



Cabinet

Date Tuesday 20 June 2017
Time 10.00 am
Venue Committee Room 2, County Hall, Durham

Business

Part A

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

1. Public Questions
2. Minutes of the meeting held on 15 March 2017 (Pages 3 - 6)
3. Declarations of interest, if any.
4. Annual Enforcement Programme Children and Young Persons (Protection from Tobacco) Act 1991 and Anti-Social Behaviour Act 2003 - Report of Corporate Director of Adult and Health Services (Pages 7 - 14)
5. County Durham Partnership Update - Report of Director of Transformation and Partnerships (Pages 15 - 28)
6. Quarter Four 2016/17 Performance Management Report - Report of Director of Transformation and Partnerships (Pages 29 - 90)
7. Transport Asset Management Plan - Annual Update - Report of Corporate Director of Regeneration and Local Services (Pages 91 - 142)
8. Update on North East Combined Authority Delegated Transport Activity - Report of Corporate Director of Regeneration and Local Services (Pages 143 - 154)
9. Annual Report of the Director of Public Health - Joint Report of Corporate Director of Adult and Health Services and Director of Public Health (Pages 155 - 200)
10. Such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration.
11. Any resolution relating to the exclusion of the public during the discussion of items containing exempt information.

Part B

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

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

Clare Pattinson

Interim Head of Legal and Democratic Services

County Hall
Durham
12 June 2017

To: **The Members of the Cabinet**

Councillors S Henig and A Napier (Leader and Deputy Leader of the Council) together with Councillors J Allen, J Brown, O Gunn, L Hovvels, O Johnson, C Marshall, K Shaw and B Stephens

Contact: Ros Layfield

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DURHAM COUNTY COUNCIL

At a Meeting of **Cabinet** held in the **Council Chamber, Spennymoor Council Offices, Green Lane, Spennymoor, County Durham** on **Wednesday 15 March 2017 at 10.00 a.m.**

Present

Councillor Henig (Leader of the Council) in the Chair

Cabinet Members:

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

Also Present:

Councillors J Armstrong, J Clare, P Conway, M Dixon, A Liversidge and T Nearney

Councillor Henig referred to this being the last Cabinet before Colette Longbottom, Head of Legal and Democratic Services would be present before her retirement. The Leader and Cabinet members thanked Colette for her hard work and dedication, and wished her well in the future.

1. Public Questions

There were no public questions.

2. Minutes

The minutes of the meeting held on 8 February 2017 were confirmed as a correct record and signed by the Chair.

3. Declarations of interest

There were no declarations.

4. Forecast of Revenue and Capital Outturn 2016/17 – Period to 31 December 2016

The Cabinet considered a report of the Corporate Director of Resources which provided Cabinet with an updated forecast of the 2016/17 revenue and capital outturn, based on the period to 31 December 2016, including an updated forecast for the Council's Council Tax and Business Rates Collection Fund position at 31 March 2017 (for copy see file of minutes).

Resolved:

That the recommendations in the report be approved.

5. Update on the delivery of the Medium Term Financial Plan 6

The Cabinet considered a report of the Director of Transformation and Partnerships on the progress made at the end of December 2016 on the delivery of the 2016/17 Medium Term Financial Plan (MTFP6) (for copy see file of minutes).

Cabinet members commended staff for all their hard work with taking this forward.

Resolved:

That the report be noted.

6. Quarter Three 2016/17 Performance Management Report

The Cabinet considered a report of the Director of Transformation and Partnerships which presented progress against the Council's corporate performance framework by Altogether Priority theme for the third quarter of the 2016/17 financial year (for copy see file of minutes).

Cabinet members welcomed the new style of the report with the improved way of showing the data and commentary.

Resolved:

That the recommendations in the report be approved.

7. Overview and Scrutiny Review, Improved Safety in the Home – Safe and Wellbeing Visits

The Cabinet considered a report of the Director of Transformation and Partnerships which presented the findings, conclusions and recommendations of the Committee's review on Improved Safety in the Home – Safe and Wellbeing Visits (for copy see file of minutes).

Councillor T Nearney, Vice Chairman of the Safer and Stronger Overview and Scrutiny Committee, and Chairman of the Working Group presented the report to Cabinet, and provided detail on the scope of the review and its findings. He thanked Members, officers, partners, and everyone who had been part of the working group.

Cabinet Members thanked Councillor Nearney and the scrutiny group for the review work, and would provide a response to their findings in line with the recommendations in the report.

Resolved:

That the recommendations in the report be approved.

8. Care Leavers Support Update

The Cabinet considered a report of the Corporate Director of Children and Young People's Services which provided an update on the actions taken by Durham County Council to support Care Leavers and related policy developments (for copy see file of minutes).

Resolved:

That the recommendations in the report be approved.

9. Education Attainment and Standards 2016 Education Service Update

The Cabinet considered a report of the Corporate Director of Children and Young People's Services which provided a full summary of educational outcomes in County Durham, and, related updates on the focus and provision of educational services (for copy see file of minutes).

The outstanding achievements were highlighted by Cabinet members.

Resolved:

That the report be noted.

10. Oral Health Strategy

The Cabinet considered a joint report of the Corporate Director of Adult and Health Services, and the Interim Director of Public Health which presented the Oral Health Strategy for County Durham for agreement (for copy see file of minutes).

Resolved:

That the recommendation in the report be approved.

11. Integration of Health and Social Care Services Update

The Cabinet considered a report of the Corporate Director of Adult and Health Services which provided an update on the further integration of health and social care services (for copy see file of minutes).

Cabinet noted and welcomed the work that had been undertaken on integration, and that they would continue to protect the services for County Durham residents.

Resolved:

That the recommendations in the report be approved.

12. Economic Activity in County Durham

The Cabinet considered a report of the Corporate Director of Regeneration and Local Services which provided an overview of activity to support the economy of County Durham over the last 12-18 months and sought endorsement of proposed activity for the coming year (for copy see file of minutes).

Resolved:

That the recommendation in the report be approved.

13. Cultural Activity Impact Report

The Cabinet considered a report of the Corporate Director of Regeneration and Local Services which provided an update on the County's Cultural Programme (for copy see file of minutes).

Resolved:

That the recommendations in the report be approved.

Cabinet

20 June 2017



**Annual Enforcement Programme
Children and Young Persons (Protection
from Tobacco) Act 1991 and Anti-Social
Behaviour Act 2003**

Report of Corporate Management Team

Jane Robinson, Corporate Director of Adult and Health Services

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

Purpose of the Report

- 1 This report reviews enforcement activities under the Children and Young Persons (Protection from Tobacco) Act 1991, the Anti-Social Behaviour Act 2003 and the Licensing Act 2003 for the period April 2016 to March 2017 and seeks approval of a new enforcement programme for 2017/18.

Background

- 2 The County Council has a statutory duty to consider, at least once a year, the extent to which the Authority should carry out a programme of enforcement under the Children and Young Persons (Protection from Tobacco) Act 1991 and the Anti-Social Behaviour Act 2003. These acts deal with the enforcement of underage sales of tobacco and aerosol paint containers respectively.
- 3 The County Council has statutory responsibility for enforcement of age restricted products, namely tobacco, nicotine inhaling products, spray paint containers, alcohol, videos and DVDs, cigarette lighter refills, fireworks and the proxy sale of tobacco products and sale of nicotine inhaling products to under 18s.
- 4 The Authority has also elected to enforce the age-restricted sales of solvents and glue, knives, access to gaming establishments and access to sunbed premises.
- 5 For many years the authority has taken a proactive approach to tackling the harms and criminality associated with the illegal supply and misuse of alcohol and tobacco within County Durham. Together with our partners in the Police and the County Durham Tobacco Alliance, we continue to conduct high visibility enforcement campaigns to tackle the health inequalities and links with organised crime associated with these products. Protection of children continues to be at the forefront of our concerns.

6 The last year has been characterised by the introduction of a wealth of new controls on tobacco and nicotine inhaling products, which will come fully into force on 20th May 2017. From this date, all tobacco products manufactured for sale in the UK must be sold in plain packaging. Cigarettes and tobacco will no longer be sold in bright, glitzy packs, but in plain green packages (see below).



7 In addition the revised Tobacco Products Directive will:

- prohibit certain promotional and misleading descriptors on packaging of tobacco products such as “lite”, “natural” and “organic”;
- require that cigarettes be sold in packs of a minimum of 20 sticks and Hand Rolling Tobacco in a minimum of 30g packets;
- prohibit cigarettes and roll-your-own tobacco with characterising flavours, for example, fruits, chocolate. From 20th May 2020 Menthol tobacco will be prohibited;
- introduce EU-wide tracking and tracing to combat illicit trade of tobacco products. This will apply from 20th May 2019 for cigarettes and hand rolling tobacco and 20th May 2024 for all other tobacco products;
- introduce strict controls on the sale, manufacture, composition and labelling of electronic cigarettes and refills including the need to register new products with the member state.

8 The end of the transition period for these new controls will signal a potential for increased enforcement activity as the deadline passes for compliance and non-conforming products continue to be on sale. This is likely to be most prevalent for novel tobacco products such as electronic cigarettes, which were previously unregulated. This service has issued full guidance to all known retailers of novel tobacco products to try to ensure full compliance before the May deadline.



- 9 Information and intelligence is higher in relation to alcohol and tobacco sales and as such investigations into the supplies of these products receive the most resource.
- 10 To enhance the sanctions and provide a greater deterrent of the supply of illicit tobacco in County Durham, the service has a fully qualified Financial Investigator who works alongside our investigation team to pursue proceeds of crime action. The ability to seize cash and pursue confiscation orders is now fully embedded into the investigations that are carried out.
- 11 As part of our multi-agency response, we have developed a wide range of strategies to combat the issues arising from alcohol and tobacco illegal supply and misuse. Our officers regularly carry out inspections of retail premises and conduct raids on domestic 'tab' houses often making use of the services of tobacco detection dogs. Intelligence gathering and sharing forms an integral part of our approach and this has enabled us to prioritise and target those offenders who are at the core of this criminal activity. Test purchasing and the appropriate use of surveillance remain very effective tools to secure evidence for prosecution alongside the use of warnings, retailer training and advice for those offending on a lower scale.
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- 12 In the case of underage sales at off-licences, the standard practice is to apply for a review of the premises under the Licensing Act 2003 as this provides the quickest and most effective way of bringing such businesses back into compliance.
- 13 HMRC published their annual tax gap figures on 20th October 2016. They showed that in 2015/16, illicit cigarettes and illicit hand rolling tobacco made up 13% and 32% of the total tobacco market in the UK, compared to 7% (revised figure) and 35% respectively in 2014/15. These figures highlight the continued importance of enforcement agencies in disrupting supply routes and the need to implement a robust tracking and tracing mechanism for tobacco products.
- 14 Seizures of counterfeit alcohol still occurs on occasions but the identified illicit market mostly concerns genuine alcohol which is smuggled or redirected back into the UK without UK duty being paid on it and remains primarily an HMRC issue.
- 15 A review of activities of 2016/17 is contained in Appendix 2.

Enforcement Programme for 2017/2018

- 16 We will further develop our intelligence led 'problem solving' approach towards age related products enforcement in accordance with the Code of Practice for Regulatory Delivery for Age Restricted Products and Services. We will make use

of the full range of options open to us including advice, surveys, test purchasing and compliance testing as appropriate, and gather and share intelligence to support a multi-agency and problem solving approach to enforcement.

- 17 We will continue to use every opportunity to develop intelligence sharing with partner agencies and engage with the public to raise awareness of the harms associated with the supply of illicit alcohol and tobacco.
18. Illicit tobacco is a priority for enforcement given its links to health deprivation and other criminal activity. Joint working with the police is now a matter of routine and has enabled criminal activity to be tackled way beyond the initial focus on illicit tobacco.

- 19 We will continue to deliver the 'Do You Pass' Retailer training as an alternative enforcement intervention and the assist businesses in complying with their legal obligations, including new legislation concerning the marketing, packaging and supply of tobacco including the new requirements for standardised packaging, e-cigarettes and herbal tobacco.



- 20 In other areas of age related legislation we will continue to gather intelligence and evidence of illegal activity and respond with advice or enforcement as appropriate.
- 21 We will continue to develop effective working partnerships with all agencies to attempt to tackle both the criminal and wider health issues surrounding the illegal supply of age restricted products and services.
- 22 The use of 'exceptional circumstances' to justify situations where our test purchase volunteers will be allowed to give false information about their age where there is evidence that sellers are asking the age of the volunteer without asking for ID.

23



Where considered appropriate, cash seizures will be made followed by financial investigations that involve lifestyle offences relating to the supply of illicit tobacco and alcohol. In addition, where significant assets have accrued from this criminal lifestyle, we shall apply to the courts for confiscation orders under the Proceeds of Crime Act, thereby providing a significant deterrent for those tempted to profit from this illegal trade.

- 24 We will co-ordinate activities and share information with the police to ensure a consistent approach to the enforcement of the requirements of new restrictions on psychoactive substances formerly known as 'legal highs'.

- 25 The enforcement programme for 2017/2018 consists of those activities detailed below:
- (a) An intelligence led approach to under age sales enforcement and tobacco.
 - (b) Investigation of all consumer and trader complaints.
 - (c) Continuation of our joint working with the Police Harm Reduction Unit and other agencies to adopt a holistic approach to solving problems associated with the accessibility and misuse of age related products.
 - (d) Hold events to raise public awareness of the harms associated with illicit tobacco, to publicise the work of the service and encourage reporting of this criminal activity.
 - (e) Continuation of the 'Do You Pass' retailer training as a way of assisting business.
 - (f) Continuation of our work in partnership with the police, HMRC and other agencies to tackle sales from private premises to children, particularly in relation to alcohol and tobacco.
 - (g) Continuation with a practice of reviewing premises when appropriate.
 - (h) Continuation of our work to tackle health inequalities and antisocial behaviour associated with the misuse and illegal supply of age-restricted products, in particular alcohol and tobacco.
 - (i) Deliver business advice on and carry out enforcement of new legislation for which we may be statutorily responsible including all new legislation.

Conclusion

- 26 The agreement of the proposed Enforcement Programme for 2017/2018 will ensure that the Council continues to address the problem of underage sales and access to age restricted products by those under age as well as the wider health and criminal issues surrounding these products.

Recommendations and Reasons

- 27 That Cabinet approves the proposed Enforcement Programme for 2017/2018.

Background Papers

- The Local Better Regulation Office (LBRO) Age Restricted Products and Services Code of Practice

Contact: Joanne Waller Tel: 03000 260924

Appendix 1: Implications

Finance - None

Staffing - The proposed enforcement programme has been based around existing levels of staffing resources and could only happen due to the nature of funding received from Public Health

Risk - There are significant reputational risks to the authority in failure to tackle the availability of age-restricted products to those underage. In not combating underage sales it could lead to a rise in accessibility of products that can contribute negatively to the users health and wellbeing as well as contributing to a potential rise in crime and disorder and anti-social behaviour in the County. The funding for dedicated resource in tackling illicit tobacco will run out on 31st March 2018, failure to address this funding gap will result in a significant reduction in enforcement and awareness of illicit tobacco from that time

Equality and Diversity / Public Sector Equality Duty - An Equality and diversity impact assessment screening has been completed and no adverse equality and diversity implications have been identified. This will have a positive impact on all young people and children.

Accommodation - None

Crime and Disorder - Will help to discourage sales of age-restricted products to young people in the community and consequently influence their behaviour. The outcome of the enforcement and educational aspects to the program will seek to reduce accessibility of age-restricted products and punish those who do supply. Failure to tackle the supply of age-restricted products can lead to an increase in anti-social behaviour, crime and the fear of crime.

Human Rights - None

Consultation - A consumer survey conducted in 2005, rated this area of work as a high priority.

Procurement - None

Disability Issues - None

Legal Implications - The council has a statutory duty to enforce the provisions of legislation controlling the supply of age-restricted products. The County Council has also chosen to adopt other pieces of legislation that govern the supply and availability of other (i.e. knives) areas. These are long standing obligations and commitments.

APPENDIX 2

Review of enforcement activity 2016/17 (1st March 2016 to date)

Complaints and intelligence

Subject	No.
Underage sales of alcohol	94
Illicit Tobacco	31
Under age sales of fireworks	13
Under age sales of DVD/computer games	12
Under age sales of tobacco	7
Nicotine Inhaling products	7
Illicit alcohol	5
Under age sales of electronic cigarettes	4
Under age sales of lottery/scratch cards	1
Novel Psychoactive substances	1

Test purchases / compliance testing

Product	TP's	Fails	%
Alcohol	68	20	29.4 %
DVD/computer games*	12	6	50.0 %
Fireworks*	10	1	10.0 %
Tobacco	9	3	33.3 %
Gambling establishment test of entry	1	1	100.0%
Spray Paints (pending)			
Total	100	69	69.0 %

*Compliance test with 18 year old to check operation of challenge 25 policy

Failure rates for test purchases continue to be quite high but reflect our intelligence led approach to enforcement. Failed alcohol test purchases will in the first instance result in the issue of a fixed penalty notice and a requirement to attend training. Subsequent failures prompt a review of the premises licence under the Licensing Act 2003. In 2016/17, reviews were taken against three premises resulting in a surrender of one licence and two other premises having conditions added to their licence.

In addition to the above enforcement action, the Service carried out 31 visits in relation to the sale of illicit tobacco resulting in the following actions:

- Seizures from one retail premise, nine 'tab' houses and one vehicle.
- Seizure of 130,340 cigarettes, 71.15kg hand rolled tobacco and £14,600 in cash.

- Proceeds of crime action pending to seek significant compensation orders against several suppliers of illicit tobacco.
- Four pending court cases, two court convictions and one caution.
- Six test purchases for illicit tobacco in retail premises (1 failure).

As part of our initiative to tackle illicit tobacco we ran 3 tobacco roadshow events in Peterlee, Stanley and Bishop Auckland where we raised awareness of issues around illicit tobacco helped by tobacco sniffer dog demonstrations. To publicise this area of work we have also issued several press releases resulting in radio and TV interviews.



Compliance testing to test the use of challenge 25 policies for refusal of sales to children was conducted using an 18-year-old volunteer for fireworks and tobacco. Where sales were conducted without an ID challenge traders were advised accordingly and full test purchases will be conducted at these premises as part of follow up action.

Our retailer training on age related products continues to be popular and this year we trained another 35 members of staff to bring the total trained in the county to 403.

Cabinet

20 June 2017

County Durham Partnership Update



Report of Corporate Management Team
Lorraine O'Donnell, Director of Transformation and Partnerships
Councillor Simon Henig, Leader of the Council
Councillor Brian Stephens, Cabinet Portfolio Holder for Neighbourhoods and Local Partnerships

Purpose of the Report

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

Summary

- 2 The County Durham Partnership's Good to Great element of the broader Transformation Programme has increased in activity in recent months. Through Board and Forum meetings, as well as specific working groups, actions are underway with a particular focus on best practice and scaling successful projects up being a key theme. Further integration into the broader partnership is planned through Board and Forum meetings which will be utilised to ensure priorities are shared as are solutions.
- 3 Linked to transformation is the Prioritising Prevention agenda which is a high priority and will continue through the work of the CDP Board and June Forum meeting. It is recognised that this is a cross partnership issue and covers health as well as education, employment and work with children and young people. A number of presentations have taken place on this subject and will continue through a specific working group and a range of specific workshops to identify examples of best practice that can be scaled up across the partnership.
- 4 Broader partnership working with faith groups and armed forces continues with a successful funding application for the latter recently announced. A successful joint bid worth £240,000 from the MOD Armed Forces Covenant Fund will extend the Armed Forces Outreach Service, operating in Gateshead since 2012, into County Durham and Northumberland. This will provide advice and guidance on what the council offers in terms of housing and financial management, training and education and job finding assistance as well as introducing people to appropriate voluntary and community sector organisations.

Key Partnership Activity and Developments

- 5 The **County Durham Partnership Board** has had joint presentations on the Prioritising Prevention Agenda at its January and April meetings. This approach shows that it is a cross partnership issue and therefore requires a joint approach in tackling it. In January, the Interim Director of Public Health, highlighted some of the

work being undertaken by the North East Combined Authority 'Health and Wealth' report as well as the emerging Sustainable Transformation Plans. The Office of the Police, Crime and Victims' Commissioner also highlighted their broader work undertaken under the Prevention agenda that encompasses criminal activities and the high costs associated with this. The Council's Transformation Programme is looking to join up a range of workstreams on the Prevention agenda to have a greater impact.

- 6 The presentation highlighted that, whilst continuing austerity will impact on services, there are also opportunities to build on existing and emerging initiatives that are being developed within local communities and scale these up, therefore ensuring a joined up approach. This also encompasses the opportunity and need for evaluation and shared learning in order to achieve better outcomes. The Prevention agenda covers all of the wider determinants of health including social, economic and environmental factors which is why it is important to look across the whole partnership. By focussing on this and making changes to services and how they are delivered it can help people to have fulfilled lives and help communities to become more resilient and self sufficient.
- 7 The April meeting then followed on from this and focused on that joining up and putting in place some clear actions to make this happen. The presentation emphasised the importance of building community capacity and resilience and enabling people to maintain their independence. The aim of this work is to be more proactive and to drive a decisive shift across all partners and in all parts of the system.
- 8 It was agreed to establish three workstreams: Building on Best Practice; Maximising Funding and Meeting Local Needs and to set up a cross partnership steering group. Discussions will take place within partner organisations as well as with thematic partnerships through workshops before coming back to the CDP Board before the end of the year.
- 9 The focus on Prevention continued at the **County Durham Partnership Forum** meeting in February which focussed on the 'Partnership – Good to Great' element of the Council's Transformation programme. Recognising that partnership working in Durham is very strong and nationally and internationally, the programme is looking to take the strongest elements of the way partnerships work and embed these across all partnerships:
 - (a) One Durham' approach - achieving better outcomes by focusing on prevention, building community resilience and scaling up good practice;
 - (b) Standing together strongly and speaking loudly for the county in a more complicated world;
 - (c) Improving the focus and developing leaner partnership working.
- 10 It is widely acknowledged that much of the work of the partners and AAPs support the Prevention agenda and help to empower local communities to become more resilient which therefore reduces the need for people to access services. There are also many opportunities to identify exemplar initiatives that have been developed by AAPs and partners and to identify a small number to be scaled up. At the Forum, video testimonials were seen from people involved in AAP supported projects as well as Board members speaking about their experiences of partnership working and what difference it has made to their organisation or thematic partnership.
- 11 In order to inform and shape the programme moving forward, the workshop at the Forum looked at the following three key questions:

- (a) What makes an exemplar project and what should it demonstrate?
 - (b) How do we make scaling up work?
 - (c) Are there any obvious projects that we should consider for scaling up?
- 12 The group discussion was very lively with a lot of positive ideas coming forward with some shared themes across the groups for new and innovative projects and areas of work. Examples of projects that have already been scaled up were available as were potential opportunities for scaling up, to help groups understand the scope of the work. This will be shared with the Transformation Working Group and exemplar projects identified as a result. The CDP Forum will look at these again at its June meeting to ensure partnership input at every stage.
- 13 The **Voluntary and Community Sector** are key partners in the preventative agenda. The main aim of the Better Together VCS Forum is encouraging and supporting increased collaboration within the sector. Better Together recently held a special workshop involving over 50 participants from a wide variety of small, medium and large VCS organisations from across County Durham to give consideration to the question of why work in partnership and what are the benefits and pitfalls. This will complement the work of the CDP Forum as lessons from existing partnerships were explored and key messages identified for future working together with all partners.
- 14 The VCS Working Group continues to champion the role of the sector and to look at ways of supporting collaboration and consortia working by providing opportunities to tender for services. The recently updated Market Position Statement outlines likely forthcoming procurements and tender opportunities many of which are aimed at being preventative so that people can regain independence and move away from support or on to less intensive support as well as encouraging personal and community resilience.
- 15 **Faith Communities** also contribute to the prevention agenda and building community resilience through their long established presence in every community. Work is continuing to assist AAPs to improve their engagement with local faith groups and to work collaboratively for the benefit for the whole community. Durham Christian Partnership run a network of foodbanks across the county supporting around 1,400 individuals monthly and involving over 400 volunteers. Faith Communities also have a role, amongst others, in helping to build relationships across divisions in society. A breakfast seminar bringing together elected Members, officers, partners and faith communities in a roundtable conversation recently addressed this issue. The value of creating environments where people can disagree and the importance of facilitating difficult conversations was recognised, and participants acknowledged that small scale actions and cooperation matter and that low key community activity to encourage face to face and side by side conversations can make a real difference.
- 16 The **Local Councils** Working Group met in February with the main item for discussion the Delivering Differently Evaluation Report prepared by colleagues from St. Chad's College, Durham University. The Delivering Differently programme was funded by the Department for Communities and Local Government and focused on increased shared clean and green initiatives. Representatives from some of the town and parish councils involved took part in face to face or telephone conversations against a series of questions. Whilst some issues were raised by the town and parish councils around communication and the feeling from them that they are better placed to deliver some services rather than the County Council, there are opportunities for development and further shared schemes.

- 17 The Council, in partnership with Gateshead and Northumberland Councils, has been awarded a grant worth over £240,000 from the MOD **Armed Forces** Covenant Fund to extend the Armed Forces Outreach Service, operating in Gateshead since 2012, into County Durham and Northumberland. Two outreach workers will be appointed in Durham to act as a single point of contact for members of the armed forces community who are in particular need. They will provide advice and guidance on what the council offers in terms of housing and financial management, training and education and job finding assistance as well as introducing people to appropriate voluntary and community sector organisations.
- 18 Opportunities continue to exist through the Armed Forces Covenant Local Grants scheme for local VCS organisations to deliver valuable local preventative services to the armed forces community, which includes dependant family members and veterans, as well as helping to integrate armed forces personnel and veterans with civilian communities. Grants of up to £20,000 are available from the Ministry of Defence and these have been advertised through the AAPs and local VCS and Armed Forces networks.
- 19 Terry Collins, the Council's Chief Executive, is visiting all 14 **AAPs** as part of an annual programme to keep communities updated on the Council's activities and to listen to comments and suggestions from local people about services in their area. In addition to the ongoing liaison with communities via AAPs, He feels that this is important particularly as the public sector continues to change due to austerity.

The Prevention Agenda

- 20 As highlighted above, partnership working is key to the prevention agenda and for empowering and enabling communities to be able to support themselves and each other in order to reduce the need for some services, particularly those delivered by the public sector. Prevention, in its broadest context, can apply to all aspects of the work of the County Durham Partnership. For example, if crime or anti-social behaviour is prevented, then the positive impact will affect the local economy and environment as well as the physical and emotional wellbeing of local people. Often the drivers of crime can be poverty or substance misuse so if these are reduced there will be less need for more acute services. Therefore by prioritising prevention the difference to people's lives and local communities can be very significant.
- 21 To help inform the work of the cross partnership steering group and workstreams, this report has gathered some of the many examples of activities taking place across the partnership. AAPs are very well placed to address many of these issues due to their integration within local communities as well as the way their priorities are locally developed and implemented. The projects below are a small selection of work carried out by all partners across the county and whilst many do focus on health prevention, others are around the other four priority themes of the CDP.
- 22 Tackling issues that may cause people to be unable to work is key to the preventative agenda. It is widely recognised that people in work, and children who grow up in households where at least one parent is employed, are more likely to benefit from positive physical and mental health. All AAPs have focussed on employability in recent years with a range of successful interventions. **East Durham AAP** is piloting a project looking at reducing stress linked to unemployment, working with Housing Solutions and the local VCS. Its aim is to provide a comprehensive approach to supporting those individuals that are experiencing stress or depression linked to being in receipt of low wages or unemployed. This pilot could potentially shape future service provision and

includes volunteer led provision as they will provide the link between the client and specialist support services. The co-location of a Welfare Volunteer Co-ordinator and Housing Solutions Co-ordinator will extend choice and opportunities for individuals and families to access the level of support they need.

- 23 **Teesdale Action Partnership (TAP)** is one of the many AAPs that has supported the County Council's Employability programme. The needs in rural areas such as the Dales are often compounded and more complex due to transport and accessibility issues. Local community venues are regularly utilised, with the recently asset transferred Randolph Community Centre in Evenwood offering courses to help people become 'work ready'.
- 24 Transport is sometimes a barrier for affordability as well as location and **Stanley AAP**, alongside **Chester-le-Street** and **Mid Durham**, is funding the 'Wheels to Work' project to help tackle this issue. It is supported by £50,000 from the North East Combined Authority (NECA), which aims to ensure travelling is not a barrier for people starting a new job or undertaking training. Thirty mopeds have been bought through the NECA funding that can be hired for a small weekly charge. After the initial loan period there is the option to either purchase the moped or return it to the scheme to enable other people to benefit from it.
- 25 Welfare Reform implications can be greater for people in low paid jobs and those who are unemployed particularly around monthly outgoings for utilities and food. A significant increase in the use of foodbanks across the county has seen many AAPs, including **Durham** and **4Together**, working with partners including Durham Christian Partnership, MIND and County Durham Citizens Advice Bureau in order to reduce repeat visits from families. As well as giving families food parcels and other household products, volunteers offer support on finances, legal issues and also emotional health needs they may have. This broader support can mitigate a range of problems for those people affected and can potentially also reduce crime as there is evidence that people will steal food, household products as well as nappies and formula milk if they can't afford them due to financial circumstances.
- 26 The Advice in County Durham Partnership is made up of local advice providers, committed to working together to improve the provision of advice across the County through a seamless service for those seeking advice and enables organisations to work in a more collaborative way for the benefit of all concerned. It has developed the 'No Wrong Door for Advice' programme which **Stanley AAP** and **Stanley Town Council** are supporting based out of the recently asset transferred Venue (formerly Stanley Day Care Centre). The broad range of advice services available includes debt and money management, benefits, housing and income maximisation.
- 27 Other community safety based initiatives that support this agenda start with young people. Mini Police is an initiative that started in **Durham AAP** area and has been rolled out to the majority of AAPs as well as other Police Forces nationally. Along with the Young Firefighters programme, it builds relationships between young people, local communities and emergency services. The longer term strategy of these and similar projects is to reverse the decline in relations in some areas between the uniform services and those communities they serve. The preventative aspect comes from reductions in anti-social behaviour and crimes in communities particularly those with established 'crime families'.
- 28 **Great Aycliffe and Middridge Partnership (GAMP)** and **Spennymoor AAP** have also funded 'Prison Me! No Way!' to deliver a crime and safety awareness day at local secondary schools. The national educational charity has a core aim of raising awareness among young people about the causes, consequences and penalties of

crime and risk taking behaviours and utilises workshops, role plays and drama. Pupils are taken from their usual class timetable and treated like offenders and are shown the consequences of risk taking behaviours and also tackles the myths and misconceptions around prison life. This programme can help prevent future involvement in risk taking behaviours and their consequences.

- 29 **Bishop Auckland and Shildon AAP** has worked with Lifeline, Health Express and Durham University on a project to raise awareness of the dangers and negative health impacts of energy drinks on young people. This builds on a study done by the University that showed more research is needed to explore longer term effects of the drinks on young people. Preventing diabetes, negative oral health as well as associated negative risk taking behaviours are all important when working with children and young people. An education leaflet and two infomercials have been produced with positive feedback received and interest locally, regionally and nationally to roll this out more broadly.
- 30 **Three Towns AAP** has done a lot of work with children and young people particularly around mental health. They have supported the Jack Drum Arts Transition project which was developed as a direct response to a rise in issues around LGBTQ+ and sexual awareness and safety as well as poor mental health and incidents of self harm. The project has achieved a number of outcomes:
- (a) Young people are supported to have a voice through being part of an inclusive groups.
 - (b) Young people have opportunities to gain both crucial life and employability skills.
 - (c) Young people have access to high quality IAG and are signposted to various agencies if appropriate.
 - (d) Young people gain a national accreditation through arts award.
- 31 The AAP has also worked with primary school children on emotional and mental health through the If U Care Share Foundation, as have a number of other AAPs.
- 32 Helping people, particularly older people, be aware of online scams can prevent the need for community safety interventions as well as helping to protect people's finances. The Beat the Scammers project is a good example of one that has been rolled out across the County with five AAPs delivering this. Social marketing activity in the **Spennymoor AAP, East Durham Rural Corridor (EDRC) AAP, Derwent Valley AAP** and **Stanley AAP** is utilised alongside training for older people as volunteers to help other older people avoid being scammed by cold callers. Last year 25% of fraud in the County involved telephone calls and older people are a target market for these criminals who aim to obtain personal and financial information. The volunteers undertake training to give presentations to older people across the community about how to deal with cold telephone calls and demonstrate how people can protect themselves. The mental health implications as well as economic ones can be significant if people lose their life savings, some may even lose their home and require local authority housing which carries huge financial implications.
- 33 **Mid Durham AAP** led the way on prevention with their Silver Talk project and have since rolled their project information together in 'byte adverts' which are designed to provide a simple message to promote their work in this area. Their two leaflets, one specifically for over 50s and the other for those needing information on employment and welfare, have been delivered to every household in the area with plans to replicate this for the second later in the year.

- 34 The focus on wellbeing extends to the broader community and the Wellbeing for Life programme has been adopted by a number of AAPs. This partnership initiative, led by Public Health with four other key partners, focuses on helping people make lifestyle changes including activity, food, smoking and mental health. **TAP and Weardale Action Partnership (WAP)** have both supported the employment of a Wellness Co-ordinator in their areas. They are GP surgery based and can target individuals who attend the surgeries and might benefit from physical activity sessions amongst other interventions. WAP has also worked with Wolsingham Parish Council to improve a local recreation ground which will help with activities being available for local people.

Altogether wealthier

- 35 The **County Durham Economic Partnership** met in February and focused on the annual report for the State of the County which presented findings on the performance of the economy in relation to the agreed measures of success for the Altogether Wealthier thematic area.
- 36 The board welcomed more positive trends against the measures of success, target indicators and trackers following the recession in 2008. However, what is evident is that Durham experienced a more acute impact of the recession when compared with both the national and regional picture and therefore there is still a significant distance to travel. The key messages from performance against the current measures of success are:
- (a) Since 2012 the employment rate has risen from 64.8% to 69.5% (an increase of 14,600 people). However, this remains low compared to the pre-recession peak.
 - (b) Latest Office for National Statistics estimates of the number of businesses show there were 13,370 active enterprises in County Durham in 2016. This is a net increase of 330 (+2.5%) enterprises since 2015 lower than regional (+3.1%) or national (+4.3%) changes. The total number of businesses remains relatively low compared to the national average.
 - (c) Total value of North East economy (2015) is £49.7bn and County Durham contributes 16.2% of this total (£8bn). In 2015, Gross Value Added per head grew at 1.7%, below both the North East growth rate (2.8%) and the national average (2.1%) from 2014.
 - (d) Gross Disposable Household Income has increased 18.1% since 2008 more than regional (17.4%) or national (14.9%) comparisons. However, locally growth over the longer term has been relatively low.
 - (e) The 2015 Indices of Deprivation (released in September 2015) revealed that 150 County Durham LSOAs are ranked in the top 20% most deprived on the Employment Domain. This is 18 fewer than in previous release but remains more than double the target of 65
- 37 Alongside this report the board and subsequent partnership working groups are looking at wider opportunities and more cross collaboration of agendas. Prioritising Prevention has been a continual theme across economic development and regeneration. Within the Business, Enterprise and Skills Working Group, partners have recently discussed and agreed actions in regard to work as a protective factor for health. Evidence shows that people who achieve good standards of wellbeing at work are likely to be more creative, more loyal, more productive and provide better customer satisfaction than those with poor levels of wellbeing at work. Interventions

range from better wellbeing policies, linking to existing community based activities and better promotion of healthy lifestyles through work.

- 38 An existing project within Altogether Wealthier looking to support intervention in Health is 'Smart County'. This is a ground-breaking project using open innovation to open up longstanding societal challenges to the private sector. This particular round of 'Smart County' is bringing together businesses, academia, government and communities to put the region at the forefront of innovation in tackling the healthcare causes and consequences of social isolation, supporting companies as they come up with innovative products and services which will make a difference to people's lives.
- 39 Altogether Wealthier supports and develops wider preventative services across its sub group arrangements. Included within these are Housing Support for example, Homelessness Action, Care Connect and community employability projects delivered by a variety of partners. Other preventative services are based within Rural Working Group and Youth Employment. Often many of these projects work with Area Action Partnerships to ensure wider engagement, funding and strategic alignment with our main priority of increasing our employment rate in County Durham.

Altogether better for children and young people

- 40 The **Children and Families Partnership** supports children, young people and families to achieve the best possible outcomes. The vision of the Partnership is that 'all children, young people and families believe, achieve and succeed'.
- 41 The Partnership has been awarded a gold commendation, the highest level of recognition by the Children's Commissioner, for the successful events which took place under the banner of the Takeover Challenge in 2016, as highlighted in the previous Update Report to Cabinet in January. Organisations opened their doors to children and young people as part of the Challenge, which is an England-wide event where organisations are encouraged to involve children and young people in decision-making. Over 3,500 young people took part in a range of activities and were able to see what it was like to 'take over' key roles and share their thoughts. Children benefit from having their views heard, having fun and being inspired, and partners get a fresh, unique and creative perspective on important issues.
- 42 The Stronger Families Programme is a way of working with families who would like support with any problems or difficulties any member of the family may be having. If a member of the family has a problem, it often has an impact on others in the family, therefore if the whole family is supported it is more likely that things will improve. Phase one of the Stronger Families programme started in April 2012 and following its success, County Durham was invited to be one of 50 local authorities to be 'early starters' for Phase two of the programme, "turning around" 4,360 families by 2020. Current target forecasts show a positive trend and feedback from neighbouring authorities suggests that Durham's performance is in line with theirs at this stage.
- 43 As part of the prevention strand of the Child Sexual Exploitation (CSE) Strategy the Local Safeguarding Children Board (LSCB) has been raising awareness in services not traditionally associated with safeguarding. All 14 AAP Boards have now received a CSE presentation, this has resulted in further presentations to various community groups attending or represented on AAPs. The AAPs have also circulated CSE information to over 12,000 contacts on their various distribution lists.

- 44 The LSCB has continued to target wider partner agencies for CSE awareness training. All registered taxi drivers in County Durham have received training and an ongoing programme for new drivers is in place. Specific training for services such as housing solutions, passenger transport, road safety and neighbourhood warden has been delivered or is planned.

Altogether healthier

- 45 The **Health and Wellbeing Board** supports people to achieve their optimum health and wellbeing. The vision of the Board is to 'improve the health and wellbeing of the population of County Durham and reduce health inequalities'. The following update provides some examples within the myriad of Prevention focussed work that is being undertaken to improve the public's health in County Durham.
- 46 In County Durham 24% of 4-5 year olds, 37% of 10-11 year olds and an estimated 72% of adults have excess weight. Levels of obesity in County Durham are on the rise and put adults and children at increased risk of high blood pressure, heart disease, stroke, Type 2 diabetes, osteoarthritis, back pain and some types of cancer.
- 47 The multi-agency Healthy Weight Alliance has been successful in their bid to be a pilot region in Public Health England's (PHE) three year programme to take forward a whole system approach to tackling obesity, delivered by Leeds Beckett University (LBU). County Durham is one of four local authorities to be involved in the national programme and lead on obesity.
- 48 Work is taking place across the county to support this agenda and build on the issues outlined in the 2015 Annual Report of the Director of Public Health (DPH) which focussed on obesity. A number of initiatives to increase physical activity are being piloted across the county:
- (a) 'Beat the Street' which is being piloted in Chester-le-Street and Ferryhill aims to get people competing to clock up walking, running and cycling miles as a whole community.
 - (b) The 'Ready Set Go' programme piloted in South West Durham teaches early years children movement and sports skills. It is hoped that this will be rolled out across the county.
 - (c) The 'Daily Mile' encourages schools to get children walking or running around for 15 minutes every day, focussing on the mental health and attainment benefits of physical activity. This is a simple initiative all schools could take up.
 - (d) Cycling, road safety and 'Slow to 20' schemes are making communities safer places for children to play.
- 49 A new Oral Health Strategy for County Durham, setting out how partners will work together to improve oral health over the next three years, has been agreed by the Health and Wellbeing Board. Statistics reveal oral health is an area of inequalities between areas of the county, for example in Woodhouse Close over 60% of children have had experience of tooth decay compared to only 6% in Chester-le-Street South.
- 50 Oral health is important for general health and wellbeing and poor oral health can affect someone's ability to eat, speak, smile and socialise normally, for example due to pain or social embarrassment. The strategy will target the inequalities in the region through initiatives such as tooth brushing schemes in early years' day care facilities and training and support in residential care homes.

- 51 The Strategic Framework for the Prevention of Cardiovascular Disease (CVD) identifies a number of risk factors for heart disease and other related conditions that may, through lifestyle and other forms of intervention, be reduced. Along with work around healthy weight, the following programmes are in place to tackle CVD:
- (a) NHS Health Checks for people aged 40-74, targeted at people demonstrating risk factors such as smoking and obesity.
 - (b) Help for people at high risk of Type 2 diabetes to change their risk-enhancing behaviours.
 - (c) Further work to reduce smoking in pregnancy.
- 52 Smoking is the primary cause of preventable illness and premature death and tobacco is a key contributor to poverty. County Durham delivers tobacco control through the County Durham tobacco alliance with local partners. The Tobacco Control Alliance aims to reduce exposure to second hand smoke and denormalise smoking by increasing public support for smokefree areas. It has introduced campaigns for smokefree play areas, to reduce smoking in bus stations and to promote the new law which bans smoking in cars with children.
- 53 The negative impact of isolation and loneliness on physical and mental health was highlighted in the 2014 DPH annual report. Reducing isolation and loneliness is one of the main outcomes of the Wellbeing for Life Programme. The Wellbeing for Life Service is operating within the 30% most deprived areas as well as providing outreach support to individuals and communities with specific needs outside of these geographical boundaries. The service provides 'one to one' support, group activities, volunteering opportunities and community development approaches. Wellbeing for Life is connected to existing community activities delivered through the VCS and AAPs.
- 54 People have engaged in friendship, walking and seated exercise groups, received help with confidence, self-esteem and weight loss/maintenance and used volunteering opportunities as a route into employment. The Wellbeing for Life Service has undertaken a specific drive to promote LOCATE, the DCC information service. In most cases key performance indicators for the service have been exceeded with those engaged with the service reporting improvements in their sense of wellbeing and being more engaged in their local community.
- 55 The second phase of the Wellbeing for Life approach has a primary aim of tackling the impacts of poverty through closer links between housing and health. The service will engage social housing providers focussing on:
- (a) Tackling fuel poverty and links to managing long term conditions;
 - (b) Making every contact count (MECC) training for housing staff to deliver brief intervention messages and sign post to relevant health providers.

Altogether safer

- 56 The **Safe Durham Partnership Board** works collaboratively to improve community safety across County Durham. The vision of the Board is for a county 'where every adult and child will be, and will feel, safe.'
- 57 The internet opens up many possibilities and opportunities to children but it can also present serious risks. This means that it is important to make sure that children stay safe online. The Cyber Crime Task & Finish Group has implemented a range of preventative activities that aims to raise awareness of children, their parents and those who work with them:

- (a) Police Cadets trained to provide online safety awareness in schools.
 - (b) Teachers using assemblies to deliver prepared resources on internet safety and online exploitation.
 - (c) Funded Art Education internet safety project for Year 8 children at Greenfield School, Newton Aycliffe, expanded to other schools.
 - (d) “Exploitation, Grooming, and Radicalisation” seminars to over 200 professionals in January which focused heavily on online safety.
 - (e) Cyber bullying creative arts projects in four schools.
 - (f) Regional work with Barclays, Lloyds and Nat West banks to help children have fun and learn with computers while keeping safe.
- 58 The Operation Encompass pilot started in January 2017 and seeks to support children after a high or medium risk incident of domestic abuse is reported to the Police which involves a child of school age being present in the home at the time of the incident.
- 59 Police will notify a link worker from the Multi-Agency Safeguarding Hub (MASH) who will share information with a ‘Key Adult’ within the participating school. This allows the provision of immediate early intervention through either ‘silent’ or ‘overt’ support which has proved to be a successful intervention in similar programmes across the country. The project is resourced within the Public Health domestic abuse contract and supported with funding from a number of county councillors which provides for a dedicated link worker. The Office of the Police, Crime and Victims Commissioner has contributed towards the launch of the project including training and marketing materials.
- 60 A new approach is being taken to build the confidence of professionals working with children and young people in reporting and raising concerns on areas of risk that share common factors and where offending behaviour share common traits. Exploitation, grooming and radicalisation awareness-raising brings together staff working across different thematic areas to demonstrate the similarity between grooming and radicalisation. It highlights common behaviours shared by victims and common methods used by offenders. It also highlights the way in which mobile technology is used to target children and young people and raises awareness of how it is possible to use knowledge from the sessions to prevent risky behaviours and recognise when a child may already be at risk. The first two sessions were held in January this year with over 200 professionals in attendance.
- 61 On 30 November 2016 the Checkpoint Project won the Howard League award under the “Policing in Adults” category. Checkpoint is a voluntary multi-agency adult offender diversion scheme within County Durham and Darlington, targeting low and medium level offenders within the criminal justice process, and offering them a credible alternative to criminal prosecution. It gives service users an opportunity to address the underlying causes of their offending, by encouraging them to engage with services instead of going to court.
- 62 Checkpoint aims to reduce the number of victims of crime by reducing reoffending, which will also make all our communities safer places. It also aims to improve health and wellbeing, and reduce demand in the longer term on the police and other agencies.
- 63 The Safe Durham Partnership Funding Group is working to maximise opportunities to increase the financial capacity of the Partnership in light of ongoing reductions to available grant funding, with a particular focus on the preventative agenda. The

group is also working more collaboratively with the VCS around funding opportunities to support the strategic objectives of the Safe Durham Partnership. Key areas of development for the group to take forward include:

- (a) Seeking to maximise grant funding and working with the VCS on the preventative agenda and developmental work;
- (b) Developing a new approach to collaborative commissioning, integrated with the VCS;
- (c) Assessing needs and identifying gaps to inform commissioning and grant applications;
- (d) Pooling resources across the partnership and the VCS;
- (e) Building community capacity to support delivery on strategic objectives.

Altogether greener

- 64 Terry Collins has stepped down from his role as Chair of the **Environment Partnership** and Oliver Sherratt, Head of Direct Services, has taken over this role while a review of the Partnership's objectives, priorities and structure is undertaken.
- 65 In advance of the Environment Awards 2017, comments have been sought on the categories, media and proceedings via a short survey. Following this the 2017 Awards have been launched with information available on the County Durham Partnership website and in the May edition of the newsletter.
- 66 Activities continue across the sub-groups of the Partnership following some changes in activity and actions as well as personnel involved. There is a continued focus on community based activity particularly including the AAPs with programmes such as Operation Spruce Up and the annual Big Clean events.

Recommendations and reasons

- 67 It is recommended that Cabinet note the report.

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Appendix 1: Implications

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

Staffing - None

Risk - None

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

Accommodation - None

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

Human Rights - None

Consultation - The County Durham Partnership framework is a key community engagement and consultation function of the Council and its partners. The recommendations in the report are based on extensive consultation with AAP partners.

Procurement - None

Disability Issues - None

Legal Implications – None

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Cabinet**20 June 2017****Quarter Four 2016/17
Performance Management Report**

Report of Corporate Management Team
Lorraine O'Donnell, Corporate Director of Transformation and Partnerships
Councillor Simon Henig, Leader of the Council

Purpose of the Report

- 1 To present progress against the council's corporate performance framework by Altogether priority theme for the fourth quarter of the 2016/17 financial year.

Summary

- 2 Despite the ongoing effects of austerity on the council, we continue to prioritise improving or maintaining performance in many key areas. The employment rate has notably increased this quarter, the highest rate recorded since 2008. Although the employment rate is better than the regional level, we still lag behind the rest of the country. We have more 16 to 17 year olds in an apprenticeship than last year, and the number of 18 to 24 year olds claiming out of work benefits is similar to last year. Both women and men are generally living longer but we continue to be below national averages. First time entrants to the youth justice system remain low with a significant reduction since 2010. Street and environmental cleanliness is good and we have achieved improvement in maintenance of our major roads and overall satisfaction with maintenance and the condition of our highways.
- 3 In other areas we see a pattern of increasing needs or demand, and some performance challenges. There has been a significant increase in the number of looked after children. The increased rate in Durham has been steadily rising since 2008 and is reflective of the regional picture but is significantly higher than national levels. Increases are also evident in the number of children with a child protection plan, which has gradually increased over the past six successive quarters and is the highest recorded since 2014. Successful alcohol and drug treatment completions remain low. Fly-tipping incidents increased from last year although other local authorities across the country are experiencing rises in this area.

Background

- 4 This report sets out our key performance messages from data released this quarter and a visual summary per Altogether priority theme that presents key data messages showing the latest position in trends and how we compare with others.

- 5 Key performance indicator progress is reported against two indicator types which comprise of:
 - (a) Key target indicators – targets are set for indicators where improvements can be measured regularly and where improvement can be actively influenced by the council and its partners; and
 - (b) Key tracker indicators – performance is tracked but no targets are set for indicators which are long-term and/or which the council and its partners only partially influence.
- 6 A comprehensive table of all performance data is presented in Appendix 4.
- 7 In line with Ofsted findings and to strengthen our political and management oversight of frontline social work practice, we are piloting new reporting of the Altogether Better for Children and Young People theme, making clearer to senior managers and members the performance issues and quality of frontline practice in children’s social services.
- 8 We continue to look at ways to further develop the format of the report, as part of the transformation programme, to provide a clearer way of understanding how the council is performing, with the leanest possible process.
- 9 An explanation of symbols used, how we classify our performance as red, amber or green and the groups we use to compare ourselves is in Appendix 2.
- 10 To support the complete indicator set, a guide is available which provides full details of indicator definitions and data sources for the 2016/17 corporate indicator set. This is available to view either internally from the intranet (at Councillors useful links) or can be requested from the Corporate Planning and Performance Team at performance@durham.gov.uk.

Key Performance Messages from Data Released this Quarter

Altogether Wealthier

- 11 The employment rate has increased this quarter and is better than the regional rate though remains below the national rate. There are fewer people not in work who want a job, the rate is significantly better than last year. The number of 18 to 24 year olds claiming out of work benefits is similar to the previous year. Apprenticeship starts through council funded schemes as well as apprenticeships sustained for 15 months or more have increased since last year. The proportion of 16 to 17 year olds in an apprenticeship in County Durham in December 2016 was higher than last year and the averages for both England and North East. The number of jobs created by Business Durham more than doubled compared to last year while the number of full time equivalent jobs created by business improvement funding decreased.
- 12 Successful council intervention on housing development continues with a higher number of private sector properties improved than last year but fewer

empty properties brought back into use. The number of new homes completed is in line with last year and high levels of planning applications determined within deadline continue to support housing development. The number of statutory homelessness acceptances was slightly higher than last year while the number of homelessness preventions decreased.

- 13 Occupancy of Business Durham premises has slightly fallen since last year as the space available to let within the portfolio has increased. However, this has not affected rental income. The percentage of properties let from the council's retail, commercial and investment portfolio has not changed. Shop occupancy levels in most town centres have improved compared to last year.

Altogether Better for Children and Young People

- 14 The council is working to improve children's services in Durham in line with [Ofsted findings](#) across four key areas: political and management oversight; management and staffing capacity; the quality of social work practice; and compliance with regulations. An improved performance framework has been developed to improve political and management oversight based on key questions designed to facilitate greater scrutiny of performance. This is included in Appendix 6. From this quarter, both quantitative and qualitative data is presented in this performance report, which will provide assurance against these questions.

- 15 Performance is considered across three levels:

- (a) How our **early help and universal children's services** help support children in the wider community.
- (b) How our **assessment and safeguarding services** are supporting children at risk and children in need.
- (c) Corporate **parenting support** for the 810 children for whom the council is their parent, and 239 care leavers.¹

Early Help and Universal Services

- 16 Child health shows under 18 conceptions continue to reduce although under 16 conceptions have increased and mothers smoking at time of delivery has reduced from last year. There have been fewer hospital admissions for alcohol-specific conditions under 18 and more patients attended the Child and Adolescent Mental Health Service within timescale.
- 17 The key performance issue identified is achievement of the target to turn around families. At the end of March 2017, Durham had identified and claimed results for 16.7% (727) families as being 'turned around'² against the Family Outcome Framework. Durham's performance is above both the region

¹ Figures as at Q4 2016/17

² Turned around refers to families who have benefitted from successful interventions which aims to assist individuals in a family to achieve reductions in crime/antisocial behaviour, improve school attendance or move back into employment through the Stronger Families Programme.

(15.7%) and national average (13.2%) but below local estimates at this stage in the programme (1,063). The programme itself is dependent on performance reward funding so there is a financial risk and achieving the results required in order to close the claims gap remains a priority for the service.

Assessment and Safeguarding Services

18 Four key performance issues are identified this quarter that we need to address, better understand or keep under greater scrutiny:

19

- (a) Percentage of statutory referral processed within timescales.
- (b) Number of children and young people on a child protection plan.
- (c) Staffing and Resourcing: Social work caseloads
- (d) Quality of assessment and casefiles.

Statutory referrals

20 The target to process 85% of statutory referrals within 24 hours was not met with 73.4% being processed within this timescale. Although this target was not met, any referrals where there are immediate safeguarding issues are processed within 4 hours. New procedures have been developed together with the police to reduce the number of unnecessary referrals. It is anticipated that more of the remaining referrals will be processed within timescales.

Children on a child protection plan

21 There has been a significant increase in the number of children with a child protection plan (CPP) from 350 in 2015/16 to 501 during 2016/17. The rate of children in Durham with a CPP is lower than the North East but more than the England average. The increase has implications in terms of increased work pressures and caseloads for social workers. Further analytical work to fully understand the reasons for the increase in children on a CPP will be carried out over the next quarter. Neglect (77%) is the most common reason to have a CPP amongst Durham children, followed by emotional abuse (14%), physical abuse (6%) and sexual abuse (3%). Timeliness of care plan reviews for children subject to a CPP is good.

Staffing and Resourcing: Social work caseloads

22 Children's services have set an optimum caseload size of 20 cases per social worker to provide practitioners with the best opportunity to deliver high quality frontline practice with children and families. The number of cases per social worker has reduced from the baseline of February 2016 when the Ofsted inspection took place. However, figures have shown an increase in the number of practitioners holding more than 20 cases during the current quarter. There is work ongoing to reduce caseloads and regular monitoring of caseload sizes takes place monthly. Recruiting additional social work staff should assist in further reducing caseload levels to ensure that they are more manageable and reach the agreed target of no more than 20. Vacancy levels have remained relatively static despite a push on recruitment over the previous 12 months. This is as a direct result of the steady number of

leavers over the last 12 months and the number of new appointments to the council.

Case audit findings

- 23 A new approach to case file auditing has been developed to quality assure social work practice and recording. A sample of around 5% of cases are selected randomly and allocated to auditors (managers and supervisors who are independent of these cases.) A number of thematic audits were also carried out relating to cases on areas of key concern for the council or the Local Safeguarding Children's Board. The grades used for scoring these audits are the same as those used by Ofsted (inadequate, requires improvement, good or outstanding). Although there has been some improvement, our target to achieve a grading of good or above for 65% of audited casework by March 2017 has not been met with 48% of statutory social work team cases files being assessed as reaching this standard at this stage. It is worth noting that case files audited date back to before the introduction of the new quality assurance process where the bar was raised, and social workers now have a better understanding of the new standards. There is an ongoing push on quality and improvement within teams with progress under close and regular management scrutiny.

Corporate Parenting Support

- 24 Despite the increase in LAC, timeliness of looked after reviews has remained stable and is better than regional and national benchmarks. In quarter four there were 14 reviews held out of timescale, involving 21 children. However, all reviews have now been completed. Procedures are in place to ensure the timing of reviews are closely monitored and delays are kept to a minimum.
- 25 The rate of children adopted from care has improved from 11.3% (21 children, April to December 2015) to 20.2% (49 children, April to December 2016). Durham also continues to perform well in relation to time taken from court order to matching an adoptive family and moving children in. The majority of LAC in County Durham have a long-term plan for permanence i.e. children are placed with foster carer (currently around 67%).
- 26 Two key performance issues are identified this quarter in relation to support for looked after children and care leavers that we need to address, better understand or keep under greater scrutiny:
- (a) Increase in the number of children looked after
 - (b) Changes of social worker.

Numbers of Looked after children

- 27 There were 810 looked after children (LAC) at the end of March 2017 in County Durham, significantly more than last year (680). This has been generally increasing since a low base of 410 in 2008. Although the absolute number of LAC has increased, the rate of children looked after per 10,000 (0-17 years) population is now in line with the regional position, significantly above national levels. There are implications in terms of the council's

corporate parenting responsibilities, workload pressures and increased costs to the council. Whilst the number of children looked after due to neglect has increased, further work is to be carried out to gain a better understanding of the reasons for an increase in the number of children looked after. Annual unit costs of placements vary from nil to £208,000. A Placement Efficiency Strategy is currently under development, which aims to reduce the cost of LAC placements.

Changes of social worker

- 28 Stability is very important for children in care and care leavers. Durham took part in the pilot data collection on social worker changes for the Children's Commissioner's Stability Index project. The Stability Index is a long term project which aims to develop measures of stability experienced by children in care, covering different aspects of their lives. Both the level of multiple placement moves for looked after children in 2015/16, and mid-year school moves were in line with national and regional averages. Data on the number of changes of primary social worker show that 42% of children have no changes of social worker, 30% have one change, but 16% of children have had two changes and 12% have had three or more changes of social worker. This provides a baseline against which efforts to improve workforce stability and to restructure the service can be measured.³

Altogether Healthier

- 29 We continue to have low levels of delayed transfers of care from hospital which are better than the same period last year and national averages. With regard to managing social care support, although the number of adults admitted on a permanent basis to residential or nursing care has increased since the same period last year, the number of bed days commissioned by the council is stable. Panels continue to scrutinise permanent admissions to residential or nursing care homes in order to ensure that only those who are unable to be supported safely at home are admitted to permanent care. Our adult social care users are satisfied with the services we provide and we are performing better than the national average.
- 30 Adult health shows that although the number of smokers who have quit with support has achieved target, there has been a reduction in the overall number of quitters since last year. There is an increase in the use of e-cigarettes which have become widely available and may be reducing numbers embarking on the stop smoking programme. The fall in smoking prevalence generally may also be contributing to the decline in use of smoking cessation services.
- 31 Male and female life expectancy have been increasing since 2000/2002 at a county, regional and national level. Latest figures show life expectancy levels have increased (3.4 years male and 1.9 female), but we are still significantly lower than the national average for both male and female life expectancy. The gap between County Durham and England has seen little change over time for men, but for women there has been a slight increase in recent years.

³ Stability Index Preliminary Findings: Durham Information Pack, The Children's Commissioner's Office (2017)

32 Cancer screening rates for all three reported cancers (breast, bowel and cervical) in Durham are better than both regional and national rates. Only cervical screening failed to meet the target but despite this, County Durham is the second best performing local authority in the region. Nationally, only two authorities achieved the national cervical cancer screening target.

Altogether Safer

33 Turning to crime across the county, levels have increased from last year but figures continue to be affected by improvements to crime recording. These changes will continue to affect figures until a higher baseline for recording crime is established which will take into account better compliance with guidelines. This has had an impact upon figures nationally, not just in County Durham. However, the overall crime rate per 1,000 residents is lower in County Durham than nationally and most similar community safety partnership areas. Theft offences have also increased but remain better than in comparator areas, with shoplifting accounting for almost a quarter of all theft offences.

34 Fewer incidents of anti-social behaviour have been reported to the police. As overall numbers are coming down, the proportion of incidents that are alcohol related has increased. Further analysis is being undertaken by Durham Constabulary to understand all factors affecting the increase in alcohol related crime and incidents.

35 Successful alcohol and drug treatment completions remain low and below target and other comparable areas. A performance plan has been developed by Lifeline, the council's commissioned drug and alcohol treatment provider, which continues to be closely monitored on a monthly basis. Provider, Stakeholder, Service User and Members Briefing events have recently been held to consult upon the design of a new drug and alcohol treatment service, which will focus on community outreach model aimed at providing more locally accessible services. The date for the procurement process to begin still requires confirmation at this stage.

36 There were fewer people killed or seriously injured in road traffic accidents in 2016 compared to 2015, including 25% fewer children. However, October to December 2016 saw an increase in incidents, including six fatalities, none of whom were children.

37 The number of first time entrants to the Youth Justice System (aged 10 -17 years) remains low and well within target. The proportion of re-offenders who re-offended within 12 months equates to 27.5%, which is lower than the same period in 2013/14 and the North East average, but higher than in England and Wales.

Altogether Greener

38 Environmental measures show we continue to divert more than 95% of our waste from landfill and our reuse, recycling and composting rate has achieved target. Requests for the 2017 garden waste collection scheme have increased with over 1,700 more signups than last year. Good levels of street and

environmental cleanliness continue across the county however, fly-tipping incidents are still increasing. There are various projects and campaigns running across the county to help tidy villages and towns including Operation Spruce Up and the Big Spring Clean, and our community litter-pick campaign, running throughout spring. Such schemes have helped the council secure the coveted Local Authority of the Year honour at the Keep Britain Tidy Awards for commitment to improving and protecting the environment, while our anti-fly-tipping programme, Operation Stop It, scooped Environmental Campaign of the Year.

- 39 Improvements in maintenance of our major roads (A, B & C roads) have been achieved. However, unclassified roads are now the focus for improvement. Overall satisfaction with maintenance and the condition of our highways has improved and is better than national averages.

Altogether Better Council

- 40 Residents are now able to access more services online and on a 24/7 basis, we are seeing an increase in service users choosing online access routes at quarter 4. Better information and communications are available on the website, signposting customers and providing information that may answer their query without the need to contact the council directly. Enabling customers to self-serve is supporting more efficient ways of working as resource reduces due to budget reductions. However, during quarter 4, telephony was the still the most popular channel used by people contacting the council at 64.3%.
- 41 Processing times for housing benefit and council tax reduction in both change of circumstances and new claims received have exceeded their respective annual targets. However, the collection rate for council tax has marginally failed to reach the annual target, although this is an improvement upon last year's collection. During 2016/17, the total number of customers who chose the option to extend their council tax payment plan over 12 months (rather than the statutory 10 months) was 14,898, (compared to 11,173 in 2015/16), which directly impacts upon cash flow and collection performance.
- 42 Sickness absence is 10.48 days lost per full time equivalent (excluding schools), an improvement for the sixth successive quarter. Although a downward trend seems to be forming in rates of sickness absence in the council, it is imperative that officers continue to deal with sickness absence in a committed and rigorous manner.
- 43 The percentage of staff who had an appraisal remains static at 88% with performance remaining below target. It is essential that all employees are provided with a regular opportunity for discussion on performance, ideas and to provide feedback as well as ensuring employees are equipped to carry out their job role and also for managing future demands. Performance appraisal training continues to be delivered as part of the Corporate Learning and Development Programme and skills based training is included in the Durham Manager Programme. Data and regular email reminders continue to be

provided to managers which includes absence and appraisal data for employees in their team.

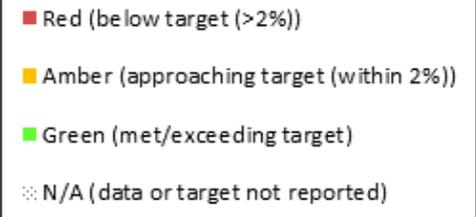
Volume of Activity

- 44 Over 2016/17 the council has seen reductions in demand for a number of frontline services. There was a fall in the number of customer visits at customer access points, a trend seen over the past three years. Customer contacts by telephone, social media and web forms have all steadily reduced this year after increases reported during 2015/16, although the number of emails received has been increasing over the last two years. Successful applications for rehousing through Durham Key Options continue to fall following an increase at quarter four 2015/16. Reductions have also been observed in processing changes of circumstances for both housing benefit and council tax reduction and new claims in housing benefit, although new council tax reduction claims have increased compared to 2015/16. We have received more overall planning applications this year, but fewer were major applications. There have been fewer Freedom of Information and Environmental Information Regulations requests although volume remains high.
- 45 A key area where demand has increased is child safeguarding with increases in the number of children with a child protection plan and looked after children cases, which have been increasing since 2015/16. Children in need referrals have increased slightly during the past six months after a period of reducing levels, although the number of re-referrals has fallen. Fly-tipping incidents reported increase following a period of improvement during 2015/16.
- 46 The latest position in volume trends is presented in the charts available at Appendix 5.

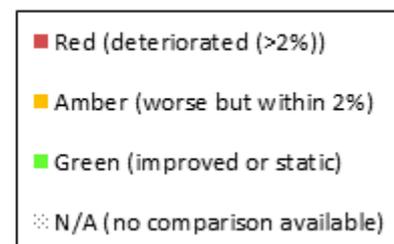
Overall Performance of the Council

Key Performance

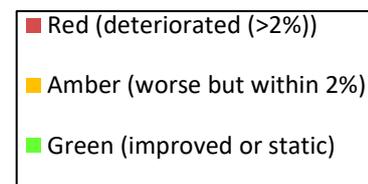
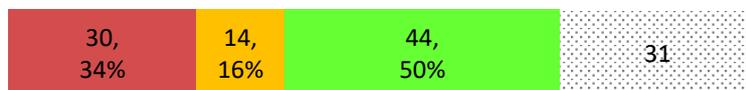
Performance against targets



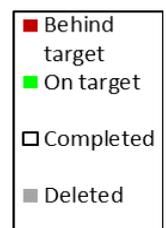
Target indicators - Direction of travel



Tracker indicators - Direction of travel



Actions



- 47 Throughout 2016/17, 70% (41) of our target indicators improved or maintained performance and 69% (41) were approaching, meeting or exceeding target. For tracker indicators, 66% (58) improved or maintained performance. 91% (187) of Council Plan actions have been achieved or are on target to be achieved by the deadline. 8% (16 of 206) of actions slipped. In the majority of cases work has been rescheduled and timescales reset as reflected in the recommendations at paragraph 51.

- 48 Information and data to support the complete indicator set is provided at Appendix 4. A full copy of the exceptions, deletions, amendments and additions to council and service planning actions is available on request from performance@durham.gov.uk.

Risk Management

- 49 Effective risk management is a vital component of the council's agenda. The council's risk management process sits alongside our change programme and is incorporated into all significant change and improvement projects.
- 50 Appendix 3 summarises key risks in delivering the ambitions for each priority theme and how we are managing them.

Key Data Messages by Altogether Theme

- 51 The next section provides a summary per Altogether theme of key data messages. The format of the Altogether themes provides a snap shot overview aimed to ensure that key performance messages are easy to identify.⁴ The Altogether themes are supplemented by information and data relating to the complete indicator set, provided at Appendix 4.

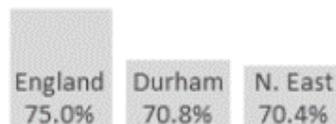
⁴ Images designed by Freepik from Flaticon, Homelessness Outreach Service by Hawaii Open Data US, Office Rental by Makhmudkhon, Pound Bills by John Burraco, Pounds by Oliviu Stoian from the thenounproject.com

Altogether Wealthier

Employment

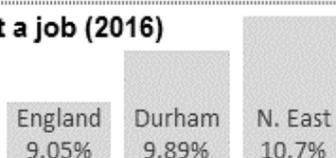
Employment rate (2016)

- ✓ 238,500 people in work in County Durham
- ↑ 5,800 more people than previous quarter



Working age population not in work who want a job (2016)

- ✓ 32,300 people not in work want a job
- ↓ 6,500 less people than last year



Young people

18-24 year olds who are out of work and claiming either Universal Credit or Jobseeker's Allowance (at Mar 2017)

Durham England North East

4.1%
(2,110 people)

2.8% 4.8%

16-17 year olds in an apprenticeship (at Dec 2016)

8.4% 5.4% 8.2%

Helping people back into work

216 apprenticeships started through County Council schemes (Apr - Dec 2016) well above the target of 150

719 apprenticeships through Durham County Council schemes sustained for 15 months or more (at Mar 2017), which equates to 67.1% of all

↑ **2,404** jobs created/safeguarded as a result of Business Durham activity in 2016/17. More than target (1,380) and 2015/16 (1,128)

↓ **20** full time equivalent jobs created through business improvement funding (2016/17). More than target (16) but fewer than 2015/16 (68.5)

Housing and regeneration (2016/17)

- ↑ **640** private sector properties improved through council intervention. More than target (515) and 2015/16 (498)
- ↓ **136** empty properties brought back into use through council intervention. More than target (120) but fewer than 2015/16 (177)
- ↔ **1,335** net new homes completed. In line with 2015/16 (1,343)

DCLG awarded:



£100k to DCC for building commercial skills and capacity
£284k to Livin for Western estate, Newton Aycliffe
£199.5k to CDHG for Woodhouse Close Estate, Bishop Auckland assisting early stages of regeneration schemes

£3.34m approved for Horden Station by NECA

Homelessness (2016/17)

- ↑ **16,183** clients accessed Housing Solution Service. Increased from last year attributed to promotional activities.
- ↓ **1,262** clients for whom homelessness was prevented. Less than last year (1298)
- ↑ **170** clients for whom homelessness was accepted. More clients than last year (131)



Business premises occupancy

- ↓ **84.7%** of Business Durham floor space occupied (at Mar 2017). Better than target (81%) but less than last year (87.5%)
- ↑ **£3.5m** income generated from Business Durham business space on 2016/17. More than target (£3.1m) and last year (£3.3m)
- ↔ **74%** properties let from the council's retail, commercial and investment portfolio (at Mar 2017). Less than target (80%) but in line with last year (74%)

Altogether Better for Children and Young People

Early Help & Universal Services

Safeguarding



89.1% CAMHS patients attended within timescale, more than last year (77.3%)(2016/17)

Hospital admission episodes for alcohol-specific conditions Under 18s (Per 100,000 0-17 population)

	Durham	North East	England
2012/13—14/15	72.8 (219)	66 ✓	39 ✗
2013/14—15/16	67.5 (203)	66.9% ✗	37.4 ✗

Achieving Aspiration



2% of Durham children with at least one fixed exclusion, similar to last year (1.94%) (2015/16)

Ofsted

Schools judged outstanding or good

92%

Primary

68%*

Secondary

*10 out of 31 schools judged as Requires Improvement or Inadequate (1 less than last quarter). 5 LA maintained schools and 5 academies.

Not in Education, Employment or Training

4.3% of 16-17 year olds in Durham are not in education, employment or training, higher than national (2.7%) and North East (4.0) averages

Conception rate (Jan—Dec 2015)

Under 16

Under 18

6.6 per 1,000 female population (**50** conceptions), slight higher than the 2014 rate (5.8 and 46 conceptions)

26.4 per 1,000 female population (**219** conceptions), fewer than last year (28.5 and 243 conceptions)



17.4% of mothers smoking at time of delivery*
An improvement on last year (18%) but slightly above the target of 17.2%



*Durham Dales, Easington and Sedgefield clinical commissioning Group area has the third highest rate in the North East and the eleventh highest in England.

727 families

benefitted from successful interventions* (16.7% of phase 2 overall total of 4,360 families by March 2020), above both the regional (15.7%) and national average (13.2%)

Stronger Families Programme

*this aims to assist individuals in a family to achieve reductions in crime/anti-social behaviour, improve school attendance or move back into employment through the Stronger Families Programme.

Sustained contact with Children's Centre

88%* of Durham 0-2 year olds in the top 30% IMD** having sustained contact, more than last year (83%) (2015/6)

* provisional figure, **English Index of Multiple Deprivation 2015

Altogether Better for Children and Young People

Assessment and Safeguarding (Apr 2016-Mar 2017)

Safeguarding

Child's journey

5,112 Children in need referrals (CiN), fewer than last year (5,994)

4,192 Single Assessments, fewer than last year (5,125)

501 Children with a child protection plan (CPP) more than last year (350) (CPP rate = 50 per 10,000)

Our response

Statutory referrals processed in 24 hrs. Target of 85% not met

73.4%

CiN referrals occurred within 12 months of previous referral
Target of 19.5% met

18.9%

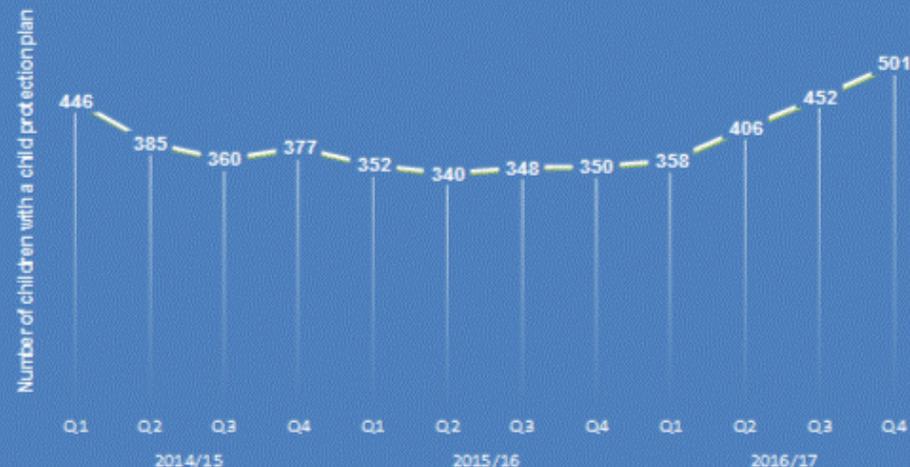
Single assessments completed in 45 days Target of 85% not met

83%

Children with a CPP with all reviews completed within timescale (Tracker)

94.4%

Durham's children with a CPP (50 per 10,000) is fewer than North East average (59.6) but more than England average (43.1)

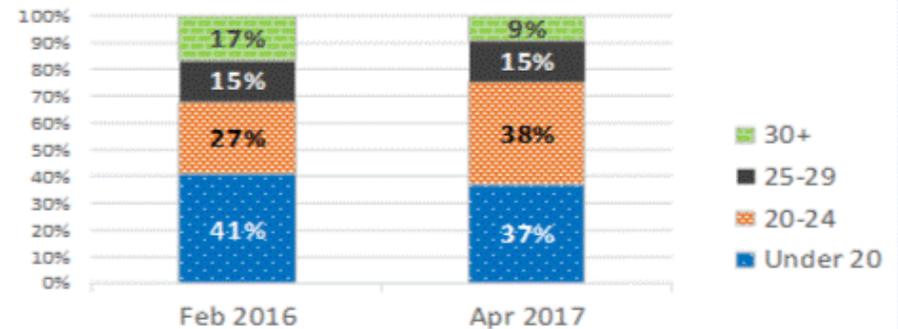


Social Work Practice

Social Worker Caseload (Feb 2016—Apr 2017)

- ◆ Caseload levels have improved from Feb 2016 (Ofsted inspection)
- ◆ Target caseload is 20 per social worker

% of Staff* by WTE Caseload Range



*All Agency Staff and Students assumed to be 1.0 WTE. Team Managers, Social Work Consultants, ASYE's, and Students Social Workers have been excluded from the WTE of Staff and any cases they hold have also been excluded.

Casefile Quality

- ◆ The quality of casework has improved but remains significantly low
- ◆ The target for all casework being 65% good by March 2017 has not been met

Statutory casefile quality	Ofsted March 2016 (20 cases)	Quarter 4 March 2017 (158 cases)
Good or above	40%	48%
Below Good	60%	52%

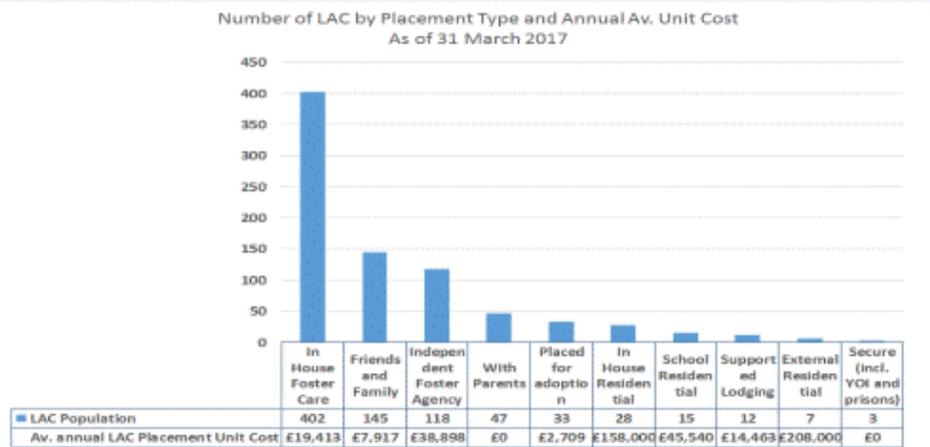
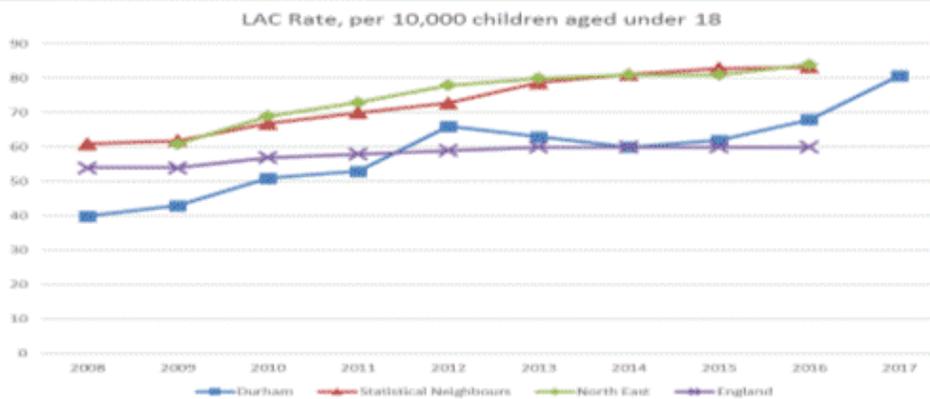
Altogether Better for Children and Young People

Corporate Parenting Support(31 Mar 2017)

Safeguarding



- **810** children currently looked after (LAC), more than last year (680)
- **319** LAC children during the year are no longer registered
- **239** care leavers are also receiving support
 - ◆ **94%** LAC reviews completed within timescale
 - ◆ **19%** Increase in LAC rate from 68 per 10,000 children to 80.8
 - ◆ A range of factors affected the increase including a change in the way neglect cases are handled



Achieving Aspiration

Education & School Attendance (2015/16 academic year)

LAC	Durham Ave.	National LAC Ave.	
31.3%	49.2%	22.8%	GCSE Average Attainment 8 score of Looked After Children
44%	59%	25%	Achieved the expected standard in Reading, Writing and Maths (KS2)
5%	2%	10% 2014/15	LAC with at least one fixed exclusion from school, fewer than last year (9%)
4.7%	11%	9.1% 2014/15	LAC classed as persistent absentees (attendance at Primary & Secondary school)
25.1%	4.3% (Nov 16 - Jan 17)	38%	Care leavers aged 17-21 not in education, employment or training (31 Mar 2017)

87.1% LAC had a dental check, fewer than last year (95.5%)

84.8% LAC have had the required number of health assessments, fewer than last year (89%)

Social Work Practice

SOCIAL WORKER CHANGES FOR LAC 2015/16

■ No changes ■ 1 change ■ 2 changes ■ 3+ changes



◆ **542** LAC (67%) have a plan for permanence

◆ **53** children (17.3%) adopted of those leaving care (2016/17), compared to 21 (11.3%) last year

Timeliness of adoption: Durham is better than North East and England

Moving children in with adoptive family (target of 450 days)	Durham 477 days (2016/17)	North East 563 days (2015/16)	England 522 days (2015/16)
From court order to deciding on a match to an adoptive family (target of 220 days)	Durham 196 days (2016/17)	North East 211 days (2015/16)	England 244 days (2015/16)

Altogether Healthier

Adult Social Care

Delayed Transfers of care

- ✓ Delayed transfers of care have decreased from the same period last year and are lower than national average. Over 11 snapshot days between April 2016 and February 2017 there were:

 **184** delayed transfers of care (4 per 100,000 population)

 **26** delayed transfers of care which were fully or partially attributable to adults social care (0.7 per 100,000 population)



Adult Social Care Survey 2016/17



94.5% People reporting that the help and support they receive has made their quality of life better



49.2% People who have as much social contact as they want



Above national average for both questions

Adults 65+ admitted to care on a permanent basis 2016/17

- ✗ **804** (764.1 per 100,000 population) above target of 790
- ✗ Higher than 2015/16 figure of 767 (736.3 per 100,000 population)

Total bed days commissioned

- ✓ **925,824** in 2016/17 (2,589 less than 2015/16)
- ✓ **224,573** between 1 Jan - 31 Mar 2017, the lowest quarterly number of commissioned bed days since Q1 2015/16

Public Health

Life Expectancy in County Durham

78.1 years

81.2 years



- Compared to 2000-02, men and women are living longer (3.4 years and 1.9 years respectively), in line with regional and national trends
- Worse than national average for both male (79.5 years) and female (83.1 years)
- Better than North East for male (77.9 years) and similar for female (81.6 years)

Cancer Screening rates

Screening	Durham (31 Mar 2016)	England (31 Mar 2016)
Bowel cancer screening	✓ 60.9% ↓	✓ 57.9%
Cervical screening	✗ 76.9% ↓	✓ 72.7%
Breast screening	✓ 78.1% ↑	✓ 75.5%

- ✓ **1,911** people quit smoking following support between Apr – Dec 2016 (2,024.9 per 100,000 population), exceeding the target of 1,641 (1,739 per 100,000)



Contract with all 6 GP Federations to deliver NHS Health checks from 1st April 2017

Sport England Active Lives Survey - Year 1 (Nov 2015 - Nov 2016)

Participation in Sport and Physical activity	Year 1		
	Durham	National	Comparison
Inactive: less than 30 mins per week	25.4%	22%	✗ (- 3.4pp)
Fairly Active: 30 - 149 mins per week	12.4%	12.6%	✗ (- 0.2pp)
Active - 150 + mins per week	62.2%	65.4%	✗ (- 3.2pp)

Altogether Safer

Crime and anti-social behaviour (ASB) incidents

Apr 2016 - Mar 2017:



- ↓ 15.5% reduction in anti-social behaviour (ASB) incidents since 2015/16
 ✓ Victim based crimes and theft are lower than nationally and most similar community partnership areas
- ↑ Crime has increased by 28.1% compared to 2015/16. Victim based crime has increased 25% since 2015/16
 BUT Changes in recording practices will continue to affect the figures until a higher baseline for recording crime is established which will take into account better compliance with recording guidelines.
- ↑ Theft offences have increased by 10.6%. 24% can be attributed to shoplifting, an increase from 20% in 2015/16.
- ↑ Alcohol related ASB has increased by 11.9%.
 BUT Further analysis is being undertaken by Durham Constabulary to understand all factors impacting on the increase in alcohol related incidents/crimes.

Alcohol and drugs (Oct 2015 - Sep 2016 representations to Mar 2017)

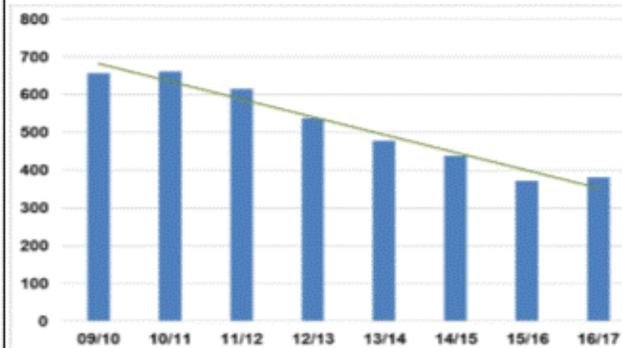
		Successful completions	Target
✗	Alcohol	28.6% (313 people)	38.3%
✗	Opiates	6.2% (92 people)	8%
✗	Non-opiates	26.9% (176 people)	49.1%

Road Safety (Jan- Dec 2016)

Year	Total KSI	Children	Fatalities
Comparison	-15%	-25%	+0.5%
2016	180	18	21*
2015	211	24	20

* none were children

First time entrants to the Youth Justice System aged 10 - 17 (per 100,000 population of 10-17 year olds)



Projects to target under age drinking and improve data sharing between partners (part of Alcohol Harm Reduction Strategy) delayed from May - Sep 17

27.5% offenders re-offend in 12 months (Jul 14 - Jun 15)
✓ better than North East and 2013/14
✗ worse than England

Altogether Greener

Environmental cleanliness

Dec 2016 - Mar 2017

Low levels of litter, detritus and dog-fouling remain in County Durham, better than national averages



6.1% litter



9.5% detritus



1.2% dog fouling

Keep Britain Tidy Awards, Durham awarded:

Local Authority of the Year: for dedication to improving, enhancing and protecting the environment, despite financial cuts, and developing a range of projects and campaigns to change people's behaviour

Environmental Campaign of the Year: for Operation Stop It (Anti-fly-tipping programme)

Big Spring Clean: Our community litter-pick campaign is running throughout spring to encourage and support residents, businesses and volunteers to organise litter pick activities or events to help tidy villages and towns

Fly-tipping

Apr 2016 - Mar 2017

8% increase in fly-tipping incidents recorded compared to 2015/16

7,768 incidents recorded in 2016/17 compared with 7,204 in 2015/16

69% was household waste

20% increase in white goods

Actions—2016/17

Cameras deployed to 117 locations	19 incidents caught on CCTV
10 stop and search operations	17 duty of care warning letters 10 fixed penalty notices issued
120 further investigations	14 prosecutions £7,019 awarded in fines, compensation, costs and surcharges

Refuse and recycling

Feb 2016 - Jan 2017



95.2% municipal waste diverted from landfill, in line with target (95%)



39.4% household waste re-used, recycled or composted, better than target (38%) but below national average (43%)



65,687 properties have joined the 2017 recycle garden waste scheme, 1,733 more than last year

Local authority road network

% of roads where maintenance should be considered (2016/17)



3% A roads

3% B and C roads

17% Unclassified

Improvements in our major roads was achieved through significant investment, effective use of resources and working with neighbouring authorities to provide mutual assistance.

Unclassified roads are now the focus for improvement as levels are above North East average (14%)

Overall Satisfaction with.... (National Highways & Transport survey)	2014	2016	National Ave 2016
...condition of the highways	38%	45%	38%
...highway maintenance	49%	55%	53%

Actionable defects repaired (Apr 2016 - Mar 2017) all below target of 95%

89% repaired in 24 hours, worse than previous quarter (91%)

90% repaired within 14 working days, worse than previous quarter (92%)

90% repaired within 3 months, worse than previous quarter (78%)

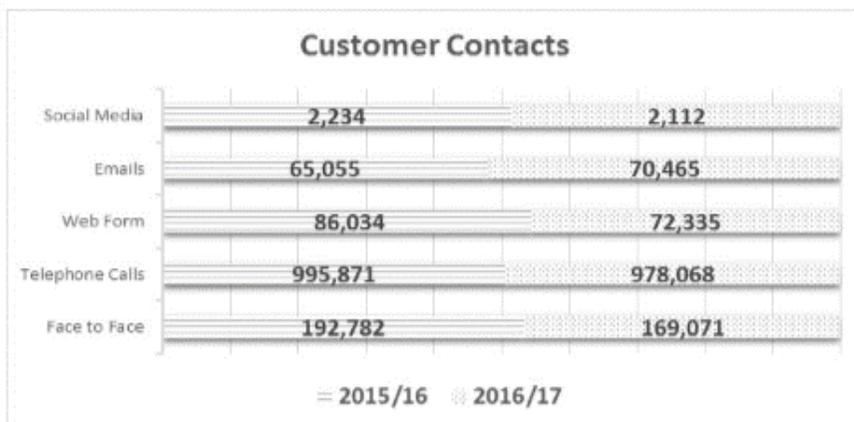
61% repaired within 12 months, worse than previous quarter (65%)

Altogether Better Council

Customer Services: (Apr 2016 - Mar 2017)



40 seconds to answer a call on average and **6%** calls abandoned



Freedom of Information and Environmental Information Regulations requests: (Jan - Mar 2017)

✗ 74% of responses were sent to applicants within 20 working days (target 85%)

Processing times for housing benefit (HB) and council tax reduction (CTR) claims	Jan-Mar	Annual	Target
	Days	Days	Days
✓ new HB claims	16.84	19.31	22
✓ new CTR claims	17.12	19.81	22
✓ HB change of circumstances claims	3.46	6.59	10
✓ CTR change of circumstances claims	5.75	7.66	10

Look out for:

Preparations are now underway for the introduction of Universal Credit full service from October 2017 for County Durham



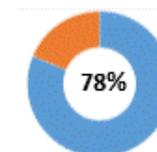
Employee Wellbeing: (Apr 2016 – Mar 2017 excluding schools)

Sickness absence per full time equivalent achieved target (11.50 days) and is better than last year (11.63 days)



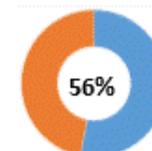
10.48 Days

Employees having 5 working days or less sickness



78%

More posts with no sickness absence, than last year (50%)



56%

% of sickness absence—short/medium/long term (Jan – Mar 2017 excluding schools)

Short Term = 0 - 7.5 days	19.62%
Medium Term = 7.5 - 20 days	17.04%
Long Term = 20 days +	63.35%

Percentage of staff performance appraisals completed (Apr 2016 – Mar 2017 excluding schools)

✗ 88% appraisals completed - remains static from the previous quarter but below target **92%**.

Finance: (Apr 2016 - Mar 2017)

Council Tax Collected



- 96.7% council tax collected (target 96.8%)
- 14,898 ratepayers chose option to extend payment plan over 12 months rather than statutory 10 months (11,173 2015/16)
- collection rates for 2015/16 now stand at **98%**

Business Rates Collected



- 97.8% business rates collected (target 97.5%)
- 1,758 ratepayers chose option to extend payment plan over 12 months rather than statutory 10 months (1,626 2015/16)
- collection rates for 2015/16 now stand at **98.9%**

Recommendations and reasons

52 Cabinet is recommended to:

- (a) consider and comment on the council's performance at quarter four;
- (b) agree the changes to the Council Plan outlined below:

Altogether Wealthier

- (i) Informing and supporting Regional/National policy development across the North East Combined Authority and Local Enterprise Partnership is behind target from March 2017 to September 2017 due to a delay with to the Housing White Paper and the response to it.
- (ii) Agreeing a programme of works for Festival Walk at Spennymoor is behind target from March 2017 to September 2017 due to a delay in the property purchase process.
- (iii) Adoption of the County Durham Plan has been paused until the implications of the Housing White Paper published in February 2017 are known.
- (iv) Agreeing a proposal for North Road has been delayed from March 2017 due to ongoing reassessment of viability and delivery options. The revised date is to be confirmed.
- (v) The review of Durham Town Hall and development of a new operating model to improve the visitor experience and maximise the revenue streams is delayed from March 2017 to March 2018. The work is presently on hold and will now be considered as part of the wider Millennium Place project.
- (vi) Development of a new operating model for Bishop Auckland Town Hall to increase income generation through improving the range of facilities, public interest and access by March 2017 is behind target with the completion date revised to August 2017. A feasibility study is almost complete.

Altogether Safer

- (vii) Working with responsible authorities to deliver the County Durham Alcohol Harm Reduction Strategy 2015 -2020 is delayed from May 2017 to September 2017 due to staff capacity issues delaying the project to target underage drinking.

Altogether Greener

- (viii) Reviewing current operational practices for the collection of clinical waste, developing a Clinical Waste Protocol that will harmonise the collection arrangements across the county is delayed from March 2017 to September 2017. Progress has been made with contractual collections brought in-house using existing resources. A working group has been set up and is now considering options to form a new countywide policy.

- (ix) Work to develop and improve the strategic cycle route network across County Durham has been further delayed from March 2017 to March 2018 as negotiations to purchase land failed and an alternative option to reconfigure the carriageway will need be investigated and designed.

Altogether Better Council

- (x) The streamlining of corporate planning arrangements including the Council Plan and Sustainable Community Strategy has been delayed from January 2017 to October 2017 to allow input on the new vision of the council following the elections in May.
- (xi) The review of corporate management development to meet organisational priorities and the changing needs of the organisation linked to the office accommodation programme is delayed from March 2017 to October 2017 to coincide with the timescale of the action above.
- (xii) The review of public conveniences to ascertain the distribution and standard of provision to inform future countywide proposals by March 2017 is behind target with a revised completion date of May 2017. A report on options is being considered.
- (xiii) Improving the overall approach to managing DCC buildings to ensure building compliance and provide an improved working environment is delayed from March 2017 to March 2018. A number of improvements have been achieved with some service areas retaining their responsibilities for properties.
- (xiv) Embedding the RED Project Management programme has been delayed from March 2017 due to corporate restructure. The revised date is to be confirmed.
- (xv) The Corporate Transport Review in liaison with Children and Adult Services has been delayed from March 2017 to March 2018. The improvement in invoicing process was delayed by Information and Communications Technology (ICT) bidding.

Deleted actions

Altogether Better Council

- (xvi) As part of the renewal of the County Durham Partnership (CDP), the development and implementation of a programme of change is to be deleted as this now forms part of the Transformation Programme.

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Appendix 1: Implications

Appendix 2: Report Key

Appendix 3: Risk Management

Appendix 4: Summary of key performance indicators

Appendix 5: Volume measures

Appendix 6: Performance Framework

Appendix 1: Implications

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

Staffing - Performance against a number of relevant corporate health Performance Indicators (PIs) has been included to monitor staffing issues.

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

Equality and Diversity / Public Sector Equality Duty - Corporate health PIs are monitored as part of the performance monitoring process.

Accommodation - Not applicable

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

Human Rights - Not applicable

Consultation - Not applicable

Procurement - Not applicable

Disability Issues - Employees with a disability are monitored as part of the performance monitoring process.

Legal Implications - Not applicable

Appendix 2: Report key

Performance Indicators:

Direction of travel/benchmarking

Same or better than comparable period/comparator group

GREEN

Worse than comparable period / comparator group (within 2% tolerance)

AMBER

Worse than comparable period / comparator group (greater than 2%)

RED

Performance against target

Meeting/Exceeding target

Getting there - performance approaching target (within 2%)

Performance >2% behind target

- ✓ Performance is good or better than comparable benchmark
- ✗ Performance is poor or worse than comparable benchmark
- ↔ Performance has remained static or is in line with comparable benchmark

National Benchmarking

We compare our performance to all English authorities. The number of authorities varies according to the performance indicator and functions of councils, for example educational attainment is compared to county and unitary councils however waste disposal is compared to district and unitary councils.

North East Benchmarking

The North East figure is the average performance from the authorities within the North East region, i.e. County Durham, Darlington, Gateshead, Hartlepool, Middlesbrough, Newcastle upon Tyne, North Tyneside, Northumberland, Redcar and Cleveland, Stockton-On-Tees, South Tyneside, Sunderland. The number of authorities also varies according to the performance indicator and functions of councils.

Nearest Neighbour Benchmarking:

The nearest neighbour model was developed by the Chartered Institute of Public Finance and Accountancy (CIPFA), one of the professional accountancy bodies in the UK. CIPFA has produced a list of 15 local authorities which Durham is statistically close to when you look at a number of characteristics. The 15 authorities that are in the nearest statistical neighbours group for Durham using the CIPFA model are: Barnsley, Wakefield, Doncaster, Rotherham, Wigan, Kirklees, St Helens, Calderdale, Dudley, Northumberland, Tameside, Sheffield, Gateshead, Stockton-On-Tees and Stoke-on-Trent.

We also use other neighbour groups to compare our performance. More detail of these can be requested from the Corporate Planning and Performance Team at performance@durham.gov.uk.

Appendix 3: Risk Management

Risk Management

1. The strategic risks identified as potential barriers to successfully achieving our objectives are listed against each Altogether theme. These risks have been identified using the following criteria:
 - a) Net impact is critical, and the net likelihood is highly probable, probable or possible.
 - b) Net impact is major, and the net likelihood is highly probable or probable.
 - c) Net impact is moderate, and the net likelihood is highly probable.

2. As at 31 March 2017, there were 21 risks, the same number as at 31 December 2016. During quarter 4, two risks were added and two were removed. The following matrix categorises the strategic risks according to their net risk evaluation as at 31 March 2017. To highlight changes in each category during the last quarter, the number of risks as at 31 December 2016 is shown in brackets.

Corporate Risk Heat Map

Impact					
Critical	1 (1)		4 (4)		1 (1)
Major		2 (1)	3 (4)	1 (1)	
Moderate			9 (7)	0 (2)	
Minor					
Insignificant					
Likelihood	Remote	Unlikely	Possible	Probable	Highly Probable

Key risks 

3. Two risks were removed from the corporate strategic risk register in this quarter after the net risk evaluations were reduced to reflect current circumstances and the effectiveness of mitigating controls. They will continue to be managed and reported at service grouping level.
 - a. There is a potential lack of available match funding within the public sector as a whole in County Durham and the NE LEP area, which could have an unacceptable impact upon the ability to fully utilise external funding and in particular the European Structural Funds programme for 2014-2020.
 - b. The continuation of weak economic conditions, financial austerity, the impact of Brexit and reduced household incomes may see increased pressure on areas of lower housing demand with consequent negative impacts on some communities, neighbourhoods and local environments.

4. Two risks were added:-
 - a. Proposed changes to the School Funding Formula threaten the viability of some schools. The Government is consulting about a National Funding Formula for mainstream primary and secondary schools, which will replace local formulas, taking effect from April 2019. The net evaluation of the risk is Major impact with a Possible likelihood of occurrence.
 - b. Progressive land slippage near the A690 may develop to an extent where a major road closure is necessary for repairs to be undertaken. There has been incremental movement, land slippage and evidence of carriageway failure over many years on a section of the A690, the main access road to Durham City. Various remedial works have been undertaken in an attempt to address the problem and monthly monitoring inspections are now being made.
5. The net evaluation of the following risk was reduced from Moderate impact and Probable likelihood to Moderate / Possible. This reflects current circumstances and the effectiveness of mitigating controls.
 - a. Diminishing Capital Resources, continuing depressed land values and cautious growth in the private sector may have an impact on the ability to deliver major projects and Town initiatives within proposed timescales.
6. The implementation of additional mitigation on a number of risks has enabled the Council to improve performance, decision-making and governance, and this is detailed in the relevant sections of the report.
7. At a corporate strategic level, key risks to the council, with their respective net risk evaluations shown in brackets, are:
 - a. **Altogether Wealthier:** There are no key risks in delivering the objectives of this theme.
 - b. **Altogether Better for Children and Young People:** Failure to protect a child from death or serious harm (where service failure is a factor or issue). Management consider it possible that this risk could occur which, in addition to the severe impacts on children, will result in serious damage to the Council's reputation and to relationships with its safeguarding partners. To mitigate the risk, actions are taken forward from Serious Case Reviews and reported to the Local Safeguarding Children Board. Lessons learned are fed into training for front line staff and regular staff supervision takes place. This risk is long term and procedures are reviewed regularly. (Critical / Possible)
 - c. **Altogether Healthier:** There are no key risks in delivering the objectives of this theme.
 - d. **Altogether Safer:** A service failure of Adult Safeguarding leads to death or serious harm to a service user. Management consider it possible that this risk could occur which, in addition to the severe impacts on service users, will result in serious damage to the Council's reputation and to relationships with its safeguarding partners. As the statutory body, the multi-agency Safeguarding Adults Board has a Business Plan in place for taking forward actions to safeguard vulnerable adults including a comprehensive training programme for staff and regular supervision takes place. This risk is long term and procedures are reviewed regularly. (Critical / Possible)

- e. **Altogether Greener:** There are no key risks in delivering the objectives of this theme.
- f. **Altogether Better Council:**
- i. If there was to be slippage in the delivery of the agreed Medium Term Financial Plan savings projects, this will require further savings to be made from other areas, which may result in further service reductions and job losses. Management consider it possible that this risk could occur, which will result in a funding shortfall, damaged reputation and reduced levels of service delivery. To mitigate the risk, a programme management approach for key projects has been established and embedded across the Council. Monitoring by Corporate Management Team and Cabinet provides assurance over the implementation of the agreed MTFP savings projects. It should be recognised that this will be a significant risk for at least the next 4 years. (Critical / Possible)
 - ii. Ongoing Government funding cuts which now extend to at least 2019/20 will continue to have an increasing major impact on all Council services. Management consider it highly probable that this risk could occur, and to mitigate the risk, sound financial forecasting is in place based on thorough examination of the Government's "red book" plans. This will also be a significant risk for at least the next 4 years. (Critical / Highly Probable)
 - iii. If we were to fail to comply with Central Government's Public Services Network Code of Connection criteria for our computer applications, this would put some of our core business processes at risk, such as Revenues and Benefits, which rely on secure transfer of personal data. A PSN risk register has been completed and is reviewed on an ongoing basis and as part of the annual review.
(Critical / Possible)
 - iv. Major Interruption to IT Service Delivery. Corporate Management Team has approved a project to provide improved ICT resilience for the Council's main Data Centre. It is anticipated that the improvement works, which will significantly reduce the risks from electrical and mechanical failures, will be completed by December 2017. (Major / Probable)

Appendix 4: Summary of Key Performance Indicators

Table 1: Key Target Indicators

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Wealthier											
1	REDPI106	Percentage of properties let from Durham County Council's retail, commercial and investment portfolio	74.0	As at Mar 2017	80.0	RED	74.0	GREEN			
2	REDPI33	Percentage of Business Durham floor space that is occupied	84.70	As at Mar 2017	81.00	GREEN	87.50	RED			
3	REDPI76	Income generated from Business Durham owned business space (£)	3,547,969	2016/17	3,130,000	GREEN	3,302,634	GREEN			
4	REDPI64	Number of passenger journeys made on the Link2 service	7,266	Jan - Mar 2017	7,500	RED	7,696	RED			
5	REDPI81	Percentage of timetabled bus services that are on time	88.6	Jan - Mar 2017	88.0	GREEN	88.4	GREEN			
6	REDPI75	Overall proportion of planning applications determined within deadline	93.1	Jan - Mar 2017	90.0	GREEN	93	GREEN			
7	REDPI10ai	Number of affordable homes delivered [1]	Not reported	2016/17	200	NA	262	NA			
8	REDPI29a	Number of private sector properties improved as a direct consequence of local authority intervention [2]	640	2016/17	515	GREEN	498	GREEN			

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
9	REDPI30	Number of empty properties brought back into use as a result of local authority intervention	136	2016/17	120	GREEN	177	RED			
10	REDPI62	Number of apprenticeships started through Durham County Council schemes	216	Apr - Dec 2016	150	GREEN	55	GREEN			
11	CASAW 2	Overall success rate (%) of adult skills funded provision	95.2	2015/16 ac yr (final)	90.0	GREEN	93.2	GREEN	87.0 GREEN	84.7* GREEN	2014/15 ac yr (final)
12	REDPI103	Number of full time equivalent jobs created through business improvement funding	20.0	2016/17	16.0	GREEN	68.5	RED			
13	REDPI41b	Percentage of major planning applications determined within 13 weeks	92.9	Jan - Mar 2017	80.0	GREEN	96.8	RED	85.0 GREEN	93** AMBER	Jul - Sep 2016
14	REDPI92	Number of gross potential jobs created or safeguarded as a result of Business Durham activity	2,404	2016/17	1,380	GREEN	1,128	GREEN			
15	REDPI104	Number of businesses supported through business improvement funding	25	2016/17	37	RED	41	RED			
16	REDPI91	Number of visitors to the thisisdurham website	213,921	Jan - Mar 2017	240,000	RED	223,024	RED			

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Better for Children and Young People											
17	CASCYP 15	Percentage of children in the early years foundation stage achieving a good level of development	69.0	2015/16 ac yr (final)	64.0	GREEN	63.6	GREEN	69.3	68.4*	2015/16 ac yr (final)
									AMBER	GREEN	
18	CASAS5	First time entrants to the youth justice system aged 10 to 17 (per 100,000 population of 10 to 17 year olds) (Also in Altogether Safer) [2]	382	2016/17	582	GREEN	372	RED			
19	CASCYP 9	Percentage of children in need referrals occurring within 12 months of previous referral	18.9	2016/17	19.5	GREEN	21.1	GREEN	22.3	20.6*	2015/16
									GREEN	GREEN	
20	CASCYP 31	Percentage of statutory referrals received by the First Contact Team or Emergency Duty Team processed within 1 working day	73.4	2016/17	85.0	RED	81.6	RED			
21	CASCYP 32	Percentage of single assessments completed within 45 days	83.0	2016/17	85.0	RED	84.2	AMBER	83.4	82.1*	2015/16
									AMBER	GREEN	
22	CASCYP 14	Percentage of successful interventions (families turned around) via the Stronger Families Programme (Phase 2) (Also in Altogether Safer) [3]	16.7	Sep 2014 - Mar 2017	NA	NA	NA	NA	NA	13.2	
										GREEN	

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
23	CASCYP8	Percentage of mothers smoking at time of delivery (Also in Altogether Healthier)	17.4	Oct - Dec 2016	17.2	AMBER	18.0	GREEN	16.5	16*	Oct - Dec 2016
Altogether Healthier											
24	CASAH2	Percentage of eligible people who receive a NHS health check	5.1	Apr - Dec 2016	6.0	RED	5	GREEN	6.1	5.2*	Apr - Dec 2016
25	CASAH3	Percentage of people eligible for bowel cancer screening who were screened adequately within a specified period	60.9	As at Mar 2016	60.0	GREEN	61.2	AMBER	57.9	59.4*	As at Mar 2016
26	CASAH10	Percentage of women eligible for breast screening who were screened adequately within a specified period	78.1	As at Mar 2016	70.0	GREEN	77.8	GREEN	75.5	77.3*	As at Mar 2016
27	CASAH4	Percentage of women eligible for cervical screening who were screened adequately within a specified period	76.9	As at Mar 2016	80.0	RED	77.6	AMBER	72.7	75.2*	As at Mar 2016
28	CASAS23	Percentage of successful completions of those in alcohol treatment (Also in Altogether Safer)	28.6	Oct 2015 - Sep 2016 (representations to Mar 2017)	38.3	RED	30.2	RED	38.3		England Oct 2015 - Sep 2016 (representations to Mar 2017)

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
29	CASAS7	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Safer)	6.2	Oct 2015 - Sep 2015 (representations to Mar 2017)	8.0	RED	6.0	GREEN	6.6 RED		Oct 2015 - Sep 2016 (representations to Mar 2017)
30	CASAS8	Percentage of successful completions of those in drug treatment - non-opiates (Also in Altogether Safer)	26.9	Oct 2015 - Sep 2016 (representations to Mar 2017)	49.1	RED	33.0	RED	37.1 RED		Oct 2015 - Sep 2016 (representations to Mar 2017)
31	CASCYP8	Percentage of mothers smoking at time of delivery (Also in Altogether Better for Children and Young People)	17.4	Oct - Dec 2016	17.2	AMBER	18.0	GREEN	16.5 RED	16* RED	Oct - Dec 2016
32	CASAH1	Four week smoking quitters per 100,000 smoking population	2,025	Apr - Dec 2016	1,739	GREEN	2,091	RED			
33	CASAH11	Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care	764.1	2016/17	750.8	AMBER	736.3	RED	628.2 RED	843* GREEN	2015/16
34	CASAH12	Percentage of adult social care service users that receive self-directed support such as a direct payment or personal budget	98.6	As at Mar 2017	90.0	GREEN	92.6	GREEN	86.9 GREEN	95.4* GREEN	2015/16

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
35	CASAH14	Proportion of older people who were still at home 91 days after discharge from hospital into reablement/rehabilitation services	87.8	Jan - Dec 2016	86.0	GREEN	87.2	GREEN	82.7 GREEN	85.5* GREEN	2015/16
Altogether Safer											
36	CASAS1	Percentage of domestic abuse victims who present at the Multi-Agency Risk Assessment Conference (MARAC) and are repeat victims	13.0	2016/17	25.0	NA [4]	13.4	NA [4]	26.0 NA	28** NA	Apr - Dec 2016
37	REDPI98	Percentage of emergency response Care Connect calls arrived at the property within 45 minutes	99.92	Jan - Mar 2017	90.00	GREEN	100.00	AMBER			
38	CASAS5	First time entrants to the youth justice system aged 10 to 17 (per 100,000 population of 10 to 17 year olds) (Also in Altogether better for Children and Young People) [2]	382	2016/17	582	GREEN	372	RED	357 Not comparable	413** Not comparable	2015/16
39	CASAS23	Percentage of successful completions of those in alcohol treatment (Also in Altogether Healthier)	28.6	Oct 2015 - Sep 2016 (representations to Mar 2017)	38.3	RED	30.2	RED	38.3 RED		England Oct 2015 - Sep 2016 (representations to Mar 2017)

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
40	CASAS7	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Healthier)	6.2	Oct 2015 - Sep 2015 (representations to Mar 2017)	8.0	RED	6.0	GREEN	6.6 RED		Oct 2015 - Sep 2016 (representations to Mar 2017)
41	CASAS8	Percentage of successful completions of those in drug treatment - non-opiates (Also in Altogether Healthier)	26.9	Oct 2015 - Sep 2016 (representations to Mar 2017)	49.1	RED	33.0	RED	37.1 RED		Oct 2015 - Sep 2016 (representations to Mar 2017)
42	CASCYP 14	Percentage of successful interventions (families turned around) via the Stronger Families Programme (Phase 2) (Also in Altogether Better for Children and Young People) [3]	16.7	Sep 2014 - Mar 2017	NA	NA	NA	NA	13.2 GREEN	15.7* GREEN	Sep 2014 - Mar 2017
Altogether Greener											
43	NS10	Percentage of municipal waste diverted from landfill	95.2	Feb 2016 - Jan 2017	95.0	GREEN	95.0	GREEN			
44	NS19	Percentage of household waste that is re-used, recycled or composted	39.4	Feb 2016 - Jan 2017	38.0	GREEN	39.5	AMBER	43.0 RED	35.3* GREEN	2015/16
45	NS14a	Percentage of relevant land and highways assessed (LEQSPRO survey) as having deposits of litter that fall below an acceptable level	6.11	Dec 2016 - Mar 2017	7.00	GREEN	7.28	GREEN	10.00 GREEN		2014/15

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
46	NS14b	Percentage of relevant land and highways assessed (LEQSPRO survey) as having deposits of detritus that fall below an acceptable level	9.49	Dec 2016 - Mar 2017	10.00	GREEN	9.35	AMBER	27.00 GREEN		2014/15
47	REDPI48	Percentage change in CO ₂ emissions from local authority operations	-6.00	2015/16	-4.00	GREEN	-10.40	RED			
48	REDPI109	Number of private sector properties benefiting from an energy efficiency measure installed by British Gas through the Warm Up North Partnership	392	2016/17	250	GREEN	515	RED			
49	NS04	Percentage of recorded actionable defects on carriageways and footways repaired within 24 hours (category 1)	89	Apr 2016 - Mar 2017	95	RED	94	RED			
50	NS05a	Percentage of recorded actionable defects repaired within 14 working days (category 2.1)	90	Apr 2016 - Mar 2017	95	RED	83	GREEN			
51	NS05b	Percentage of recorded actionable defects repaired within 3 months (category 2.2)	90	Apr 2016 - Mar 2017	95	RED	62	GREEN			

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
52	NS05c	Percentage of recorded actionable defects repaired within 12 months (category 2.3)	61	Apr 2016 - Mar 2017	95	RED	80	RED			
Altogether Better Council											
53	NS25	Percentage of customers with an appointment at a customer access point who are seen on time	Available 2017/18	NA	95	NA	New indicator	NA			
54	RES/038	Percentage all ICT service desk incidents resolved on time	94	Jan - Mar 2017	90	GREEN	94	GREEN			
55	RES/NI/181a1	Average time taken to process new housing benefit claims (days)	19.31	2016/17	22.00	GREEN	21.16	GREEN	21.00 Not comparable	22** Not comparable	Oct - Dec 2016
56	RES/NI/181a2	Average time taken to process new council tax reduction claims (days)	19.81	2016/17	22.00	GREEN	21.41	GREEN			
57	RES/NI/181b1	Average time taken to process change of circumstances for housing benefit claims (days)	6.59	2016/17	10.00	GREEN	7.57	GREEN	9.00 Not comparable	10** Not comparable	Oct - Dec 2016
58	RES/NI/181b2	Average time taken to process change of circumstances for council tax reduction claims (days)	7.66	2016/17	10.00	GREEN	9.12	GREEN			
59	RES/002	Percentage of council tax collected in-year	96.69	2016/17	96.80	AMBER	96.32	GREEN	97.10 Not comparable	95.96* Not comparable	2015/16

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
60	RES/003	Percentage of business rates collected in-year	97.78	2016/17	97.50	GREEN	97.40	GREEN	98.20 Not comparable	96.56* Not comparable	2015/16
61	RES/129	Percentage of council tax recovered for all years excluding the current year	99.62	Jan - Mar 2017	98.50	GREEN	99.56	GREEN			
62	RES/130	Percentage of business rates recovered for all years excluding the current year	99.28	Jan - Mar 2017	98.50	GREEN	99.21	GREEN			
63	REDPI49b	Total of income and savings from solar installations on council owned buildings (£) (excluding schools)	269,581	2015/16	242,000	GREEN	261,210	GREEN			
64	REDPI68	Average operational rating of Display Energy Certificates in county council buildings	92.0	As at Mar 2017	94.0	GREEN	95.0	GREEN			
65	RES/LPI/010	Percentage of undisputed invoices paid within 30 days to our suppliers	93.9	Jan - Mar 2017	93.0	GREEN	94.2	AMBER			
66	ACE006	Percentage of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within statutory deadlines	74	Jan - Mar 2017	85	RED	79	RED			
67	RES/LPI/012	Days / shifts lost to sickness absence – all services including school staff	9.02	2016/17	8.50	RED	9.44	GREEN			

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
68	RES/LPI/012a	Days / shifts lost to sickness absence – all services excluding school staff	10.48	2016/17	11.50	GREEN	11.63	GREEN			
69	RES/011	Percentage of performance appraisals completed in current post in rolling year period (excluding schools)	87.89	2016/17	92.00	RED	88.05	AMBER			

[1] Homes and Communities Agency has not confirmed a final figure. Data expected to be released in June 2017

[2] Previous period data amended /refreshed / final published data

[3] Reported as a % target PI again following 2015/16 when the numbers were reported as a tracker indicator

[4] The MARAC arrangements aim to increase the number of referrals but to remain below a threshold of 25%

Table 2: Key Tracker Indicators

Page 66 Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Wealthier											
70	REDPI3	Number of net new homes completed in Durham City	119	2016/17	80	NA [5]	101	GREEN			
71	REDPI2 2	Percentage of households within County Durham that can access Durham City market place by 8.30am, using public transport with a total journey time of one hour, including walking time	72.0	As at Mar 2017	72.0	GREEN	72.5	AMBER			
72	REDPI3 8	Number of passenger journeys recorded by the operator of the three Durham City Park and Ride sites	235,093	Jan - Mar 2017	265,085	RED	248,255	RED			
73	REDPI8 0	Percentage annual change in the traffic flow through Durham City [6]	Not available	NA	Not available	NA	Not available	NA			
74	REDPI1 00	Number of visitors to County Durham (million)	18.7	2015	18.1	GREEN	18.1	GREEN			
75	REDPI1 01	Number of jobs supported by the visitor economy	10,961	2015	10,803	GREEN	10,803	GREEN			
76	REDPI1 02	Amount (£ million) generated by the visitor economy	778	2015	752	GREEN	752	GREEN			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
77	REDPI9 7a	Occupancy rates for retail units in Barnard Castle town centre (%)	96	As at Mar 2017	92	GREEN	92	GREEN	88.8 GREEN		As at Oct 2016
78	REDPI9 7b	Occupancy rates for retail units in Bishop Auckland town centre (%)	82	As at Mar 2017	81	GREEN	81	GREEN	88.8 RED		As at Oct 2016
79	REDPI9 7c	Occupancy rates for retail units in Chester-le-Street town centre (%)	88	As at Mar 2017	90	RED	90	RED	88.8 AMBER		As at Oct 2016
80	REDPI9 7d	Occupancy rates for retail units in Consett town centre (%)	92	As at Mar 2017	93	AMBER	93	AMBER	88.8 GREEN		As at Oct 2016
81	REDPI9 7e	Occupancy rates for retail units in Crook town centre (%)	92	As at Mar 2017	89	GREEN	89	GREEN	88.8 GREEN		As at Oct 2016
82	REDPI9 7f	Occupancy rates for retail units in town centre - Durham City (%)	93	As at Mar 2017	92	GREEN	92	GREEN	88.8 GREEN		As at Oct 2016
83	REDPI9 7g	Occupancy rates for retail units in Newton Aycliffe town centre (%)	77	As at Mar 2017	73	GREEN	73	GREEN	88.8 RED		As at Oct 2016
84	REDPI9 7h	Occupancy rates for retail units in Peterlee town centres (%)	86	As at Mar 2017	83	GREEN	83	GREEN	88.8 RED		As at Oct 2016
85	REDPI9 7i	Occupancy rates for retail units in Seaham town centre (%)	94	As at Mar 2017	95	AMBER	95	AMBER	88.8 GREEN		As at Oct 2016
86	REDPI9 7j	Occupancy rates for retail units in Shildon town centre (%)	92	As at Mar 2017	92	GREEN	92	GREEN	88.8 GREEN		As at Oct 2016
Page 7 of 8	REDPI9 7k	Occupancy rates for retail units in Spennymoor town centre (%)	87	As at Mar 2017	88	AMBER	88	AMBER	88.8 RED		As at Oct 2016

Page Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
88	REDPI971	Occupancy rates for retail units in Stanley town centre (%)	86	As at Mar 2017	89	RED	89	RED	88.8 RED		As at Oct 2016
89	REDPI72	Number of local passenger journeys on the bus network	6,049,314	Oct - Dec 2016	5,795,425	GREEN	6,178,522	RED			
90	REDPI10b	Number of net homes completed	1,335	2016/17	932	NA [5]	1,343	AMBER			
91	REDPI24	All homes completed in and near all major settlements, as defined in the County Durham Plan, as a proportion of total completions	47	2016/17	48	RED	48	RED			
92	REDPI34	Total number of applications registered on the Durham Key Options system which led to the household being successfully rehoused	1,016	Jan - Mar 2017	955	GREEN	1,199	RED			
93	REDPI36d	Number of clients accessing the Housing Solutions Service	4,528	Jan - Mar 2017	3,628	RED	New definition	NA [7]			
94	REDPI36c	Number of clients who have accessed the Housing Solutions Service where there has been an acceptance of a statutory homelessness duty	33	Jan - Mar 2017	44	GREEN	28	RED			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
95	REDPI36a	Number of clients who have accessed the Housing Solutions Service and for whom homelessness has been prevented	341	Jan - Mar 2017	251	GREEN	357	RED			
96	REDPI40	Proportion of the working age population defined as in employment	70.8	2016	69.5	GREEN	67.4	GREEN	75.0	70.4*	2016
97	REDPI73	Proportion of the working age population currently not in work who want a job	9.89	2016	9.83	AMBER	11.84	GREEN	9.1	10.7*	2016
98	REDPI8b	Proportion of all Jobseeker's Allowance (JSA) claimants that have claimed for one year or more	31.70	As at Mar 2017	31.10	NA [8]	27.73	NA [8]			
99	REDPI7a	Number of 18 to 24 year olds who are out of work and claiming either Universal Credit or Jobseekers Allowance (JSA) [9]	2,110	As at Mar 2017	2,075	AMBER	2,020	RED			
100	CASCYP16	Percentage of 16 to 18 year olds who are not in education, employment or training (NEET) (Also in Altogether Better for Children and Young People) [10]	4.3	Nov 2016 - Jan 2017	4.1	RED	0.0	RED		4*	Nov 2016 - Jan 2017

Page 70 Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
101	CASAW3	Percentage of 16 to 17 year olds in an apprenticeship [11]	8.4	As at Dec 2016	5.7	GREEN	5.9	GREEN	5.4	8.2*	As at Dec 2016
									GREEN	GREEN	
102	REDPI105	Number of apprenticeships from Durham County Council schemes sustained at least 15 months [9]	719	As at Mar 2017	710	GREEN	626	GREEN			
103	REDPI87	Gross Value Added (GVA) per capita in County Durham (£) [2] [9]	15,210	2014	15,202	GREEN	15,202	GREEN	25,624	18413*	2014
									RED	RED	
104	REDPI88	Per capita household disposable income (£) [2] [9]	15,040	2014 (provisional)	14,693	GREEN	14,693	GREEN	17,965	15189*	2014
									RED	AMBER	
105	REDPI89	Number of registered businesses in County Durham	16,585	2015/16	16,400	GREEN	16,400	GREEN			
106	REDPI66	Number of businesses engaged with Business Durham	841	2016/17	1,238	RED	1,238	RED			
107	REDPI93	Number of business enquiries handled by Business Durham	991	2016/17	1,129	RED	1,129	RED			
108	REDPI90	Percentage change in the number of visitors to the core attractions in County Durham compared to the previous year	4.4	Apr - Sep 2016	10.34	RED	10.34	RED			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
109	REDPI1 10	Number of core tourism businesses participating in the Visit County Durham Partnership Scheme	0	Jan - Mar 2017	26	NA	New indicator	NA			
110	REDPI1 11a	Amount of employment land approved (hectares)	17	2015/16	New indicator	NA	New indicator	NA			
111	REDPI1 11b	Amount of employment land completed (hectares)	1	2015/16	New indicator	NA	New indicator	NA			
Altogether Better for Children and Young People											
112	CASCY P33	Average attainment 8 score/score for LA (all pupils at the end of key stage 4 in state-funded mainstream and special schools and academies - replacing GCSE attainment)	49.2	2015/16 ac yr (final)	New indicator	NA	New indicator	NA	48.5 GREEN	48.7* GREEN	2015/16 ac yr (final)
113	CASCY P37	Average point score per A level entry of state-funded school students	31.9	2015/16 ac yr (final)	New indicator	NA	NA	NA	31.8 GREEN	30.63* GREEN	2015/16 ac yr (final)
114	CASCY P16	Percentage of 16 to 18 year olds who are not in education, employment or training (NEET) (Also in Altogether Wealthier) [10]	4.3	Nov 2016 - Jan 2017	4.1	RED	0.0	RED		4* RED	Nov 2016 - Jan 2017

Page 72	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
115	CASCY P34	Gap between the average Attainment 8 score of Durham disadvantaged pupils and the average Attainment 8 score of non-disadvantaged pupils nationally (at KS4)	-12.5	2015/16 ac yr (final)	New indicator	NA	New indicator	NA	-12.3 AMBER	-13.3* GREEN	2015/16 ac yr (final)
116	CASCY P35	Gap between the percentage of Durham disadvantaged pupils and the percentage of non-disadvantaged pupils nationally who achieve the expected standard in reading, writing and maths (at KS2)	-16	2015/16 ac yr (final)	New indicator	NA	New indicator	NA	-22.0 GREEN	-23* GREEN	2015/16 ac yr (final)
117	ACE016	Percentage of children in poverty (quarterly proxy measure) (Also in Altogether Better Council)	22.1	As at May 2016	22.2	GREEN	22.4	GREEN	15.5 RED	22.6* GREEN	As at May 2016
118	CASCY P18	Percentage of children aged 4 to 5 years classified as overweight or obese (Also in Altogether Healthier)	24.3	2015/16 ac yr	23.0	RED	23.0	RED	22.1 RED	24.6* GREEN	2015/16 ac yr
119	CASCY P19	Percentage of children aged 10 to 11 years classified as overweight or obese (Also in Altogether Healthier)	37	2015/16 ac yr	36.6	AMBER	36.6	AMBER	34.2 RED	37* GREEN	2015/16 ac yr

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
120	CASCY P29	Proven re-offending by young people (who offend) in a 12 month period (%) (Also in Altogether Safer)	45.9	2014/15	45	AMBER	44.7	RED	37.9	44.7*	2014/15
121	CASCY P20	Under 18 conception rate per 1,000 girls aged 15 to 17	26.4	Jan - Dec 2015	26.1	AMBER	28.5	GREEN	20.8	28*	Jan - Dec 2015
122	CASCY P21	Under 16 conception rate per 1,000 girls aged 13 to 15	6.6	2015	5.8	RED	5.8	RED	3.7	6.2*	Jan - Dec 2015
123	CASCY P23	Emotional and behavioural health of children looked after continuously for 12 months or more (scored between 0 to 40)	14.9	2015/16	15.1	GREEN	15.1	GREEN	14.0	14.5*	2015/16
124	CASCY P30	Percentage of Child and Adolescent Mental Health Services (CAMHS) patients who have attended a first appointment within nine weeks of their external referral date	89.1	2016/17	87.4	GREEN	77.3	GREEN			
125	CASCY P26	Young people aged 10 to 24 years admitted to hospital as a result of self-harm (rate per 100,000 population aged 10 to 24 years) (Also in Altogether Healthier)	489.4	2011/12 - 2013/14	504.8	GREEN	504.8	GREEN	367.3	532.2*	England - 2011/12 - 2013/14 NE - 2010/11 - 2012/13

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
126	CASCY P28	Rate of children with a child protection plan per 10,000 population	50.0	As at Mar 2017	45.1	RED	34.9	RED	43.1	59.6*	As at Mar 2016
127	CASCY P12	Percentage of children subject to a child protection plan who had all of their reviews completed within required timescales	94.4	2016/17	89.4	GREEN	93.9	GREEN	93.7	91.7*	2015/16
128	CASCY P36	Number of child sexual exploitation referrals [2]	148	2016/17	143	NA	211	NA			
129	CASCY P24	Rate of looked after children per 10,000 population aged under 18	80.8	As at Mar 2017	78.3	RED	67.6	RED	60.0	84*	As at Mar 2016
130	CASCY P11	Percentage of children looked after who had all of their reviews completed within required timescale	94.0	2016/17	94.2	AMBER	94.1	AMBER			
Altogether Healthier											
131	CASCY P18	Percentage of children in Reception (aged 4 to 5 years) classified as overweight or obese (Also in Altogether Better for Children and Young People)	24.3	2015/16 ac yr	23.0	RED	23.0	RED	22.1	24.6*	2015/16 ac yr

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
132	CASCY P19	Percentage of children in year 6 (aged 10 to 11 years) classified as overweight or obese (Also in Altogether Better for Children and Young People)	37.0	2015/16 ac yr	36.6	AMBER	36.6	AMBER	34.2 RED	37* GREEN	2015/16 ac yr
133	CASAH18	Male life expectancy at birth (years) [2]	78.1	2013-2015	78.0	GREEN	78.0	GREEN	79.5 AMBER	77.9* GREEN	2013-2015
134	CASAH19	Female life expectancy at birth (years) [2]	81.2	2013-2015	81.3	AMBER	81.3	AMBER	83.1 RED	81.6* AMBER	2013-2015
135	CASAH6	Under 75 mortality rate from cardiovascular diseases (including heart disease and stroke) per 100,000 population	83.0	2013-2015	81.7	AMBER	81.7	AMBER	74.6 RED	85.1* GREEN	2013-2015
136	CASAH7	Under 75 mortality rate from cancer per 100,000 population	163.2	2013-2015	168.6	GREEN	168.6	GREEN	138.8 RED	162.7* AMBER	2013-2015
137	CASAH9	Under 75 mortality rate from respiratory disease per 100,000 population	42.5	2013-2015	41.8	AMBER	41.8	AMBER	33.1 RED	41.9* AMBER	2013-2015
138	CASAH8	Under 75 mortality rate from liver disease per 100,000 population	21.8	2013-2015	20.1	RED	20.1	RED	18.0 RED	24.4* GREEN	2013-2015
139	CASAH23	Percentage of registered GP patients aged 17 and over with a diagnosis of diabetes	7.0	2014/15	6.9	AMBER	6.9	AMBER	6.4 RED	6.7* RED	2014/15
140	CASAH20	Excess winter deaths (%) (3 year pooled)	19.7	2012-2015	16.8	RED	16.8	RED	19.6 AMBER	19.3* RED	2012-2015

Page 76 Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
141	CASAH2 2	Estimated smoking prevalence of persons aged 18 and over	19.0	2015	20.3	GREEN	20.3	GREEN	16.9 RED	18.7* AMBER	2015
142	CASAH2 5	Number of residential/nursing care bed days for people aged 65 and over commissioned by Durham County Council	224,573	Jan - Mar 2017	232,154	NA	232,638	NA			
143	CASAH1 3	Percentage of service users reporting that the help and support they receive has made their quality of life better	94.5	2016/17	88.0	AMBER	92.1	AMBER	92.2 AMBER	93.1* AMBER	2015/16
144	CASAH2 0i	Delayed transfers of care from hospital per 100,000 population	4	Apr 2016 - Feb 2017	3.9	RED	4.6	GREEN	16.4 GREEN	5.6* GREEN	Apr 2016 - Feb 2017 NE 15/16
145	CASAH2 0ii	Delayed transfers of care from hospital, which are fully or partially attributable to adult social care, per 100,000 population	0.7	Apr 2016 - Feb 2017	0.6	RED	1.1	GREEN	6.4 GREEN	1.1* GREEN	Apr 2016 - Feb 2017
146	CASAH2 1	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population (Also in Altogether Safer)	15.7	2013 - 2015	14.8	RED	14.8	RED	10.1 RED	12.4* RED	2013 - 2015

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
147	CASCY P26	Young people aged 10 to 24 years admitted to hospital as a result of self-harm (rate per 100,000 population aged 10 to 24 years) (Also in Better for Children and Young People)	489.4	2011/12 - 2013/14	504.8	GREEN	504.8	GREEN	367.3	532.2*	England - 2011/12 - 2013/14 NE - 2010/11 - 2012/13
148	CASAH2 4	Percentage of people who use services who have as much social contact as they want with people they like	49.2	2016/17	49.2	GREEN	49.2	GREEN	45.4	49.9*	2015/16
149	NS11	Percentage of the adult population (aged 16+) participating in at least 30 minutes sport and active recreation of at least moderate intensity on at least three days a week	23.9	Apr 2014 - Mar 2016	24.7	RED	25.0	RED			
Altogether Safer											
150	CASAS1 2	Overall crime rate (per 1,000 population) [9]	70.4	2016/17	49.2	Not comparable [5]	54.9	RED	66.6	65.1**	Apr 2016 - Feb 2017
1	CASAS2 4	Rate of theft offences (per 1,000 population) [9]	24.2	2016/17	17.7	Not comparable [5]	21.8	RED	29.1	25**	Apr 2016 - Feb 2017

Page Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
152	CASAS1 0	Recorded level of victim based crimes per 1,000 population [9]	62.0	2016/17	43.8	Not comparable [5]	49.6	RED	58.6 RED	57.7** RED	Apr 2016 - Feb 2017
153	CASAS1 1	Percentage of survey respondents who agree that the police and local council are dealing with concerns of anti-social behaviour and crime [2] [9] [12]	61.5	Jan - Dec 2016	62.9	RED	63.0	RED		58.1** GREEN	Oct 2015 - Sep 2016
154	CASAS1 5	Number of police reported incidents of anti-social behaviour [9]	17,488	2016/17	14,268	Not comparable [5]	20,704	GREEN			
155	CASAS9	Building resilience to terrorism (self-assessment). Scored on level 1 (low) to 5 (high)	3	2016/17	3	GREEN	3	GREEN			
156	CASAS2 2	Number of hate incidents reported to the police	355	2016/17	256	NA	367	NA			
157	CASAS3	Proportion of people who use adult social care services who say that those services have made them feel safe and secure [12]	89.3	2016/17	NA	NA	91.4	AMBER	85.4 GREEN	88.9* GREEN	2015/16
158	CASAS2 5	Percentage of individuals who achieved their desired outcomes from the adult safeguarding process	94.9	2016/17	92.7	GREEN	New indicator	NA			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
159	CASAS18	Proportion of all offenders (adults and young people) who re-offend in a 12 month period	27.5	Jul 2014 - Jun 2015	27.4	AMBER	28.4	GREEN	25.0 RED	29.7* GREEN	Jul 2014 - Jun 2015
160	CASCY P29	Proven re-offending by young people (who offend) in a 12 month period (%) (Also in Altogether Better for Children and Young People)	45.9	2014/15	45	AMBER	44.7	RED	37.9 RED	44.7* RED	2014/15
161	CASAS19	Percentage of anti-social behaviour incidents that are alcohol related	15.4	2016/17	15.6	GREEN	11.6	RED			
162	CASAS20	Percentage of violent crime that is alcohol related	24.9	2016/17	25.7	GREEN	28.0	GREEN			
163	REDPI44	Number of people killed or seriously injured in road traffic accidents	180	2016	123	Not comparable [5]	211	GREEN			
		Number of fatalities	21					20			
		Number of seriously injured	159					191			
164	REDPI45	Number of children killed or seriously injured in road traffic accidents	18	2016	14	Not comparable [5]	24	GREEN			
		Number of fatalities	0					1			
		Number of seriously injured	18					23			

Page 80 Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
165	CASAH2 1	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population (Also in Altogether Healthier)	15.7	2013 - 2015	14.8	RED	14.8	RED	10.1 RED	12.4* RED	2013 - 2015
Altogether Greener											
166	NS15	Number of fly-tipping incidents	7,768	2016/17	8,100	GREEN	7,204	RED			
167	NS09	Megawatt hours (MWh) of energy produced from municipal waste sent to the energy from waste plant	66,269.0	Oct 2015 - Sep 2016	56,575.0	GREEN	66,756.0	AMBER			
168	NS14c	Percentage of relevant land and highways assessed as having deposits of dog fouling that fall below an acceptable level	1.22	Dec 2016 - Mar 2017	1.89	GREEN	1.89	GREEN	7.00 GREEN		2014/15
169	REDPI4 6	Percentage reduction in CO ₂ emissions in County Durham	48.0	As at Dec 2014	42.0	GREEN	42.0	GREEN			
170	REDPI4 7	Amount of renewable energy generation - megawatts equivalent (MWe) installed or installed/approved capacity within County Durham	220.92	As at Mar 2017	222.16	Not comparable [13]	220.84	Not comparable [13]			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
171	REDPI49	Number of new registered and approved new feed in tariff installations [14]	87	Jan - Mar 2017	72	GREEN	329	RED			
172	NS06	Percentage of A roads where maintenance is recommended (scanner survey)	3	2016/17	4	GREEN	4	GREEN	4	3*	2015/16
173	NS07	Percentage of B and C roads where maintenance is recommended (scanner survey)	3	2016/17	4	GREEN	4	GREEN	7	6*	2015/16
Altogether Better Council											
174	NS43a	Number of customer contacts - face to face	169,071	2016/17	182,213	NA	192,782	NA			
175	NS43b	Number of customer contacts -telephone	978,068	2016/17	982,660	NA	995,871	NA			
176	NS43c	Number of customer contacts - web forms	72,335	2016/17	68,842	NA	86,034	NA			
177	NS43d	Number of customer contacts - emails	70,465	2016/17	69,271	NA	65,055	NA			
178	NS43e	Number of customer contacts - social media	2,112	2016/17	2,395	NA	2,234	NA			
179	NS26	Average time taken to answer a telephone call (seconds)	40	2016/17	39	RED	41	GREEN			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
180	NS20	Percentage of abandoned calls	6	2016/17	6	GREEN	6	GREEN			
181	RES/013	Staff aged under 25 as a percentage of post count	6.01	As at Mar 2017	5.94	NA	5.77	NA			
182	RES/014	Staff aged over 50 as a percentage of post count	41.03	As at Mar 2017	40.8	NA	40.15	NA			
183	RES/LPI /011a	Women in the top five percent of earners	54.9	As at Mar 2017	53.60	NA	54.03	NA			
184	RES/LPI /011bi	Black and minority ethnic (BME) as a percentage of post count	3.06	As at Mar 2017	1.69	NA	1.60	NA			
185	RES/LPI /011ci	Staff with a recorded disability as a percentage of post count	2.89	As at Mar 2017	2.84	NA	2.75	NA			
186	RES028	Discretionary Housing Payments - value (£) for customers affected by social sector size criteria	860,374.15	2016/17	684,831.66	NA	685,921.53	NA			
187	RES029	Discretionary Housing Payments - value (£) for customers affected by local housing allowance reforms	425,476.87	2016/17	339,308.85	NA	291,647.15	NA			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
188	ACE016	Percentage of children in poverty (quarterly proxy measure) (Also in Altogether Better for Children and Young People)	22.1	As at May 2016	22.2	GREEN	22.4	GREEN	15.5	22.6*	As at May 2016
189	ACE019 a	Proportion of households in fuel poverty (with both low income and high fuel costs)	12.2	2014	11.5	RED	11.5	RED	10.6	12.2*	2014
190	RES/034 b	Staff - total headcount (excluding schools)	8,284	As at Mar 2017	8,364	NA	8,538	NA			
191	RES/035 b	Staff - total full time equivalent (excluding schools)	6,871	As at Mar 2017	6,902	NA	7,049	NA			
192	RES/020	Percentage of time lost to sickness in rolling year (excluding schools)	4.11	2016/17	4.23	GREEN	4.61	GREEN			
193	RES/052	Percentage of posts with no absence in rolling year (excluding schools)	56.27	2016/17	52.62	GREEN	50.32	GREEN			
194	RES/053	Percentage of employees having five days or less sickness per 12 month rolling period	78.42	2016/17	77.94	NA	75.56	NA			

Page Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
195	RES/036	Number of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) incidents reported to the Health and Safety Executive (HSE) [9]	15	Jan - Mar 2017	11	NA	21	NA			

[2] Previous period data amended /refreshed

[5] Data cumulative so comparisons are not applicable

[6] Information is not available due to roadworks

[7] Due to changes to the definition data are not comparable/available

[8] Since August 2015 out of work claimants who are single with no dependants claim Universal Credit. Information on long term claimants is not available therefore this PI no longer represents all long term out of work claimants.

[9] Data 12 months earlier amended/refreshed

[10] The high number of school leavers whose status is 'not known' impacts significantly on this indicator

[11] The definition has been changed and back data has been updated to reflect the new definition

[12] A confidence interval applies to the survey results

[13] Data cumulative year on year so comparisons are not applicable

[14] Government have made major changes to the tariffs payable which have reduced take up

Chart 1. Major planning applications

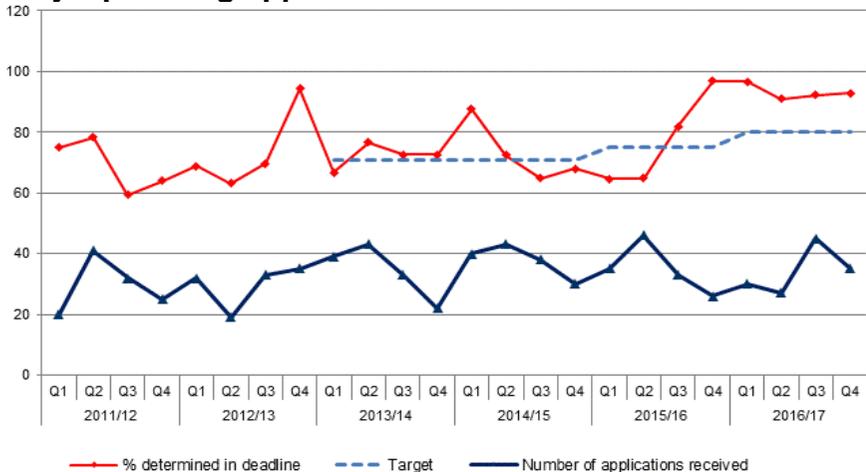


Chart 2. Overall planning applications

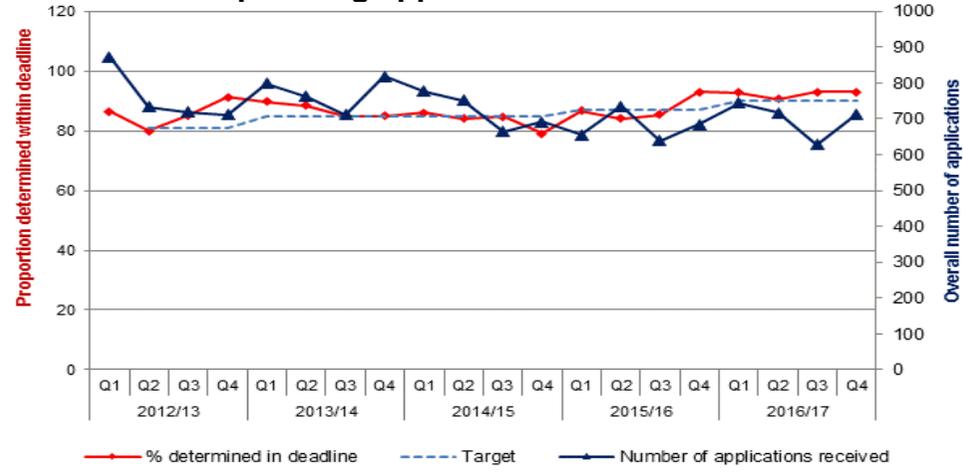


Chart 3. Applications registered on the Durham Key Options system which led to the household being successfully rehoused

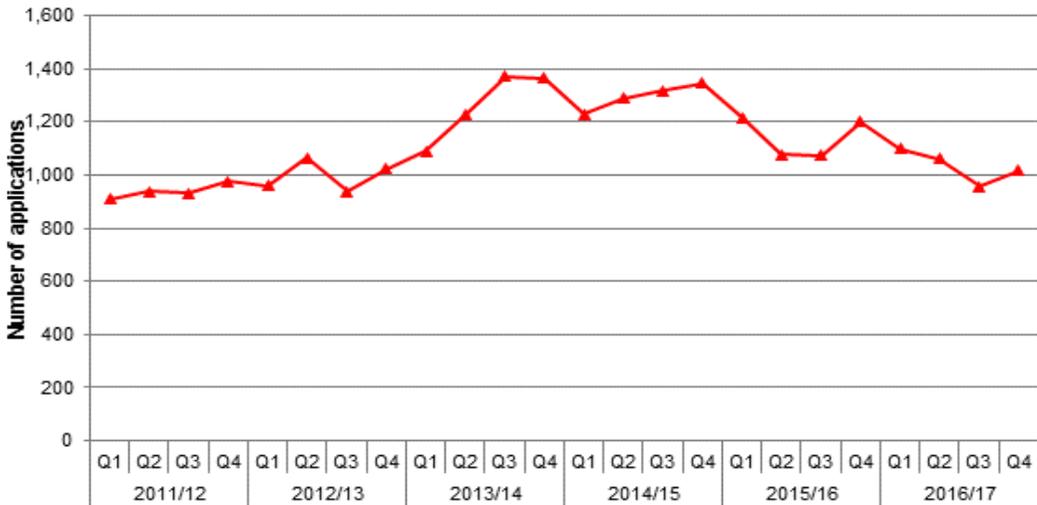


Chart 4. Children in need referrals within 12 months of previous referral

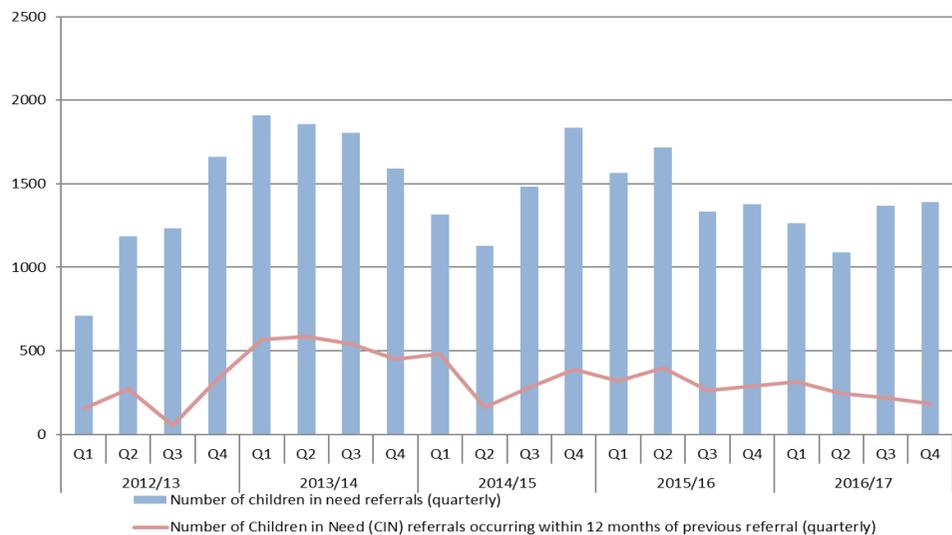


Chart 5. Looked after children cases

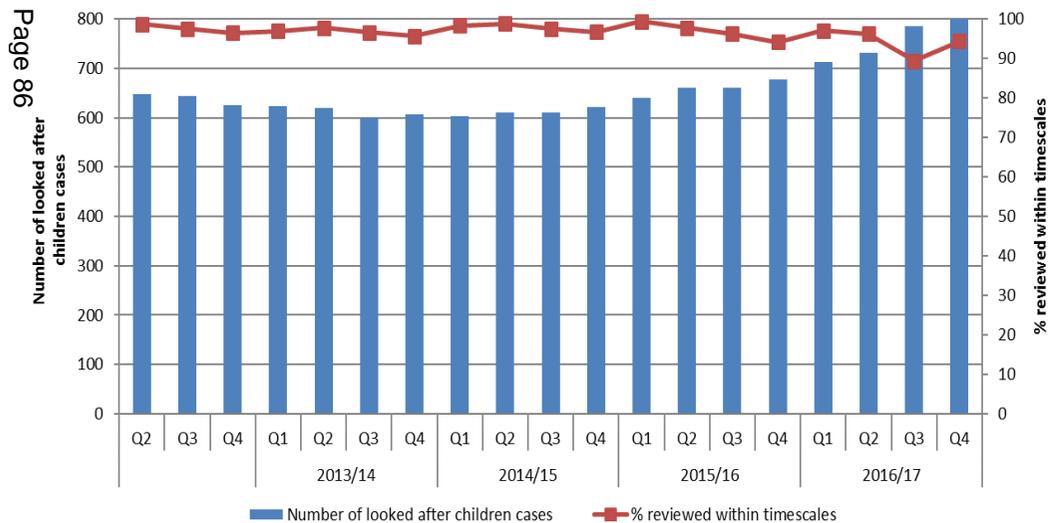


Chart 6. Children with a child protection plan

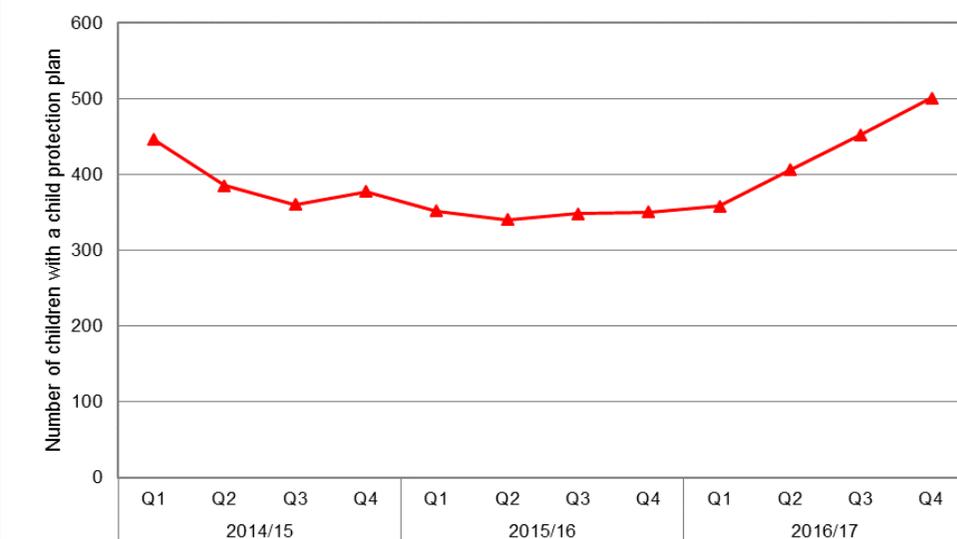


Chart 7. Fly-tipping incidents

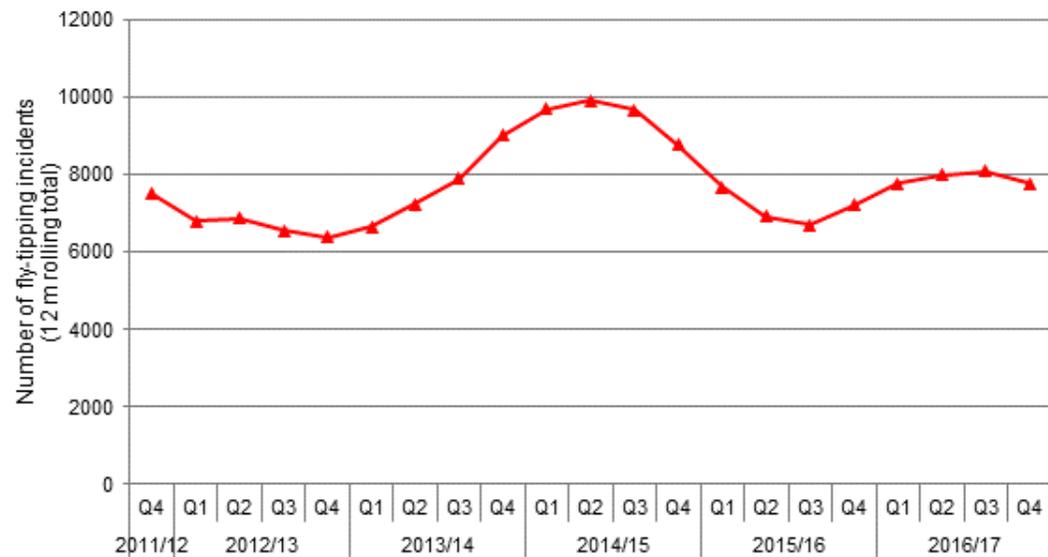


Chart 8. Telephone calls via customer services

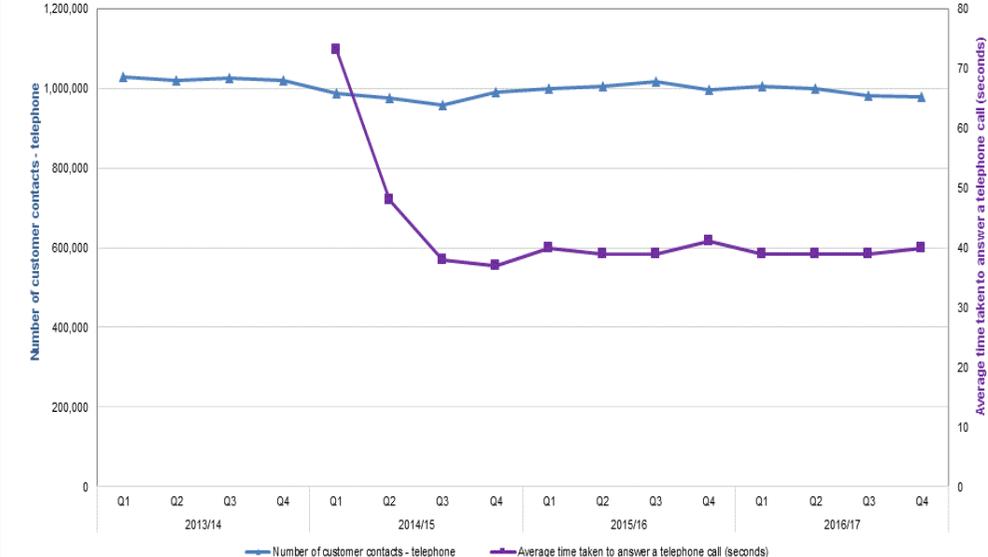


Chart 9. Face to face contacts via customer access points

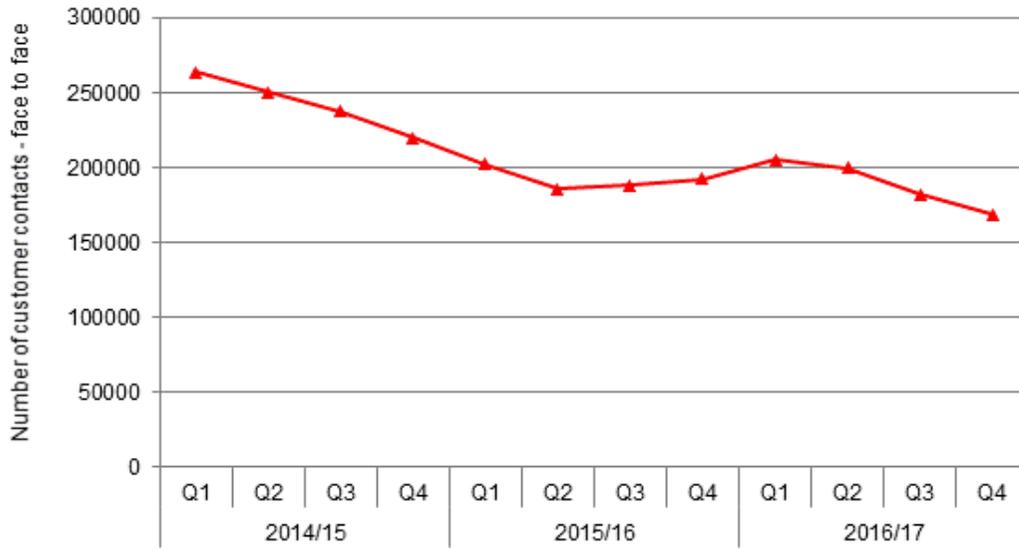


Chart 10. Customer contacts – web forms

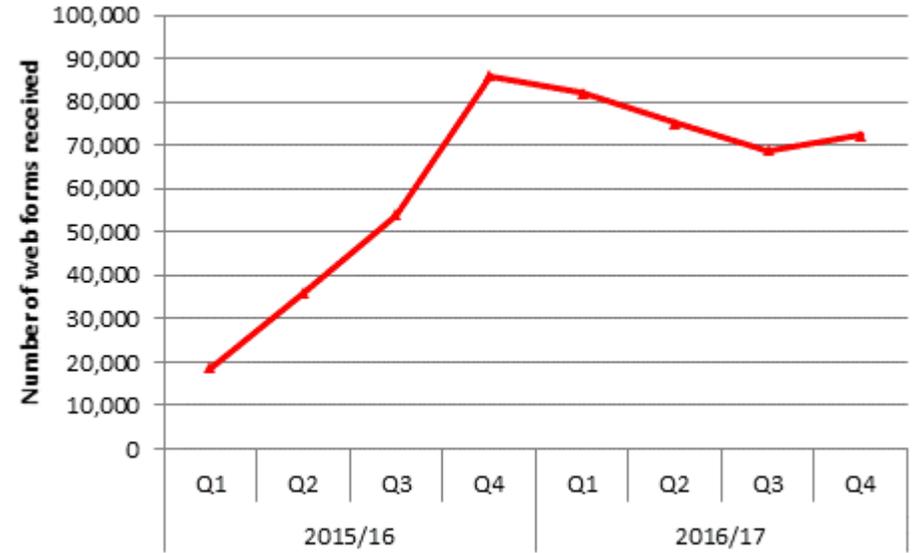


Chart 11. Customer contacts - emails

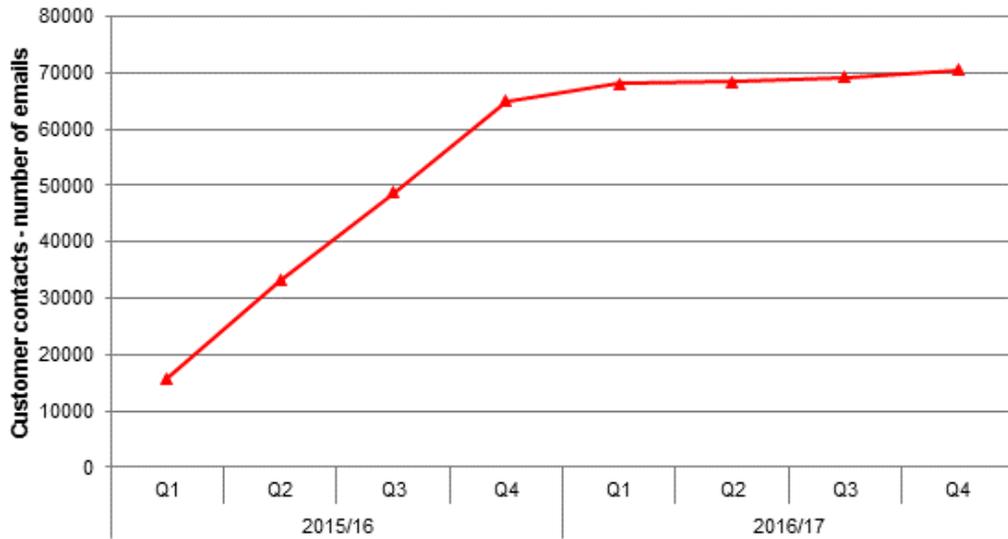


Chart 12. Customer contacts – social media

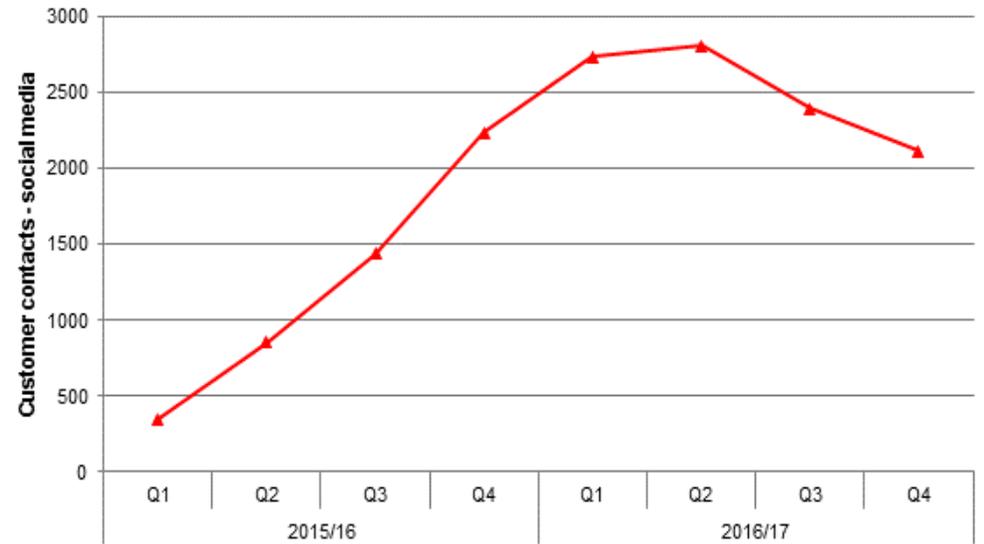


Chart 13. Housing Benefits – new claims

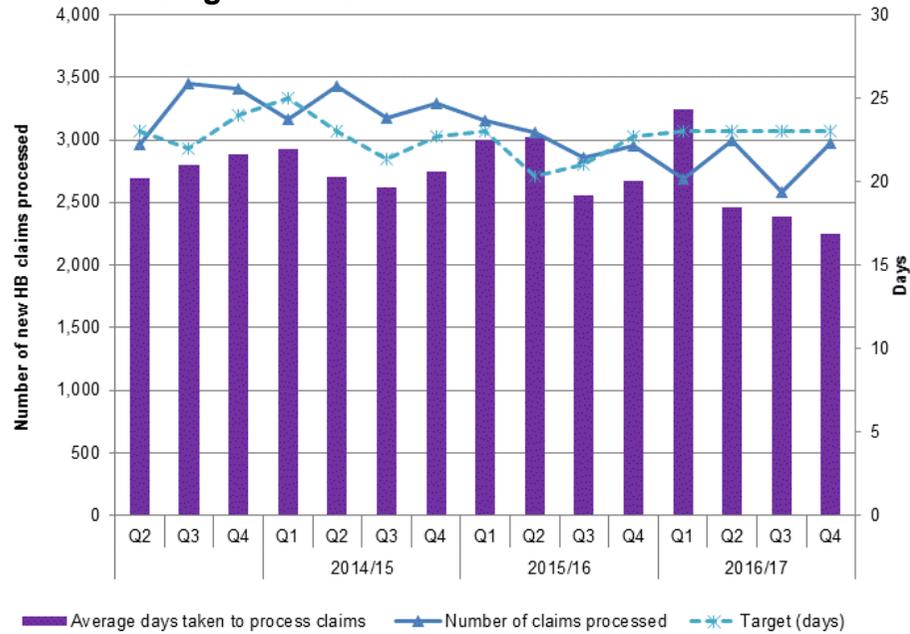


Chart 14. Council Tax Reduction – new claims

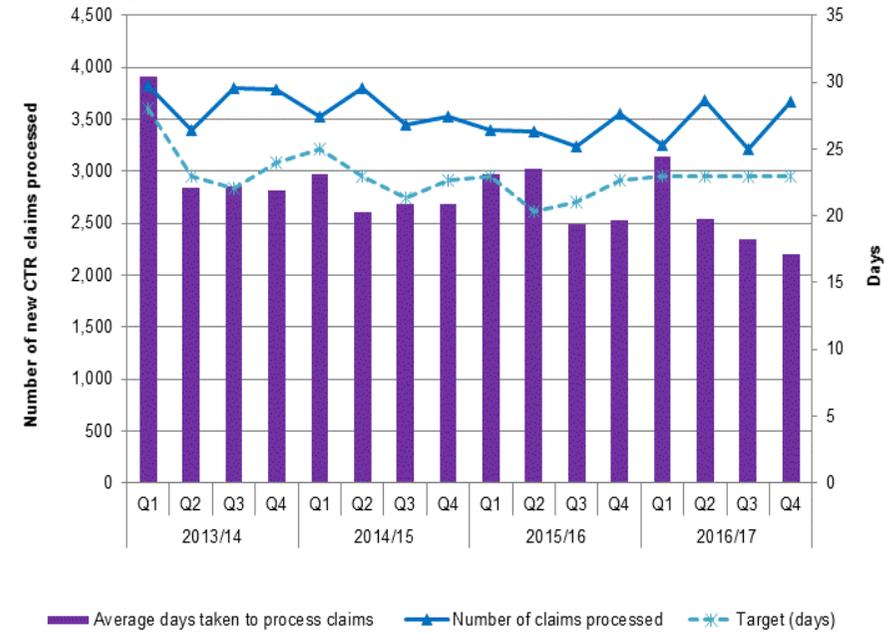
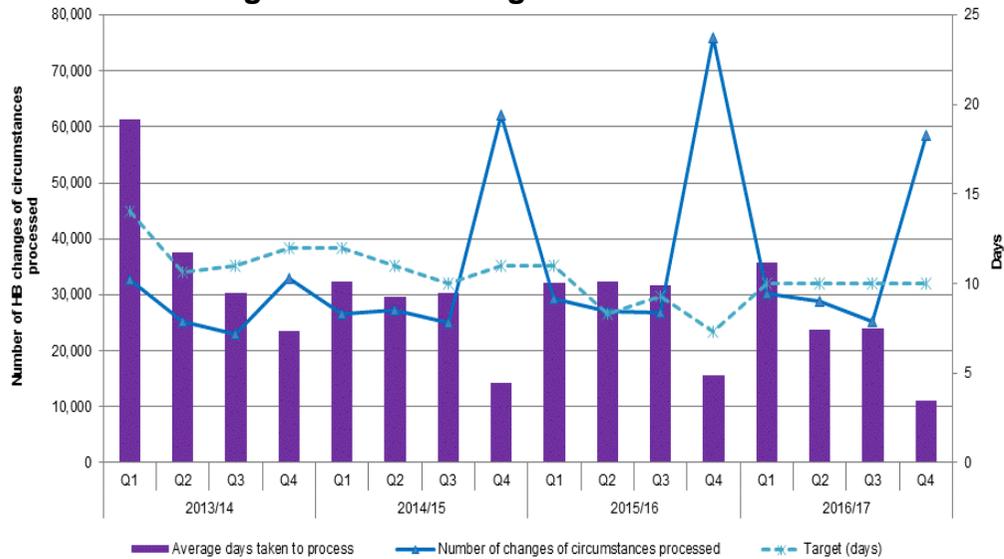
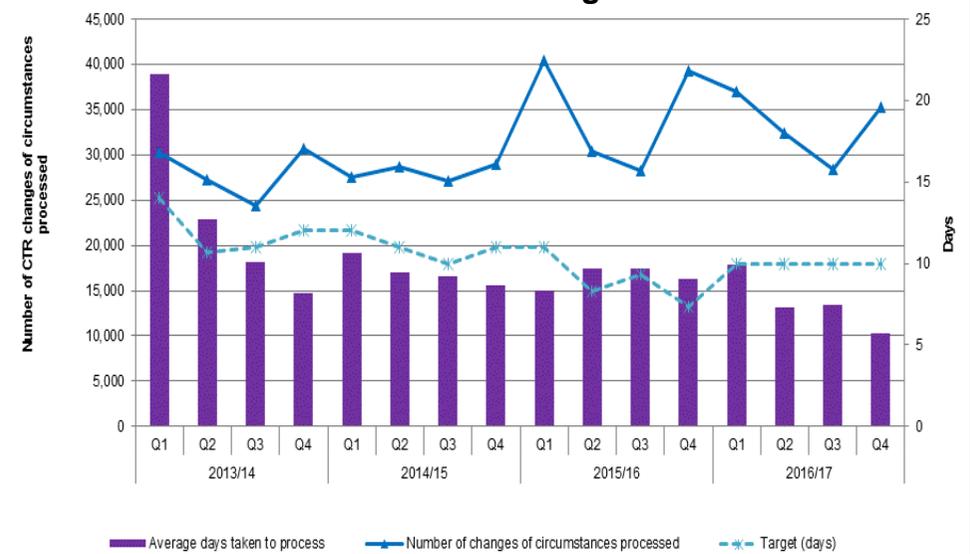


Chart 15. Housing Benefits – changes of circumstances



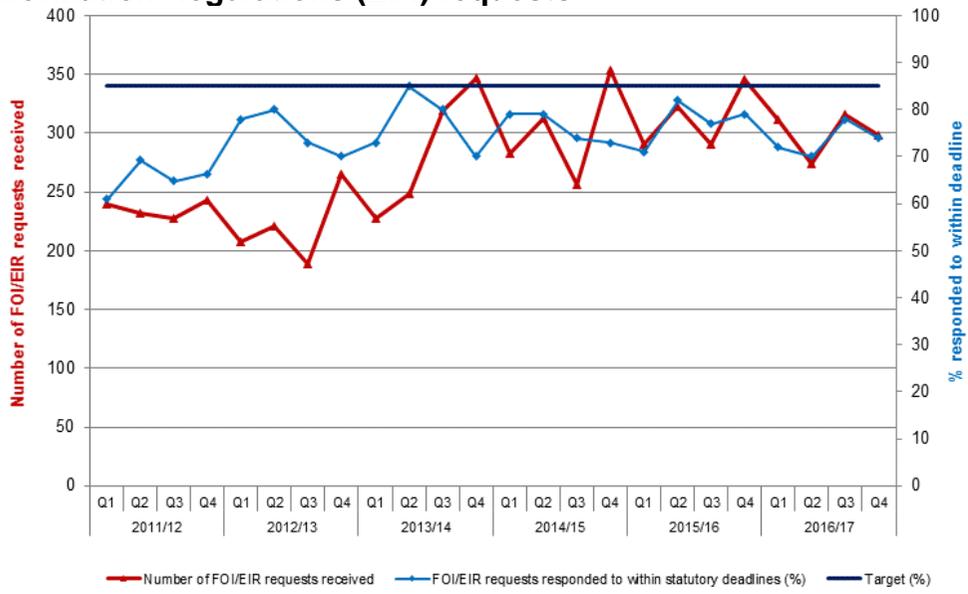
Volume data from 2015/16 is not comparable with previous data.

Chart 16. Council Tax Reduction – changes of circumstances



Volume data from 2015/16 is not comparable with previous data.

Chart 17. Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests



Durham Framework

Levels				Theme	Sub-Questions
4. Corporate Parenting Support	3. Assessment and Safeguarding Services	2. Early Help	1. Universal Services	Safeguarding	Am I safe?
				The Voice of the Child	Is my voice heard? Am I happy Is there anything else that would help me? Do I know where to go for further support?
				Achieving Aspiration	Am I healthy? Am I achieving my potential?
				Social Work Practice	Is my past and present well understood? Is my professional support system stable?

Cabinet

20 June 2017



Transport Asset Management Plan - Annual Update

Report of Corporate Management Team

Ian Thompson, Corporate Director of Regeneration and Local Services

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

Purpose of the Report

- 1 To provide Cabinet with an annual update on the Transport Asset Management Plan (TAMP).

Background

- 2 The highway network is the Council's largest and highest value asset. Across the county it includes 3,794 kilometres of carriageway, 490 road bridges and 83,027 street columns. It is used every day by nearly all County Durham residents and businesses together with many visitors. The highway network is therefore fundamental to economic and social activity in County Durham.
- 3 The asset is of course in a continual process of change. Not only is the infrastructure ageing, bringing with it demands for maintenance and capital improvement, but the inventory also grows with new developments. With finite resources, it is vital to ensure that investment is well directed to ensure a safe, serviceable and sustainable highway network. This approach helps maximise the condition of the highway for the available budget.
- 4 A TAMP is a key tool in delivering this. It provides an opportunity to systematically understand the condition of the highway asset, and to establish policy and priorities regarding investment. It applies a whole life cost approach and considers the asset in the long term.
- 5 The TAMP for Durham County Council has been developed to achieve the following best practice standards:
 - British Standard BS ISO 55001:2014 Asset Management. The Council was the first Council in the UK to achieve this accreditation in 2015.
 - The Chartered Institute of Public Finance & Accountancy (CIPFA) - Code of Practice on Transport Infrastructure Assets.
 - Highways Maintenance Efficiency Programme (HMEP) - Highway Infrastructure Asset Management Guidance Document.

- 6 Throughout the country there are more demands on highways than there are resources to maintain and improve them. Indeed the Annual Local Authority Road Maintenance (ALARM) Survey 2016 estimates the backlog for England and Wales at £12 billion for carriageways and footways. Having a TAMP does however put the Council in a good position for establishing a clear case for investment, particularly from the Department for Transport.

Key Findings of the TAMP

- 7 The TAMP is set out in full in **Appendix 2 and 3**. It is divided into two separate sections: section one being the policy which set out the principles of TAMP and section two being an annual update report.

Condition

- 8 The condition of A, B and C principal roads has improved in recent years and is close to the national average. This reflects that the Council has prioritised budgets at maintaining principal roads which have the highest usage.
- 9 Structures are generally in 'good to fair' condition although the backlog has grown over the past year due to updated and more accurate condition surveys.
- 10 The key issues are:
- unclassified roads: the condition is below the national average. However, there has been an improvement over the past year and there is an on-going programme of resurfacing works in place;
 - footways: a high proportion requires resurfacing. However, there has been an improvement over the past 3 years and there is an on-going programme of resurfacing works in place; and
 - street lighting columns: a significant number of columns have reached the end of their service life. There is an on-going column replacement programme in place.

Maintenance Backlog

- 11 The Council's maintenance backlog is broadly in line with other Councils based on the Annual Local Authority Road Maintenance (ALARM) Survey 2016 which estimates the backlog for England at £11.8 billion for carriageways and footways.
- 12 The maintenance backlog is the value of maintenance required to bring the highway asset up to good condition. Good condition represents where the maintenance backlog will be zero with no defects. This is an ideal theoretical target which is not realistic in practice and therefore nearly every Highway Authority has a significant maintenance backlog.

13 It is pleasing to report that the maintenance backlog in relation to carriageways, footways and street lighting has reduced from 2015/16, as they have done from 2012 levels. The current maintenance backlogs for carriageways and footways are in line with other authorities with a comparative road network.

14 The maintenance backlog as at 31 March 2016 is summarised as follows:

Maintenance Backlog	£Millions				31 March
	2012	2013	2014	2015	2016
Carriageways	67.5	67.7	66.8	59.2	57.3
Footways	48.1	48.4	47.0	47.7	47.5
Street Lighting	24.8	25.6	23.3	23.5	22.1
Structures	9.9	9.9	9.9	22.4	36.0
Traffic Management	1.1	1.1	1.1	1.0	1.0
Kerbing	18.1	18.2	20.2	18.4	18.5
Drainage	5.4	5.4	5.8	5.6	5.6
Road Markings	0.8	0.8	0.5	0.9	0.9
Street Furniture	2.3	2.5	2.4	2.4	2.8
Total	178.0	179.6	177.0	181.1	191.7

Investment Levels – Council and Department for Transport Funding

15 Despite unprecedented reductions in government funding since 2010, the Council has protected and continued to prioritise investment in programmed capital maintenance. Indeed funding has steadily risen - the Council's contribution to programmed capital maintenance in 2010/11 was £0.7 million, however, this has increased to £9.1 million in 2017/18.

16 The DfT provides the majority of the funding for programmed capital maintenance. In 2015/16 this was £13.0 million. This funding is not ring-fenced but the Council has always allocated it fully to highway maintenance and every opportunity is taken to secure additional funding.

17 The Council has achieved the maximum Band 3 efficiency rating under the DfT's Incentive Fund which was introduced in 2016. Durham was one of only two Highway Authorities to achieve this maximum efficiency rating out of 119 participating Highway Authorities in England in 2016 and has maintained the maximum Band 3 efficiency rating in 2017. This rating will help ensure the Council maximises funding from the DfT's Incentive Fund going forward.

18 The Council was praised by Andrew Jones MP, Parliamentary Under Secretary of State for Transport, at a speech to the Road Surface Transport Association Conference on 7 April 2016:

“I would particularly like to mention what we now know are the two top performing Highway Authorities in the country; Durham and Lincolnshire. They scored highly against all 22 criteria and they will receive the maximum possible funding. I would urge the other Authorities to look closely at how Durham and Lincolnshire are running such an efficient operation.”

“Places like Durham and Lincolnshire are showing what’s possible. By following their lead, we’ll have a better road network that better meets the needs of the nation”.

- 19 The TAMP measures the current and projected condition of the highway asset for a given level of investment in programmed capital maintenance. A range of investment levels (condition or budget led) are provided to allow stakeholders to select the most appropriate investment level to meet their objectives.
- 20 The key investment levels are summarised below:

Investment Level - Annual Average	1 April 2015 Prices (£ millions)
Projected Budget –indicative	17.8
Steady State Condition	22.0

- 21 The Projected Budget is an indicative annualised figure of the expected budget and the actual budget may be greater or less depending upon DfT and Council funding. The total budget for programmed capital maintenance in 2015/16 was £17.8 million.
- 22 The steady state condition investment level is where the budget is set to keep the current condition constant after allowing for annual average deterioration. The steady state condition investment level is calculated using nationally accredited lifecycle planning models which are based on current condition projected forward for average annual deterioration over a period of 30 years.
- 23 In the short term the annual movements in the maintenance backlog are affected by inflation, annual variations in deterioration due to the severity of the weather, cycle for collecting condition data which is up to 6 years and the accuracy of the nationally accredited deterioration model when applied to County Durham. Therefore, the annual movements in the maintenance backlog in paragraph 12 do not necessarily reconcile to the investment levels above.
- 24 Current investment levels, including those over the last few years and those projected over the next few years are allowing the maintenance backlog to be broadly stable, and indeed condition improvements across several highway categories through a process of prioritisation. This will however get more challenging in the longer term, as the asset ages further. The financial climate at this time may be better or worse, but there will be a continued strong case for investment.

Complementary Work to the TAMP

- 25 The Council has led the development and implementation of the North East Highways Alliance which was formally established in September 2013. This is a forum for collaborative working for all 12 North East Councils. The North East Highways Alliance has delivered a number of initiatives that are helping all Councils involved, including Durham, maximise efficiencies in highways through sharing resources, collaborative procurement and knowledge sharing.
- 26 This partnership working together with on-going collaborative working of our in-house Highway Services team with our supply chain of competitively procured external sub-contractors has led to the Council being one of the first in the UK to be awarded British Standard BS11000 – Collaborative Business Relationships. This again will assist in maximising funding from the DfT.
- 27 The Council has provided a wide range of complementary funding to support highways, for example:
- Increasing the revenue budget for winter maintenance by £1.5 million per annum from 1st April 2014;
 - Investing £1.5 million in new salt barns at Wolsingham and Hackworth over the past 3 years;
 - Investing £1.0 million in the refurbishment of Tindale and Wolsingham Depots over the past 4 years; and
 - Providing funding from reserves to repair exceptional flood damage.
- 28 In addition to the TAMP the Council has a Highway Maintenance Plan (HMP) which sets out the Council's service levels for inspections, reactive maintenance and routine maintenance in accordance with national codes of practice. This includes the highway safety inspection regime which helps ensure that the adopted highway throughout the County is maintained in a safe condition as far as reasonably practicable.

Summary

- 29 Like most Highway Authorities, the Council has a highways maintenance backlog and faces considerable challenges to maintain the condition of the highway network. However, the TAMP demonstrates that work is progressing well in helping to maximise the condition of the highway for the available budget.
- 30 The Council has been steadily increasing its own investment and has also been proactive in attracting considerable funding from DfT. This TAMP together with the top efficiency rating will ensure that it is well placed to maximise the much needed funding from the DfT going forward.

Recommendations and Reasons

31 It is recommended that Cabinet:

- (a) Approves the annual update report; and
- (b) Notes the substantial investment in programmed capital maintenance and the ongoing work to maximise funding going forward.

Background Papers

- British Standard BS ISO 55001:2014 Asset Management
- The Chartered Institute of Public Finance & Accountancy (CIPFA) - Code of Practice on Transport Infrastructure Assets
- Highways Maintenance Efficiency Programme (HMEP) - Highway Infrastructure Asset Management Guidance Document
- Transport Asset Management Plan – Annual Update, Cabinet Report dated 6 April 2016

Appendices

- Appendix 1: Implications
- Appendix 2: Transport Asset Management Plan - Section 1 - Policy
- Appendix 3: Transport Asset Management Plan - Section 2 - Annual Update Report 2016

Contact:	John Reed	Tel:	03000 267454
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Appendix 1: Implications

Finance -The TAMP informs the capital bids for programmed capital maintenance. The TAMP also provides the methodology for prioritising the programmed capital maintenance budget.

Staffing - Highway maintenance is delivered by the Council's in-house provider, Highway Services, who are supported by an extensive supply chain of competitively procured external sub-contractors.

Risk - The investment level in programmed capital maintenance directly affects the condition of the highway asset, maintenance backlog, number of defects, number of public liability claims and public satisfaction.

Equality and Diversity / Public Sector Equality Duty - None.

Accommodation - None.

Crime and Disorder - Street lighting helps reduce the fear of crime.

Human Rights - None.

Consultation - None.

Procurement - Highway maintenance is delivered by the Council's in-house provider, Highway Services, who are supported by an extensive supply chain of competitively procured external sub-contractors.

Disability Issues - Disability access is a key consideration for any highway scheme.

Legal Implications - The Highways Act 1980 sets out the main duties of the Local Highway Authority in respect of highways maintenance. In particular, Section 41 imposes a duty to maintain the adopted highway at public expense. The Highways Act does not specify the level of maintenance although national Codes of Practice offer guidance in line with best practice.

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Appendix 2



Transport Asset Management Plan (TAMP)

Section 1 - Policy



Date	20 March 2017
Status	Draft
Prepared by	John Reed, Head of Technical Services
Approved by	

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8. Lifecycle Assumptions	12
9. Feedback.....	13

Foreword

By Councillor Brian Stephens, Portfolio Holder for Neighbourhoods and Local Partnerships.



The highway network is the Council's largest and most valuable tangible asset. It is used every day by nearly all County Durham residents and businesses together with many visitors. Therefore, the highway network is fundamental to all economic and social activity in County Durham.

This Transport Asset Management Plan (TAMP) sets out the Council's long term plan for managing the highway asset. The TAMP applies best practice asset management principles to ensure that the right maintenance treatment is selected at the right time to ensure a safe, serviceable and sustainable highway network.

Our highways teams are committed to using this TAMP to manage our highway assets for the benefit of all users and I look forward to working closely with all stakeholders to take this plan forward.

A handwritten signature in black ink that reads "B Stephens". The signature is written in a cursive style with a long, sweeping tail on the letter 's'.

1. Introduction

1.1 The TAMP is divided into two separate sections:

- Section 1 - Policy (which sets out the principles of the TAMP); and
- Section 2 - Annual Update Report.

1.2 The Annual Update Report provides an update on the inventory, condition, maintenance backlog, public satisfaction, performance, valuation and options to achieve the specified investment levels. The Annual Update Report is scheduled to be produced in the summer each year.

1.3 The TAMP measures the current and projected condition of the asset for a given level of investment in programmed capital maintenance. It applies the 'right maintenance treatment at the right time' to minimise whole life costs subject to the available budget.

1.4 The right treatment at the right time minimises whole life costs as it is less costly than letting the asset continue to deteriorate and undertaking a more extensive treatment at a later date.

1.5 The TAMP aims to minimise whole life costs but this is not always possible as budget constraints may result in not all the right treatments being undertaken at the right time particularly where there is an existing maintenance backlog. In this case the budget is prioritised based on the following criteria:

- Safety;
- Return on investment; and
- Network hierarchy.

1.6 The main types of highway maintenance are as follows:

Type of Maintenance	Funding	Description
Reactive	Revenue	Responding to inspections, complaints or emergencies
Routine	Revenue	Regular consistent schedule, generally for patching, cleaning, grass cutting and landscape maintenance
Programmed	Capital	Flexibly planned schemes primarily of resurfacing, reconditioning or reconstruction

1.7 The Highway Maintenance Plan (HMP) sets out the Council's inspection, condition survey, reactive maintenance and routine maintenance service levels and can be found at the following link:

1.8 This TAMP sets out the Council's long term plan for managing the highway asset by applying programmed capital maintenance subject to available budgets to maintain the condition of the asset. The TAMP applies asset management principles to ensure that the right maintenance treatment is selected at the right time to ensure a safe, serviceable and sustainable highway network.

2. British Standard BS ISO 55001: Asset Management (ISO 55001)

2.1 The Council has a comprehensive system of asset management in place and was awarded ISO 55001 accreditation in December 2015. The Council is one of the first Councils in the UK to achieve this accreditation.

3. Legal Responsibility and Duties

3.1 *Adopted Highway*

3.1.1 The Highways Act 1980 sets out the main duties of the Local Highway Authority in respect of highways maintenance. In particular, Section 41 imposes a duty to maintain the adopted highway at public expense. The Highways Act does not specify the level of maintenance although national Codes of Practice offer guidance in line with best practice.

3.2 *Private Streets*

3.2.1 Private streets are the responsibility of the land owner and they are responsible for very limited reactive maintenance.

3.2.2 Private streets can be adopted by the Council but only if the street is made up by the land owners at their own cost to adoptable standards.

3.2.3 If you would like to enquire about making up a private street please contact our Customer Services team whose contact details are provided at Section 9 of this document.

4. Objectives

4.1 The purpose of highway maintenance is to maintain the highway network for the safe and convenient movement of people and goods.

4.2 The primary and secondary objectives are summarised as follows:

Primary Objectives	Secondary Objectives	Performance Measure
Safety	Complying with statutory obligations	Public liability claims repudiation rate
	Meeting user's needs for safety	Completion of Highway Safety Inspections
		Response to Category 1 and 2 safety defects versus target
Serviceability	Ensuring availability	NHT Public Satisfaction Survey
	Achieving integrity	Condition surveys
	Maintaining reliability	NHT Public Satisfaction Survey
	Enhancing condition	Programmed maintenance
Sustainability	Minimising whole life costs	Lifecycle plans
	Maximising value to the community	Not quantifiable
	Minimising environmental impact	Maintaining accreditation and compliance with ISO 14001 Environmental Management

4.3 The Annual Update report measures performance against the objectives above.

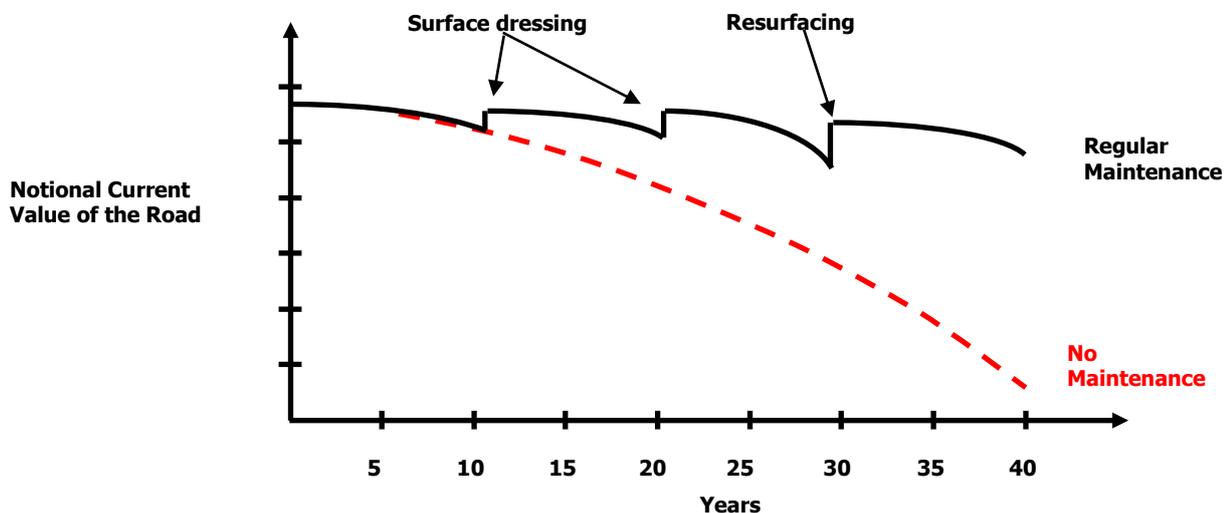
5. Condition Performance

5.1 The TAMP measures the current and projected condition of the asset for a given level of budgetary investment in programmed maintenance. The TAMP applies the right maintenance treatment at the right time to minimise whole life costs subject to the available budget.

5.2 The right treatment at the right time minimises whole life costs as it is less costly than letting the asset continue to deteriorate and undertaking a more extensive treatment at a later date. Further if the asset is in poor condition then additional costs will be incurred in terms of reactive maintenance, routine maintenance and public liability claims.

5.3 The diagram below shows the typical deterioration curve of a carriageway surface if no programmed maintenance is carried out compared to the right programmed maintenance treatment at the right time. This intervention arrests the decline of the surface and extends the life and reduces the subsequent whole life cost.

STRUCTURAL MAINTENANCE DEPRECIATION CURVES



5.4 The concept is illustrated further below for a 100m section of carriageway over 40 years:

Right Treatment at Right Time	Description	1 April 2015 Prices	
		Total £	Net Present Value @ 3.5% Real £
Reactive Maintenance – Potholing	1% of area in year 7 and 0.5 % in subsequent years @ £33.65 metre ² prior to resurfacing. Total potholed area is 8% over the 40 year period.	2,477	1,268
Routine maintenance-Patching	4% patching prior to surface dressing @ £25.57 metre ²	2,823	1,378
Routine maintenance-surface dressing	Surface dressing after 10, 20 and 40 years @ £2.82 metre ²	7,783	3,798
Programmed maintenance-resurfacing	Plane out and inlay at year 30 @ £15.68 metre ²	14,425	5,139
Programmed maintenance-reconstruction	Not applicable	N/A	N/A
Total	-	27,508	11,583

Reconstruction	Description	1 April 2015 Prices	
		Total £	Net Present Value @ 3.5% Real £
Reactive Maintenance – Potholing	Pot holing @ £33.65 metre ² with increasing incremental area % over the 40 years. Total potholed area is 20% over that 40 year period.	6,192	2,440
Routine maintenance- patching	Not applicable	N/A	N/A
Routine maintenance- surface dressing	Not applicable	N/A	N/A
Programmed maintenance- resurfacing	Not applicable	N/A	N/A
Programmed maintenance- reconstruction	Road is of new A road construction, 100 metres long and 9.2 metres width. Rate @ £139.81 per metre ²	128,625	32,487
Total	-	134,817	34,927

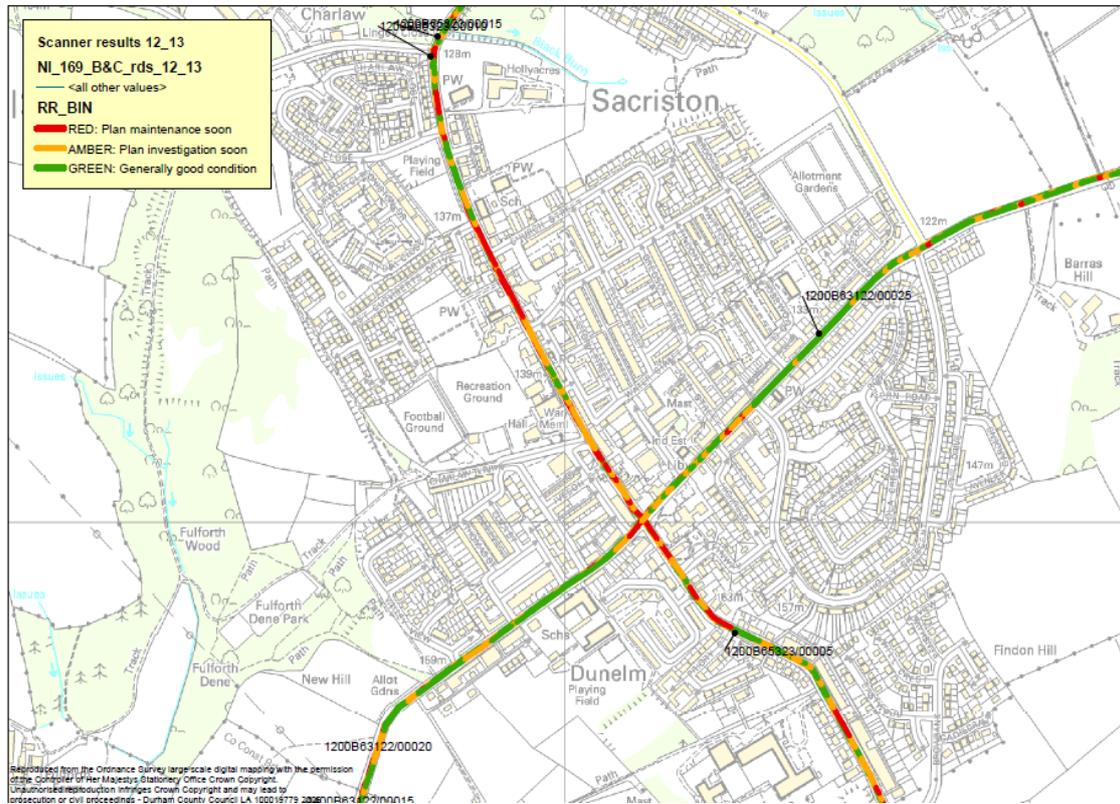
5.5 The TAMP aims to minimise whole life costs but this is not always possible as budget constraints may result in not all the right treatments being undertaken at the right time particularly where there is an existing maintenance backlog. In this case the budget is prioritised based on the following criteria:

- Safety;
- Return on investment; and
- Network hierarchy.

5.6 The condition performance measures for each category of asset are summarised as follows:

Asset	Survey	Frequency	Performance Measure
A – Roads	Surface Condition Assessment for the National Network of Roads (SCANNER)	100% surveyed in one direction only annually	% where maintenance should be considered
B – Roads		100% surveyed in one direction only annually	
C – Roads		100% surveyed in one direction only annually	
Unclassified Roads	Coarse Visual Inspection (CVI)	Minimum 25% annually	% where maintenance should be considered
Kerbing	Not routinely surveyed	N/A	% where useful life has expired
Drainage	Not routinely surveyed	N/A	% where useful life has expired
Road Markings	Not routinely surveyed	N/A	% where useful life has expired
Footways	Footway Network Survey (FNS)	Minimum 25% annually	% functionally/ structurally impaired
Structures	Structures – General Inspections	Every 2 years	Bridge Condition Index – Principal roads
	Structures – Principal Inspections	Every 6 years	Bridge Condition Index – Non-Principal Roads
	Structures – Special Inspections	As required	
	Underwater Inspections	Every 2 years or following severe flood conditions	
Street Lighting	Age analysis of inventory	Annually	% columns > 40 years
	Age analysis of inventory	Annually	% lanterns > 20 years
	Visual Inspection	Annually	% lit signs where useful life has expired
Traffic Management	Age analysis of inventory	Annually	% sites > 15 years
Street Furniture	Not routinely surveyed	N/A	% where useful life has expired

5.7 An example of an output from the SCANNER data is shown below detailing the carriageway condition:



6. Investment Levels

6.1 The TAMP measures the current and projected condition of the asset for a given level of investment in programmed maintenance. Investment levels can either be budget or condition led. We have determined the following investment levels:

Investment Level	Lead Factor
Existing budget	Budget led
Projected budget	Budget led
Steady state condition	Condition led
Eliminate highway maintenance backlog over 1 year then maintain at steady state condition	Condition led
Eliminate highway maintenance backlog over 30 years then maintain at steady state condition	Condition led

6.2 Other service levels can be modelled as required such as increases or decreases to the existing budget.

7. Programmed Capital Maintenance

7.1 Programmed capital maintenance involves planned schemes of resurfacing, reconditioning or reconstruction.

7.2 A 3 year rolling programme of schemes is retained for planning purposes and to co-ordinate schemes with statutory undertakers.

7.3 The annual programme is determined in December for the next financial year starting 1st April based on the 3 year rolling programme and the available budget. The annual programme includes a list of reserve schemes should any extra budget become available or to replace proposed schemes should they be cancelled or deferred for any reason.

7.4 Examples of programmed capital maintenance schemes include:

Highway Asset	Treatment Type	Description
Carriageways and Footways	Reconstruction	Fully restores the condition of the highway that is showing serious signs of structural failure
	Partial Reconstruction	To halt the deterioration of a carriageway that is showing signs of structural failure
	Resurfacing	Halts the deterioration of highways that are starting to show the signs of structural failure before they get to the stage requiring reconstruction
	Surface Treatment	Halts the deterioration of highways showing the signs of surface failure only
	Flag Replacement	Replacement of flagged footway surfaces, usually with a bituminous surface, where the flags are showing signs of displacement
Kerbing	Replacement	Where the asset is life expired
Drainage	Replacement	Where the asset is life expired
Road Markings	Replacement	Where the asset is life expired
Structures	Repainting, Re-waterproofing and Resurfacing	Restore the condition
	Replacement	Where the asset is life expired
	Stabilisation	Works to stabilise areas of embankments or cuttings that have been identified as potentially failing in order to prevent a full failure resulting in the need for large scale reactive works
Street Lighting	Replacement	Where the asset is life expired

Traffic Management	Replacement	Where the asset is life expired
Street Furniture	Replacement	Where the asset is life expired

8. Lifecycle Assumptions

8.1 Lifecycle assumptions are required to plan when programmed maintenance will take place subject to available budgets.

Asset	Useful Economic Life - Years	Potential to Extend Useful Economic Life
Carriageway		
Sub strata (below 100mm)	Infinite	Maintain top 100mm
Hot rolled asphalt	20	Potential to surface dress (maximum two treatments)
Close graded Macadam	15	Potential to surface dress (maximum two treatments)
Surface dressing	10	Potential to surface dress (one treatment only)
Micro-asphalt	10	None, replacement only
High friction coatings	6	None, replacement only
Kerbing	40	None, replacement only
Drainage		
Gullies	40	None, replacement only
Ditches	40	Routine cleaning of ditch
Pipework	40	None, replacement only
Road markings		
Lines	7	None, replacement only
Other items	7	None, replacement only
Footway		
Bitumen	20	Footway Surface Treatment:- typically 15 years
Flagged	30	Prevention of vehicle over run/change to bitumen based surface
Concrete	40	Potential Footway Surface Treatment
Block paved	20	Prevention of vehicle over run/change to bitumen based surface
Structures		
Bridges - civils	120	None, replacement only
Bridges - pointing	50	
Bridges - bearings	30	
Bridges -	20	
waterproofing		

Bridges - paint	20	
Bridges - joints	20	
Retaining walls	40	
Culverts	40	
Subways	40	
Other	40	
Street lighting	40	
Columns	40	Structural testing of columns to extend life where safe to do so
Luminaires	20	None, replacement only
Lit signs	40	None, replacement only
Traffic Management		
Traffic lights	15	If physical asset is damaged replacement only. If electronic, probable up-grade of controllers.
Pedestrian crossings	15	
Street Furniture		
Safety fencing	25	None, replacement only
Bollards	40	None, replacement only
Salt/grit bins	20	None, replacement only
Waste bins	20	None, replacement only
Unlit signs	40	None, replacement only
PROW/ bridleway signs	40	None, replacement only
Trees	N/A	N/A
Land		
Urban	Infinite	N/A
Rural	Infinite	N/A

9. Feedback

9.1 The Council welcomes feedback on any aspect of this TAMP. If you would like to provide feedback please provide via Customer Services using the following contact details:

- Website: www.durham.gov.uk
- Email: help@durham.gov.uk
- Telephone number: 03000 261000

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Transport Asset Management Plan (TAMP)

Section 2 – Annual Update Report 2016



Date	20 March 2017
Status	Draft
Prepared by	John Reed, Head of Technical Services
Approved by	

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1. Introduction

1.1 The Transport Asset Management Plan (TAMP) is divided into two sections:

- Section 1 - Policy; and
- Section 2 - Annual Update Report.

1.2 This Annual Update Report provides an update to stakeholders on:

- Inventory;
- Condition;
- Maintenance backlog;
- Public satisfaction;
- Performance;
- Valuation;
- Budgets; and
- Investment levels.

2. Inventory

2.1 The inventory is a database containing details of the individual assets that make up the highway network.

2.2 It is vital to know what assets exist and where so they can be inspected, surveyed and maintained to appropriate service levels.

2.3 The inventory at 31 March 2016 is summarised in the table below:

Asset	Unit	Adopted	DCC Unadopted	Private Unadopted	Total	RAG Rating
Carriageway						
A	Km	415	0	0	415	G
B	Km	406	0	0	406	G
C	Km	697	0	0	697	G
Unclassified	Km	2,276	18	117	2,411	G
Sub-Total		3,794	18	117	3,929	
Kerbing	Km	4,605	23	153	4,781	R
Drainage						
Gullies	Number	110,462	1,371	3,864	115,697	R
Ditches	Km	262	16	44	322	R
Pipework	Km	377	4	12	393	R
Road markings						
Lines	Km	2,250	8	23	2,281	R
Other items	Number	22,331	179	503	23,013	R
Footway						
Bitumen	Km	3,379	81	93	3,553	G
Flagged	Km	427	8	21	456	G
Concrete	Km	58	3	20	81	G
Block paved	Km	19	1	2	22	G
Other	Km	3	10	5	18	G
Sub-Total		3,886	103	141	4,130	
Structures						
Road bridges	Number	490	0	0	490	G
Footbridges	Number	47	459	0	506	G
Retaining walls	Number	251	13	0	264	A
Culverts	Number	64	0	0	64	G
Subways	Number	34	0	0	34	G

Other	Number	112	6	0	118	G
Sub-total		998	478	0	1,476	
Street lighting						
Columns/ Lanterns	Number	83,027	0	0	83,027	G
Lit Signs	Number	5,477	0	0	5,477	G
Sub-total		88,504	0	0	88,504	
Traffic Management						
Traffic lights	Number	66	0	0	66	G
Pedestrian crossings	Number	73	0	0	73	G
Sub-Total		139	0	0	139	
Street Furniture						
Safety fencing	Km	53	0	0	53	A
Bollards	Number	12,443	0	0	12,443	R
Salt/grit bins	Number	2,378	0	0	2,378	A
Waste bins	Number	7,067	0	0	7,067	R
Unlit signs	Number	63,132	808	2,277	66,217	R
PROW/ bridleway signs	Number	4,300	0	0	4,300	R
Trees	Number	5,000	0	0	5,000	R
Land						
Urban	M ²	19,564,540	388,476	608,600	20,561,616	G
Rural	M ²	11,454,608	226,202	354,375	12,035,185	G
Sub-Total	M ²	31,019,148	614,678	962,975	32,596,801	-

2.4 The RAG (Red, Amber, Green) Rating denotes the accuracy of the inventory where:

Inventory RAG Rating	Description
R (Red)	Low accuracy
A (Amber)	Moderate accuracy
G (Green)	High accuracy

2.5 There are gaps in the inventory and condition data relating to some minor assets. These gaps will continue to be addressed through further surveys as far as it is proportionate and economic to do so.

2.6 The inventory grows each year due to new developments. A summary showing the growth in the inventory is shown in Appendix 1.

2.7 The growth in the inventory puts pressure on maintenance budgets as they have to cover more assets each year.

3. Condition

3.1 Condition is summarised as follows in accordance with the policy:

Asset	Description	Performance
-------	-------------	-------------

		2013	2014	2015	2016	Good Condition Target	Fair Condition Target
Carriageway							
A – Roads	% where maintenance should be considered	5.5%	4.6%	4.9%	4.1%	0.0%	4.0%
B – Roads		9.2%	8.0%	7.5%	5.3%	0.0%	4.0%
C – Roads		9.3%	8.1%	5.0%	3.6%	0.0%	4.0%
Unclassified Roads	% where maintenance should be considered	21.0%	22.0%	19.0%	20.0%	0.0%	8.0%
All Roads	% where maintenance should be considered	15.8%	16.0%	13.6%	13.7%	0.0%	6.4%
Kerbing	% where replacement should be considered	10.0%	10.0%	10.0%	10.0%	0.0%	5.0%
Drainage	% where replacement should be considered	12.0%	10.0%	10.0%	10.0%	0.0%	5.0%
Road Markings	% where replacement should be considered	30.0%	50.0%	55.0%	55.0%	0.0%	10.0%
Footways	% structurally unsound	27.8%	27.1%	26.4%	24.1%	0.0%	5.0%
Structures	Bridge Condition Index – Principal roads	93.9	94.0	88.3	83.8	100.0	95.0
	Bridge Condition Index – Non-Principal Roads	88.0	88.0	86.4	83.7	100.0	95.0
	Other (using form of Bridge Condition Index)	66.0	66.0	66.0	66.0	100.0	85.0
Street Lighting	% columns > 40 years	18.1%	17.5%	17.7%	14.9%	0.0%	5.0%
	% lanterns > 20 years	50.2%	45.9%	25.8%	28.6%	0.0%	5.0%

	% lit signs where replacement should be considered	19.3%	20.0%	17.9%	17.9%	0.0%	5.0%
Traffic Management	No. sites > 15 years	23	22	19	19	0	10
Street Furniture							
Safety fencing	% where replacement should be considered	8.0%	6.0%	6.0%	6.0%	0.0%	5.0%
Bollards	% where replacement should be considered	10.0%	10.0%	10.0%	10.0%	0.0%	5.0%
Salt/grit bins	% where replacement should be considered	8.0%	8.0%	8.0%	8.0%	0.0%	5.0%
Unlit signs							
Road signs	% where replacement should be considered	10.0%	10.0%	10.0%	10.0%	0.0%	5.0%
Street Name Plates	% where replacement should be considered	15.0%	15.0%	15.0%	15.0%	0.0%	5.0%
PROW signs	% where replacement should be considered	3.0%	3.0%	3.0%	3.0%	0.0%	5.0%

3.2 The good condition target represents where the maintenance backlog will be zero with no defects. This is an ideal theoretical target which is not realistic in practice.

3.3 The fair condition target represents a realistic target of acceptable condition subject to available funding.

3.4 ***Department for Transport Statistics***

3.4.1 The condition of local roads is reported to and monitored nationally by the Department for Transport. The latest results published on 24 March 2016 for 2014/15 can be found at the following link:

<https://www.gov.uk/government/statistics/road-conditions-in-england-2015>

3.4.2 The results allow comparisons to be made between local Authorities across England and are summarised in Appendix 3 – Condition Benchmarking.

3.4.3 The key findings are that:

- DCC A Roads are national average condition (Rank 99/147);
- DCC B and C Roads are slightly worse than the national average (Rank 70/146); and
- DCC Unclassified Roads are worse than the national average (Rank 87/128).

3.5 **Conclusions**

3.5.1 The condition of the A, B, and C roads is improving; this may be due to a funding strategy which has prioritised the classified road network over the unclassified road network.

3.5.2 The condition of unclassified roads has remained stable, which is welcomed when considered against the funding strategy outlined above, but this still remains a key issue.

3.5.3 The condition of footways is showing a gradual improvement but still remains a key issue.

4. **Maintenance Backlog**

4.1 The maintenance backlog is the value of programmed capital maintenance required to bring the highway asset up to good condition.

4.2 The method of calculation is as follows:

Asset	Description
Carriageway	<p>The nationally accredited UK Pavement Management System (UKPMS) software system identifies the appropriate treatment for each 100m section of carriageway/footway.</p> <p>UKPMS selects A, B and C classified carriageway surveyed by SCANNER in a Red condition for treatment but also some sections in an Amber and Green condition where it is justified on asset management principles.</p> <p>Unclassified roads are surveyed by Coarse Visual Inspection (CVI) and processed in a similar manner to that of Scanner via the UKPMS system.</p>
Footway	A Footway Network Survey (FNS) has been adopted whereby the condition of the surface is assessed into four conditions, 1 being 'as new', and 4 being 'structurally unsound'. This data can be put into UKPMS to identify the appropriate treatment and calculate required financial data.
Kerbing	The maintenance backlog is the % requiring replacement multiplied by the inventory and the unit rate.
Drainage	The maintenance backlog is the % requiring replacement multiplied by the inventory and the unit rate.
Road Markings	The maintenance backlog is the % requiring replacement multiplied by the inventory and the unit rate.
Structures	The backlog is calculated by completing a manual analysis of the Bridge Condition Indicator (BCI) and the routine inspection data, assessing each individual components needs and applying a unit rate to each. The cost of any overdue inspections, the renewal of individual components in excess of their useful life and upgrading of any underperforming structures is included.
Street Lighting	<p>Number of columns > 40 years</p> <p>Number of luminaries > 20 years</p> <p>Lit signs - maintenance backlog is the percentage requiring replacement multiplied by the inventory and the unit rate.</p>
Traffic Management	Number of sites > 15 years
Street Furniture	The maintenance backlog is the % requiring replacement multiplied by the inventory and the unit rate.
Safety Fencing	
Bollards	
Salt/grit bins	
Unlit signs	
Road signs	
Street Name Plates	
PROW signs	

4.3 The maintenance backlog as at 31 March 2016 is summarised as follows:

	Units	Adopted		Unadopted		Total	
		Amount	£M	Amount	£M	Amount	£M
Carriageways							
Strengthen	Km	136.0	13.0	50.8	24.4	186.8	37.4
Resurface	Km	357.4	27.5	15.4	1.4	267.9	23.5
Surface Improvement	Km	518.6	13.0	19.3	0.4	1,924.7	11.4
Edge Improvement	Km	37.8	3.8	0.0	0.0	37.8	3.8
Sub-Total		1,049.8	57.3	85.5	26.2	2,417.2	76.1
Kerbing	Km	460.5	18.5	20.7	0.7	481.2	19.2
Drainage	Number	11,046.0	5.6	524.0	0.2	11,570.0	5.8
Road Markings	Km	1,237.5	0.9	50.0	0.1	1,287.5	1.0
Footways							
Reconstruction	Km	405.7	21.7	11.3	2.5	417.0	24.2
Overlay/Relay/ Flagging	Km	380.4	6.2	26.5	0.5	406.9	6.7
Repair/Relay	Km	479.8	17.0	26.5	0.5	506.3	17.5
Surface improvement	Km	406.2	2.6	110.5	0.5	516.7	3.1
Sub-Total		1,672.1	47.5	174.8	4.0	1,846.9	51.5
Structures	Number	969	36.0	479.0	9.7	1,448.0	45.7
Street Lighting							
Column replacements	Number	10,153.0	12.5	0	0	10,153.0	12.5
Luminaire replacements	Number	23,864.0	8.3	0	0	23,864.0	8.3
Lit signs	Number	980.0	1.3	0	0	980.0	1.3
Sub-Total		34,997.0	22.1	0	0	34,997.0	22.1
Traffic Management							
Replacements	Number	19.0	1.0	0.0	0.0	19.0	1.0
Street Furniture							
Safety fencing	Km	4.2	2.8	0	0.1	4.2	2.9
Seats, litter bins etc.	Number	10,707.0		430.0		11,137.0	
Total	-	-	191.7	-	41.0	-	225.3

4.4 The maintenance backlog for the adopted highway over the past 5 years is summarised as follows:

Maintenance Backlog	31 March £Millions				
	2012	2013	2014	2015	2016
Carriageways					
Strengthen	19.8	19.9	19.6	16.0	13.0
Resurface	36.8	36.9	36.4	31.6	27.5
Surface Improvement	7.9	7.9	7.8	8.8	13.0
Edge Improvement	3.0	3.0	3.0	2.8	3.8
Sub-Total	67.5	67.7	66.8	59.2	57.3
Kerbing	18.1	18.2	20.2	18.4	18.5
Drainage	5.4	5.4	5.8	5.6	5.6
Road Markings	0.8	0.8	0.5	0.9	0.9

Footways					
Reconstruction	25.5	25.6	24.9	25.9	21.7
Overlay/Relay/Flagging	7.2	7.2	7.0	6.4	6.2
Repair/Relay	11.4	11.5	11.1	11.8	17.0
Surface improvement	4.0	4.1	4.0	3.6	2.6
Sub-Total	48.1	48.4	47.0	47.7	47.5
Structures	9.9	9.9	9.9	22.4	36.0
Street Lighting					
Column replacements	10.9	11.7	11.0	14.7	12.5
Luminaire replacements	12.1	12.1	10.9	7.5	8.3
Lit sign replacements	1.8	1.8	1.4	1.3	1.3
Sub-Total	24.8	25.6	23.3	23.5	22.1
Traffic Management	1.1	1.1	1.1	1.0	1.0
Street Furniture	2.3	2.5	2.4	2.4	2.8
Total	178.0	179.6	177.0	181.1	191.7

4.5 Maintenance backlog has increased, mainly due to the number of principle inspections used to calculate the backlog for Structures. This is offset slightly by a decrease in backlog for those assets that have shown an improvement in condition.

4.6 Nearly every Local Highway Authority has a highway maintenance backlog apart from those that have received extra funding from the Government to undertake Highway Maintenance PFI Projects to clear their maintenance backlogs.

4.7 The maintenance backlog should be considered in the context of the overall value of the highway asset.

4.8 Durham County Council's backlog is broadly in line with other Councils based on the Annual Local Authority Road Maintenance (ALARM) Survey 2016 which estimates the backlog for England at £11.8 billion for carriageways and footways. The ALARM Survey can be found at the following link:

<http://www.asphaltindustryalliance.com/alarm-survey.asp>

5. Public Satisfaction

5.1 The Council participates in the National Highways & Transportation (NHT) Public Satisfaction Survey which is undertaken by IPSOS/MORI. The details of the survey can be found at the following link:

<http://nhtsurvey.econtrack.com/>

5.2 The results are summarised as follows:

Key Benchmark Indicator (KBI)	% Public Satisfied (Year)							
	2008	2009	2010	2011	2012	2013	2014	2016
Overall								
<i>KBI 01 - Overall (local)</i>								
Durham County Council	N/A	57.9	55.9	54.6	58.4	N/A	57.0	58.0
North East	56.0	58.7	57.8	55.5	57.9	54.7	57.5	57.0
National Average	55.3	56.2	56.2	55.4	55.9	55.0	55.3	55.0
<i>KBI 02 - Overall (national)</i>								
Durham County Council	N/A	57.8	55.8	54.4	58.3	N/A	57.0	58.0
North East	55.9	58.6	57.7	55.4	57.8	54.7	57.4	57.0
National Average	55.3	56.2	56.2	55.4	55.9	55.0	55.3	55.0
Highway Maintenance								
<i>KBI 23 - Condition of highways</i>								
Durham County Council	N/A	45.1	37.5	33.8	37.7	N/A	38.2	45.0
North East	43.0	46.6	40.3	32.6	38.4	26.4	37.5	41.0
National Average	44.4	42.8	38.6	34.7	36.6	31.1	34.4	38.0
<i>KBI 24 - Highway maintenance</i>								
Durham County Council	N/A	55.1	48.3	46.2	47.8	N/A	49.4	55.0
North East	51.8	54.8	50.7	47.0	49.1	46.6	49.4	53.0
National Average	53.1	52.1	50.2	49.3	49.0	49.6	49.4	53.0
<i>KBI 25 - Street lighting</i>								
Durham County Council	N/A	72.8	70.6	70.6	72.9	N/A	69.7	65.0
North East	69.1	72.9	72.6	70.8	71.1	68.8	70.3	68.0
National Average	67.8	68.1	68.8	68.2	67.4	67.4	66.9	66.0
<i>KBI 26 - Highway enforcement/obstructions</i>								
Durham County Council	N/A	51.9	47.9	49.3	49.8	N/A	47.7	50.0
North East	48.6	52.2	51.0	50.3	51.0	48.3	48.5	50.0
National Average	50.2	50.6	50.5	52.2	50.4	49.4	48.2	49.0

5.3 The Council did not participate in 2008, 2013 or 2015. The Council agreed in 2012 to participate on a bi-annual basis.

5.4 The results above show that there is low satisfaction with the condition of the highway nationally and across the North East. However, the results for 2016 for five of the six indicators for 2016 compared to 2014 show a positive direction of travel.

6. Customer Feedback

6.1 The customer feedback in terms of service requests, complaints, compliments and suggestions received is summarised as follows:

Customer Feedback		Year Ending 31 March 2016	
		Number	Responded within Target %
Service Requests	Category 1 Safety Defects	9,599	84%
	Category 2.1 Safety Defects	31,878	81%
	Category 2.2 Safety Defects	20,399	63%
	Category 2.3 Safety Defects	4,278	85%
	Structures	142	N/A
	Street Lighting	12,540	83%
	Winter Maintenance	1,068	100%
	Flooding	701	100%
	Gully Cleansing	97,842	91%
	Traffic	1,232	100%
	Network Management	422	N/A
Complaints - Service Review	Number investigated	64	81%
	Fully upheld	13	
	Partially upheld	17	
	Not upheld	38	
Complaints – Independent Investigation	Number investigated	13	54%
	Fully upheld	0	
	Partially upheld	0	
	Not upheld	13	
Compliments and Suggestions	Compliments	56	N/A
	Suggestions	5	N/A

6.2 The above is also monitored through the Council's quarterly performance reports which are available on our website at the following link:

<http://durham.gov.uk/article/2427/quarterly-reports>

6.3 Service requests are responded to in accordance with the service levels set out in our Highway Maintenance Plan and Winter Maintenance Plan.

6.4 Complaints are considered in line with the Council's Complaints Policy.

6.5 The Council also participates in the National Highways and Transportation Public Satisfaction Survey as detailed in Section 5.

6.6 Highway officers provide regular updates to Councillors and Area Action Partnerships who also provide feedback. All this customer feedback helps inform the Transport Asset Management Plan including investment levels and priorities.

7. Performance

7.1 The performance against the objectives set out in TAMP Section 1 - Policy is as follows:

Primary Objectives	Secondary Objectives	Performance Measure	Year Ending 31 March				
			2012	2013	2014	2015	2016
Safety	Complying with statutory obligations	Public liability claims repudiation rate	92%	96%	95%	94%	93%
	Meeting user's needs for safety	Completion of Highway Safety Inspections	100%	100%	100%	100%	100%
		Response to Category 1 and 2 safety defects (Target 95%)	Not available	Not available	Cat1 75% Cat2 78%	Cat1 95% Cat2 83%	Cat1 92% Cat2 78%
Serviceability	Ensuring availability	Effective	<1%	<1%	< 1%	<1%	<1%
		Streetworks Licensing system to minimise number of unplanned utility overruns					
	Achieving integrity	Condition surveys	See Table 3.1				
	Maintaining reliability	NHT Public Satisfaction Survey	See Table 5.2				
	Enhancing condition	Programmed maintenance	See Table 9.4				
Sustainability	Minimising whole life costs	Lifecycle plans	See Appendix 2				
	Maximising value to the community	Not quantifiable	N/A	N/A	N/A	N/A	N/A
	Minimising environmental impact	Maintaining accreditation and compliance with ISO 14001 Environmental Management	Achieved	Achieved	Achieved	Achieved	Achieved

8. Valuation

8.1 The Code of Practice on Local Authority Accounting in the United Kingdom requires that the adopted highway is included in the Council's Financial Statements as a fixed asset in the balance sheet. This is part of the Government's Whole of Government Accounts (WGA) initiative to align with International Financial Reporting Standards (IFRS).

- 8.2 The benefit of including the adopted highway as an asset in the financial statements is that it informs stakeholders of the true cost of holding and maintaining the asset which in turn supports good asset management.
- 8.3 The asset is included within the financial statements at depreciated Replacement Cost (DRC). Depreciated replacement cost is a method of valuation that provides the current cost of replacing an asset with its modern equivalent asset (gross replacement cost), less deductions for all physical deterioration and impairment (accumulated depreciation).
- 8.4 The difference between the gross and depreciated cost is the cost of restoring the asset from its present condition to 'as new'.
- 8.5 The condition of assets with a finite economic life will deteriorate each year due to the wearing out and using up of the asset. The deterioration of assets such as carriageways and footways may be accelerated where episodes of severe weather are greater than average.
- 8.6 Annual depreciation is calculated by identifying all the capital treatments needed to maintain assets or key components over their life cycles and then spreading the total cost evenly over the number of years in the life cycle. Calculated in this way, annual depreciation not only represents the annual consumption of economic benefits embodied in the asset but also provides a measure of what on average needs to be spent year on year on programmed maintenance to maintain the assets in a steady state.
- 8.7 The valuation as at 31 March 2016 is as follows:

Asset – Adopted Highway								£ Millions
	Carriageway	Footway	Street Lighting	Structures	Traffic Management	Street Furniture	Land	Total
Gross Replacement Cost								
B/F 1 April 2015	4,051.1	497.4	138.9	362.5	2.4	30.5	2,659.2	7,741.9
Additions								
- Adoptions	6.6	0.3	0.0	0.2	0.0	0.1	0.1	7.3
- Programmed Maintenance	11.0	2.5	2.3	2.3	0.3	0.6	0.0	19.0
- Improvements	0.0	0.0	4.2	0.0	0.3	0.0	0.0	4.5
Revaluation Adjustment	-150.8	-19.4	1.0	18.8	-0.7	10.2	31.7	-109.2
Disposals	-0.2	-0.1	-0.2	0.0	0.0	0.0	-0.2	-0.7
C/F 31 March 2016	3,917.7	480.7	146.2	383.8	2.3	41.4	2,690.8	7,662.8
Accumulated Depreciation								
B/F 1 April 2015	156.2	62.7	73.9	5.3	1.3	10.7	0.0	310.1
Revaluation Adjustment	-28.9	-6.1	2.0	1.5	-0.4	11.1	0.0	-20.8

Annual Depreciation Charge	15.0	11.5	4.7	1.7	0.1	1.5	0.0	34.6
Disposals	-0.2	-0.1	-0.2	0.0	0.0	0.0	0.0	-0.5
C/F 31 March 2016	142.1	68.0	80.4	8.5	1.0	23.3	0.0	323.4
Depreciated Replacement Cost								
B/F 1 April 2015	3,894.9	434.6	65.1	357.2	1.1	19.8	2,659.2	7,431.9
Additions	17.6	2.8	6.5	2.5	0.6	0.7	0.1	30.8
Revaluation Adjustment	-122.0	-13.3	-1.1	17.3	-0.3	-0.9	31.7	-88.6
Annual Depreciation Charge	-15.0	-11.5	-4.7	-1.7	-0.1	-1.5	0.0	-34.6
Disposals	0.0	0.0	0.0	0.0	0.0	0.0	-0.2	-0.2
C/F 31 March 2016	3,775.5	412.6	65.8	375.3	1.3	18.1	2,690.8	7,339.3

9. Budgets

9.1 The budget for programmed capital maintenance is summarised as follows:

Funding Stream	Year Ending 31 March £'000s								
	2011	2012	2013	2014	2015	2016	2017	2018	2019*
Department for Transport Funding									
Local Transport Plan	10,762	11,212	10,679	10,132	9,780	11,886	10,896	10,567	9,564
Detruncked Highway	820	0	0	0	0	0	0	0	0
Incentive Fund	0	0	0	0	0	0	666	989	1,992
Section 31	0	847	0	1,836	1,007	0	0	0	0
Severe Weather	0	0	0	0	1,242	1,100	0	0	0
Potholes Fund	0	0	0	0	2,197	0	784	931	931
National Productivity and Investment Fund	0	0	0	0	0	0	0	1,830	0
Sub-Total	11,582	12,059	10,679	11,968	14,226	12,986	12,346	14,317	12,487
Durham County Council Funding									
Highway Maintenance	712	1,212	3,012	2,912	5,404	4,812	6,912	9,054	6,786
Total	12,294	13,271	13,691	14,880	19,630	17,798	19,258	23,371	19,273

*Projected

9.2 The above budget rebased for construction inflation at 1 April 2015 prices is summarised as follows:

Year Ending 31 March £'000s									
	2011	2012	2013	2014	2015	2016	2017	2018	2019
Nominal									
Budget	12,294	13,271	13,691	14,880	19,630	17,798	19,258	23,371	19,273
Inflation %	2.01%	3.49%	5.08%	1.33%	1.25%	-0.76%	-0.75%	4.45%	4.00%*
Index	228.18	236.14	248.13	251.44	254.59	252.66	250.77	261.93	272.41
Real 1 April 2015 Prices									
Budget	13,612	14,199	13,940	14,952	19,481	17,798	19,403	22,544	17,876

*Forecast

9.3 It can be seen that the above outturn spend is significantly less than the annual depreciation charge.

9.4 The above budgets have purchased the following quantities of programmed capital maintenance:

Programmed Capital Maintenance – Quantities	Unit	Steady State Condition Benchmark	Year Ending 31 March							
			2012	2013	2014	2015	2016	2017	2018*	2019*
Carriageways	Km treated	7.0%	146 3.9%	122 3.2%	156 4.1%	168 4.4%	165 4.4%	178 4.7%	182 4.8%	185 4.9%
Kerbing	Km treated	2.5%	4.8 0.1%	4.8 0.1%	4.8 0.1%	4.8 0.1%	4.8 0.1%	4.8 0.1%	4.8 0.1%	4.8 0.1%
Drainage (Gullies)	Number	2.5%	140 0.13%	130 0.12%	130 0.12%	130 0.12%	130 0.12%	130 0.12%	130 0.12%	132 0.12%
Road Markings	Km treated	14.3%	284 12.7%	286 12.8%	287 12.8%	285 12.7%	285 12.7%	285 12.7%	285 12.7%	287 12.7%
Footways	Km treated	5.0%	88 2.3%	84 2.2%	88 2.3%	108 2.8%	95 2.5%	103 2.7%	106 2.8%	111 2.9%
Structures	No. of bridges treated	5%	39 4.1%	66 6.9%	50 5.2%	26 2.7%	26 2.7%	46 4.8%	47 4.9%	47 4.9%
Street lighting	No. columns replaced	2.5%	814 1.3%	836 1.3%	841 1.3%	802 1.2%	830 1.3%	1646 2.6%	1500 1.3%	1500 1.3%
	No. luminaires replaced	5.0%	8,146 9.8%	7,423 8.9%	8,137 9.8%	12,004 14.4%	12,000 14.4%	12,000 14.4%	12,000 14.4%	12,000 14.4%
	No. lit signs replaced	2.5%	100 1.8%	100 1.8%	100 1.8%	100 1.8%	105 1.8%	105 1.8%	105 1.8%	105 1.8%
Traffic Management		6.7%	3 2.2%	2 1.4%	1 0.7%	2 1.4%	2 1.4%	2 1.4%	2 1.4%	2 1.4%
Street Furniture	Items replaced	3.2%	2,300 2.4%	1,750 1.8%	1,550 1.6%	2,010 2.1%	1,680 1.7%	1700* 1.7%	1700 1.7%	1700 1.7%

*Projected

9.5 It can be seen that the quantity of programmed capital maintenance purchased is less than the steady state condition benchmark and this explains why the condition of the highway asset has deteriorated over the period.

10. Investment Levels

10.1 The TAMP measures the current and projected condition of the asset for a given level of investment in programmed capital maintenance.

10.2 A range of investment levels (condition or budget led) are provided to allow stakeholders to select the most appropriate investment level to meet their objectives within available budgets.

10.3 We have modelled the following investment levels as stated in the policy:

Investment Level – Programmed Capital Maintenance	1 April 2015 Prices (£ millions)		
	One Off Capital Cost	Annual Average Capital Cost	Annual Average Capital Cost (Once Backlog Cleared)
Projected Budget	N/A	£17.8	N/A
Steady State Condition	N/A	£22.0	N/A
Eliminate highway maintenance backlog over 1 year then maintain at steady state condition	£191.7	N/A	£21.8
Eliminate highway maintenance backlog over 30 years then maintain at steady state condition	N/A	£32.8	£21.8

10.4 It is assumed that budgets will be uplifted for inflation to maintain purchasing power at 1 April 2015 prices.

10.5 The Projected Budget is an indicative annualised figure and the actual budgets may be greater or less depending upon Department for Transport and Council funding.

10.6 The above does not take account of any growth in the inventory from new developments which will increase the above values.

10.7 The projected condition and maintenance backlog for the Projected Budget service level is provided in Appendix 2.

10.8 The investment levels are calculated using nationally accredited lifecycle planning models which are based on current condition projected forward for average annual deterioration over a period of 30 years. In the short term the annual movements in the maintenance backlog are affected by:

- Inflation;
- Annual variations in deterioration due to the severity of the weather;
- Cycle for collecting condition data which is up to 6 years; and
- The accuracy of the nationally accredited deterioration model when applied to County Durham.

10.9 If investment is less than the steady state condition investment level then in the medium term:

- The condition of the highway asset will deteriorate;
- The maintenance backlog will increase;
- The number of defects will increase and put pressure on the reactive and routine revenue maintenance budgets;
- The number of public liability claims will increase and put pressure on the insurance budget; and
- Public satisfaction will decrease.

10.10 If investment is more than the steady state condition investment level then in the medium term:

- The condition of the highway asset will improve;
- The maintenance backlog will reduce;
- The number of defects will reduce;
- The number of public liability claims will reduce; and
- Public satisfaction will improve.

11. Feedback

11.1 The Council welcomes feedback on any aspect of this TAMP. If you would like to provide feedback please provide via Customer Services using the following contact details:

- Website: www.durham.gov.uk
- Email: help@durham.gov.uk
- Telephone number: 03000 261000

Appendix 1 - Inventory Summary

Adopted Highway	Unit											31 March	
		2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	
Carriageways													
A Roads	Km	412	412	412	412	416	416	416	416	416	415	415	
B Roads	Km	408	408	406	406	407	407	407	407	406	406	406	
C Roads	Km	697	696	695	699	698	698	697	697	697	697	697	
Unclassified	Km	2,175	2,181	2,191	2,195	2,200	2,212	2,224	2,236	2,255	2,262	2,276	
Sub-Total	Km	3,692	3,697	3,704	3,712	3,721	3,733	3,744	3,756	3,774	3,780	3,794	
Kerbing	Km	4,424	4,431	4,441	4,449	4,462	4,478	4,493	4,539	4,573	4,588	4,605	
Drainage													
Gullies	Number	104,099	104,280	104,547	104,741	105,034	105,428	105,805	107,488	108,340	110,054	110,462	
Ditches	Km	262	262	262	262	262	262	262	262	262	262	262	
Pipework	Km	355	355	355	356	358	359	360	365	368	376	377	
Road Markings													
Lines	Km	2,229	2,229	2,227	2,232	2,237	2,241	2,240	2,243	2,242	2,242	2,250	
Other items	Number	19,895	19,915	19,935	19,973	20,035	20,085	20,129	22,167	22,271	22,271	22,331	
Footways	Km	3,375	3,393	3,405	3,487	3,543	3,600	3,656	3,783	3,837	3,828	3,886	
Structures	Number	932	934	937	951	964	964	966	966	966	998	998	
Street Lighting	Number	84,645	85,277	85,909	86,541	87,173	87,803	88,491	89,008	89,085	88,675	88,504	
Traffic Management	Number	105	110	118	121	123	127	129	133	136	138	139	
Street Furniture													
Safety fencing	Km	53	53	53	53	53	53	53	53	53	53	53	
Other	Number	86,069	87,167	88,265	89,363	90,462	91,560	92,658	93,757	95,320	95,385	94,320	
Land	M ²	29,841,791	29,904,170	29,963,830	30,159,100	30,326,800	30,499,600	30,891,150	31,326,522	31,353,145	30,939,856	31,019,148	

Appendix 2 - Projected Condition and Maintenance Backlog

Asset	Description	Condition – Projected Budget															
		2016	2017	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030	2031
A - Roads	% where maintenance should be considered	4.1	3.6	3.8	4.2	4.6	4.9	5.1	5.3	5.4	5.5	5.5	5.6	5.5	5.5	5.5	5.4
B – Roads		5.3	4.8	4.9	5.3	5.7	6.0	6.4	6.7	6.9	7.0	7.1	7.2	7.2	7.2	7.1	7.1
C – Roads		3.6	3.2	3.3	3.6	3.9	4.3	4.6	4.9	5.0	5.2	5.3	5.3	5.4	5.4	5.4	5.3
Unclassified Roads	% where maintenance should be considered	20.0	18.0	17.1	17.0	17.3	17.9	18.7	19.7	20.7	21.7	22.8	23.8	24.8	25.7	26.6	27.5
Footways	% functionally/ structurally impaired	24.1	24.1	24.5	25.0	25.6	26.3	27.1	27.9	28.7	29.5	30.3	31.0	31.8	32.4	33.1	33.7
Kerbing	% where replacement should be considered	10.0	10.4	10.7	11.0	11.4	11.7	12.1	12.4	12.7	13.1	13.4	13.7	14.1	14.4	14.7	15.1
Drainage	% where replacement should be considered	10.0	10.8	11.5	12.3	13.0	13.7	14.4	15.2	15.9	16.6	17.3	17.9	18.6	19.3	20.0	20.6
Road Markings	% where replacement should be considered	55.0	59.8	63.9	67.4	70.4	73.0	75.2	77.1	78.8	80.2	81.4	82.4	83.3	84.0	84.7	85.2
Structures	Bridge Condition Index – Principal roads	83.8	84.2	82.8	83.9	84.9	84.7	84	84.1	83.6	82.9	82.4	81.5	81.5	81.3	80.8	80.4
	Bridge Condition Index – Non-Principal Roads	83.7	84	83.5	83.8	84.0	83.7	83.1	83.7	83.4	82.8	82.3	82.5	82.1	80.7	80.2	79.7
Street Lighting	% columns > 40 years	14.9	11.3	12.0	13.0	14.0	15.3	16.7	18.1	19.7	21.4	23.1	24.8	26.5	28.3	30.0	31.8
	% lanterns > 20 years	28.6	22.5	19.0	15.3	11.3	7.0	11.1	14.9	18.6	22.1	25.4	28.5	31.5	34.3	37.0	39.6
	Lit signs	17.9	21.7	23.3	24.9	26.5	28.0	29.5	31.0	32.4	33.8	35.1	36.4	37.7	39.0	40.2	41.4
Traffic Management	% traffic signals > 15 years	16.0	20.1	24.2	28.6	33.0	37.4	41.7	45.8	49.7	53.4	56.7	59.8	62.6	65.1	67.3	69.3
Street Furniture	% where replacement should be considered	8.0	9.8	11.6	13.3	14.9	16.4	17.9	19.3	20.6	21.9	23.1	24.3	25.4	26.5	27.5	28.5
Maintenance Backlog (1 April 2015 prices)	(£ millions)	191.7	183.6	184.0	187.5	192.5	198.0	206.3	215.0	223.5	231.8	240.0	247.8	255.6	262.6	269.6	276.2
Projected Budget (1 April 2015 prices)	(£ millions)	N/A	17.8	17.8	17.8	17.8	17.8	17.8	17.8	17.8	17.8	17.8	17.8	17.8	17.8	17.8	17.8

Appendix 2 - Projected Condition and Maintenance Backlog (Continued)

Asset	Description	Condition – Projected Budget														
		2032	2033	2034	2035	2036	2037	2038	2039	2040	2041	2042	2043	2044	2045	2046
A - Roads	% where maintenance should be considered	5.4	5.3	5.2	5.2	5.1	5.0	5.0	4.9	4.8	4.8	4.7	4.6	4.6	4.5	4.4
B – Roads		7.0	7.0	6.9	6.8	6.7	6.6	6.5	6.4	6.3	6.2	6.1	6.0	5.9	5.9	5.8
C – Roads		5.3	5.3	5.2	5.1	5.1	5.0	4.9	4.9	4.8	4.7	4.7	4.6	4.5	4.4	4.4
Unclassified Roads	% where maintenance should be considered	28.3	29.0	29.7	30.4	31.0	31.5	32.1	32.5	33.0	33.4	33.8	34.2	34.5	34.8	35.1
Footways	% functionally/ structurally impaired	34.2	34.7	35.2	35.6	36.0	36.4	36.7	37.0	37.2	37.5	37.7	37.8	38.0	38.1	38.2
Kerbing	% where replacement should be considered	15.4	15.7	16.0	16.3	16.7	17.0	17.3	17.6	17.9	18.2	18.5	18.8	19.1	19.4	19.7
Drainage	% where replacement should be considered	21.3	21.9	22.6	23.2	23.8	24.4	25.0	25.7	26.3	26.8	27.4	28.0	28.6	29.2	29.7
Road Markings	% where replacement should be considered	85.7	86.1	86.4	86.7	87.0	87.2	87.4	87.6	87.7	87.8	87.9	88.0	88.1	88.2	88.2
Structures	Bridge Condition Index – Principal roads	79.6	78.8	78.7	79.5	77.9	77.6	75.7	76.4	78	76.9	75.9	75.2	75.5	74.1	72.5
	Bridge Condition Index – Non-Principal Roads	78.6	78.2	78.4	78.1	76.4	76	74.2	72.8	74.2	72.8	72.2	71.7	72.1	70.9	69.3
Street Lighting	% columns > 40 years	33.5	35.1	36.8	38.4	39.9	41.5	42.9	44.3	45.7	47.0	48.2	49.4	50.5	51.6	52.6
	% lanterns > 20 years	42.0	44.3	46.5	48.6	50.6	52.5	54.2	55.9	57.5	59.1	60.5	61.9	63.2	64.5	65.7
	Lit signs	42.5	43.6	44.7	45.8	46.9	47.9	48.9	49.8	50.8	51.7	52.6	53.5	54.3	55.2	56.0
Traffic Management	% traffic signals > 15 years	71.1	72.7	74.0	75.2	76.2	77.1	77.9	78.6	79.2	79.7	80.1	80.4	80.7	81.0	81.2
Street Furniture	% where replacement should be considered	29.5	30.4	31.2	32.1	32.9	33.6	34.4	35.1	35.7	36.4	37.0	37.6	38.2	38.7	39.2
Maintenance Backlog (1 April 2015 prices)	(£ millions)	282.1	288.0	293.8	299.4	304.0	308.9	312.7	317.0	321.8	325.4	328.8	332.0	335.6	338.2	330.6
Projected Budget (1 April 2015 prices)	(£ millions)	17.8	17.8	17.8	17.8	17.8	17.8	17.8	17.8	17.8	17.8	17.8	17.8	17.8	17.8	17.8

Appendix 3 - Condition Benchmarking

Measured Road Condition Weighted by Road Length

Road Class	2013			2014			2015			2016		
	Network Length (Km)	Length where maintenance should be considered (Km)	Percentage where maintenance should be considered %	Network Length (Km)	Length where maintenance should be considered (Km)	Percentage where maintenance should be considered %	Network Length (Km)	Length where maintenance should be considered (Km)	Percentage where maintenance should be considered %	Network Length (Km)	Length where maintenance should be considered (Km)	Percentage where maintenance should be considered %
A Roads	416.0	22.9	5.5	415.8	19.1	4.6	415.3	20.4	4.9	415.3	17.0	4.1
B Roads	406.6	37.8	9.3	406.3	32.1	7.9	406.4	30.5	7.5	406.4	21.5	5.3
C Roads	697.7	64.9	9.3	696.8	56.4	8.1	696.7	34.8	5.0	696.7	25.1	3.6
U Roads	2,224.8	467.2	21.0	2,240.4	492.9	22.0	2,252.1	427.9	19.0	2,276.1	455.2	20.0
All Roads	3,745.1	592.8	15.8	3,759.3	600.5	16.0	3,770.5	513.6	13.6	3,794.5	518.8	13.7

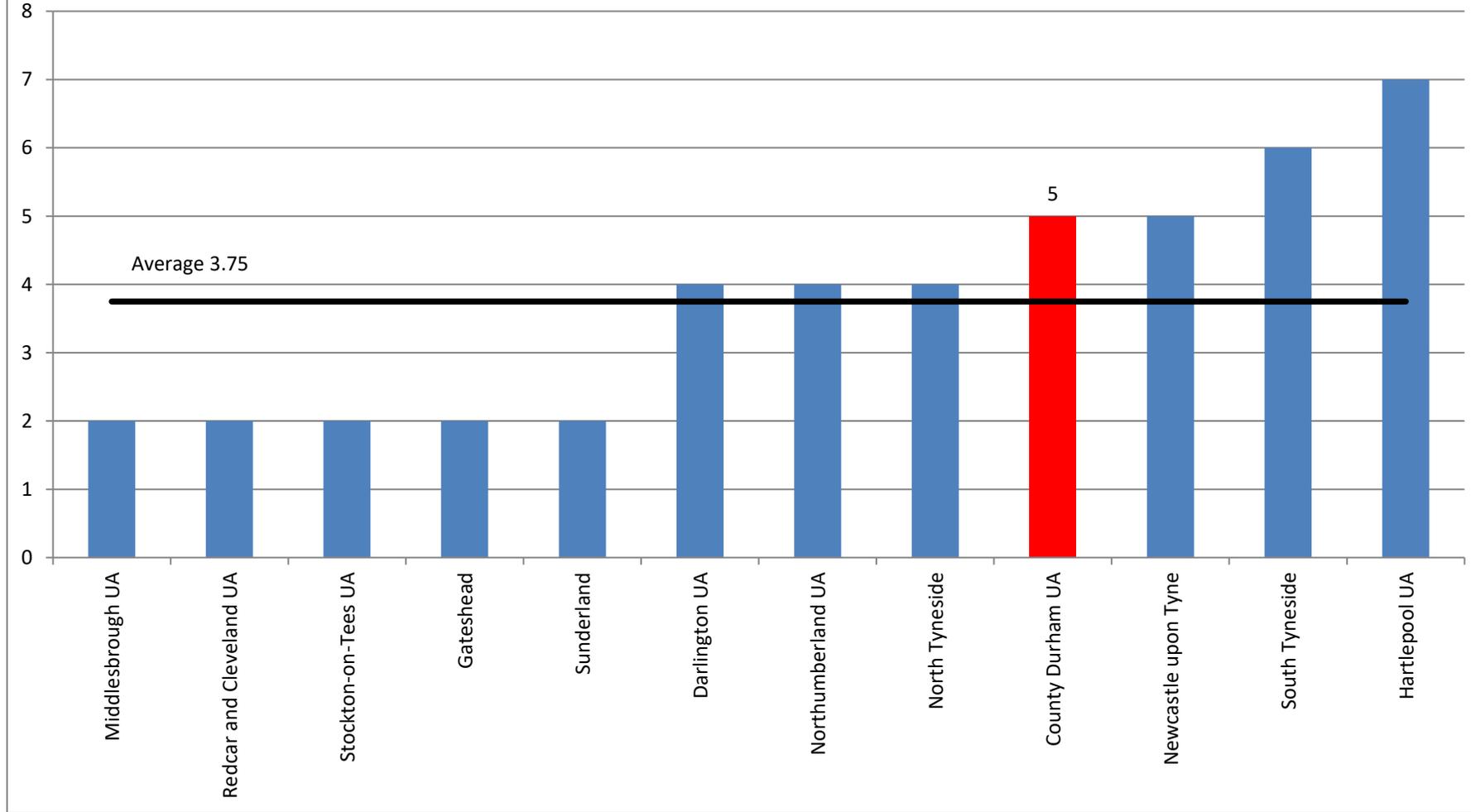
Department for Transport Statistics

Principal and non-principal classified roads where maintenance should be considered (RDC0120)

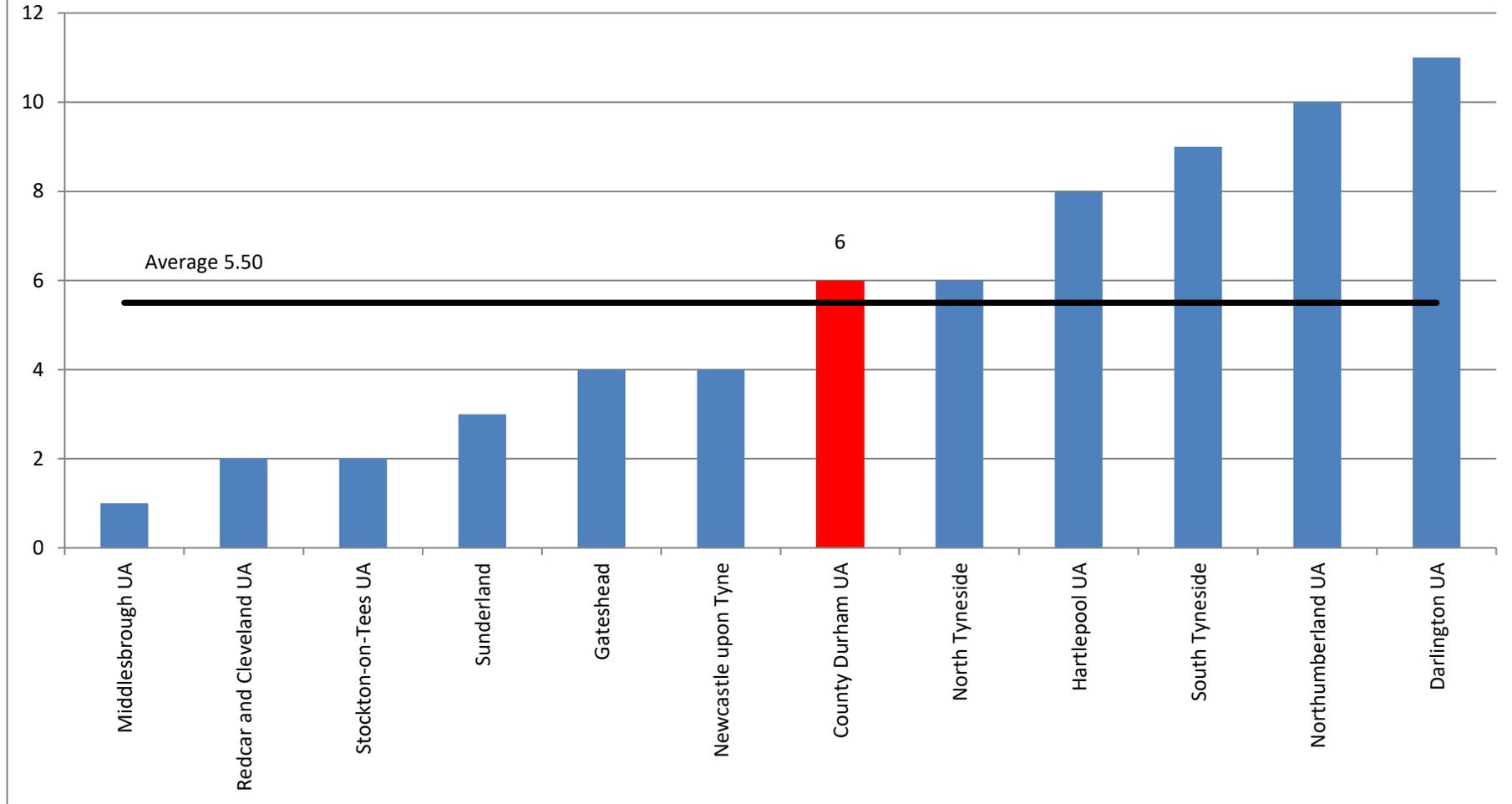
	Principal (LA maintained 'A' roads)						
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
National							
DCC %	4	..	5	6	6	5	5
Average %	5.46	5.81	6.08	5.95	6.16	6.10	3.99
Mode %	4.00	4.00	4.00	4.00	3.00	2.00	2.00
Minimum %	1.00	1.00	1.00	1.00	1.00	1.00	1.00
Maximum %	16.00	17.00	18.00	21.00	32.00	24.00	13.00
Number of Returns	149	150	132	146	143	149	147
DCC Rank (Low to High)	40	N/A	52	78	78	76	99
North East							
DCC %	4	..	5	6	6	5	5
Average %	2.67	2.55	3.73	4.00	3.33	3.33	3.75
Mode %	2.00	3.00	4.00	3.00	2.00	2.00	2
Minimum %	1.00	1.00	1.00	2.00	2.00	2.00	2
Maximum %	5.00	5.00	6.00	6.00	6.00	5.00	7
Number of Returns	12	11	11	12	12	12	12
DCC Rank (Low to High)	9	N/A	9	11	12	9	9

	Non-principal (LA maintained 'B' and 'C' roads)						
	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
National							
DCC %	10	..	9	10	9	8	6
Average %	7.78	8.17	8.44	8.34	8.34	7.81	6.43
Mode %	6.00	7.00	7.00	10.00	5.00	3.00	4
Minimum %	2.00	2.00	1.00	2.00	2.00	1.00	1
Maximum %	21.00	25.00	26.00	22.00	26.00	27.00	21
Number of Returns	148	149	131	144	143	149	146
DCC Rank (Low to High)	112	N/A	73	95	83	86	70
North East							
DCC %	10	..	9	10	9	8	6
Average %	5.67	5.27	6.55	7.17	6.25	6.25	5.50
Mode %	2.00	2.00	11.00	3.00	9.00	8.00	6
Minimum %	2.00	2.00	2.00	3.00	2.00	2.00	1
Maximum %	15.00	13.00	11.00	13.00	12.00	14.00	11
Number of Returns	12	11	11	12	12	12	12
DCC Rank (Low to High)	10	N/A	8	9	8	8	7

RDC0120 2014/15 North East Local Authority Principal A Roads % Considered for Maintenance



RDC0120 2014/15 North East Authority B & C Roads % Considered for Maintenance

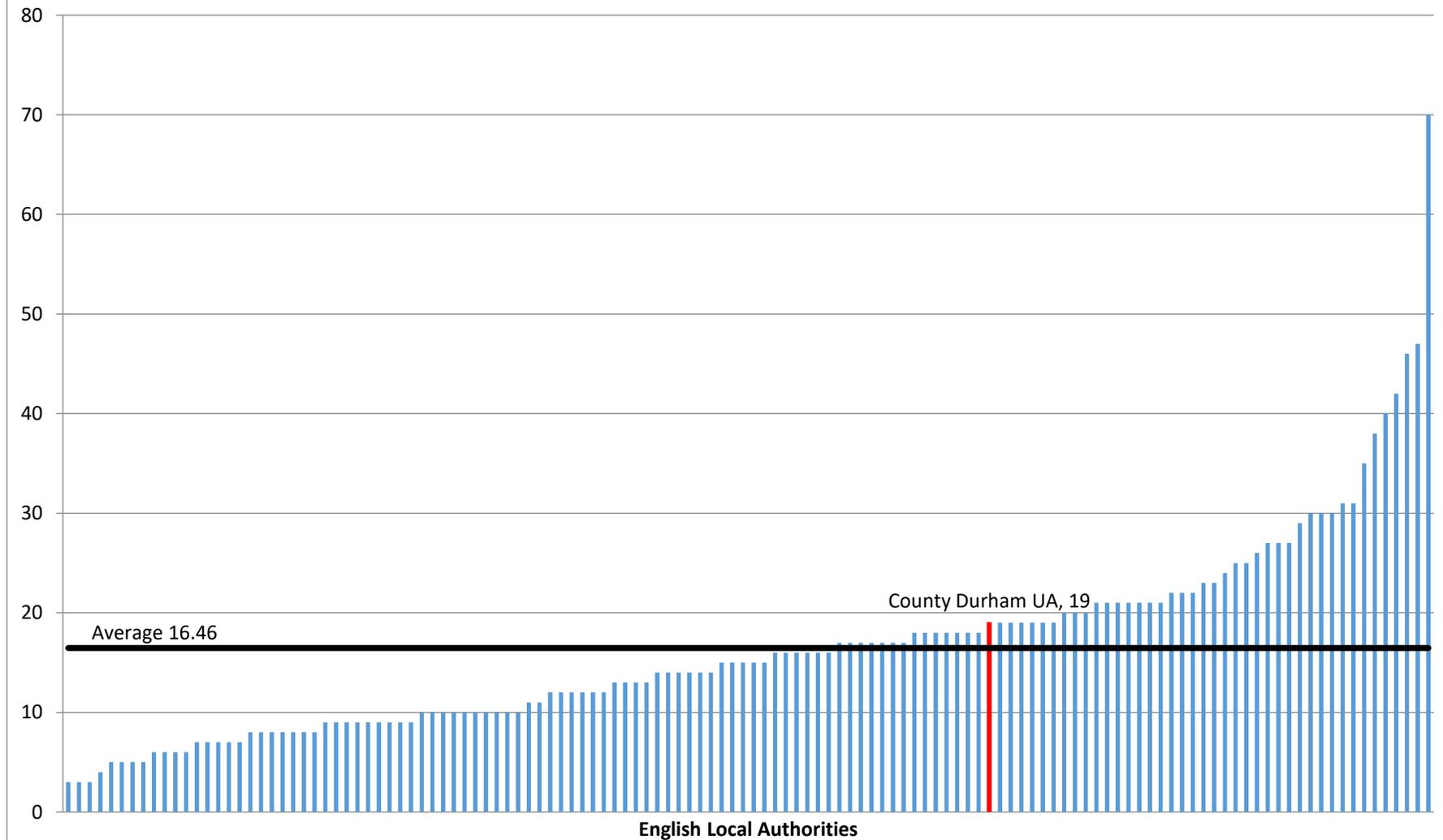


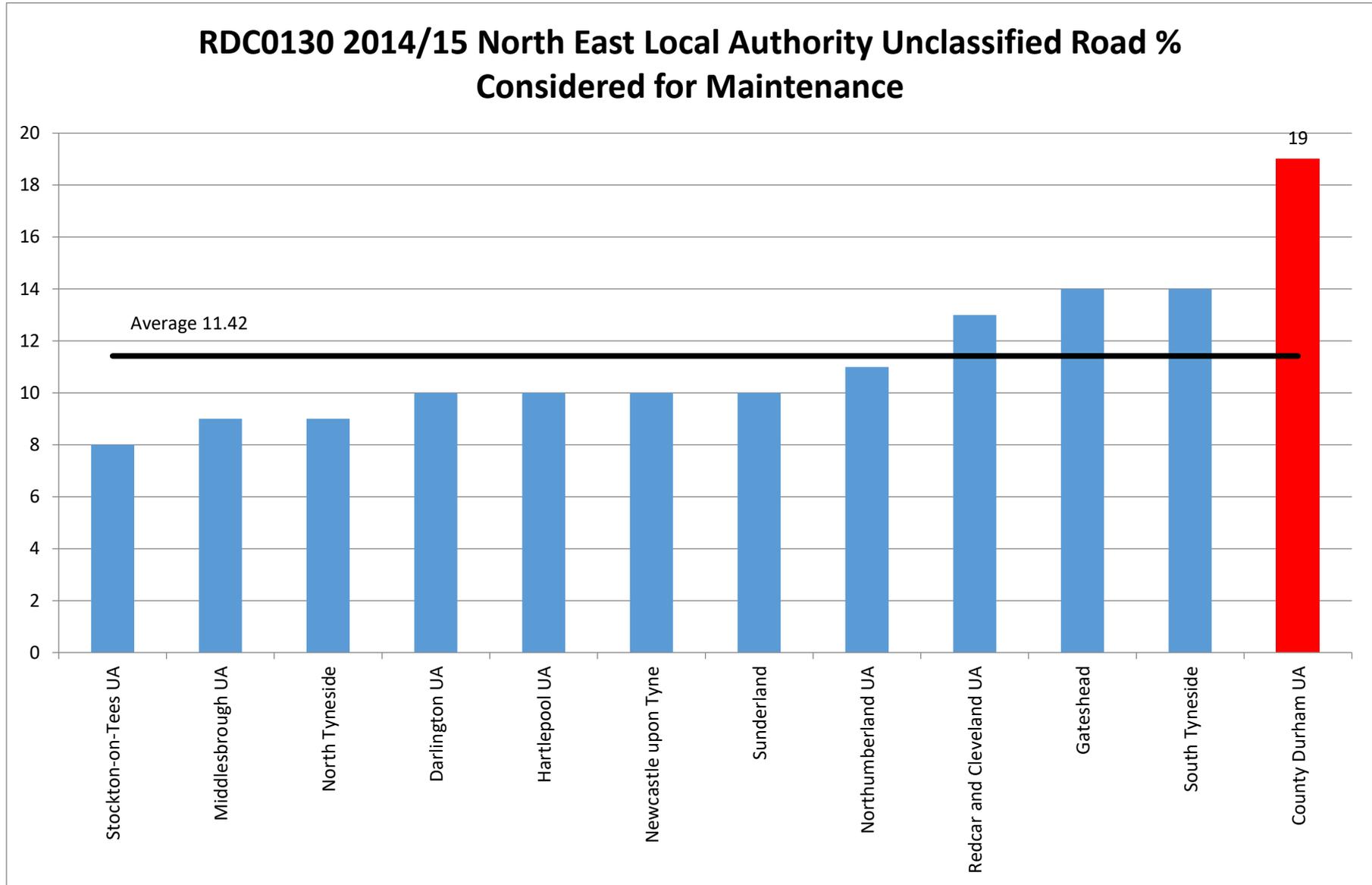
Department for Transport Statistics

Percentage of unclassified roads where maintenance should be considered (RDC0130)

	2007/08	2008/09	2009/10	2010/11	2011/12	2012/13	2013/14	2014/15
England								
DCC %	18	16	17	17	20	21	22	19.00
Average %	13.89	13.99	14.05	14.74	15.49	15.81	17.71	16.46
Mode %	9.00	9.00	6.00	11.00	12.00	7.00	8.00	10.00
Minimum %	2.00	1.00	1.00	3.00	2.00	3.00	3.00	3.00
Maximum %	57.00	56.00	42.00	43.00	41.00	45.00	74.00	70.00
Number of Returns	148	122	123	115	113	112	130	128
DCC Rank (Low to High)	111	81	85	74	86	86	96	87
North East								
DCC %	18	16	17	17	20	21	22	19.00
Average %	8.58	9.67	8.64	8.33	9.91	9.91	11.18	11.42
Mode %	9.00	9.00	8.00	6.00	7.00	7.00	10.00	10.00
Minimum %	4.00	5.00	3.00	4.00	6.00	7.00	4.00	8.00
Maximum %	18.00	16.00	17.00	17.00	20.00	21.00	22.00	19.00
Number of Returns	12	12	11	12	11	11	11	12
DCC Rank (Low to High)	12	12	11	12	11	11	11	12

RDC0130 2014/15 Unclassified Roads % Considered for Maintenance





Cabinet

20 June 2017

Update on North East Combined Authority Delegated Transport Activity



Report of Corporate Management Team

Ian Thompson, Corporate Director Regeneration and Local
Services

Councillor Carl Marshall, Cabinet Portfolio Holder for Economic
Regeneration

Purpose of the Report

- 1 To update Cabinet on the transport activity carried out by the Council under delegation from the North East Combined Authority (NECA).

Background

- 2 In April 2014 Cabinet agreed a report in relation to the transfer of transport functions to the Combined Authority and the subsequent delegation back to the Executive in accordance with the Combined Authority's Constitution and Operating Agreement.
- 3 Cabinet agreed to authorise the Corporate Director of Regeneration and Economic Development to discharge these transport functions in consultation with the Cabinet Portfolio Holder.

Reporting to NECA

- 4 The NECA Operating Agreement includes a requirement that the Portfolio Holder will provide reports when required to the Transport North East Committee (TNEC) of NECA, advising on how the delegated functions have been exercised.
- 5 The report at appendix 2 gives a summary of transport activity carried out during 2016. This report was presented to TNEC at its meeting on 20 April 2017.

Recommendations and reasons

- 6 Members are recommended to note the contents of this report

Background papers

Durham, Gateshead, Newcastle upon Tyne, North Tyneside, Northumberland, South Tyneside and Sunderland Combined Authority Order 2014.

Contact: Adrian White Tel: 03000 267455

Appendix 1: Implications

Finance – Transport functions carried out by or on behalf of the Combined Authority are funded by a levy raised by the Combined Authority. The funding for transport functions in Durham is transferred into the Combined Authority, and the Combined Authority in turn transfers the funding back to the Council to cover the discharge of its transport functions.

Staffing – None specific in this report

Risk – None specific in this report

Equality and Diversity / Public Sector Equality Duty – None specific in this report

Accommodation – None specific in this report

Crime and Disorder – None specific in this report

Human Rights – None specific in this report

Consultation – None specific in this report

Procurement – None specific in this report

Disability Issues – None specific in this report

Legal Implications – None specific in this report

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North East Combined Authority

Transport North East Committee

Appendix 1

North East Combined Authority (NECA)

Durham County Council Transport Activity Report 2016/17

Introduction

1. The County Council operates an 'Integrated Transport Unit' (ITU) in line with Government's best practice guidance. The ITU delivers public transport, home to school transport, Special Education Needs (SEN) transport and adult social care transport. It also has close links with health, clinical commissioning groups and the North East Ambulance Service.
2. Integrating transport in this way enables the authority to create packages of work across sectors to maximise the use of vehicles and staff, ensure full use is made of existing local bus services for education and social work purposes and deliver consistency of standards across different modes. The opportunities to integrate commissioning and delivery of local authority transport with non-emergency healthcare transport have also helped to deliver a simpler and more understandable service for the user.
3. The Council also values the benefits of the harmonisation of policy and delivery across the economic development, planning, housing and transport functions. This approach ensures that we can maximise transport's contribution to economic growth in the County.

Bus Service Network

Current State of Commercial and Subsidised Networks

4. Bus operators' own commercial services provide a high proportion of the network in most of County Durham. Go North East and Arriva provide the majority of the services, with approximately equal market share. Service changes by both operators during 2016 have included increased head to head competition in east Durham. Six other firms also run locally significant services without subsidy. The presence of this number of operators is unique to County Durham and continues to influence the market. Almost all the main towns of County Durham have a least two operators providing commercial services.
5. Total bus boardings have fallen slightly in 2016, continuing a trend that set in in mid-2014. A similar trend is seen in national statistics. In County Durham, no single cause has been identified, although contributory factors are thought to be changing retail markets, fewer young adults in the population, and some impact from disruption to services arising from major road and utility works during 2016.
6. The majority of the bus network in County Durham has been essentially stable since October 2012 in terms of level of service and the service routes, although

North East Combined Authority

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there have been periodic adjustments to details of timings reflecting better data now available from new tracking systems. There has been considerable further investment in new and cascaded buses in the period by both main operators. Further investment continues into 2017.

Secured Service Retendering Activity

7. The council's general practice is that contracts for bus service are arranged on 4-year cycles, holding a right to extend to 5 years. Normally all contracts in an area are renewed at the same time. 2016 was a period of low activity in tendering bus services, with extension options taken up to focus on a renewal of all contracts with effect from autumn 2017.

Park and Ride

8. The Durham Park and Ride has continued to perform very satisfactorily. Total boardings in 2016 have fallen slightly compared with 2015, mainly due to the effect of the record numbers carried during the Lumiere event in November 2015.

Clean Vehicle Technology Fund

9. The project in partnership with other NECA councils to equip Go North East (GNE) buses on four services across the NECA area with a kinetic energy recovery system has progressed in 2016. Two trial vehicles were equipped but results were unsatisfactory. An alternative retrofit exhaust system solution has been agreed between GNE, the partner authorities and the Department for Transport. This followed successful testing during autumn 2016 which showed that excellent reductions in emissions of nitrous oxides are being achieved on the road, essentially equivalent to the latest "Euro VI" standard. The retrofit will be rolled out on the two services involved in County Durham during the first half of 2017. Part of the revised scheme entails GNE providing new "Euro VI" buses on Consett – Stanley – Durham services in lieu of the original scheme, and these were delivered in February 2017.

Concessionary Fares

10. Reimbursement payments under Durham's concessionary fare scheme for older and disabled people form the major element of the County Council's spending on public transport. Largely fixed price arrangements have been negotiated with the two major operators, with "cap and collar" provisions to handle deviations from expected volumes. During 2016, total concessionary boardings have risen by about 0.4% compared with 2015.

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Community Transport (CT)

11. The CT sector predominantly concentrates on group hire, although Weardale Community Transport again operated its summer-only Sunday bus service in 2016. The council's programme of offering capital grants from Local Transport Plan funding to assist Community Transport continues. We also supported groups in making their bids to the Department for Transport's Rural Community Transport Minibus Fund, with all six bids being successful.
12. We are also continuing our use of Rural Sustainable Community Transport funding to support the CT sector to develop its capacity, with a particular focus on the recruitment of volunteers.

North East Smart Ticketing Initiative (NESTI)

13. Durham has continued to actively participate in the NESTI initiative. The PopPAYG card was successfully rolled out on Durham Park and Ride in summer 2016. It provides a discount fare equivalent to that previously available by buying a 20 journey card, but in a more convenient manner. Many regular users are now using the PoP smartcard on Park and Ride. However, Pop PAYG has yet to achieve material levels of use across the wider bus network, and the roll out of contactless payment during 2017 appears likely to have a much greater impact.

Multi-Operator Ticketing Scheme

14. The Council is continuing to work with bus operators in County Durham to implement a scheme of multi-operator bus fares reflecting the bus market of County Durham. This will use the "Smartzone" model which has been introduced by bus operators in Tyne & Wear.

Transport Focus Bus Passenger Satisfaction Survey Autumn 2016

15. Transport Focus under-take an independent survey of passengers' satisfaction with their bus journeys each autumn in a range of areas across England and Scotland. County Durham was included in the 2016 survey for the first time since 2011, following funding provided by DCC jointly with Arriva and Go North East. Key results are summarised below:

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% satisfied	All County Durham (inc other operators)	Arriva in County Durham	GoNE in County Durham
Punctuality (all passengers)	79%	70%	82%
Journey time (all passengers)	86%	81%	87%
Value for money (fare payers only)	58%	54%	56%
OVERALL (all passengers)	89%	85%	91%

16. The results show considerable progress since 2011, when overall satisfaction was 83%. The 2016 result matches the average of other unitary councils in the survey, and is above the average score of shire councils. The satisfaction with punctuality is fourth highest of the 27 areas in the survey. However, only five others have lower VFM results from fare-paying passengers, with concerns about the impact of congestion and roadworks on journey time apparent in the comments. This appears to reflect the impact of the major road schemes and utility works that have particularly affected the Arriva network in the last two years.

Home to School/Social Care Transport

17. Home to school and social care transport forms the major part of Durham's operations, with a total spend of approximately £13 million pa and over 1000 contracts in operation. This includes school transport buses that are paid for by parents and or schools, supplementing the statutory free travel provided by the Council. As at October 2016, about 5,100 pupils received free travel to school, together with 3,400 pupils travelling under the non-statutory concessionary schemes.
18. Our general practice is that contracts for Home to School Contract Hire services are awarded for a 4-year period, with the Council holding a right to extend to 5 years. Tendering is carried out over a rolling programme, with new contracts starting in September each year. Tender prices have remained very competitive, benefitting from lower fuel prices. However, some adverse trends are expected in subsequent years due to increasing fuel costs and some impact from the National Living Wage.

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Travel Response Centre (TRC)

19. The travel Response Centre (TRC) is the central point for people ringing to book on to our “Link2” dial-a-ride service and health transport services or for travel information. The TRC has a large database of approved operators providing social care and pupil transport and has close links with NEAS, private ambulance services, community transport and volunteer driver schemes.
20. Around 80,000 calls are handled on an annual basis. The TRC also processes referrals from Social Workers and other care staff for client travel to day care.
20. The Health Booking Service is delivered on behalf of the NHS Clinical Commissioning Groups in Durham. Following an eligibility assessment, patients are booked directly on to North East Ambulance Patient Transport Services. Patients and visitors who are ineligible for NHS patient transport are, where possible, booked on alternative services providing access to hospitals or advised on how to make their journey by public transport.

Public Transport Information

21. Durham provides a comprehensive range of passenger information on all local bus services operating within the County. This includes maintaining current timetable displays at over 2,800 bus stops, providing electronic displays at bus stations and on-street stops, printed county public transport map, printed timetable leaflets and a web based interactive bus map. The interactive bus map shows bus routes and individual timetables for all registered services in downloadable format.
22. Electronic display kiosks have been installed at Durham Railway Station and Bus Station to improve the provision of local and wider travel information. Funding for the displays has been provided through the Local Growth Fund as part of the regional gateway stations project. The council has developed interactive touch-screen software to provide a range of travel and local information on the displays. The displays show departures, routes, journey planning, information on nearby local facilities and advertising to provide the possibility of sustainable third party funding. Additional display kiosks will be installed at key interchanges across the county as funding is made available.
23. Durham also provides the data management and system development roles for the North East Traveline journey planning service. This includes processing and collation of bus service data from Tyne & Wear, Northumberland and the Tees Valley on a continuous basis. The council will procure a new contract for the provision of software for the journey planning engine and associated data processing tools in 2017/18.

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Real Time Passenger Information

24. Durham has continued to work in partnership with Nexus, Northumberland County Council, Tees Valley Unlimited and local bus operators to provide Real Time Passenger Information for the wider North East region. Testing and validation of the new system is ongoing with real time data for the majority of services presented at over 150 electronic displays at bus stations and stops across the county. Work is continuing to include all operators and services as well as making real time information available on-line via Traveline North East, NextBus, display kiosks at interchanges and via Durham's interactive bus map.

DfT Sustainable Travel Transition Year Funding 2016/17

25. Durham was part of the successful NECA bid to the Department for Transport Sustainable Travel Transition Year Fund (STTYF) for 2016/17. This bid, entitled Go Smarter (across the North East), has built on the investment and proven success of existing programmes that have increased sustainable travel for businesses, schools and local communities. It supports the local economy, boosts economic growth and cuts carbon emissions by making it easier for people to access jobs, training and education opportunities, by engaging and informing younger people, those seeking jobs or training, or already employed.
26. Durham County Council has also continued as a partner in the national Living Streets *Walk To* project in 2016/17. This project has increased the levels of walking among people of all ages through delivery of a range of interventions. This has supported significant changes in people's travel behaviours leading to reduced congestion and an improved environment whilst also benefitting health and well-being. Measures have focussed on where the school run is having a significant negative impact on congestion, journey times and economic growth.

DfT Access Fund 2017–2020

27. Whilst NECA was unsuccessful in their bid for the Department for Transport's Access Fund, Durham will continue to work with partners over the remainder of the Go Smarter project to explore opportunities to continue working with schools, businesses and local communities.
28. Durham will also continue as a partner in the national Living Streets 'Walk To' project for the next three years following their successful Access Fund bid. Living Streets were awarded £7.5m for the period 2017-2020 and the project is being delivered in partnership with 10 local authorities across the country. The project will support economic, health and environmental objectives in targeted areas through active travel.

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Wheels to Work County Durham

29. A new Wheels-to-Work (W2W) scheme was established as a pilot in Chester-le-Street, Stanley and Mid-West Durham in October 2016. This scheme is providing people who are experiencing difficulties in accessing employment or training with the loan of a scooter until a longer-term transport solution can be found. Wheels to Work County Durham Charitable Incorporated Organisation (CIO) manage the scheme with delivery by Rural Action Derbyshire. Funding for the scheme was sourced through a combination of Local Growth Fund, STTYF Go Smarter and the council's Area Action Partnerships. Additional funding opportunities will continue to be explored to expand and maintain delivery after the end of the pilot project.

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Cabinet**20 June 2017****Annual report of the Director of Public Health**

Report of Corporate Management Team**Jane Robinson, Corporate Director of Adult and Health Services****Amanda Healy, Director of Public Health****Councillor Lucy Hovvels, Portfolio Lead for Adult and Health Services**

Purpose of the Report

- 1 This report asks Cabinet to receive the 2016/17 annual report of the Director of Public Health for County Durham.

Background

- 2 Under the Health & Social Care Act 2012, one of the statutory requirements of each Director of Public Health is to produce an annual report about the health of the local population. The relevant local authority has a duty to publish the report. The government has not specified what the annual report might contain and has made it clear that this is a decision for individual Directors of Public Health to determine.
- 3 It is important to note that most data and information on the health status of the communities in County Durham is detailed in the Joint Strategic Needs Assessment available on the Council's website. Further information on public health programmes can also be found in the joint health & wellbeing strategy. Detailed information on health protection issues for County Durham residents is contained in a Public Health England report – *Protecting the population of the North East from communicable diseases and other hazards – Annual Report 2014/15*. This is available on request.
- 4 The 2016/17 Director of Public Health annual report focuses on the importance of good work with a specific emphasis on our mid-life population (age 40 -70 years). As the UK workforce continues to age and stay in work longer and more workers develop long term health conditions; policy makers, employers, clinicians and older workers themselves will need to work together to improve their health and employment outcomes. Whilst there remains much to be done to support those not in employment, this report focuses on keeping those already in employment productive and functioning well.

- 5 The workplace itself is an environment where healthy behaviours can be fostered. In some cases, changes in health habits can be 'nudged' by making the healthier choice the easier choice. In County Durham over 80% of our business sector comprises small to medium enterprises (SMEs). This report draws out the opportunities presented to SMEs and highlights the small steps that businesses can take to look after staff wellbeing and to work more collectively within the communities in which they are based. With an ageing population good work is vital to maintain a strong sense of self-worth and to be able to contribute to the economic prosperity of County Durham. *Work and You* is the title of the annual report and aims to provide practical steps for employers and employees to work together to improve health outcomes.
- 6 A monthly calendar of health promoting campaigns is in the report which aligns to the countywide Better Health at Work Award and the Healthy Living Pharmacy programme. These campaigns can also be communicated through Area Action Partnerships (AAPs) who work collaboratively with local businesses. By working together at scale local businesses and residents will benefit from the health promoting messages and support structures being championed. Appendix two of the report highlights the campaign calendar.
- 7 The recommendations in DPH report are simple with the outcomes working towards reducing the gap in healthy life expectancy. The recommendations emphasise self-help and enabling people to make small changes to improve their health within their working day. In addition to what individuals can do for themselves there is guidance on what employers can do to improve the health and wellbeing of their staff within the context of the community in which the business resides. Appendix three of this report highlights the DPH report recommendations.
- 8 The annual report will be uploaded onto the council website and hard copies provided to a range of organisations and individuals including local business leaders, the County Durham clinical commissioning groups, NHS England, third sector organisations, foundation trusts, Public Health England etc. In addition, copies will be made available to the Members' library, to individual Members (where requested), Cabinet, Overview & Scrutiny Committees and officers.

Recommendations and reasons

- 9 Cabinet is recommended to:
 - (a) receive the 2016/17 annual report of the Director of Public Health, County Durham;
 - (b) endorse and champion the recommendations within the report.

Background papers

Contact: Gill O'Neill, Consultant in Public Health, County Durham
Tel: 03000 267696

Appendix 1: Implications

Finance - The publication of the report is funded by the ring fenced public health grant.

Staffing - Staff wellbeing will be improved if the actions are taken up within the body of the DPH report.

Risk - No impact.

Equality and Diversity / Public Sector Equality Duty - The public's health can be positively impacted upon if the actions and recommendations are taken up at scale across County Durham. Inequalities are currently faced by many employees in smaller enterprises as they have limited access to larger support infrastructures such as occupational therapy departments. This year's DPH report highlights some simple steps that small and medium enterprises can achieve which can work towards reducing the gap in healthy life expectancy.

Accommodation - No impact.

Crime and Disorder - No impact.

Human Rights - No impact.

Consultation - This is the independent report of the Director of Public Health and is not subject to consultation.

Procurement - No impact but should inform council commissioning plans in relation to services that impact on the health of the population.

Disability Issues - This report highlights the inequality in employment between people employed who have a disability and those that do not. Employers can do more to support those who have a long term condition stay in work.

Legal Implications - No impact.

Appendix two: Campaigns calendar

Campaign calendar

Why not help motivate and support your workforce to make and sustain changes that improve their health by participating in these national campaigns?

January	February	March	April
<p>Dry January</p> <p>Bid booze goodbye, keep January dry.</p> <p>Take the 31 day challenge – find out more at www.DryJanuary.org.uk</p>	<p>One You – healthy eating</p> <p>What you eat and how much is so important for your health and your waistline. Choosing healthier foods is easier than you might think.</p> <p>Find out more by searching One You.</p>	<p>Stoke Act F.A.S.T</p> <p>Can you recognise the symptoms of a stroke?</p> <p>Even if you are not sure, act FAST, make the call, dial 999.</p>	<p>Stress and you</p> <p>There is no quick-fix cure for stress but there are simple things you can do to help you stress less. These include relaxing, exercise, eating a healthy and balanced diet and talking to someone.</p> <p>Find out more by searching One You / stress.</p>
May	June	July	August
<p>One You – physical activity</p> <p>Fitting some physical activity into your day is easier than you think. Being active is really good for your body, mind and health – and there are lots of easy ways you and your family can get moving! Find out more by searching One You / moving.</p>	<p>Be clear on cancer</p> <p>Aim to improve early diagnosis of cancer by raising awareness of signs and / symptoms of cancer and to encourage people to see their GP without delay.</p>	<p>Couch to 5k</p> <p>The Couch to 5k plan is designed to get just about anyone off the couch and running 5km in nine weeks.</p> <p>Find out more at www.nhs.uk/Livewell</p>	<p>Be clear on cancer</p> <p>Aim to improve early diagnosis of cancer by raising awareness of signs and / symptoms of cancer and to encourage people to see their GP without delay.</p>
September	October	November	December
<p>Time for change</p> <p>1 in 4 people will experience a mental health problem in any given year.</p> <p>Let's change the way we all think and act about mental health. Search Time to Change.</p>	<p>Stoptober</p> <p>Research shows that smokers who make it to 28 days smokefree are 5 times more likely to stay quit for good. Search "Stoptober" online to find out about a range of free and proven support available to help you start your quitting journey for 28 days and beyond.</p>	<p>Get your flu jab</p> <p>Don't put off getting the flu vaccination. If you are eligible get it now. It's free because you need it. Visit www.nhs.uk.staywell</p>	<p>Stay well this winter</p> <p>If you start to feel unwell even if it is just a cough or cold, don't wait until it gets more serious, get help from your pharmacist. The sooner you get advice the better – pharmacies are here to help you stay well this winter. Visit www.nhs.uk/staywell for more information.</p>

Appendix three: DPH report 2016/17 recommendations

There will be many initiatives and activities taking place across County Durham and being progressed by a whole range of partners. The recommendations below hopefully build on your local business priorities and provide some new ideas for you to explore.

Recommendations

- Mid-life is a place to start not to stop. Complete the One You quiz and take it from there.
- If you are a large employer then sign up for the Better Health at Work Award today. All 30 employers in County Durham with 250+ staff should be leading the way to improve the health of their staff. Showcase your work and celebrate your achievements.
- Any small / medium business can also sign up for the Better Health at Work Award either as cluster of work places or individually.
- Go to your local healthy living pharmacy and ask if they will support you with some health campaigns this year for your staff. They will say yes!

You could also consider these approaches:

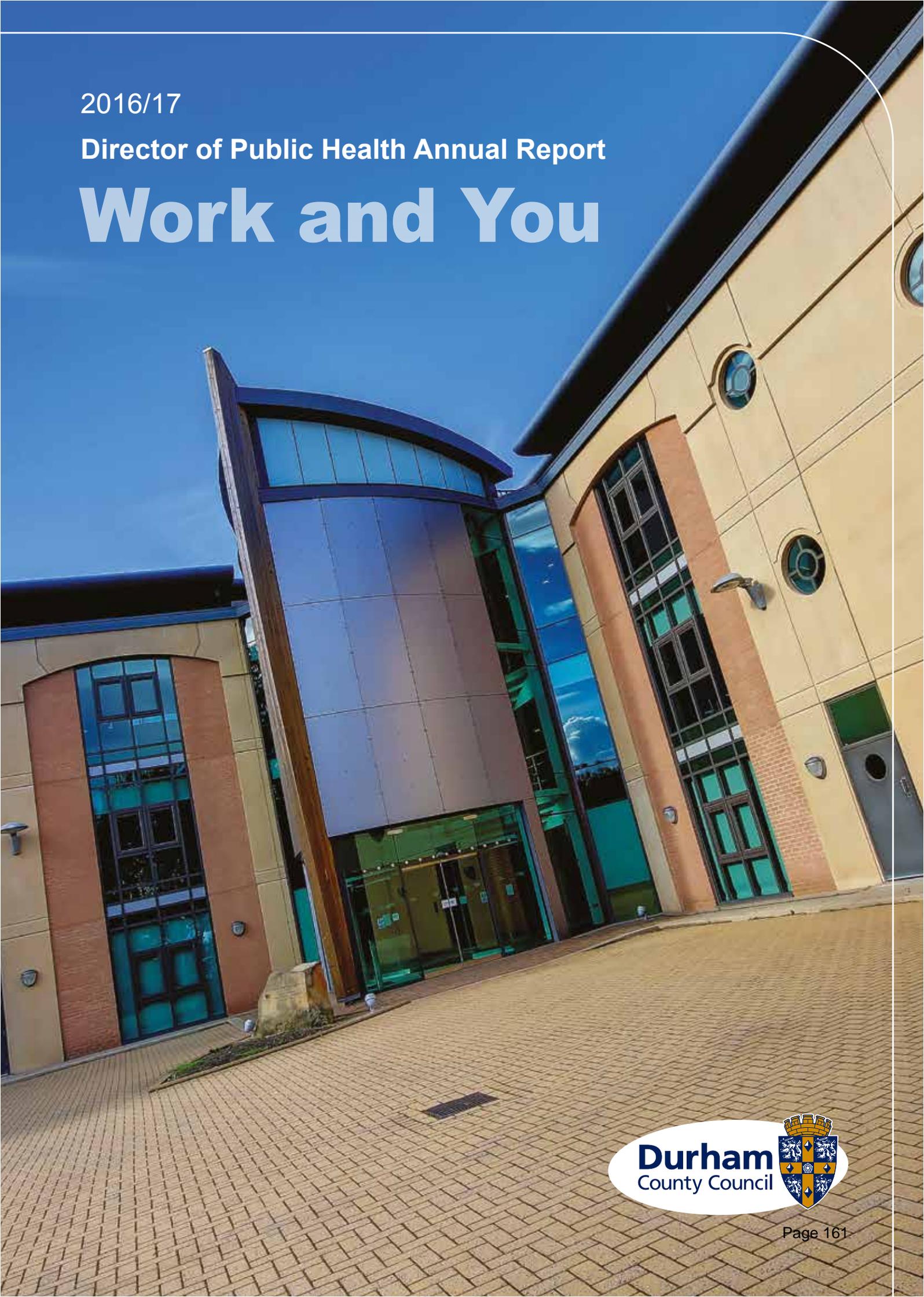
- Micro business, think about “Work and You”, what could improve your own health and wellbeing?
- Considering putting a tender in for a contract? How could you best utilise the social values section to improve the health and wellbeing of residents in County Durham. Remember small businesses are likely to employ local people.
- Think community – you don’t have to do this as a stand-alone business. Work as a high street to improve the food and activity offer for your staff. It will benefit the local community too.
- Time to Change. We would all benefit from looking after our mental health. Pledge to time for change and eradicate stigma.
- Talk to your staff and find out what good health means to them. Take a moment to pause and talk to each other. Work is so important for social connections.
- Primary care colleagues could consider how the impact of work can be brought into consultation conversations. Keeping people in work will help with the NHS and social care. It will save the local economy money.
- Consider flexible working arrangements for staff and try to retain, retain and recruit.
- Lead by example and take care of your own health.

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2016/17

Director of Public Health Annual Report

Work and You





“Nowhere is the link between health and wealth more important than in relation to work. Good work is both the best route out of poverty and the surest basis for good health”

Health and Wealth - closing the gap in the North East: report of the North East commission for health and social care integration; Duncan Selbie; Commission chair and chief executive of public health.

This report will discuss how work impacts upon health and how we can stay in employment and maximise our health.

Contents

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- 2 Introduction
- 3 Background
- 8 This Is Durham Place of Light
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- 11 Mid-life - One You
- 13 Strategies for regional growth and raising productivity
- 14 Public Services (Social Value) Act 2012
- 15 Creating healthy workplaces
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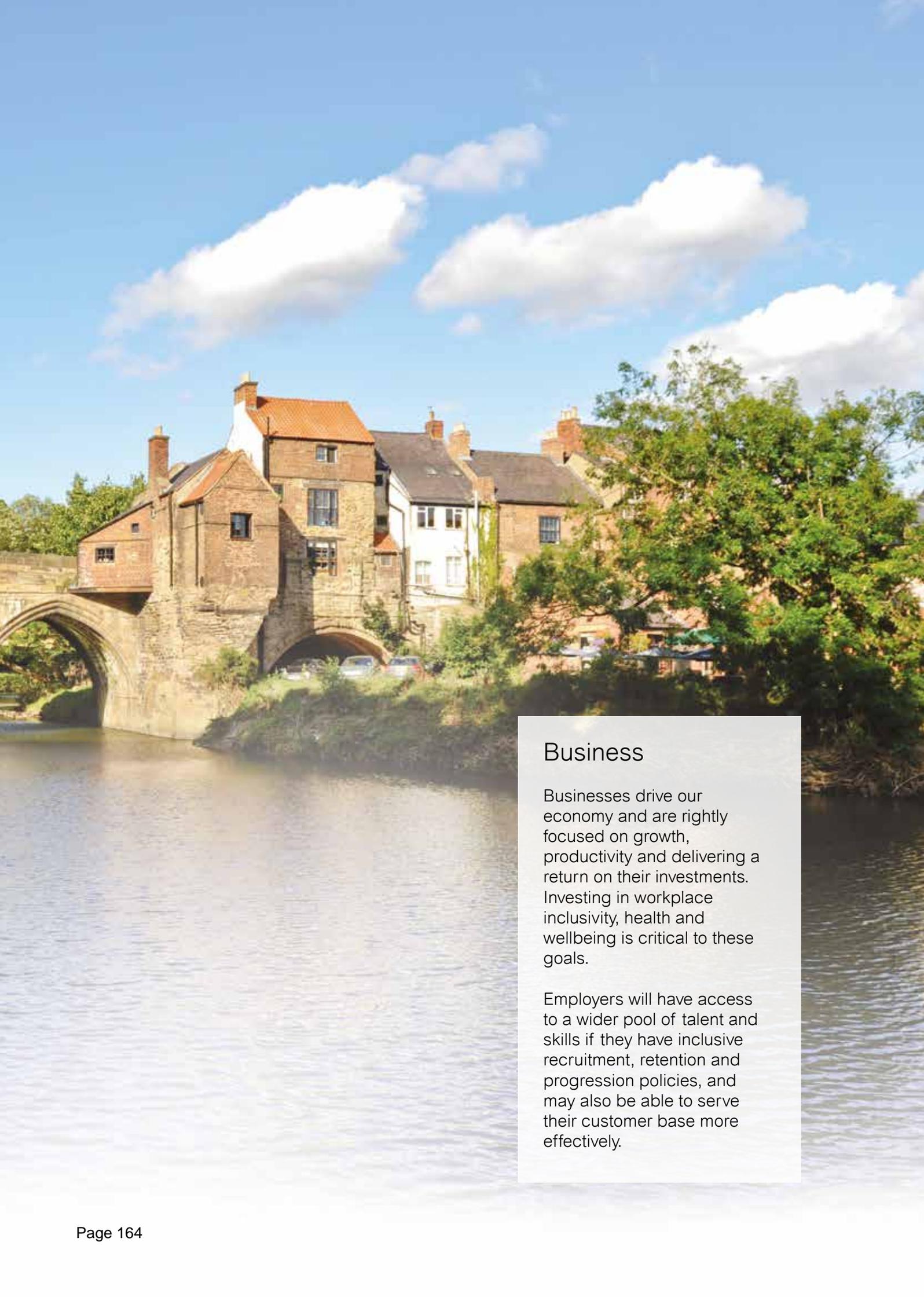
Acknowledgements

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Page 9 Durham Castle evening - Visit County Durham/Visit England
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Business

Businesses drive our economy and are rightly focused on growth, productivity and delivering a return on their investments. Investing in workplace inclusivity, health and wellbeing is critical to these goals.

Employers will have access to a wider pool of talent and skills if they have inclusive recruitment, retention and progression policies, and may also be able to serve their customer base more effectively.

Foreword

The old adage of ‘a healthy workforce is a productive workforce’ is as pertinent today as it ever was.

But the demands of work, home and family can put extreme pressure on our staff and mean they’re not producing their best. It’s vital that we create healthy workplaces given how much time we spend at work and that we help our staff achieve a balance between these demands.

Employers have a huge part to play in helping their staff look after their own wellbeing and happiness. Support can range from giving genuinely flexible work options and offering workplace savings schemes to having a workplace gym membership or setting up a crèche. It’s also about creating healthy environments in which people can follow their own self-development paths and thrive in their workplace.

At Business Durham, we’ve launched a programme, Smart County, to work with businesses and help them create products and services to tackle some of the health conditions associated with social isolation. So businesses have enormous potential to contribute to the health of people who work for them and in return, all of this is good for business. It’s also good for our communities. We therefore welcome the publication of this report.

Dr Simon Goon
Managing Director
Business Durham



Introduction

The annual report of the Director of Public Health is the professional statement about the health of people in the county. It is an independent decision to determine which aspect of health to draw attention to. Through the report this year I am reaching out to the business sector across County Durham with a specific focus on small to medium enterprises (SMEs). At a time of prolonged austerity with no immediate sign of the situation altering, good employment opportunities are critical to population health and wellbeing.

It is well documented that there is an aging population across the UK and that is the case for County Durham. Healthy life expectancy (how long we live in good health) shows significant inequalities across County Durham with an 18 year gap for men (70 years in Langley Moor and 51 years in Horden) see Appendix 1. If someone is diagnosed with a long term health condition at the age of 51 years there is still on average 15 years of working life before state pension eligibility. Many people, with the right support, can continue to work productively with a long term health

condition. The primary goal is to prevent a health condition from developing in the first place but there is much benefit in maintaining a person's health beyond a diagnosis.



There are many opportunities to work jointly with the business sector to identify ways in which the health of employees can be considered which can improve productivity of the work force. This report targets advice and recommendations to improve the health of the population from the point of mid-life with the intention of reducing the gap in healthy life expectancy. The content of this report has been brought together using the latest health intelligence and evidence. Through discussion with business sector leaders the report is designed to be easy to read with clear signposting for further information and guidance. I hope you are motivated reading the report to look after your own health as well as those who work for you.

Gill O'Neill, *Interim Director of Public Health*



Approximately
5 million
people of working age
receive out-of-work benefits
- about half of this group
receive incapacity benefits.
Health-related benefits
cost the state
£13 billion
a year

Background

Employment and health

The performance of the economy provides a good indication of the levels of employment and prosperity in the general population. In particular, levels of employment provide an indication of the health of the working age population. A review of evidence-based research over a substantial time period has served to demonstrate that unemployment plays a significant role in increasing poverty, social isolation and loss of self-esteem. These issues also decrease psychological wellbeing, physical health and mental health and wellbeing.



Ageing Population

By 2020 one third of the workforce will be over 50. As the UK workforce continues to age and stay in work longer and more workers develop long-term health conditions, policymakers, employers, clinicians and older workers themselves will need to work together to improve both their health and employment outcomes. Between 2014 and 2024 the UK will have 200,000 fewer people aged 16 to 49, but 3.2 million more people aged 50 to State Pension age.

Although age by itself does not have to be a barrier to a healthy working life, older workers continue to face employment challenges. The physical and mental assets they possess are often under-used and under-valued. The potential of older people should not be ignored and adopting an active ageing approach optimises opportunities for health, participation and security and enhances quality of life as people age.

The workplace itself is an environment where 'healthy behaviours' can be fostered. In some cases, changes in health habits may be 'nudged' by making the healthier option the easier choice. With more evidence-based prevention throughout life, and focused interventions, there is no reason why good work and good health should not be within the grasp of most people aged 50 to 70 and beyond.

By **2020**
one third of the
workforce will
be over **50**



County Durham has an ageing population and with fewer young people entering employment there is an increasing need for employers to:

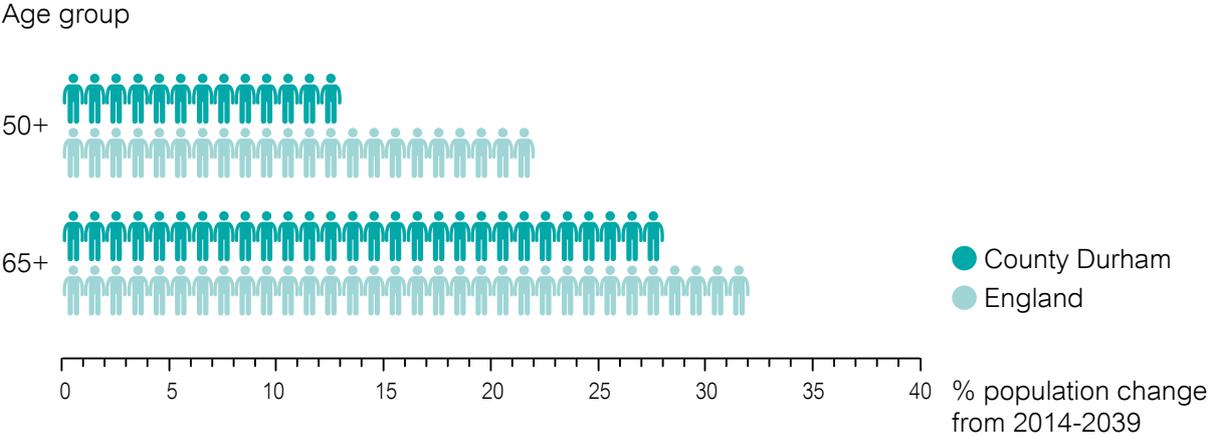
Retain - keep older workers and their skills in the workplace through for example flexible working.

Retrain - provide ongoing workplace training irrespective of age, and opportunities for mid-life career reviews.

Recruit - stamp out age discrimination from the recruitment process.

Employment is varied in County Durham with the majority of businesses being small to medium. With an ageing population it is vitally important that County Durham has a vibrant economy and job opportunities for those in mid-life and into older life. As we are expected to work for longer before retirement good health is a basic requirement. There are many ways we can improve our own health as well as actions employers can take. This report will discuss how work impacts upon health and how we can stay in employment and maximise our health. A joint agreement between yourself and your employer can ensure mid-life is a new beginning and not the beginning of the end.

County Durham’s estimated aging population





There are

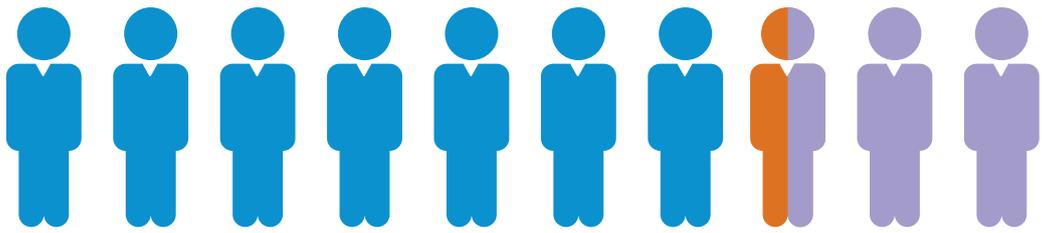
11,760 micro businesses

employing less than **10 people** in County Durham (**88%**), and **1,585** small to medium enterprises employing between **10 to 249 people (11.9%)**. Around **22,000 people** are self-employed.

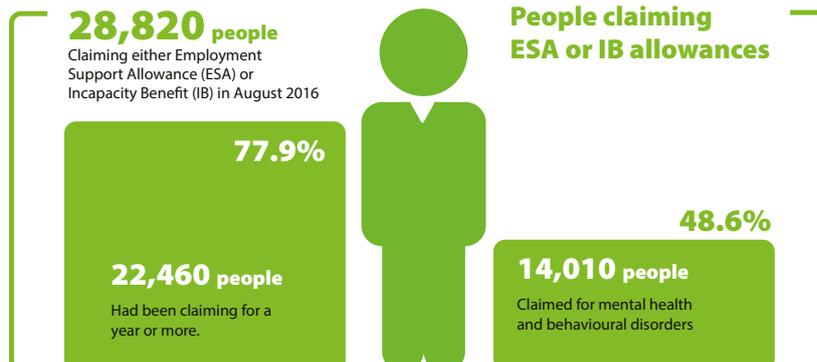
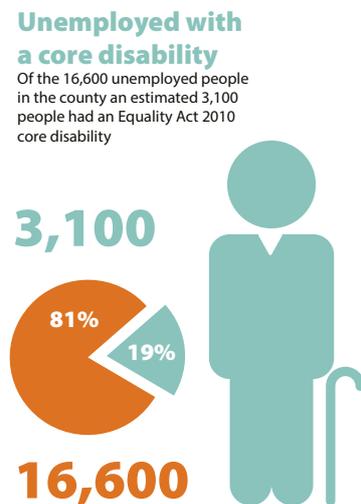
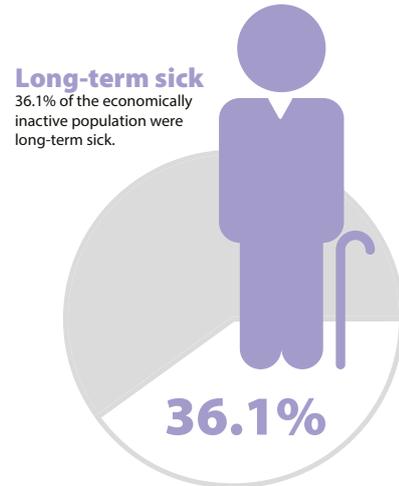
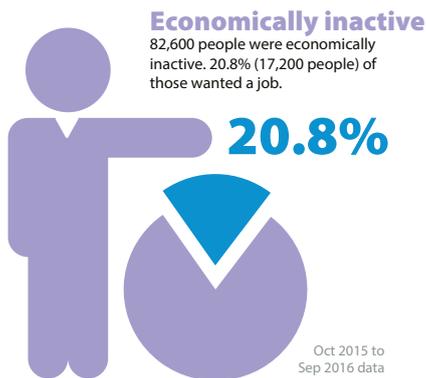
There are 30 large employers

in County Durham with over **250 employees (0.2%)**

County Durham's working age population (2015 data)



69.5% **Employed** 226,400 people **6.8%** **Unemployed** 16,600 people **23.7%** **Others** not registered as unemployed i.e. those in full time education



Type of employment in County Durham



Manufacturing industry
14.5% of County Durham's total employees are employed in this sector (25,000 people)
14.5%



Wholesale and retail
14.5% of County Durham's total employees are employed in this sector (25,000 people)
14.5%



Health and social work
14.5% of County Durham's total employees are employed in this sector (25,000 people)
14.5%

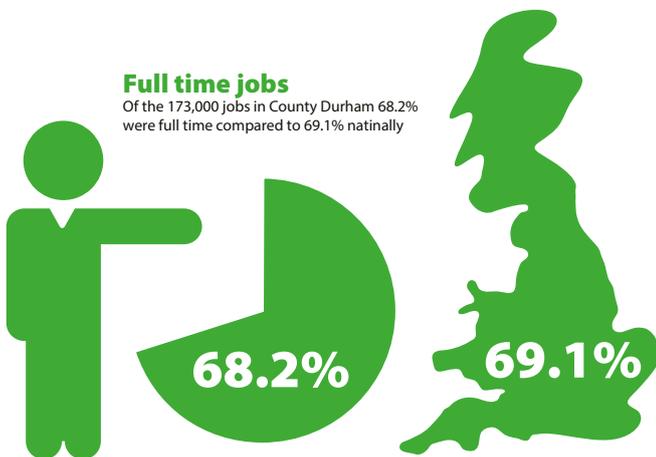
Workforce education

In 2015, 33.6% of County Durham's workforce had at least a degree-level qualification (NVQ level 4+) compared to the national average of 41%



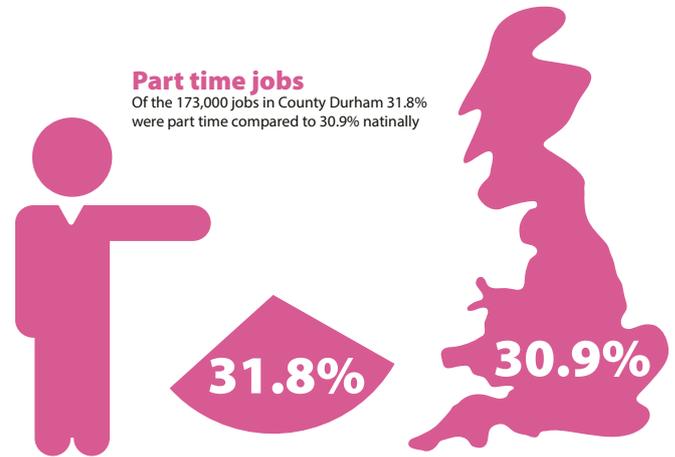
Full time jobs

Of the 173,000 jobs in County Durham 68.2% were full time compared to 69.1% nationally



Part time jobs

Of the 173,000 jobs in County Durham 31.8% were part time compared to 30.9% nationally



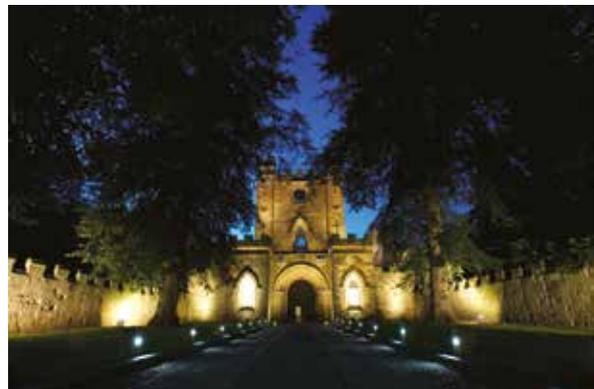


This is Durham, Place of Light

Durham County Council (DCC) is working to showcase the county as a thriving area to live, work, study and invest as part of a campaign to raise the profile of the county. The campaign utilises the county's place brand, Durham Place of Light, which was developed by Visit County Durham, and shines a light on the outstanding offer the county makes to visitors and residents alike, including the rich and diverse landscape from dales to coast brimming with history and vitality, the plentiful housing options, excellent schools and the vibrant cultural scene, all of which make Durham an exceptional county in which to live and work.

Through an innovative and uniquely supportive approach, which has been widely praised by business leaders, the council is looking to create a better future for those living in the area and working with Business Durham, it is launching a number of innovative projects, which aim to create high volume jobs, generate economic growth and stability for the county.

Through this campaign, the council aims to shine the spotlight on our wonderful county as a place we should all be proud of; building on what is already an exciting and rewarding place for businesses to grow, expand or relocate to and a wonderful place for us all to call home - This is Durham, Place of Light.



This is
durham
place of light

Supported by



Shining a light on Durham

Health and wellbeing at work

Employers in County Durham can and should have an important part to play in helping their workers achieve a good quality of life.

It is essential that employers and employees work together to promote health and wellbeing so that this can have a positive impact in the workplace and help them prepare for future business needs. Proactive employers can create supportive and productive environments to encourage employees to improve health and wellbeing, which in turn brings individual, organisational and wider community benefits.

Being out of work is associated with a range of poor health outcomes.

The workplace can support health and wellbeing and the health system can actively support people into work in a virtuous circle. Or the workplace can be unsupportive and health and work systems can work against each other.



On average, employers lose **9.1 working days** per employee per year in the public sector, **8.8 days** in the non-profit sector and **5.7 days** in the private sector to sickness absence.

Inequalities

Access to work or staying in work is not equal across all groups. 80% of non-disabled people are employed yet only 48% of disabled people and this is one of the most significant inequalities in the UK today. We also know that disabled people from more disadvantaged backgrounds are more likely to be out of work. For example, while employment rates can be as low as 16% for people with mental health conditions who live in social housing, for disabled people who live in a mortgaged house and who have 1 or 2 health conditions, the employment rate is as high as 80%.

Workplace wellbeing charter

The workplace wellbeing charter (www.wellbeingcharter.org.uk) is an opportunity for employers to demonstrate their commitment to the health and wellbeing of their workforce. The positive impact that employment can have on health and wellbeing is now well documented. There is also strong evidence to show how having a healthy workforce can reduce sickness absence, lower staff turnover and boost productivity.

Organisations of all sizes can use the charter standards. The entry level has been developed as a baseline for all businesses to achieve and acts as a useful checklist for smaller organisations to ensure legal obligations are met. The criterion for small businesses does not involve significant financial investment, and there are lots of free resources and guidance as well as support from local providers.

Mid-life - One You

Ageing is a normal biological process. It has an effect on many body tissues and organs which reduces your ability to do things. The other consequence of the ageing process is the loss of resilience: not just the loss of ability to do things, but the loss of ability to bounce back and respond when things go wrong.

Broadly speaking, mid-life is between 40-60 years old. Mid-life is a period of physical and mental change for us as individuals. Crisis can occur at any significant life changing event; an illness, a death in the family, or a career setback therefore mid-life should not be defined by the term crisis.

Mid-life is not the beginning of the end, it's the end of the beginning. But making better choices today can have a huge influence on our health.

We know that people are able to change, no matter how difficult the environment.

Mid-life is a stage of development not just something that we should cope with.



One You (www.nhs.uk/oneyou) is an online programme which offers you the opportunity to review your health risks through its How are You quiz. It gives you personalised information and links to services and online apps, that can help you to reduce those risks.

Therefore whether employed in a large organisation or a micro business, the **One You** programme provides advice and guidance about personal health and wellbeing which in turn will impact on health of the workforce.

BECAUSE THERE'S ONLY ONE YOU

Mid-lifers have priorities at work, younger children, older parents, mortgages, pensions. Mid-life can be tough, but consideration should be given to what life will look like in 5, 10, 20 years. For many people these challenges lead to loss in looking after themselves, at a point in their lives where actually looking after themselves can help them live longer and healthier and feeling better within weeks.

Older workers (aged 50 - 64) may notice increases in work/health limitations, caring or domestic responsibilities with age. Older workers generally look for flexibility and work/life balance, before trust, recognition and freedom which are a higher priority for younger workers.

Just over one in five workers over 50 years of age are able to stay at work because of flexible working arrangements, such as flexible working hours (flexitime), job sharing or nine-day fortnights. As part of an active ageing approach, flexible working practices, together with consideration of workplace ergonomics, have been shown to promote age diversity in workplaces.

In terms of physical fitness for work, although there are physical changes with age, age itself is a very poor predictor of ability. Yet, individuals still need to take care of their physical and mental health to maintain their capability as they age.



The Strategic Economic Plan for the North East highlights the opportunities to raise productivity through a mixture of skills and training support as well as targeted measures to actively engage as many working age residents in the labour market as possible.



Strategies for regional growth and raising productivity

While current rates of employment and self-employment for County Durham and the North East are broadly in line with national figures, our ambitions for more and better jobs mean there is a need to ensure we develop comprehensive plans to support the health of the existing workforce while redoubling our efforts to assist those currently inactive or continuing to work whilst managing a health condition.

Balancing the issues of an aging workforce and a complex mix of health conditions, the approach for County Durham and the wider North East is to provide targeted interventions to assist residents to access appropriate labour market opportunities.

Across the North East Combined Authority, councils have secured European and central government funding to provide a mental health trailblazer programme, enhancing the support available with the Talking Changes Service through the provision of specialist mental health employability workers.

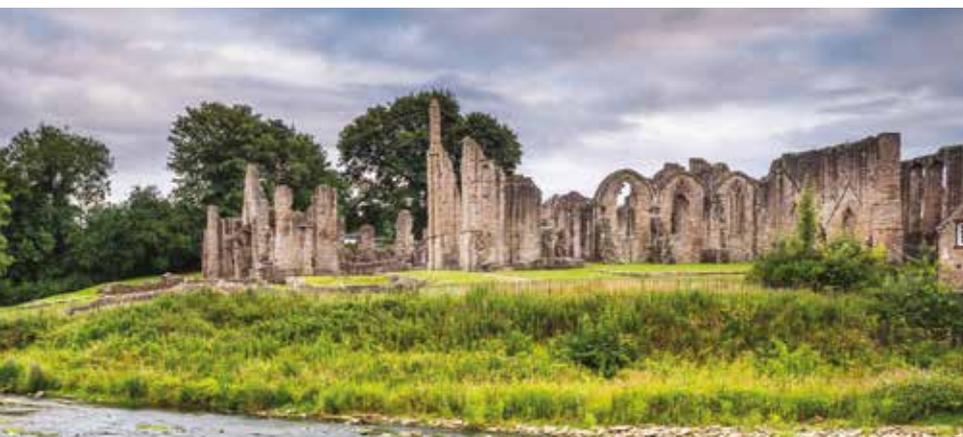
Further support for inactive residents to help them access employment has been provided by a European funded programme delivered in conjunction with the Department for Work and Pensions (DWP).

Additional targeted support for those residents wanting to overcome health barriers and move towards work is available through the Reaching Out Across Durham Programme, (www.disc-vol.org.uk/projects/reaching-across-durham) jointly funded by Big Lottery and European Structural funds.

The main employment support programme under the existing work programme and work choices is set to end during 2017. The new work and health programme being commissioned by DWP aims to provide comprehensive employment support services for long term unemployed residents with long standing or complex health conditions. With its range of services and delivery outlets the council and its partners will be seeking to extend the service offer to residents across the county.

With such a focus, we will help to deliver prosperity to both individuals and employers, and promote social and financial inclusion.

A national, regional and local ambition to improve employment opportunities and support people back to work and stay in work demonstrates collective working.



**Our
ambition
is for more
and better
jobs**

Public Services (Social Value) Act 2012

Social value is a way of thinking about how scarce resources are allocated and used. It involves looking beyond the price of each individual contract and looking at what the collective benefit to a community is when a public body chooses to award a contract. Social value asks the question: 'If £1 is spent on the delivery of services, can that same £1 be used to also produce a wider benefit to the community?'

Going forward it is possible for businesses to consider how the social value act could be used to demonstrate how a business wishes to grow and look after their staff's wellbeing which if employing local people is good for County Durham residents.

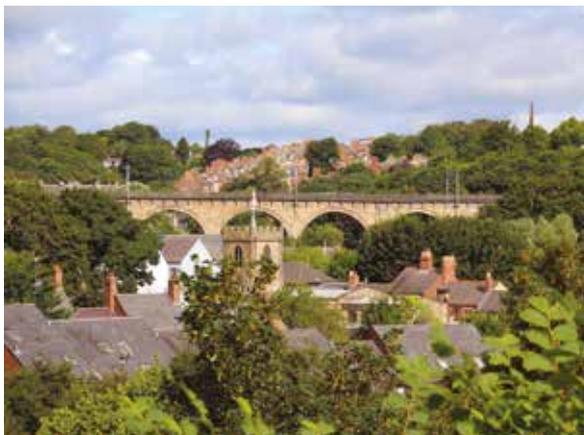
What Durham County Council are doing

DCC are fully committed to the pursuit of the economic, social benefits and the environmental wellbeing of County Durham and have fully embraced the duties set out in the Public Services (Social Value) Act 2012. Indeed DCC have applied the duties wider than the legal requirements set out in the act and also consider opportunities for social value via the specification, specific clauses or evaluation criteria for all commissioning and procurement opportunities including goods and works above a spend threshold of £50,000.

The corporate procurement team in DCC has won the national Social Value Leadership Award in recognition of the council's drive to ensure local businesses benefit from its spending, keeping money in the local economy and helping the county's businesses grow.

The procurement planning process for all contracts with a likely value over £50,000 must include a social value appraisal, linked to the core social, environmental and economic topics highlighted in a social value policy statement which is made public so that suppliers can understand the council's priorities and the areas of social value which particularly matter to us. The appraisal allows particular contract-specific social value opportunities to be identified.

In addition, DCC's procurement process is designed to be as fair and accessible as possible to all types of organisation with the intention that SMEs, local suppliers, third sector organisations and social enterprises, as well as groups of small organisations working on a consortium basis, are encouraged to participate.



Creating healthy workplaces

Good work is good for your health, yet unemployment is bad for your health. A priority must be to reduce long term sickness absence and prevent the downward spiral which can lead to the loss of a valuable skill set to an employer and the risk of worsening health for the individual and in some cases large parts of the community.

There is a known correlation between an ageing population and an increasing prevalence of long-term chronic conditions and multiple health issues. The impact of poor health on work is not inevitable for people at any age. And while many conditions are not preventable, the evidence is clear that the way we live our lives can influence health outcomes.

Currently, 6 out of 10 adults are overweight or obese, nearly 1 in 5 adults still smoke and more than 10 million adults drink alcohol at levels that pose a risk to their health. Public health interventions form a vital part of the health and work agenda to help reduce the prevalence of conditions that can lead to people leaving the labour market due to ill health. The workplace can play an important role in promoting health and minimising risks to health, for example through encouraging staff to take action on obesity.

6 out of 10 adults are overweight or obese

1 in 5 adults still smoke

10 million adults drink alcohol excessively

Reducing levels of smoking among workers will help reduce cardiorespiratory diseases - one of the largest causes of sickness absence.

On average, a person who smokes will have 33 more hours off sick per year than a non-smoker.

For an organisation of **1000**, in which **25%** smoke and are paid the national average hourly wage of **£15.52**, this absence equates to a loss of more than **£128,000** a year.

Where an individual experiences health issues, such as a sudden health event or a long-term condition, there is the potential for earlier action to support individuals better to remain active in society and participate in work to retain their financial independence and the health benefits of employment.



Obesity in the workplace

We consume a third of our daily calories at work, so businesses have an opportunity to create an environment that supports healthier food and drink choices and a healthier workforce.

- **On average, obese workers take four extra sick days per year.**
- There is a relationship between obesity and increased absenteeism from work for health reasons including frequent medical appointments.
- Obesity is also linked with decreased productivity.
- Employees in good health can be three times more productive.



PHE recommend that business implement Government Buying Standards for food and catering services (GBSF) across a range of public settings and facilitate the uptake of nutrition policy tools. The local NHS and local authorities could require providers to do this and promote consistency across hospital and health settings and local businesses.

The impact of obesity on the workplace

There are physical and mental health impacts including increased risk of:

- Lower back and joint pain (in 2013 more days of sickness absence were attributed to back, neck and muscular pain).
- **Depression. An obese person has a 55% increased risk of developing depression (in 2014/2015 9.9m days were lost to work related stress, depression or anxiety).**
- As well as other conditions such as heart disease, high blood pressure, stroke and type 2 diabetes.

By improving the food environment and the opportunities to be physically active, businesses can help their productivity and the health of their workforce.

Public Health England encourages public sector partners to tackle the unhealthy weight environment. Public sector workplaces should support healthier food and drink choices, increase physical activity opportunities and reduce sedentary behaviour and access to energy dense food and drinks.

SME businesses can encourage their local food offer in the high street to be healthy as a two way relationship and community effort to tackle obesity.

Ways to support and encourage healthier eating in your workplace

To establish a workplace culture which promotes, encourages and supports good nutrition in the workplace, you can:

- Encourage healthier options during the working day.
- Provide choices that are lower in saturated fat, sugar and salt and higher in fibre, fruit and vegetables.
- Put in place a healthy eating policy/ statement to maximise opportunities for staff to make healthier options before, during and after the working day.
- Encourage staff to take regular breaks during the working day so they have opportunities to eat well.
- Bring and share lunch and eat healthier together e.g. soup and share.



Whether the goal is to lose weight or to reduce the risk of disease, the approaches are virtually the same for both.

**ONE
YOU**

- An easy place to start is to eat less salt and sugar. The sugar smart app from Public Health England is a good way of checking the content of our foodstuffs.
- Eat less saturated fat. Avoid 'trans fat' or hydrogenated fat. It's always on the label.

NHS Choices has a 12 week plan to help you make changes to your diet.

Be aware of your alcohol consumption. Alcohol is high in calories and Dry January could be a useful place to start making changes. Age means we are less resilient and the effects of alcohol are more powerful.

Time pressures, the physical surroundings and the general challenge of work, may make it difficult to eat well at lunchtime. But it is possible to eat well at home and take those tips to work.

- Pay attention to what you eat.
- Don't read or browse the internet whilst eating.
- Eat slowly.
- Use smaller plates.



Physically active workplaces

Workplaces could encourage employees to be more active as this has significant business benefits.

Physically active employees are:

- **less likely to take sick leave (for example being active can reduce chances of depression by 30% and back pain by 25%).**
- less likely to have an accident at work
- more productive
- less likely to suffer from major health problems



The impact of inactivity on the workplace

The cost of physical inactivity in England has been estimated at £7.4 billion a year, including the direct costs of treatment for major lifestyle-related diseases and the indirect costs caused through sickness absence. The main cost though is losses to business productivity!

Physical activity and mental health

Physical activity is also beneficial for mental wellbeing. Benefits include:

- Reduced feelings of stress.
- Reduced anxiety and happier moods.
- Reduced risk of depression.

Ways to promote physical activity at work

Getting people more physically active at work can be free or a low cost approach to supporting more active lives.

- Put in place a physical activity policy or statement in order to maximise opportunities for staff to be active during, before and after the working day.
- Encourage physical activity during the working day such as use of stairs and by recommending employees move away from their workstations at least once per hour.
- Explore and implement:
 - Physical activity opportunities in the workplace. Free initiatives could include walking or running groups delivered by volunteers from the workplace or by local clubs.
 - An organisation travel plan which includes physical activity. This may include a cycle to work scheme.
- Encourage all staff to take at least the minimum legally required breaks during their working day.



Being active can reduce chances of depression by 30% and back pain by 25%



ONE YOU

Many of us could be inactive/ sedentary for 6-8 hours a day. Moving less, increases your risk of many chronic conditions.

Sitting uses one calorie per minute, standing uses two, and that difference can soon add up. An hour a day of sitting rather than standing is 420 calories less used every week.

There are numerous simple ways you can improve your fitness whilst at work.

- Leave your desk at lunchtime for at least 10 minutes of walking.
- Use the stairs rather than the lift. (Seven minutes stair climbing a day can halve the risk of heart attack over 10 years. Just two minutes extra stair climbing a day is enough to stop average middle age weight gain).
- Stand and stretch every hour (if you work at a keyboard).

These can be actioned in any size business and do not detract but adds value to the working day.

Being more active is important at any age. Mid-life is a perfect time to set new goals and ambitions.



Stress

The stresses of mid-life are not always clear. It can be described as being under too much social or emotional pressure. Modern stress is long term, chronic and can have harmful effects on your mind and body. Compared to women, in general men appear to find discussing these issues more difficult. Mid-life crises can often focus on work related anxieties.

Feeling stress is not a sign of weakness. It is caused by the environment in which we live and there are two aspects of modern life which are particularly harmful: one is pressure under which people live, the other is the fact that many face stress when we are immobile, sitting at a desk.



The impact of stress in the workplace

Work related stress is a major issue for the UK workforce. The Health and Safety Executive (HSE), using information from the Labour Force Survey (LSF), estimates that:

- 35% of all work related ill health cases were attributable to work-related stress and 43% of all ill health working days lost.
- There were 234,000 new cases of work related stress reported in 2014/15 and the total number of work days lost was 9.9 million.
- In 2014-15 around 80% of new work-related conditions were either musculoskeletal disorders or stress, depression or anxiety.

The Health and Safety Executive states that there are strong links between stress and physical effects such as heart disease, back pain, headaches, gastrointestinal disturbances or various minor illnesses; and psychological effects such as anxiety and depression, loss of concentration and poor decision making.

Short term acute stress or what might also be described as pressure, can be helpful in coping with new challenges, deadlines or experiences. Chronic stress on the other hand is a serious condition that lasts for weeks or months and, left unmanaged, may cause significant health problems and short and long employee absences.

There are other types of absence which can also be stress related such as chest/respiratory problems, blood pressure, circulatory, colds and flu, neurological issues, anxiety disorders, depression, insomnia and nervous debility. Appreciating and acknowledging the broader range of stress and mental health related conditions provides a more accurate position and understanding of the challenges.

Smoking and stress

A common misconception is that smoking helps to reduce stress, smokers confuse the desire for nicotine as stress, therefore smoking actually **increases** the physical stress on the body.

Nationally 96,271 days of lost productivity every year due to smoking related sick days, at a cost of £8.6million.

Ways to reduce stress and improve mental wellbeing

There are a number of ways to improve mental wellbeing and reduce the risk of stress in the workplace. These are:

- Undertake an organisational stress risk assessment.
- Compare the organisation's performance with the 'good management practice' of the Health and Safety Executives Management Standards.
- Focus on risk factors specific to the organisation and its activities.
- Focus on prevention and managing the root causes of work-related stress.
- Develop a stress policy.
- Gather information and data from the organisation such as sickness absence, training records, grievances, civil claims, retention rates, job task analysis etc.
- Consult employees via surveys, focus groups and interviews to explore problems and confirm or challenge initial findings.

**ONE
YOU**

If you change how you think, you will change how you feel. Thoughts, feelings and physical sensations are all interconnected and negative thoughts can trap a person in a vicious cycle. By breaking problems down into manageable parts it may make them easier to deal with.

Mindfulness is a way of encouraging your mind to spend less time with negative thoughts and more time with positive ones. Some easy to do tips:

- Take a couple of minutes to notice your breathing. Take long, deep breaths for five minutes a day to relax your thoughts.
- Try something new.
- Name your thoughts and feelings when they appear, as this will develop your awareness.

Some people will need some extra help to take things less seriously and worry less about the past and the future. Often speaking to someone may help and the Moodzone on the NHS Choices website keep up to date list of mental health helplines such as:

- Mental Health Foundation - the foundation provides information and support for anyone with mental health problems or learning disabilities.
- CALM - is the Campaign Against Living Miserably, for men aged between 15 and 35.
- Samaritans - the Samaritans provide confidential support for people experiencing feelings of distress or despair.

Smokefreelife County Durham

If you smoke and you would like to quit, then smokefreelife County Durham is the free stop smoking service that supports County Durham residents to give up the habit and lead a healthier smokefree life.

For more information visit www.smokefreelifecountydurham.co.uk

Musculoskeletal disorders: the impact in the workplace

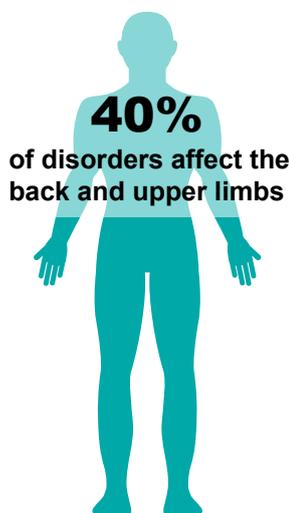
Despite the fact that information and training on preventing chronic injuries is readily accessible nowadays, year after year there is still a rise in cases of work related musculoskeletal disorders (WRMSDs).

Both episodic and chronic cases significantly reduce a person's quality of life and currently affect a sizeable portion of the population.

High rates of WRMSD's relate to workers aged over 45, which is particularly relevant to the ageing workforce of County Durham. Approximately 40% of disorders affect the back and 40% affect the upper limbs.

Transportation and storage, health and social care, agriculture and construction industries have the highest rates of work-related musculoskeletal disorders, but less obvious industries such as cleaning and office work are also at risk.

WRMSD's remain one of the main causes of sickness absence in DCC along with stress. These are particularly prevalent given the manual work related activities and services across County Durham.



ONE YOU

- Middle aged people are on average weaker than younger people but this loss of strength is more than just aging, it is inactivity.
- Many of the aches and pains in your neck, back, shoulders and hips can be improved by simple stretching exercises. The NHS Choices Strength and Flex Plan is a five week plan designed to build your strength and flexibility without the need for equipment.



Ways to help and prevent work-related musculoskeletal disorders

In order to prevent or help those suffering from work-related musculoskeletal disorders, you can:

- Undertake a risk assessment and identify where WRMSD's exist.
- Reduce task repetition, force required, duration.
- Find the right working position.
- Introduce short frequent breaks in the more risky activities.
- Train workers so that they feel able to do the task.
- Ensure equipment is maintained and fit for work purposes.
- Provide personal protective equipment.

Mental wellbeing in the workplace

Of course not all health conditions are static. Many, such as some mental health conditions, fluctuate over time, and affect people differently at different times.

Good employers understand that their organisations are only as good as the staff that work for them. Productive and healthy organisations depend on mentally healthy staff.

Leadership

Effective leadership and line management training can also contribute to better working environments, reducing stress and improving mental health at work. These aspects are leading causes of sickness absence and will typically be important for improving workplace health.

With about 1 in 6 employees at any one time experiencing a common mental health problem, being able to appropriately identify and support employees is key to ensuring:

- An ability to identify people with health conditions (especially to recognise the early signs of mental health problems).
- An ability to support people with health conditions; an understanding that the health and wellbeing of employees is the manager's responsibility.
- Appropriate action to adapt working practices or job roles where necessary.

Engage and understand your staff

Businesses with high levels of employee engagement have greater staff commitment and are more profitable and productive. This results in improved outcomes in terms of service quality and customer satisfaction.

Involvement and participation at work brings positive benefits including improved mental wellbeing and reduced sickness absence. These types of approaches can include surveys, focus groups and other forms of employee engagement.

The impact may not be equal

Lower paid workers with fewer skills or qualifications are more likely to experience poorer working conditions and worse health. Measures to improve the quality of work that focus more attention on workers in semi-skilled and unskilled manual occupational groups may help to reduce inequalities in work-related health problems.

Low paid workers with less access to resources at work and at home, often have the lowest levels of control which can impact negatively on their health and wellbeing. Research shows that programmes that aim to increase employees control at work produce positive mental wellbeing and reductions in sickness absence.

NICE estimated that mental ill health costs UK employers almost **£1 million** per year. For an organisation with **1000 employees**, the annual cost of mental ill health was estimated to be more than **£835,000**. Identifying problems early - or preventing them in the first place, could result in cost savings of **30%**. This is equivalent to cost savings of more than **£250,000 per year.**

Reducing stigma and discrimination around mental health

One in four people will experience a mental health problem in any given year, with one in six people having a significant mental health issue. The Time to Change campaign, which is a national campaign funded by the Department of Health and led by Mind and Rethink, confirmed that stigma and discrimination is all-pervasive, with close to 9 out of 10 service users (87%) reporting its negative impact on their lives (Stigma Shout Survey). Stigma also has other effects, these include:

Stigma stops people getting and keeping jobs. People with mental health problems have the highest 'want to work' rate of any disability group - but have the lowest in-work rate. One third report having been dismissed or forced to resign from their job and 70% have been put off applying for jobs, fearing unfair treatment.

Stigma has a negative impact on physical health. We know that in general individuals with mental health problems tend to have poorer than average physical health and their physical health problems are often misdiagnosed. As a result, individuals with the most severe mental health problems die on average ten years younger.



Creating an organisational culture that challenges stigma and discrimination and encourages employees to talk openly about mental health in a supportive environment is key to creating a workplace where employees feel comfortable and safe to discuss and raise mental health issues.

Strategies to achieving this include:

- Signing the Time for Change workplace pledge - any size of organisation can do this.
- Creating employee champions who are essential in challenging stigma and increasing understanding of mental health in their workplaces.
- Developing mental health awareness training for managers and staff to equip them to be able to have helpful and appropriate conversations.
- Sign up as a high street or as a trading estate. There is power and influence by joining forces.

The Better Health at Work Award

The Better Health at Work Award recognises the efforts of local businesses in addressing health issues within the workplace. The award scheme is available to all businesses/employers in County Durham regardless of size, location or type of business. Reflecting the makeup of organisations in County Durham about two thirds of achievers of the award can be classified as small to medium sized enterprises.

Many businesses already promote healthy lifestyles and consider the health of their employees. This award recognises the achievements of these businesses and helps them to move forward in a structured and supported way. For those businesses who have not considered promoting health at work, taking part in this award helps them reap the rewards of encouraging a healthy workforce.

There are four levels to the award - bronze, silver, gold and continuing excellence, with appropriate criteria at each stage to build into an award portfolio which is assessed annually so that businesses move through a level each year.

There is an active network of employers/businesses participating in the award across County Durham. Employees benefit from increased access to health information and interventions through campaigns designed to engage employees, improve staff morale, reduce sickness levels and maximise productivity in the workplace.



North East
Better Health
at Work Award

Financial wellbeing and resilience impacts on the lives of everyone. Being able to survive a financial shock, unexpected bills, and having a financial safety net supports mental and physical wellbeing.

The Chartered Institute of Personnel and Development's survey on financial wellbeing found that 19% of respondents are losing sleep at night because they are worried about money. That translates into a negative impact on their ability to concentrate at work and their productivity.

Andrew James LTD, a local County Durham business, recently joined the Better Health at Work Award and embedded an employee salary savings scheme, with NEfirst Credit Union, to encourage staff to save regularly and borrow sensibly and avoid high cost payday lenders, to create a healthier wealthier workforce.

Healthy living pharmacy

A healthy living pharmacy (HLP) delivers a broad range of high quality services through community pharmacies to meet local need, improving the health and wellbeing of the local population and helping to reduce health inequalities.

Since the beginning of 2015, the better health at work award team and the healthy living pharmacy award team have been working together to share ideas, resources, and encourage joint working between businesses and HLPs in a local area. Joint working between local HLPs and businesses can include pharmacy staff visiting the business in order to support a health promotion campaign e.g. Stoptober or Dry January.

HLPs have so far engaged with businesses to attend health roadshows (e.g. with Derwentside Homes, the HMRC, and Deerbolt prison), advise on specific health issues (e.g. stop smoking support or flu vaccination), and make active ongoing links (e.g. with Hitachi).



Visit your local healthy living pharmacy and discuss support options for a workplace health campaign.

What is a Healthy living pharmacy?





NHS Health Check

NHS Health Check is a national programme that aims to prevent heart disease, stroke, diabetes and kidney disease, and raise awareness of dementia both across the population age 40 - 74 and within high risk and vulnerable groups.

The risk level varies from person to person, but everyone is at risk of developing heart disease, stroke, type 2 diabetes, kidney disease and some types of dementia.

While a NHS Health Check is usually done in GP surgeries, they may also be offered at other suitable and accessible places in your neighbourhood.

They may be able to be delivered within or near offices, trading estates or business parks and provide an opportunity for measuring the risk of developing certain health problems, and importantly the advice on how to prevent them.



Sickness absence in Britain costs the economy an estimated **£15 billion per year**. This includes lost productivity/output, time spent on sickness absence management and healthcare.



“Small changes to improve the health of smaller businesses employees make huge differences in the workplace. Making these small step changes in every day working will help improve the productivity of the workforce and reduce absenteeism.

“We’re recommending that all smaller businesses across County Durham take on board some of the simple ways workplace health can be improved.

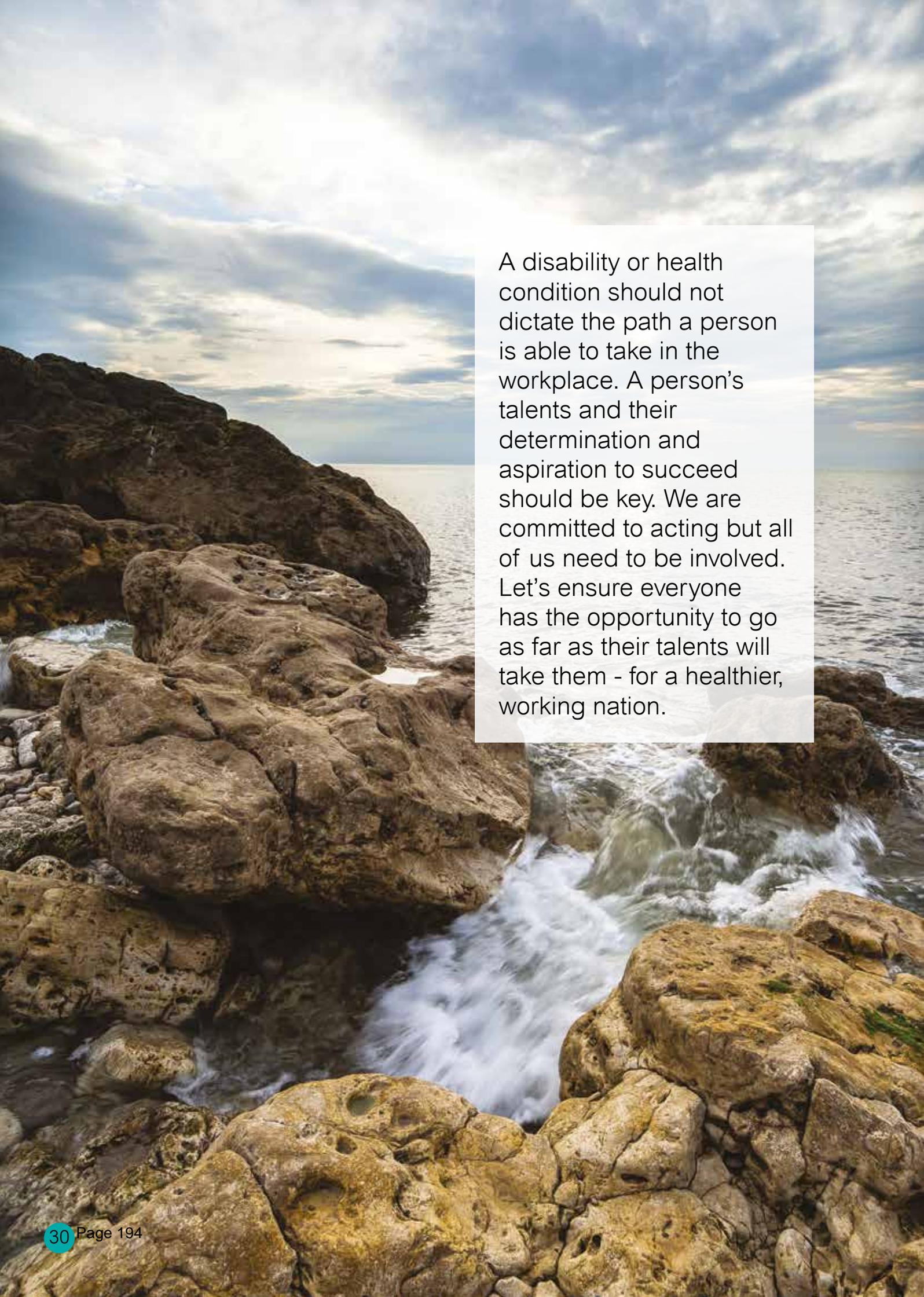
“We’ll be working with federation of small business members, smaller businesses and Durham County Council to ensure we achieve the ambitions in the report.”

Ted Salmon, Federation of Small Business North East Regional Chairman

Campaign calendar

Why not help motivate and support your workforce to make and sustain changes that improve their health by participating in these national campaigns?

January	February	March	April
<p>Dry January Bid booze goodbye, keep January dry.</p> <p>Take the 31 day challenge - find out more at www.DryJanuary.org.uk</p>	<p>One You - healthy eating What you eat, and how much, is so important for your health and your waistline. Choosing healthier foods is easier than you might think.</p> <p>Find out more by searching One You.</p>	<p>Stroke Act F.A.S.T. Can you recognise the symptoms of a stroke?</p> <p>Even if you are not sure, act FAST, make the call, dial 999.</p>	<p>Stress and you There's no quick-fix cure for stress, but there are simple things you can do to help you stress less. These include relaxing, exercise, eating a healthy and balanced diet, and talking to someone.</p> <p>Find out more by searching One you/stress.</p>
May	June	July	August
<p>One You - physical activity Fitting some physical activity into your day is easier than you think. Being active is really good for your body, mind and health - and there are lots of easy ways you and your family can get moving! Find out more by searching One you/moving</p>	<p>Be clear on cancer Aim to improve early diagnosis of cancer by raising awareness of signs and/or symptoms of cancer, and to encourage people to see their GP without delay.</p>	<p>Couch to 5k The Couch to 5K plan is designed to get just about anyone off the couch and running 5km in nine weeks.</p> <p>Find out more at www.nhs.uk/Livewell</p>	<p>Be clear on cancer Aim to improve early diagnosis of cancer by raising awareness of signs and/or symptoms of cancer, and to encourage people to see their GP without delay.</p>
September	October	November	December
<p>Time for change 1 in 4 people will experience a mental health problem in any given year.</p> <p>Let's change the way we all think and act about mental health. Search Time to change.</p>	<p>Stoptober Research shows that smokers who make it to 28 days smokefree are 5 times more likely to stay quit for good. Search 'Stoptober' online to find out about a range of free and proven support available to help you start your quitting journey for 28 days and beyond.</p>	<p>Get your flu jab Don't put off getting the flu vaccination. If you're eligible get it now. It's free because you need it. Visit www.nhs.uk/staywell for more information.</p>	<p>Stay well this winter If you start to feel unwell, even if it is just a cough or cold, don't wait until it gets more serious, get help from your pharmacist. The sooner you get advice the better - pharmacists are here to help you stay well this winter. Visit www.nhs.uk/staywell for more information.</p>

A scenic view of a rocky coastline. The foreground is dominated by large, rugged, brownish-grey rocks. In the middle ground, waves are crashing against the rocks, creating white foam. The background shows a calm sea meeting a sky filled with soft, grey clouds. The overall mood is serene and powerful.

A disability or health condition should not dictate the path a person is able to take in the workplace. A person's talents and their determination and aspiration to succeed should be key. We are committed to acting but all of us need to be involved. Let's ensure everyone has the opportunity to go as far as their talents will take them - for a healthier, working nation.

There will be many initiatives and activities taking place across County Durham and being progressed by a whole range of partners. The recommendations below hopefully build on your local business priorities and provide some new ideas for you to explore.

Recommendations

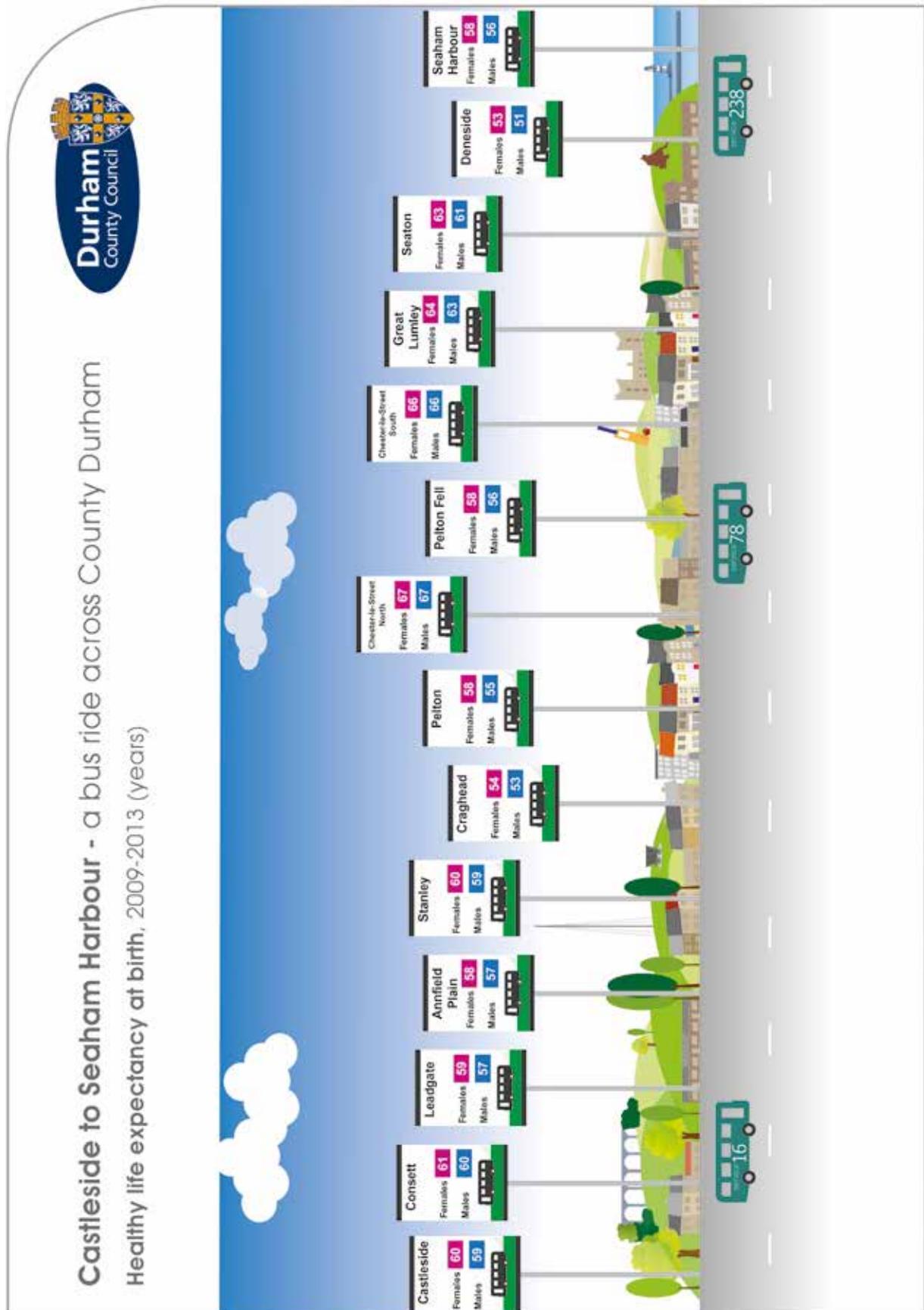
- Mid-life is a place to start not stop. Complete the One You quiz and take it from there.
- If you are a large employer then sign up for the Better Health at Work Award today. All 30 employers in County Durham with 250+ staff should be leading the way to improve the health of their staff. Showcase your work and celebrate your achievements.
- Any small/medium business can also sign up for the Better Health at Work Award either as a cluster of work places or individually.
- Follow the monthly health promoting tips and advice on on the Federation of Small Businesses twitter feed and tell us if it is making a difference. Add to the Work and You story for County Durham.
- Go to your local healthy living pharmacy and ask if they will support you with some health campaigns this year for your staff. They will say yes!

You could also consider these approaches:

- Micro business, think about 'Work and You', what could improve your own health and wellbeing?
- Considering putting a tender in for a contract? How could you best utilise the social values section to improve the health and wellbeing of residents in County Durham. Remember small businesses are likely to employ local people.
- Think community - you don't have to do this as a stand-alone business. Work as a high street to improve the food and activity offer for your staff. It will benefit the local community too.
- Time to Change. We would all benefit from looking after our mental health. Pledge to time for change and eradicate stigma.
- Talk to your staff and find out what good health means to them. Take a moment to pause and talk to each other. Work is so important for social connections.
- Primary care colleagues could consider how the impact of work can be brought into consultation conversations. Keeping people in work will help the NHS and social care. It will save the local economy money.
- Consider flexible working arrangements for staff and try to retain, retrain and recruit.
- Lead by example and take care of your own health.

References available on request.

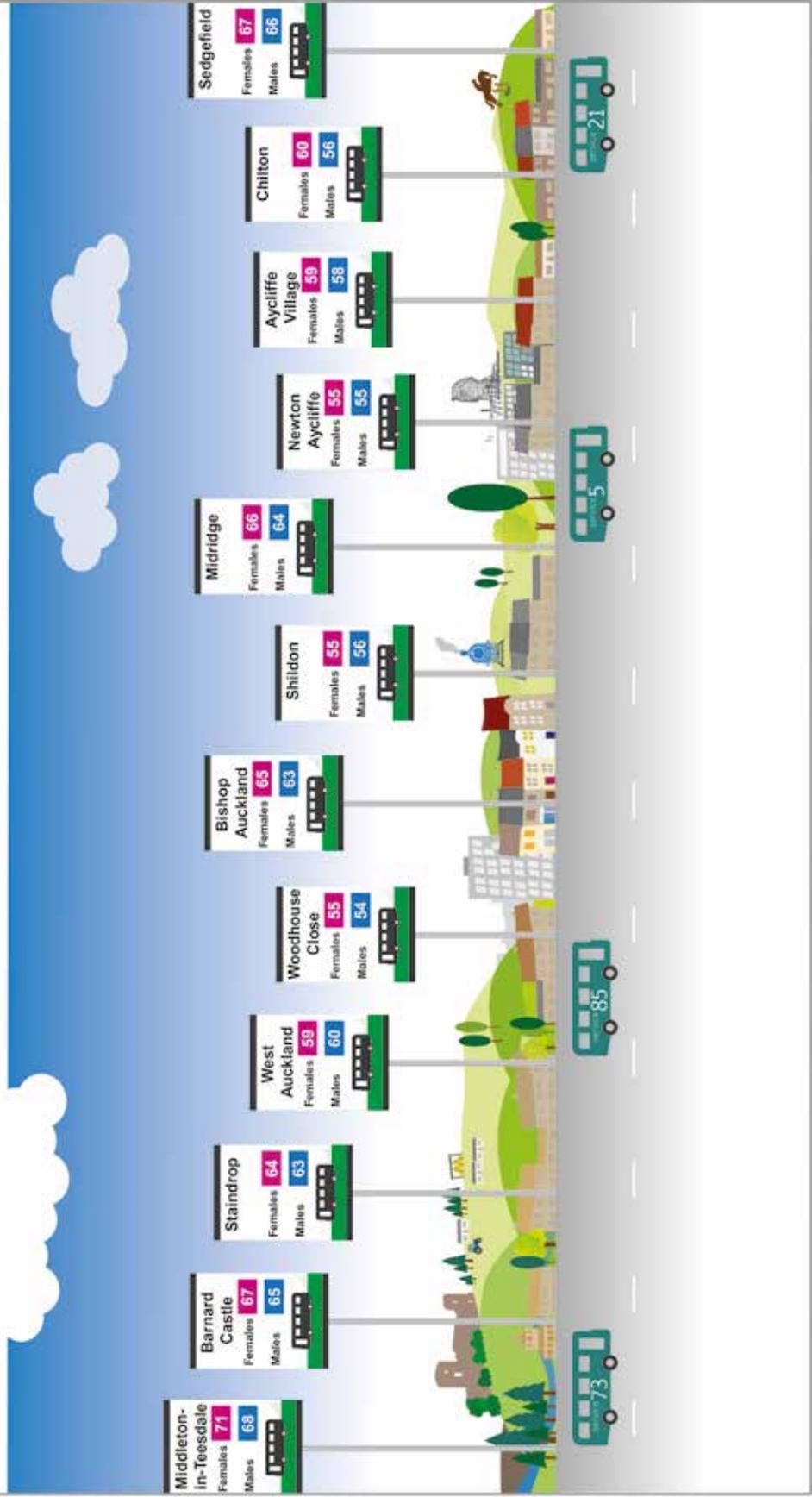
Appendix 1





Middleton-in-Teesdale to Sedgefield - a bus ride across County Durham

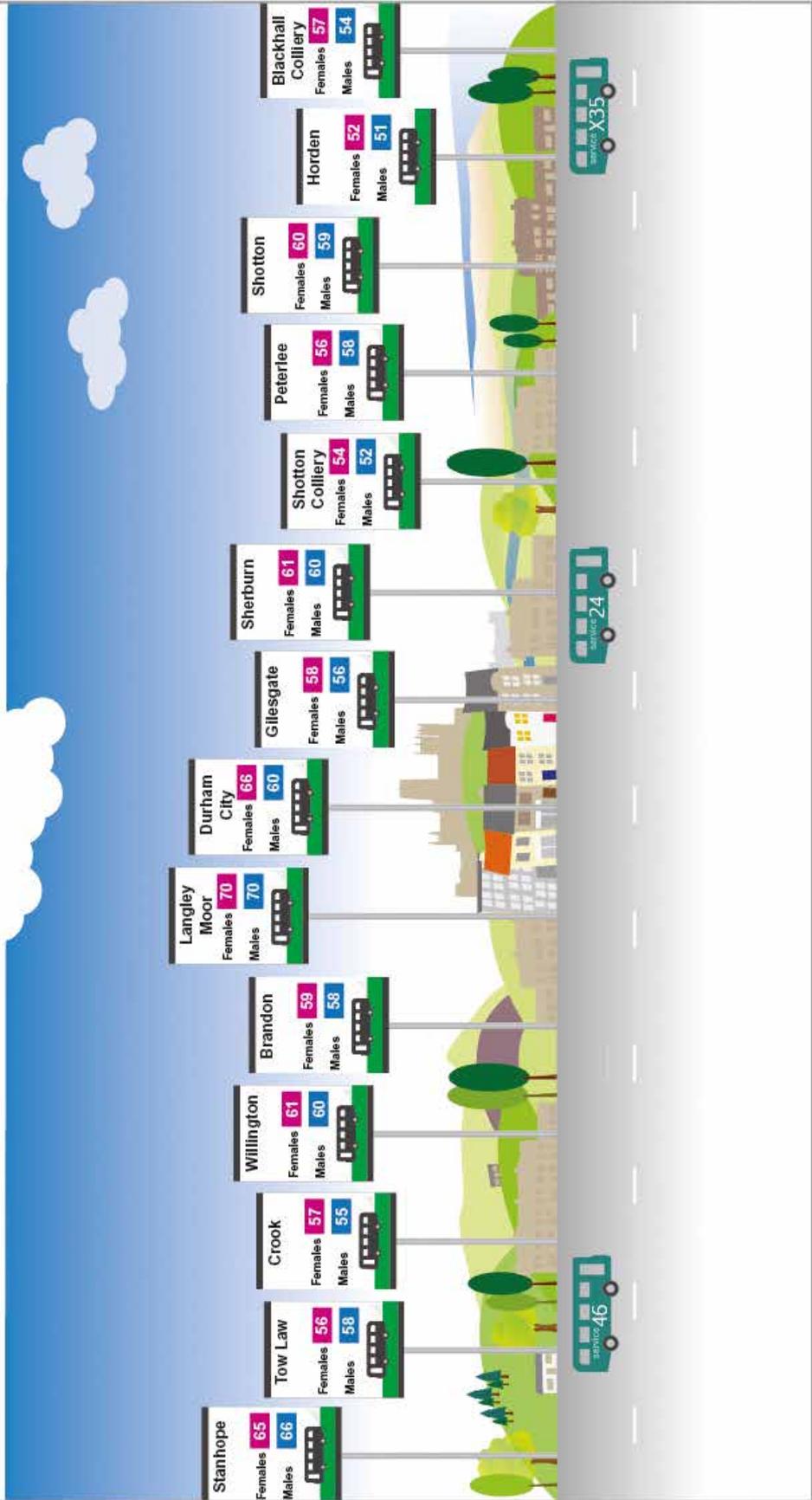
Healthy life expectancy at birth, 2009-2013 (years)





Stanhope to Blackhall Colliery - a bus ride across County Durham

Healthy life expectancy at birth, 2009-2013 (years)



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