidence intervals +/-3.2pp</i>	Oct 22-Sep 23	70.8%	Tracker	74.3%		Oct 22-Sep 23	70.8%	75.9%	71.6%	Yes	No
					Disability employment rate <i>Confidence intervals +/-6.9pp</i>	Oct 22-Sep 23	42.4%	Tracker	45.7%		Oct 22-Sep 23	42.4%	57.2%	47.6%	Yes	No
					Residents with higher level skills <i>Confidence intervals +/-5pp</i>	2022	59.1%	Tracker	52.5%		2022	59.1%	66.4%	60.4%	No	No
					16-17-year-olds in an apprenticeship	Apr-Jun 23	7.3%	Tracker	8.5%		Apr-Jun 23	7.3%	4.8%	7%	No	No

Cultural Offer KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					People attending cultural events ran and commissioned by CS&T	Apr-Dec 23	260,326	Tracker	185,312 (2021 Lumiere year)					Yes	No
					People attending council owned cultural venues (Killhope & town halls)	Oct-Dec 23	36,117	Tracker	31,857					Yes	No
					Average % occupancy of cinema screenings (Gala, Empire & BATH)	Oct-Dec 23	28%	20%	24%					Yes	No
					Average % yield of cinema screenings (BATH, Gala and Empire)	Oct-Dec 23	74%	100%	63%					Yes	No
					Average % yield of theatre performances (BATH, Gala and Empire)	Oct-Dec 23	99%	100%	81%					Yes	No
					Average % occupancy of theatre performances (Gala, Empire & BATH)	Oct-Dec 23	81%	75%	77%					Yes	No
					Council owned/managed heritage assets classed as 'at risk'	2023	3	Tracker	3					No	No
					Heritage assets 'at risk' categorised as 'Priority A' and/or in 'very bad condition'	2023	7	Tracker	6					No	No
					Active borrowers (libraries)	Oct-Dec 23	45,733	43,805	41,481					Yes	No
					Digital borrowers (libraries)	Oct-Dec 23	4,181	3,849	3,423					Yes	No

Visitor Economy KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Visitors to the county	2022	17.91m	17.085m	15.77m					No	No
					Money generated by the visitor economy	2022	£1.04b	£760.5m	£826.68m					No	No
					Jobs supported by the visitor economy	2022	11,724	10,191	10,063					No	No
					Visitor attractions served by public transport	2022	67%	Tracker	new					No	No
					Tourism businesses actively engaged with Visit County Durham	2023	55%	Tracker	27.8%					Yes	No

Managing Money Better (MMB) KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Households receiving energy advice from MMB Initiative	Oct-Dec 23	12	Tracker	129					Yes	No
					£s saved per household as a result of energy efficiency advice provided by MMB initiative	Oct-Dec 23	£125	Tracker	£179					Yes	No

Our Environment: summary data tables

Sustainable Transport and Active Travel KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Cycling and walking levels	2022	65.6%	Tracker	67.7%	2022	65.6%	70.6%	67.5%	Yes	No
					Satisfaction with cycle routes & facilities (<i>confidence intervals +/-4pp</i>)	2023	50%	Tracker	52%	2023	50%	50%		Yes	No
					Linear kilometres of appropriate design standards for Active Mode Routes		new		new					No	No
					Park and Ride passenger journeys	Oct-Dec 23	158,632	Tracker	109,898					Yes	No

Our People: summary data tables

Housing Vulnerable People KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Care Connect customers	Oct-Dec 23	10,903	Tracker	11,059					Yes	No
					Care Connect calls answered within 3 minutes	Oct-Dec 23	100%	99%	100%					Yes	No
					Care Connect calls arriving at the property within 45 minutes	Oct-Dec 23	89%	90%	92.4%					Yes	No
					Potential clients contacted within 3 weeks of initial referral for a Disabled Facilities Grant (DFG)	Oct-Dec 23	100%	90%	new					Yes	No
					Households prevented from homelessness and helped to stay in their home	Oct-Dec 23	4%	Tracker	3%	Apr-Jun 23	0.4%	17.4%	8%	Yes	No

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Households prevented from homelessness and helped to move to alternative accommodation	Oct-Dec 23	14%	Tracker	21%	Apr-Jun 23	17%	34%	41%	Yes	No
					Households where homelessness has been relieved, and the client moved into alternative accommodation	Oct-Dec 23	33%	Tracker	31%	Apr-Jun 23	32%	33%	48%	Yes	No
					Households where there has been an acceptance of the main homeless duty	Oct-Dec 23	17%	Tracker	16%	Apr-Jun 23	13%	31%	10%	Yes	No
					Successful move-ons from Local Lettings Agency accommodation at the end of their licence agreement	2022/23	80%	90%	new					No	No
					People aged 65+ with aids and assistive technologies in their homes		new		new					No	No
					Approvals on new housing sites of 10 units or more, a minimum of 66% of the total number of dwellings meet accessible and adaptable standards (building Regulations requirements M4(2)).	2022/23	71%	66%	new					No	No
					Approvals on new housing sites of 10 units or more, a minimum of 10% of the total number of dwellings meet a design and type for older persons	2022/23	16%	10%	new					No	No

Physical Activity KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Visits to Leisure Centres	Oct-Dec 23	758,564	904,640	680,737					Yes	No
					Leisure memberships	Oct-Dec 23	18,551	19,061	19,229					No	No

Our Communities: summary data tables

Housing Delivery KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Net affordable homes	2022/23	282	836	536					No	No
					Net delivery of new housing	Oct-Dec 23	368	327	302					Yes	No
					Chapter Homes properties sold	Oct-Dec 23	3	5	9					Yes	No

Housing Standards KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Empty homes brought back into use as a result of local authority intervention	Oct-Dec 23	44	50	54					Yes	No
					Properties covered by Selective Licence Scheme that are licensed, or legal proceedings instigated	Oct-Dec 23	43%	100% (by 2025)	24%					Yes	No
					ASB incidents per 10,000 population within the Selective Licensing Scheme	Jul 22-Jun 23	212.97	224.28	287.7					No	No

Transport Connectivity KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Satisfaction with ease of access <i>(confidence intervals +/-4pp)</i>	2023	73%	Tracker	73%	2023	73%	71%		Yes	No
					Satisfaction with bus operators <i>(confidence intervals +/-4pp)</i>	2019	92%	92%	92%					No	No
					Households which can access key service locations using public transport		new		new					No	No
					Residents who can access employment sites by public transport		new		new					No	No
					Timetabled bus services no more than 5 min late or 1 min early	Jul-Sep 23	77.0%	88.0%	72.2%					Yes	No
					Local passenger journeys on public transport	Jul-Sep 23	4,638,338	Tracker	4,277,399					Yes	No

Highways and Footways Maintenance KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					A roads where maintenance is recommended	2022/23	2.6%	Tracker	3.7%	2022/23	2.6%	3	1	Yes	Yes
					B & C roads where maintenance is recommended	2022/23	2.65%	Tracker	3.4%	2022/23	2.65%	4	3	Yes	Yes
					Unclassified roads where maintenance is recommended	2022/23	23%	Tracker	25%	2022/23	23%	16	20	Yes	No
					'Footways' structurally unsound	2022	30.9%	Tracker	31.3%					Yes	No
					Bridge condition: principal roads	2020	82.0%	Tracker	81.1%					No	No
					Bridge condition: non-principal roads	2020	81.0%	Tracker	80.1%					No	No
					Category 1 highway defects repaired within 24 hours	Oct-Dec 23	97%	90%	92%					Yes	No

					Category 2.1 highway defects repaired within 14 days	Oct-Dec 23	96%	90%	93%					Yes	No
					Category 2.2 highway defects repaired within 3 months	Oct-Dec 23	89%	90%	79%					Yes	No
					Highways Maintenance Backlog	Awaiting data		Tracker						No	No
					Satisfaction with highways maintenance. <i>(confidence intervals +/-4pp)</i>	2023	46%	Tracker	47%	2023	46%	43%		Yes	No
					Footway maintained and repaired over and above the core programme		new	Tracker	new					No	No

Road Safety KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	Benchmark period	DCC	National average	NE average	updated	Oflog
					Road traffic accidents: fatalities	Oct-Dec 23	6	Tracker	4					Yes	No
					Road traffic accidents: seriously injured	Oct-Dec 23	44	Tracker	55					Yes	No
					Road traffic accidents: fatalities (children)	Oct-Dec 23	0	Tracker	0					Yes	No
					Road traffic accidents: seriously injured (children)	Oct-Dec 23	3	Tracker	2					Yes	No
					Road traffic collisions per billion vehicle miles – all	2022	186.86	Tracker	204.5	2022	186.86	352.07	255.65	Yes	No
					Road traffic collisions per billion vehicle miles – fatal	2022	5.90	Tracker	4.42	2022	5.90	4.86	4.36	Yes	No

Glossary

Term	Definition
ACD	<p>Automatic Call Distribution</p> <p>Telephone calls are received either through our Automatic Call Distribution system, which routes calls to groups of agents based on a first-in-first-answered criteria, or directly to a telephone extension (non-ACD). Only calls received via our ACD system are included in our telephone statistics.</p>
AQMA	<p>Air Quality Management Area</p> <p>A geographical area where air pollution levels are, or are likely to, exceed national air quality objectives at relevant locations (where the public may be exposed to harmful air pollution over a period of time e.g., residential homes, schools etc.).</p>
ASB	<p>Anti-social behaviour</p>
ASCOF	<p>Adult Social Care Outcomes Framework</p> <p>measures how well care and support services achieve the outcomes that matter most to people (link)</p>
BATH	<p>Bishop Auckland Town Hall</p> <p>A multi-purpose cultural venue situated in Bishop Auckland market place. It offers regular art exhibitions, live music, cinema screenings and theatre performances, as well as a library service.</p>
BCF	<p>Better Care Fund</p> <p>A national programme that supports local systems to successfully deliver the integration of health and social care.</p>
B2B	<p>Business to Business</p> <p>B2B refers to selling products and services directly between two businesses as opposed to between businesses and customers.</p>
CAP	<p>Customer Access Point</p> <p>A location where residents can get face-to-face help and information about council services. There are eight CAPs across County Durham.</p>
CAT	<p>Community Action Team</p> <p>A project team which includes members of our community protection service, planning, neighbourhood wardens and housing teams, who work alongside police and community support officers and fire and rescue teams and residents to tackle housing and environmental issues in a specific area by identifying local priorities and making best use of resources.</p>
CDP	<p>County Durham Plan</p> <p>Sets out the council's vision for housing, jobs and the environment until 2035, as well as the transport, schools and healthcare to support it (link)</p>
CED	<p>Community Economic Development</p>

Term	Definition
CERP	<p>Climate Emergency Response Plan</p> <p>A community-wide call to action to help align all sectors on the actions required to further reduce greenhouse gas emissions and improve our resilience to the impacts of climate change.</p>
Changing Places toilet	<p>Toilets meet the needs of people with profound and multiple learning disabilities, as well as people with other physical disabilities such as spinal injuries, muscular dystrophy and multiple sclerosis. These toilets provide the right equipment including a height adjustable adult-sized changing table, a tracking hoist system, adequate space for a disabled person and carer, a peninsular WC with room either side and a safe and clean environment including tear off paper to cover the bench, a large waste bin and a non-slip floor.</p>
CLD	<p>Client Level Dataset</p> <p>A national mandatory person-level data collection (to be introduced) that will replace the existing annual Short and Long Term (SALT) Support data collected by councils. CLD will be added to the single data list and will become mandatory for all local authorities.</p>
CNIS	<p>Child Not In School</p>
CPN	<p>Community Protection Notice</p> <p>Can be issued to anyone over the age of 16 to deal with a wide range of ongoing anti-social behaviour issues or nuisances which have a detrimental effect on the local community. There are three stages: the first stage is a written warning (CPW), the second a notice (CPN) the third is an FPN or further prosecution for failure to comply with the previous stages</p>
CRM	<p>Customer Relationship Management system</p>
CS&T	<p>Culture, Sport and Tourism</p>
CTR	<p>Council Tax Reduction</p> <p>Reduces council tax bills for those on low incomes</p>
DCC	<p>Durham County Council</p>
DEFRA	<p>Department for the Environment, Food and Rural Affairs</p> <p>A ministerial department, supported by 34 agencies and public bodies responsible for improving and protecting the environment. It aims to grow a green economy and sustain thriving rural communities. It also supports our world-leading food, farming and fishing industries (link)</p>
DHP	<p>Discretionary Housing Payments</p> <p>Short term payments which can be made to tenants in receipt of the housing benefit element of Universal Credit, to help sort out housing and money problems in the longer term.</p>
DHSC	<p>Department of Health and Social Care</p> <p>The DHSC supports the government in leading the nation's health and care system.</p>

Term	Definition
DLE	<p>Daily Living Expenses</p> <p>Available for those whose circumstances have changed unexpectedly. Payments can be made for up to seven days to help with food, travel and some clothing (restrictions apply).</p>
DoLS	<p>Deprivation of Liberty Safeguards</p> <p>A set of checks that are part of the Mental Capacity Act 2005, which applies in England and Wales. The DoLS procedure protects a person receiving care whose liberty has been limited by checking that this is appropriate and is in their best interests.</p>
EAP	<p>Employee Assistance Programme</p> <p>A confidential employee benefit designed to help staff deal with personal and professional problems that could be affecting their home or work life, health, and general wellbeing.</p>
EET	<p>Employment, Education or Training</p> <p>Most often used in relation to young people aged 16 to 24, it measures the number employed, in education or in training.</p>
EHCP	<p>Education, Health Care Plan</p> <p>A legal document which describes a child or young person's (aged up to 25) special educational needs, the support they need, and the outcomes they would like to achieve.</p>
ERDF	<p>European Regional Development Fund</p> <p>Funding that helps to create economic development and growth; it gives support to businesses, encourages new ideas and supports regeneration. Although the United Kingdom has now left the European Union, under the terms of the Withdrawal Agreement, EU programmes will continue to operate in the UK until their closure in 2023-24.</p>
EHE	<p>Elective Home Education</p> <p>A term used to describe a choice by parents to provide education for their children at home or in some other way they desire, instead of sending them to school full-time.</p>
ETA	<p>Extension of Time Agreement</p> <p>An agreement between the council and the customer submitting a planning application to extend the usual deadline beyond 13 weeks due to the complex nature of the application.</p>
FPN	<p>Fixed Penalty Notice</p> <p>Is a conditional offer to an alleged offender for them to have the matter dealt with in a set way without resorting to going to court.</p>
FTE	<p>Full Time Equivalent</p> <p>Total number of full-time employees working across the organisation. It is a way of adding up the hours of full-time, part-time and various other types of employees and converting into measurable 'full-time' units.</p>

Term	Definition
GVA	<p>Gross Value Added</p> <p><i>The measure of the value of goods and services produced in an area, industry or sector of an economy.</i></p>
HSF	<p>Household Support Fund</p> <p>Payments support low income households struggling with energy and food costs, or who need essential household items.</p>
ICO	<p>Information Commissioner's Office</p> <p>The UK's independent body's role is to uphold information rights in the public interest (link)</p>
IES	<p>Inclusive Economic Strategy</p> <p>Sets a clear, long-term vision for the area's economy up to 2035, with an overarching aim to create more and better jobs in an inclusive, green economy (link)</p>
JLHWS	<p>Joint Local Health and Wellbeing Strategy</p> <p>The Strategy (2023-28) supports the vision that County Durham is a healthy place where people live well for longer (link)</p>
KS2	<p>Key Stage 2</p> <p>The national curriculum is organised into blocks of years called 'key stages'. At the end of each key stage, the teacher will formally assess each child's performance. KS2 refers to children in year 3, 4, 5 and 6 when pupils are aged between 7 and 11.</p>
KS3	<p>Key Stage 3</p> <p>The national curriculum is organised into blocks of years called 'key stages'. At the end of each key stage, the teacher will formally assess each child's performance. KS3 refers to children in year 7, 8 and 9 when pupils are aged between 11 and 14.</p>
LGA	<p>Local Government Association</p> <p>The national membership body for councils which works on behalf of its member councils to support, promote and improve local government (link).</p>
L!NKCD	<p>A programme that brings together a number of delivery partners to support people with multiple barriers to address these underlying issues and to move them closer to or into the labour market or re-engage with education or training.</p>
LNRS	<p>Local Nature Recovery Strategies</p> <p>Propose how and where to recover nature and improve the wider environment across England.</p>
MMB	<p>Managing Money Better</p> <p>A service offered by the council which involves visiting residents' homes to carry out a free home energy assessment. In addition to providing advice on energy bills, the service can provide financial advice through referrals to benefits advice or help with a benefits appeal and other services for advice on benefit entitlements.</p>

Term	Definition
MTFP	<p>Medium Term Financial Plan</p> <p>A document that sets out the council's financial strategy over a four year period</p>
MW	<p>MegaWatt is one million watts of electricity</p>
NESWA	<p>North East Social Work Alliance</p> <p>A social work teaching partnership made up of 12 North East councils and six Higher Education Institutes. The Alliance is one of several teaching partnerships across the country which were created to improve the quality of practice, learning and continuous professional development amongst trainee and practicing social workers.</p>
NQSW	<p>Newly Qualified Social Workers</p> <p>a social worker who is registered with Social Work England and is in their first year of post qualifying practice.</p>
NVQ	<p>National Vocational Qualification</p> <p>The NVQ is a work-based qualification that recognises the skills and knowledge a person needs to do a job.</p>
Oflog	<p>Office For Local Government</p> <p>The vision for Oflog is for it to provide authoritative and accessible data and analysis about the performance of local government, and support its improvement. Oflog is part of the Department for Levelling Up, Housing and Communities .</p>
PDR	<p>Performance and Development Review</p> <p>Is an annual process which provides all staff with the valuable opportunity to reflect on their performance, potential and development needs.</p>
PRS	<p>Private Rented Sector</p> <p>This classification of housing relates to property owned by a landlord and leased to a tenant. The landlord could be an individual, a property company or an institutional investor. The tenants would either deal directly with an individual landlord, or alternatively with a management company or estate agency caring for the property on behalf of the landlord.</p>
PSPO	<p>Public Space Protection Order</p> <p>Are intended to deal with a nuisance or problem in a particular area that is detrimental to the local community.</p>
QoL	<p>Quality of Life</p>
RIDDOR	<p>Reporting of Injuries, Diseases and Dangerous Occurrences Regulations</p> <p>A RIDDOR report is required for work-related accidents which result in a reportable injury. The definition of a reportable injury can be found here</p>
RQF	<p>Regulated Qualifications Framework</p> <p>The RQF helps people understand all the qualifications regulated by the government and how they relate to each other. It covers general and vocational in England, and vocational in Northern Ireland. Link</p>

Term	Definition
SALT	<p>Short and Long Term</p> <p>Relates to the annual Short and Long Term (SALT) Support data collected by councils. It is to be replaced by a national mandatory person-level data collection (Client Level Data).</p>
SEN	<p>Special Educational Needs</p> <p>The term is used to describe learning difficulties or disabilities that make it harder for children to learn than most children of the same age. Children with SEN are likely to need extra or different help from that given to other children their age.</p>
SEND	<p>Special Educational Needs and Disabilities</p> <p>SEND can affect a child or young person's ability to learn and can affect their;</p> <ul style="list-style-type: none"> ▪ behaviour or ability to socialise (e.g., they struggle to make friends) ▪ reading and writing (e.g., because they have dyslexia), ▪ ability to understand things, ▪ concentration levels (e.g., because they have attention deficit hyperactivity disorder) ▪ physical ability
SG	<p>Settlement Grants</p> <p>Help people stay in their home, or move back into housing after living in supported or unsettled accommodation (such as leaving care or being homeless). They provide help towards furniture, white goods, flooring, curtains, bedding, kitchen equipment, removal costs etc.</p>
SME	<p>Small to Medium Sized Enterprise</p> <p>A company with no more than 500 employees.</p>
Statistical nearest neighbours	<p>A group of councils that are similar across a wide range of socio-economic.</p> <p>Durham County Council uses the CIPFA nearest neighbours model which compares us to Northumberland, North Tyneside, Barnsley, Rotherham, Wakefield, Doncaster, Redcar and Cleveland, Wigan, St Helens, Cornwall, Sefton, Sunderland, Wirral, Plymouth and Calderdale</p>
UASC	<p>Unaccompanied Asylum Seeking Children</p> <p>Children and young people who are seeking asylum in the UK but who have been separated from their parents or carers. While their claim is processed, they are cared for by a council.</p>
UKSPF	<p>UK Shared Prosperity Fund</p> <p>Part of the government's Levelling Up agenda that provides funding for local investment to March 2025. All areas of the UK receive an allocation from the Fund to enable local decision making and better target the priorities of places within the UK that will lead to tangible improvements to the places where people work and live.</p>
WEEE	<p>Waste Electrical and Electronic Equipment</p> <p>Any electrical or electronic waste, whether whole or broken, that is destined for disposal. The definition includes household appliances such as washing machines and cookers, IT and telecommunications equipment, electrical and electronic tools, toys and leisure equipment and certain medical devices.</p>
Yield	<p>Proportion of potential income achieved</p>