



Corporate Overview and Scrutiny Management Board

Date **Friday 21 June 2019**
Time **9.30 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. Apologies for Absence
2. Substitute Members
3. Minutes of the meetings held on 4 and 18 March 2019 (Pages 3 - 18)
4. Declarations of Interest
5. Quarter 4 2018/19 Council's use of powers under the Regulation of Investigatory Powers Act 2000 - Report of the Head of Legal and Democratic Services (Pages 19 - 22)
6. Quarter 4 2018/19 Performance Management - Report of the Director of Transformation and Partnerships (Pages 23 - 100)
7. Overview and Scrutiny Annual Report 2018/19 - Report of the Director of Transformation and Partnerships (Pages 101 - 128)
8. Work Programme 2019/20 for the Corporate Overview and Scrutiny Management Board - Report of the Director of Transformation and Partnerships (Pages 129 - 140)
9. Update in relation to Petitions - Report of Head of Legal and Democratic Services (Pages 141 - 154)

10. Notice of Key Decisions - Report of Head of Legal and Democratic Services (Pages 155 - 162)
11. Information Update from the Chairs of the Overview and Scrutiny Committees - Report of Director of Transformation and Partnerships (Pages 163 - 170)
12. Such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration

Helen Lynch
Head of Legal and Democratic Services

County Hall
Durham
13 June 2019

To: **The Members of the Corporate Overview and Scrutiny
Management Board**

Councillor R Crute (Chair)
Councillor A Batey (Vice-Chair)

Councillors E Adam, R Bell, D Boyes, J Chaplow, M Clarke, A Hopgood, P Jopling, B Kellett, H Liddle, L Maddison, J Makepeace, R Manchester, C Martin, O Milburn, C Potts, J Robinson, J Rowlandson, A Savory, A Shield, H Smith, F Tinsley, J Turnbull, M Wilkes and A Willis

Contact: Jackie Graham

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DURHAM COUNTY COUNCIL

At a Meeting of **Corporate Overview and Scrutiny Management Board** held in Committee Room 2 - County Hall, Durham on **Monday 4 March 2019 at 9.30 a.m.**

Present:

Councillor R Crute in the Chair

Members of the Committee:

Councillors A Patterson (Vice-Chairman), E Adam, A Batey, P Jopling, L Maddison, O Milburn, C Potts, L Pounder, J Rowlandson, A Shield, M Simmons, F Tinsley, J Turnbull and O Temple.

1 Apologies for Absence

Apologies for absence were received from Councillors R Bell, J Chaplow, M Clarke, K Hawley, H Liddle, J Makepeace and C Martin.

2 Substitute Members

Cllr O Temple was substituting for Cllr C Martin.

3 Declarations of Interest

There were no declarations of interest.

4 Appeal against the Response to Petition no. 355 - Binchester Street Lighting

The Board considered a report of the Director of Transformation and Partnerships, which advised members of the receipt of an appeal regarding the Council's response to Petition 355 Binchester Street Lighting and consider any appropriate action (for copy see file of Minutes).

The Chair welcomed everyone to the meeting including representatives of Binchester Residents Association. The Chair then asked the Head of Strategy to explain the procedure for the meeting.

Prior to inviting Binchester Residents Association to make their representations, the Chair explained that the local member for Binchester was Councillor C Kay, however, he had also received a request to speak

from Councillor K Thompson as the local member of a neighbouring Electoral Division to address the Board. The Chair would allow Councillor Thompson a short period of time to address the Board.

The Corporate Overview and Scrutiny Management Board then heard representations from a spokesperson of Binchester Residents Association regarding the appeal against the response to petition no. 355 Binchester Street Lighting.

The representations covered four key areas:

- lack of consultation;
- the status of the C96;
- inadequacies of the assessment; and
- the effect on safety issues and social inclusion

(for copy see file of Minutes).

The Chair then invited the local member, Councillor Kay to address the Board.

Firstly, Councillor C Kay thanked the Residents Association for making their points as succinct as possible. Councillor Kay explained that the presentation made by the residents association had covered everything fully but wished to add a few points. Councillor C Kay explained that he was fully in support of the Street Lighting Energy Reduction Policy adopted by the County Council and appreciated the situation the Council found itself in by way of the unprecedented cuts, the need to reduce costs and move towards less power hungry LED lighting. Councillor Kay represented the Coundon Electoral Division, a single-member Electoral Division, made up of several villages with no layer of parish or town council.

Councillor Kay acknowledged that in 2016 he had been sent an email with notice of the policy. He had wrongly assumed, that the policy may potentially affect his Division at some point. Councillor Kay felt that being the sole member put him at a disadvantage and highlighted the point made by the residents association that no consultation had taken place with the Binchester Residents Group, who were self-starters, a very inclusive association who worked extremely hard for the good of the area.

The Chair then invited Councillor K Thompson to make any representations not covered by the previous speakers. Councillor K Thompson echoed the concerns made by Councillor Kay and wondered if the email had been sent to him as an adjoining Electoral Division given that the junction served his area of Byers Green.

The Chair then invited Board Members to ask any questions or make comments on the representations made by the petitioner and the local member.

Councillor E Adam asked the spokesperson for the residents association how long the group had been in existence and if they were the main organisation in the village of which people would discuss such matters with. In response the spokesperson confirmed that the association had operated for 20 years. There were two organisations prevalent in the village, themselves and a community centre association. The residents association took a lead on civic types of issues.

Councillor Adam asked Councillor Kay if he was a member of the Area Action Partnership (AAP) Board and if there were any people from Binchester represented on the AAP. Councillor Kay responded that he became a board member in 2017 and to his knowledge, there was no public representative on the AAP board from the Binchester community.

Councillor Adam asked Councillor Kay if the email sent to him in 2016 specifically mentioned the removal of street lights.

Councillor Kay confirmed that there was no specific mention of the removal of the street lights at Binchester and as a local member, he did not feel there was an issue at that time. Councillor Kay explained that he may have been naive in thinking that the email regarding the Street Lighting Reduction Policy in County Durham would see some sort of reduction somewhere within his Division, however, he genuinely believed the email was a pre-cursor to receiving some form of notification explaining that a number of street lights were going to be removed.

Councillor Adam explained that as part of the consultation process local members were notified of the risk assessment and asked if Councillor Kay could recall such a notification. In response, Councillor Kay explained that he was not making an allegation regarding this issue, however, he could not find a trace of such an email.

Councillor Shield explained that he had concerns regarding the apparent lack of notification and consultation. Councillor A Shield felt a degree of sympathy regarding the residents and queried if Binchester had any outdoor village notice boards. The spokesperson for the residents association confirmed that the only notice board in the village was located inside the community centre.

Councillor J Turnbull referred to the solutions outlined by the residents association and asked the spokesperson if there were any other options they considered during the earlier stages of the consultation. The residents association confirmed that a fourth option was to turn off alternate lights,

however, the residents did want this option to be considered as there was a general consensus that it may not be a suitable option.

Councillor A Patterson thanked the residents group for the information provided and asked why the residents association thought the Council's response was not adequate.

The spokesperson for the residents association felt that the email response contained a lot of links to council meetings citing policy. The residents association had posed specific questions and it was expected that these questions would have been addressed specifically, adding that past responses from the Council had been relevant and pertinent, however, on this occasion it was felt that the response was a let-down.

The Chair then invited the Service to make their representations in response to the petition. The Head of Technical Services provided a detailed presentation which provided the following:

- background to the Street Lighting Energy Reduction Project and the policy agreed by Cabinet;
- results of the road safety risk assessment which identified two sections of street lights comprising 14 lights in total at the location. Of the 14 street lights, nine lights were considered as being ones that could be safely removed;
- Five street lights would be retained. One column was located within a 30-mph zone and others provided illumination to 40-mph speed limit signage. One light was close to a junction;
- No accidents had occurred in the two locations identified. There were three reports logged via the Council's CRM, one which related to the removal of a street light and two reports of potholes in the carriageway;
- Consultation was undertaken at a local level, in accordance with the process agreed by Cabinet. In this case, the local Councillor was consulted via a detailed email containing the results of the risk assessment. No response had been received to the email. In usual circumstances a final determination would be made following this process, however, in this case, a delay occurred, and it was deemed necessary to further update and review the risk assessment. A further email was sent to the local member with the updated information;
- Local Councillors, if requested, were offered an on-site meeting with the project manager and the independent road safety auditor to review the risk assessment and walk the site, providing it was safe to do so;

- Given that no concerns had been raised regarding the removals, the escalation process with the local councillor was not initiated;
- The Head of Technical Services informed the Board of 'alternative measures' that could be looked at and advised that the Council had the ability to offer a service level agreement to Town and Parish Councils, if there was a desire on their part, to fund the retention of any street lights that had been identified as not required by the applied policy. This measure was applied flexibly and applied to any other third-party organisations such as community groups etc;
- The Council had retrofitted street lights to LED's and the Council had a policy of dimming street lights. The Council could not offer additional dimming, beyond the policy or advocate switching off lights overnight. Any savings accrued by switching lights off overnight would be minimal as energy charges were lower overnight, with typical costs around 1-2p per Kw/h. It was considered very unsafe to switch off alternative lights.

The Chair then invited comments from the Board in relation to the representations made by the Head of Technical Services.

Councillor F Tinsley explained that he found the entire situation very frustrating, highlighting that the remit of the Board was to consider the response to the petition and not the merits of the street lighting policy or the removal of the lights. Councillor Tinsley could understand why people were unhappy with the removal of the street lights. Having listened to the comments from both the local member and the Head of Technical Services, Councillor Tinsley felt that there a major issue that needed addressing in terms of the consultation. Councillor Tinsley explained that it was very easy to miss an email, given the volume received, however, in such circumstances, some form of communication such as a simple telephone call was necessary.

Councillor E Adam explained that it was difficult to divorce the petition from the consultation process. In response to question from Councillor Adam regarding the process, the Head of Technical Services confirmed that Binchester had not been treat differently than any other area that had gone through the same process.

Councillor Adam explained that the Newton Aycliffe area had several councillors and a town council and were fortunate that the majority of issues within Newton Aycliffe were picked up through one of these methods. However, it could be argued that some areas, typically smaller areas, may feel as though there has been a lack of consultation. Councillor Adam asked

the Head of Technical Services if any consideration had been given to change or to make slight tweaks to the process, given that each area had differing circumstances. Councillor Adam was concerned about standardised responses and instances of no feedback and suggested that some parts of the process were not quite correct.

In response the Head of Technical Services explained that approximately 2500 street lights will have been removed by the end of March 2019, which signified the end of the programme. It was not uncommon to receive no response from local members, perhaps in 50% of cases. It was also not uncommon for areas not to be parished, such as the areas of Consett and Chester-le-Street. The Head of Technical Services explained that a line had to be drawn somewhere in terms of consultation and that the consultation was in line with the agreed policy. By completion of the programme the Council would save £1m per year. In terms of local member involvement, the Head of Technical Services referred to other processes within the Council, such as the planning portal, where members received an email notifying them of an application affecting their area and explained that the local member(s) would be sent two emails for every street lighting removal case, and in this instance the local member had received three emails due to a delay in the process.

Councillor A Patterson, referred to the response to the petition, asked why the Head of Technical Services had not chosen to write a letter, or not hold a public meeting.

The Head of Technical Services explained that as part of the scheme, a full written, courteous response had been provided to Binchester Residents Association. The response contained relevant links to the relevant Cabinet report and policy. These were felt necessary for inclusion to reflect the background and that the decision to conduct the Street Lighting Energy Reduction Policy was not made in isolation. Whilst part of the response was general, more specific points were made, for example an acknowledgement that there was no town or parish council for the area and the reasons why the Independent Road Safety Audit had concluded the removal of the street lighting in the area was completely safe, due to a footpath being on one side of the road and there being no crossing points.

The Head of Technical Services appreciated the response made by the residents association regarding perceived road safety issues but as had been explained during the presentation, the claims were investigated via the Council's Customer Relationship Management system and no evidence was found to support the road safety issues raised. There was one CRM complaint regarding the removal of the street lights after the event. There were two issues raised regarding potholes in the area which had been repaired. Therefore, it was classed as a safe location, with zero accidents

recorded on the database shared by both Durham Constabulary and the County Council.

Councillor O Temple referred to the response to the petition and felt as though it could be perceived as being slightly misleading given the references made to the countywide consultation and generic references. In terms of the consultation with local Councillors, Councillor Temple felt that the process was two-way and explained that both Councillors and Officers could sometimes miss emails given the sheer volume received. He understood that the Head of Technical Services had a very difficult task, and accepted that it was not in the power of the Board to change anything at this stage. Councillor Temple requested that some consideration ought to be given to these types of issues moving forward and that there should perhaps be some form of mechanism such as 'read receipts' on emails to show that everyone was working together to make things better.

In response, the Head of Technical Services felt that nothing in the response provided was misleading and reiterated the points made previously regarding the policy being agreed with Cabinet. The service had correctly consulted on the risk assessment. Regarding read receipts, the Head of Technical Services explained again that local Councillors were made aware of the policy regarding street lighting removals with a minimum of two emails, and in this case, three emails, which he did not feel was unreasonable.

Councillor O Temple explained further that a nil response should not be fundamentally classed as a response and felt that some form of trigger mechanism would be of benefit and reiterated that everyone, both Councillors and Officers were capable of missing information sent via email. Councillor Temple felt that there needed to be a commitment to ensure that a definitive response was received from local Members and that services move away from silence being classed as approval.

Councillor E Adam referred to service level agreements and highlighted in this instance there was no parish council. Councillor Adam asked if the service would have been prepared to discuss an SLA, with other third parties such as a resident's associations.

The Head of Technical Services explained that when the response was provided the wording around service level agreements was amended to reflect third parties, i.e. residents' associations etc. The service would have no issues with this providing it was a fully funded agreement. Realistically, it was unlikely that many, if any, resident's association or like-minded groups could fully fund a service level agreement. It was expected that consultation with local members would act as the conduit to bring such information forward to local groups or perhaps housing developers.

Councillor A Batey explained that she reluctantly supported the policy, however, it had to be acknowledged that on occasions a standard policy did not fit every scenario and felt that the Area Action Partnerships should be consulted on such matters in the absence of a parish or town council. Councillor Maddison echoed the comments made by Councillor Batey.

The Chair thanked the Board for the full and frank discussion and reminded them that they had convened to consider the response to the petition. The Chair believed valid concerns had been raised by Binchester Residents Association which should not be dismissed and suggested that the Head of Technical Services, Local Member and Binchester Residents Association meet to discuss the issues raised in more depth.

The Head of Strategy then summed up the discussion and the points made and the Corporate Overview and Scrutiny Management Board recommended the following:

- i. that the local member and representatives from Binchester Residents Association meet with the service to discuss the local issues in more depth in line with the service offer of further engagement;
- ii. a copy of the road safety risk assessment to be provided to the Binchester Residents Association;
- iii. That as part of the street lighting policy review planned for this year, consideration is given through scrutiny to the inclusion of Area Action Partnerships as a consultee for street lighting changes;
- iv. the service to consider developing a trigger mechanism when advising members of a consultation process being carried out in their local area. The trigger mechanism to ensure that a nil response to an email regarding a consultation is followed up for awareness; and
- v. in future, services consider the use of other avenues of communication, if appropriate. For example, consideration be given to officers meeting with petitioners to enable discussion of the issues.

DURHAM COUNTY COUNCIL

At a Meeting of **Corporate Overview and Scrutiny Management Board** held in Committee Room 2, County Hall, Durham on **Monday 18 March 2019 at 9.30 a.m.**

Present:

Councillor R Crute in the Chair

Members of the Committee

Councillors A Patterson (Vice-Chairman), E Adam, A Batey, R Bell, J Chaplow, P Jopling, H Liddle, L Maddison, C Martin, C Potts, L Pounder, J Robinson, J Rowlandson, A Shield, F Tinsley, J Turnbull, M Wilkes and A Willis

1 Apologies for Absence

Apologies for absence were received from Councillors D Boyes, M Clarke, K Hawley, J Makepeace, O Milburn, M Simmons and H Smith

2 Substitute Members

There were no substitutes.

3 Minutes

The minutes of the meeting held on 13 February 2019 were confirmed as a correct record and signed by the Chairman.

Matters Arising

The Head of Strategy referred to paragraph 1, page 7 of the minutes and the request by Councillor Bell for a copy of the response to the Fair Funding Review to be circulated. She confirmed that this had now been circulated to all Members of the Board.

In relation to paragraph 3 of the same minute, the Head of Strategy further noted that in relation to a query raised by Councillor Shield regarding notification of highway maintenance works, she advised that all Members were provided with details of proposed maintenance works at the beginning of the financial year and then on a quarterly basis.

4 Declarations of Interest

There were no declarations of interest.

5 Update on the delivery of the Medium Term Financial Plan 8

The Board considered a report of the Director of Transformation and Partnerships which provided an update on the progress made at the end of December 2018 on the delivery of the 2018/19 Medium Term Financial Plan (MTFP8) (for copy see file of Minutes).

Councillor Wilkes commented that he welcomed the work of council departments in achieving savings targets however he would be interested to learn where there were gaps identified in savings targets and asked that this information be provided. He further referred to proposals he made at the previous meeting regarding Empty Homes and whether any action had been taken on this by Councillor Napier. Councillor Crute suggested that this would need to be raised with the Deputy Leader outside of this meeting.

Councillor Batey asked whether a break down could be provided on the female to male staff ratio. It was agreed that this could be provided to members following the meeting.

Resolved

That the content of the report and progress made in delivering MTFP8 be noted.

6 Quarter 3, 2018/19 Customer Feedback Report

The Board considered a report of the Corporate Director of Resources which presented the Customer Feedback: Complaints, Compliments and Suggestions report for quarter three, 2018/19 (for copy see file of Minutes).

The Customer Relations Team Manager provided an overview of customer feedback with comparable data for the same period last year. Further information was reported with regard to customer developments, suggestions, compliments and customer satisfaction.

The report went on to detail information regarding customer complaints and those statutory complaints received regarding Children and Young People's and Adults and Health Service groupings.

Details were then provided in relation to complaints which had been escalated to the Local Government Ombudsman, noting that 3 of the 28 complaints considered had been upheld.

Councillor Maddison asked whether information was available on the number of complaints that were not dealt with year on year. The Customer Relations Team Manager advised that complaints were only included in the report once they were concluded.

Councillor Jopling asked whether further information could be provided regarding the proposed voice recognition system for the council's customer services telephone system. The Customer Relations Team Manager advised that the council were exploring new solutions to assist with the accurate routing of calls and provided automated ways for the customer to receive information where there was avoidable contact. This facility was also part of offering the customer a wider choice whilst balancing an increased demand. She further noted that the voice recognition trial would be commencing imminently, and this would be used with low complexity high demand matters. The introduction of the new telephony technology would enable an increase of capacity in other areas.

Councillor Adam in referring to paragraphs 42 and 46 of the report and the number of corporate complaints upheld in relation to bin collections, asked what analysis was undertaken on these types of complaints. The Customer Relations Team Manager noted that a peak in the number of complaints had been expected this period as a result of a change in the way this data was recorded. She noted that work was being done with bin crews to continuously improve service delivery.

Councillor Patterson in referring to paragraph 40 of the report and Adult and Health Services asked whether further information could be provided on how many complaints relate to third party care providers and what control the council had on the quality of outside providers. It was noted that this would be a matter for the Health or Children and Young People Overview and Scrutiny Committees. The Customer Relations Team Manager agreed to report back on the numbers of complaints involving third party providers.

Moving on to discuss Ombudsman complaints, Councillor Tinsley asked how the council's performance compared to similar organisations. The Customer Relations Team Manager responded that the figures were low and this was mainly due to a very robust complaints system. It was agreed that comparative data could be brought to future meetings to track performance year on year.

Referring back to the topic of voice recognition, Councillor Bell suggested that when the options are set, that the most common complaints are placed higher up the list as this tended to be the reason that people would call rather than to make a compliment.

Resolved

That the content of the report be noted.

7 Quarter Three 2018/19 Performance Management Report

The Board considered a report of the Director of Transformation and Partnerships which presented progress towards achieving the key outcomes of the council's corporate performance framework (for copy see file of Minutes).

The Head of Strategy proceeded to report upon the key performance messages for the quarter by priority theme.

Councillor Robinson asked that congratulations be passed to those staff involved with the recent Book Festival and its success. Furthermore, he noted a new recycling facility was to open in Seaham and suggested that the Environment Committee arrange to view the facility in due course. With regard to suicide rates across the county he acknowledged the importance of this topic being closely monitored by Overview and Scrutiny.

Councillor Maddison raised a point regarding crime levels and changes to reporting of anti-social behaviour.

Returning to the issue of suicide, Councillor Shield noted the importance of determining contributing factors and how this could be linked to the suicide prevention action plan. He added that the council did have a responsibility to help identify these causes and noted that focus should be placed upon hotspot areas and the impact of austerity and welfare rights on individuals.

Councillor Crute also noted the importance of this issue and the work completed to date by the Adults Wellbeing and Health Overview and Scrutiny Committee.

Councillor Wilkes commented that although he was sympathetic to these issues he did feel that the Management Board were not able to focus on performance against the Altogether Better Council priority in enough depth, as the Board was currently receiving performance information which was already being considered by other scrutiny committees. He went on to refer to sickness absence and asked that the Board reconsider and review the recommendations of the working group as performance had not improved over a period of three years.

Councillor Crute welcomed to the meeting the Head of People and Talent Management who provided detail on sickness absence figures noting that some improvements were being seen. She noted that there were variations in the way in which authorities calculated sickness absence and commented

that the council were reviewing their data. She went on to add that sickness absence remained a priority for CMT and there was a lot of good work happening to promote health and wellbeing through the occupational health service.

Councillor Wilkes in response commented that although the data suggested that the majority of absences were not work related, 58% of absence was related to musculoskeletal or mental health and this in part must be down to work.

Councillor Crute asked what comparators the council was using. The Head of People and Talent Management advised that it was known that authorities without Direct Services had much lower sickness absence figures, however comparing data in this regard was challenging.

Further to Councillor Wilkes suggestion to review the report of the former Corporate Issues Overview and Scrutiny Committee on Attendance Management, Councillor Crute agreed that a follow up report to a future committee could be carried out.

Councillor Adam referred to Altogether Greener and the target for reducing carbon emissions. The Head of Strategy commented that further detail would be added to the report to be submitted to the Environment and Sustainable Overview and Scrutiny Committee.

Further discussion ensued regarding attendance management and Councillor Tinsley in referring to a meeting of the Board held last year at Crook noted that it was reported at this time that the sector average for days lost to sickness was 6.4 per FTE, he therefore supported a benchmarking exercise with other local authorities and other public sector employers to also include age profiling.

Councillor Wilkes commented that he had on many occasions suggested that the council employ the services of an outside company to manage sickness absence, however this had always been dismissed. He asked whether this again could be reviewed. The Head of People and Talent Management advised that the council had in fact engaged with a company to discuss options in this regard however further discussions and CMT consideration was required in relation to how this would link with occupational health before any further options could be considered.

Further discussion took place regarding long term absence due to terminal illness and it was noted that in line with the 'Dying to Work Charter' these people were removed from sickness absence recording and offered additional employment protection.

Moving on to discuss performance in relation to suicide rates, Councillor Liddle asked whether she could have sight of the Suicide Prevention Plan. She noted that she had worked with families in her division who had been unable to detect warning signs in their loved ones and therefore queried how the council and other partner organisations felt that they could.

Councillor Martin in welcoming the new appraisal system, asked for some clarification on why data on past appraisals had been deleted from the report. The Head of Strategy advised that this had mainly been due to a change to the new system. She agreed that this information could be reinstated for future reporting purposes.

Resolved

That the Board considers the overall position and direction of travel in relation to quarter three performance, and the actions being taken to address areas of underperformance.

8 Quarter 3 December 2018: Forecast of Revenue and Capital Outturn 2018/19

The Board considered two reports, the first of the Corporate Director of Resources and the second of the Director of Transformation and Partnerships, which both provided details of the forecast outturn budget position for the above service groupings highlighting major variances in comparison with the budget based on the position to the end of December 2018 (for copy see file of Minutes).

Resolved

That the content of the report be noted.

9 Refresh of the Work Programme 2019/20 for the Corporate Overview and Scrutiny Management Board

The Board considered a report of the Director of Transformation and Partnerships which provided the opportunity to review and refresh the work programme for 2019/20 (for copy see file of Minutes).

Councillor Crute noted that the Board would have a strong focus on the Transformation Programme however noted that the report would be further considered at the meeting in June where agreement on the work programme would be made.

Councillor Martin asked whether the Board would be considering the government's review of scrutiny guidance. The Head of Strategy advised that the guidance was still awaited, however when it was received it would be

circulated to the corporate overview and scrutiny members for consideration as to how this would be taken forward.

Resolved

That the content of the report be noted and that a further report to agree the COSMB work programme for 2019/20 would be submitted to the June 2019 meeting.

10 Update in relation to Petitions

The Board considered a report of the Head of Legal and Democratic Services which provided for information the quarterly update in relation to the current situation regarding various petitions received by the Authority (for copy see file of Minutes).

The Senior Committee Services Officer advised that since the last update four e-petitions had been submitted, two of which were rejected. One contained personal and sensitive information and the other did not have the required number of signatures. Two e-petitions had been hosted on the website relating to the County Durham Plan and final numbers had been passed to the appropriate service to consider as part of the consultation process.

In addition, two new paper petitions have been submitted, one of which had now closed.

Resolved

That the content of the report be noted.

11 Notice of Key Decisions

The Board considered a report of the Head of Legal and Democratic Services which provided for information the list of key decisions that was scheduled to be considered by the Executive.

The Senior Committee Services Officer informed the Board that the following were new to the plan:

- Proposal to change the age range of Cotsford Junior School from 7-11 to 4-11 from 1 September 2019 and to close Cotsford Infant School as a registered school on 31 August 2019
- County Durham Carbon Reduction Delivery Plan
- County Durham Plan
- New Industrial Development

Resolved

That the content of the report be noted.

12 Information Update from the Chairs of the Overview and Scrutiny Committees

The Board considered a report of the Director of Transformation and Partnerships which presented for information overview and scrutiny activity from 13 February 2019 to March 2019 (for copy see file of Minutes).

Resolved

That the content of the report be noted.

**Corporate Overview and Scrutiny
Management Board**

21 June 2019



**Report on the Council's use of powers
under the Regulation of Investigatory
Powers Act 2000 - Quarter 4 - 2018/19**

Helen Lynch Head of Legal and Democratic Services

Purpose of the Report

1. To inform members about the Council's use of powers under the Regulation of Investigatory Powers Act 2000 ('RIPA') during the period 1 January 2019 until 31 March 2019 (Quarter 4) to ensure that it is being used consistently with the Council's policy and that the policy remains fit for purpose.

Executive summary

2. Durham County Council, in exercising its use of powers under RIPA during Quarter 4, were authorised to carry out 1 Directed Surveillance (DS) operation. There were no Covert Human Intelligence Surveillance applications were made during Quarter 4.
3. The Council's Senior Responsible Officer is satisfied that the Council's use of its powers under RIPA during Quarter is consistent with the Council's policy and that the policy remains fit for purpose.

Recommendation(s)

4. It is recommended that members receive the quarterly report on the Council's use of RIPA for the period 1 January 2019 until 31 March 2019 and resolve that the powers are being used consistently with the Council's policy and that the policy remains fit for purpose.

Background

5. As members are aware, the Regulation of Investigatory Powers Act 2000 (RIPA) enables local authorities to carry out certain types of surveillance activity provided that specified procedures are followed.
6. Directed Surveillance is covert surveillance that is not intrusive and is carried out in relation to a specific investigation or operation in such a manner as is likely to result in the obtaining of private information about any person (other than by way of an immediate response to events or circumstances such that it is not reasonably practicable to seek authorisation under the 2000 Act)
7. The Local Authority is able to rely upon the information obtained from those surveillance activities within court proceedings.
8. This report gives details of RIPA applications that have been authorised during the period 1 January 2019 until 31 March 2019 and the outcomes following surveillance.

Quarter 4 Activity

9. During Quarter 4 there was one RIPA Directed Surveillance authorisation which was granted at Magistrates Court. This relates to an operation being conducted by the corporate fraud team regarding direct payments. The surveillance is considered a necessary and proportionate measure to investigate whether a claim for direct payment of benefits is being made fraudulently. This investigation is currently ongoing.

Outcome following surveillance – Quarter 4

10. This is an ongoing investigation. The aim of the surveillance is to obtain evidence to either prove the claim is not fraudulent or to provide evidence to assist with a possible prosecution should it be identified that an offence has been committed. The outcome of this investigation will be provided in the Quarter 1 report.

Background papers

None.

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Appendix 1: Implications

Legal Implications

The Council's objective is to make lawful and appropriate use of surveillance techniques where required whilst complying with the provisions of the Human Rights Act 1998 and in particular the provisions of Article 8 of the ECHR securing respect for an individual's (qualified) right to privacy. Quarterly oversight by the board helps secure this objective.

Finance

Not applicable.

Consultation

Not applicable.

Equality and Diversity / Public Sector Equality Duty

Not applicable.

Human Rights

Use of investigatory powers potentially engages the Human Rights Act 1998 and in particular the qualified right to private and family life under article 8 of the European Convention. This right may only be interfered with in circumstances where it is necessary and proportionate to do so in pursuit of the public interest. Oversight by the Board of the Council's RIPA operations is designed to facilitate compliance with the Human Rights Act.

Crime and Disorder

The appropriate use of an oversight of RIPA powers will enable the Council to provide evidence to support appropriate prosecutions and tackle crime.

Staffing

Not applicable.

Accommodation

Not applicable.

Risk

An individual may complain to Investigatory Powers Tribunal that surveillance has been unlawful and if found to be unlawful could result in financial penalties and reputational damage.

Procurement

Not applicable.

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**Corporate Overview and Scrutiny
Management Board**

21 June 2019

**Quarter Four 2018/19
Performance Management Report**



Report of Lorraine O'Donnell, Director of Transformation and Partnerships

Electoral division(s) affected:

Countywide.

Purpose of the Report

- 1 To present progress towards achieving the key outcomes of the council's corporate performance framework.

Performance Report for quarter four, 2018/19

- 2 The performance report for quarter four, 2018/19 is attached at Appendix 2. It is structured around a set of key questions aligned to the six priority themes of the Altogether framework and includes the key performance messages from data available this quarter along with visual summaries and data tables for each priority theme.

Future Performance Reporting

- 3 As our current vision, which forms the basis of this performance report, is over nine years old and many of the original aims have been achieved, we are developing a new set of proposed ambitions that better reflect the needs and opportunities of County Durham. This new vision will be launched in the autumn and the format and content of this performance report will be modified to align to the new ambitions.

Executive summary

- 4 Key performance messages for quarter four, by priority theme:

Altogether Wealthier

- (a) Overall, the medium-term employment rate remains positive as inward investment into the county continues (£17 million during 2018/19) and the tourism and cultural sector continues to grow

and contribute more to our local economy (now £870 million annually). However, the widening gap between ourselves and the national rate in household earnings for full-time employees is a cause for concern (a gap that currently stands at £3,536 per year), as is the employment gap between those with a disability and those without. We are addressing our concerns through continued engagement and support to businesses across the county, accessing additional funding to drive further economic improvement and building on current tourism and cultural activity through our '2019 Year of Culture'.

Altogether Better for Children and Young People

- (b) There were many positives during 2018/19; educational improvements across all key stages, early indications of decreasing caseloads across children's social care and a slow-down in the growth in the number of children looked after (CLA). There were also causes for concern; the widening gap between disadvantaged and non-disadvantaged pupils in GCSE attainment, the proportion of secondary schools rated as 'requires improvement' or 'inadequate' and the comparably high rates of teenage conceptions and alcohol-specific hospital admissions for under 18s. Further improvements are also needed to support pupils with Special Educational Needs and Disability (SEND). We are mitigating these concerns through a number of actions including a strategic review of the education service, a four-year plan to meet the needs of those with SEND and the implementation of preventative interventions. Our new case management system (Liquid Logic) will support further improvement in staff practice.

Altogether Healthier

- (c) Across the county, health continues to be a challenging area. Life expectancy is increasing, and life chances are improving. Smoking prevalence has fallen significantly in the last five years to a position where we are on par with the rest of the country. We are generally performing well against the national benchmark Better Care Fund indicators for adult social care services and user satisfaction with our services remains high. However, a number of challenges remain. Inequality between County Durham and the rest of the country and between the most deprived and least deprived areas within our county remain unacceptably high. In particular, we have a difference in healthy life expectancy of 19 years across the county. More than two in ten children starting primary school have excess weight, which increases to almost four in ten at the start of secondary school and further increases to six in ten by adulthood. Tobacco dependency in pregnancy

remains a concern. Those in the most deprived communities are at the greatest risk. We are addressing these challenges through our poverty action plan, the initiatives of the Stop Smoking Service (SSS), the breastfeeding call to action to support mothers in their communities and local businesses to be breastfeeding friendly, the Healthy Weight Alliance and our three-year action plan to reduce tobacco dependency in pregnancy.

Altogether Safer

- (d) Changes in recording practices have been the main driver for the increase in crime and decrease in anti-social behaviour. However, we are not complacent and are raising our concerns of increases in particular crime areas (alcohol-related violent crime, possession of a weapon or drugs, metal theft and shoplifting as well as hate crime), the continuing upward trend in 'medium' and 'high' risk domestic violence incidents, and the fact that the North East has one of the highest reported prescribing rates for opioids in the country. We are addressing these concerns through the Safe Durham Partnership on a range of specific actions including piloting countywide multi-agency risk assessment conferences (MARACs) so domestic violence cases are heard quicker and joint actions identified sooner, addressing hate crime through the multi-agency Joint Hate Crime Action group, and targeting road safety training to areas identified through a child casualty mapping exercise.

Altogether Greener

- (e) Overall, environmental cleanliness remains good and environmental satisfaction (National Highways and Transport Survey) generally exceeds or matches national levels. Across the county, carbon emissions are reducing significantly as we generate more energy from renewable sources and divert more waste from landfill. However, almost one fifth of kerbside recyclate is contaminated and cannot be reprocessed. Having declared a climate emergency and set a target to become carbon neutral by 2050, we are developing a new action plan, building on current activity, to address the issues. Single Use Plastics (SUP) are being addressed through quick wins at an operational level as well as more innovative projects such as using waste plastics in the road surface. A range of campaigns is underway to improve both the level and the quality of recycling.

Altogether Better Council

- (f) Our transformation programme is continuing to make a difference to the way we work and the services we provide to our customers.

Our new values and behaviours, simplified HR policies and new performance appraisal scheme that includes the offer of a coach / mentor and involves a discussion on health and well-being, are helping to retain and develop staff at all levels of the organisation. The use of digital tools, techniques and processes to automate paper-based systems, increase online services, optimise work programmes and protect our residents' privacy and security, are helping deliver better value for money services. Attendance management remains a focus and there are early signs that targeted interventions are beginning to have an impact, especially in relation to 'musculo-skeletal' issues. Deteriorating performance relating to Freedom of Information (FOI) and Environmental Information Regulations (EIR) is due to an increased workload of greater complexity. We expect our new FOI/EIR system will drive improved performance.

Risk Management

- 5 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. Appendix 3 summarises key risks in delivering the ambitions for each priority theme and how we are managing them.

Recommendation

- 6 That Corporate Overview and Scrutiny Management Board considers the overall position and direction of travel in relation to quarter four performance, and the actions being taken to address areas of underperformance.

Contact: Jenny Haworth

Tel: 03000 268071

Appendix 1: Implications

Legal Implications

Not applicable.

Finance

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

Consultation

Not applicable.

Equality and Diversity / Public Sector Equality Duty

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

Human Rights

Not applicable.

Crime and Disorder

A number of performance indicators and key actions relating to crime and disorder are continually monitored in partnership with Durham Constabulary.

Staffing

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

Accommodation

Not applicable.

Risk

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

Procurement

Not applicable.

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Altogether better



Durham County Council Performance Management Report

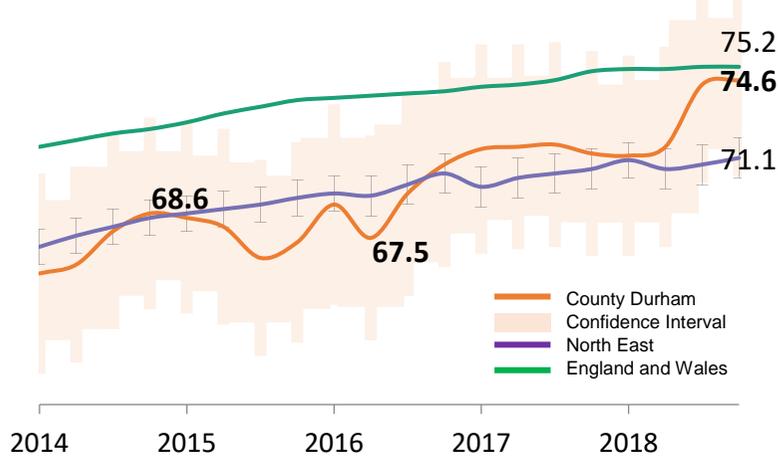
Quarter Four, 2018/19



1 Do residents have good job prospects?

Page 30

% of working age population (aged 16-64) in employment
(rolling year average from Annual Population survey)



County Durham

National

Median gross weekly full-time pay

£490 (2017)
£503 (2018)
↑ 2.7%

£552 (2017)
£571 (2018)
↑ 3.4%

Additional information about the Annual Survey of Hours and Earnings is available [here](#)

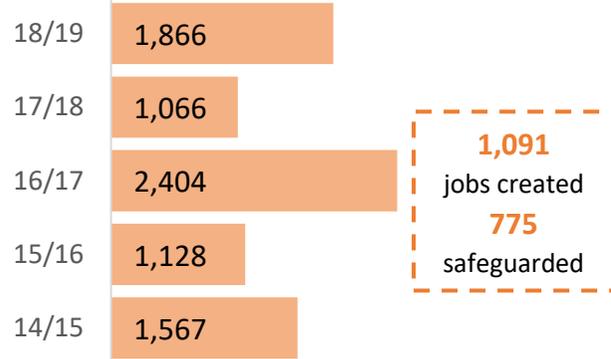
Key employment rate stats:

(Jan-Dec 2018)

	County Durham	National
Male	79%	79.9%
Female	70.4%	70.6%
Private sector	76%	78.9%
Part-time	24.7%	24.8%
Without a disability	83.4%	80.8%
With Equality Act core or work limiting disability	49.6%	53.8%

Additional employment rate information available [here](#)

Business Durham jobs created or safeguarded



Work and Health Programme

- For those prevented from working due to a health condition
- throughout 2018,
 - **947** referrals received
 - **617** people engaged

North Durham Assist and South Employability Mentoring

- Services to help people aged 25+ into employment / start their own business
- **82** registered
- **18** supported into employment

Wheels to Work (W2W)

- Moped loan scheme to help people into employment, education or training that would otherwise be inaccessible due to poor transport connections or out-of-hour work
- Since 2016 launch, **89** people helped,
 - **74** into employment
 - **12** into apprenticeships
 - **3** into education

Durham Advance

- DurhamWorks youth employment initiative supporting unemployed 18-24 year olds to access appropriate employment, education and training opportunities
- **227** registered
- **45** supported into employment

Altogether Wealthier

- 1 The priority theme of Altogether Wealthier is structured around the following five key questions:
 - (a) Do residents have good job prospects?
 - (b) Is County Durham a good place to do business?
 - (c) Do residents have access to decent and affordable housing?
 - (d) Is it easy to travel around the county?
 - (e) How well do tourism and cultural events contribute to our local economy?

Do residents have good job prospects?

- 2 Creating highly skilled employment locations and better jobs continue to be a key priority. During 2018/19, we approved a detailed phased development plan of the Aykley Heads strategic employment site, which has the potential to attract up to 6,000 new jobs. In addition, Business Durham is continuing to help create jobs by securing inward investment projects.
- 3 At quarter two, the employment rate increased sharply by 2.8 percentage points. Since then, it has remained relatively static at 74.6% which is above the 73% target in the Regeneration Statement. However, we remain conscious that as the rate is an estimate from a sample survey it is possible that this increase is due to random sample variation, although the increase does remain within the estimated confidence intervals (+/- 2.8%). We will be closely monitoring the data over the coming months.
- 4 We remain concerned by the employment gap across County Durham between those with an Equality Act core or work limiting disability and those without a disability. Although the gap increased from 37 percentage points in 2014 to 46.6 percentage points in 2016, it has now fallen to 29.4 points, while the national gap has remained stable at around 27 points.
- 5 Households with low incomes also remain a cause for concern, as although median gross weekly household earnings for employees across County Durham has increased, the gap between full-time employees across County Durham and the national average has widened.

Finance Durham 2018/19 (FD):

£4.3m investment in business

11 investment deals through FD fund

£2.75 million committed for 2019/20

County Durham

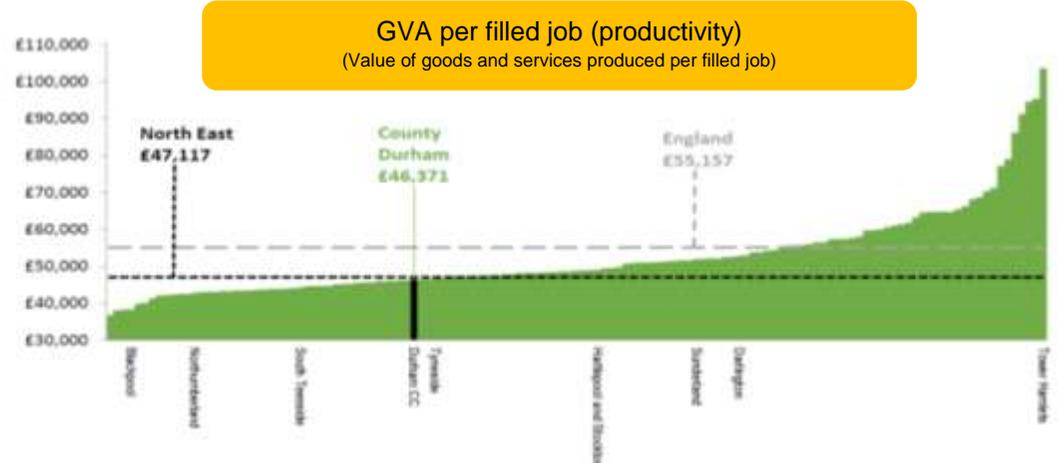
National

GVA per filled job

£39,311 (2009)
£46,371 (2017)
↑ 18%

£46,276 (2009)
£55,157 (2017)
↑ 19%

An explanation of how GVA per filled job is calculated can be found [here](#)



% of businesses surviving in first 5 years:

	Year 1	Year 2	Year 3	Year 4	Year 5
Durham	92.4	74.1	59.4	50.6	42.6
North East	92.2	75.6	60.4	51.2	43.6
England	91.2	73.8	59.2	50.3	43.1

Business Durham Activity		compared 2017/18
6	inward investments secured	↓ -6
£17m	value of inward investments	
£8.1m	value of new contracts secured	
84%	Business Durham floor space occupied	↑ +0.9pp
1,866	jobs created (1,091) or safeguarded (775)	↑ +75%
£54.8	GVA from jobs created/safeguarded (million)	↑ -12%

County Durham Plan

Consultation on the pre-submission draft closed 8 March 2019.

Approximately **2,800** comments received.

Plan to be submitted to Planning Inspectorate in June, with Examination in Public expected later in the year.

Is County Durham a good place to do business?

- 6 During 2018/19, six inward investment projects, valued at more than £17 million, came to fruition. These projects included luxury house builder Duchy Homes which created eight jobs with more envisaged, VBites, which purchased the former Walkers crisp factory at Peterlee and intends to create 300 jobs, and a plastic recycling plant for Biffa in Seaham.
- 7 Business Durham engaged with almost 1,000 businesses throughout the financial year, through the business park communities, the Durham 2sday networking event, Digital Drive County Durham Programme, Durham Business Opportunities Programme and North East Satellite Applications Catapult.
- 8 The Durham Business Opportunities Programme engages businesses that don't typically take up business support and connects them to development opportunities.
- 9 'Finance Durham' helps small and medium-sized enterprises (SMEs) struggling to access finance necessary for business and economic growth. During 2018/19, investment deals were completed with, for example: Dyer Engineering, based at Annfield Plain, received £750,000, Parsons Containers, based at Sedgefield, received £500,000 and G20 Water Technology received £200,000 to help increase its Research and Development facilities at its laboratory at NETPark.
- 10 During quarter three, in advance of a showcasing event for engineering and manufacturing companies (EMCON 2018), we supported 21 small and micro businesses which were exhibiting for the first time. Business Durham also launched its 'Powered by People' campaign, which helps businesses, influential developers, employers and partners promote the county and drive growth, as well as the annual Future Business Magnates competition, which involves pupils from local schools developing a product or service made using skills found within the county.
- 11 Bespoke broadband and connectivity services supplied by us is supporting our ambition to transform Aykley Heads into a leading business park. Incoming, high profile organisations are already running their services over DCC supplied fibre infrastructure, and there is potential to expand to meet future needs. We are also supporting developments in the city centre, business centres and industrial parks across the region including NETPark.
- 12 During 2018/19, we successfully bid for funding from the European Regional Development Fund (ERDF). This has enabled us to allocate grants of up to 40% to businesses investing at least £100,000 in capital equipment or new premises to support their growth, and grants up to £10,000 to businesses, trading for less than 12 months, through the 'Durham City Incubator', an initiative with Durham University and New College Durham.

- 13 December saw the return of 'free after 3pm' for all council owned parking. The initiative, now in its sixth year, encourages people to shop locally and support local businesses during the festive period. In addition, to support 'Small Business Saturday' on 1 December, all council owned parking was free after 10am.
- 14 During 2018/19, we supported 24 businesses through the Target Business Improvement (TBI) programme, which is fewer than in previous years. The decline in businesses supported is due to various reasons including a shift toward business advice and support, a reliance upon participation of the business, the need for 30% match funding contribution from the business and the size of the individual investments as one scheme may utilise the bulk of available funding. During quarter two, Luciano's Italian Restaurant in Peterlee secured £1 million private sector investment in conjunction with a target business improvement grant, creating 16 full-time equivalent jobs and resulting in the complete refurbishment of the Oaklands pub.
- 15 During quarter four, we submitted four expressions of interest to the Government's recently launched the 'Future High Street Fund'¹, which aims to renew and reshape town centres. The areas are Chester-le-Street, Bishop Auckland, Seaham and Spennymoor. A progress update will be provided in future reports.

Do residents have access to decent and affordable housing?

- 16 Consultation on both the Housing Strategy and Homelessness Strategy closed on 8 March 2019. Comments and feedback are being considered and the final strategies will be submitted to Cabinet for approval in July.
- 17 We continue to work on a business case to widen selective licensing across the county. If approved, this will require private landlords to obtain a licence for each of their properties. Licensing should lead to improved housing standards, reliable longer-term tenancies, fewer empty properties, reduced anti-social behaviour and reduced homelessness.
- 18 The Homelessness Reduction Act (HRA), introduced during 2018/19, introduced new duties to prevent and relieve homelessness, extended the period of 'threatened with homelessness' to 56 days and placed a 'duty to refer' obligation on certain public bodies, such as the NHS or the police.
- 19 Because of the 'duty to refer', we expected more households to access Housing Solutions during quarters three and four. However, this was fewer than anticipated (129 clients during quarter four, which is 48% more than quarter three) so we have enhanced our communications to ensure public bodies are aware of and adhering to the duty, in particular prisons, Department of Work and Pensions and hospitals.

¹ <https://www.gov.uk/government/news/675-million-fund-to-transform-high-streets-and-town-centres-opens-to-communities>

3. Do residents have access to decent and affordable housing?

Decent and affordable housing (Apr 18-Mar 19)	
1,913	properties improved, adapted or brought back into use
12,264	households accessed Housing Solutions (↓ 8.5% compared to 17/18)
1,007	households helped to stay in their homes
1,036	households helped to move to alternative accommodation

Number of households supported under Homelessness Reduction Act (HRA)



517
Prevention

15.1 Average days spent in temporary accommodation (2018/19)

↑ **3.1 days** from 17/18

357 Relief
(within 56 days)

17 Main Duty
(to secure accommodation)

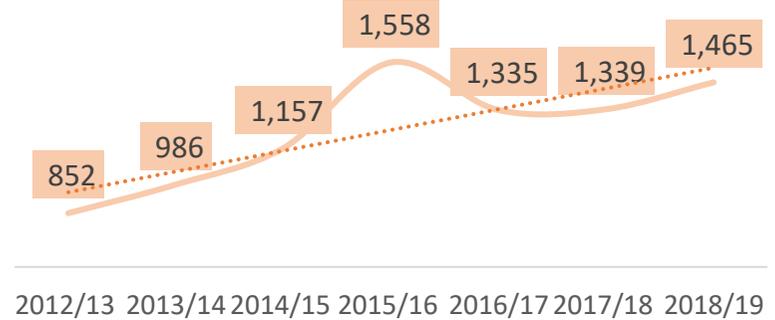
For more information about our duties under the HRA click [here](#)

External Wall Insulation project

In partnership with Durham University **£2.5 million ERDF** funding to improve **220** fuel poor homes with innovative external wall insulation

- It will:
 - save **5,040** tonnes of carbon
 - improve thermal efficiency
 - reduce energy costs for a typical household by **25% (£300 per year)**

Net homes completed



473
affordable homes delivered (2017/18)

- **240** rental units
- **74** shared ownership
- **159** affordable rent and development management properties

No. of empty homes brought back into use following LA intervention



Unless stated all data is Apr 18-Mar 19, compared to Apr 17-Mar 18

- 20 As part of the Rough Sleeping Initiative bid, we have been awarded £700,000 from the Ministry of Housing, Communities & Local Government (MHCLG). The bid was made sub-regionally by all north east local authorities, with Durham leading the project. The money will be used to help those sleeping rough and struggling with mental health and substance misuse issues and will help fund two regional co-ordinators, a mental health worker, two prison workers and two substance misuse workers. A bid was also made for a Rapid Rehousing programme and we await confirmation of success which, if successful, would include supporting rough sleepers into long term accommodation and the formation of selected 'hubs' in the north east to temporarily house rough sleepers, where required. Changing Lives were successful in the tender process to provide support to homeless singles and families via a new Assessment Centre and various move-on properties in County Durham. A potential Local Lettings Agency that will work with prisons and probations service to house offenders more effectively is being discussed.

Is it easy to travel around the county?

- 21 Results from the 2018 National Highways and Transport Survey (NHT) indicate that satisfaction in relation to highways continues to exceed² national levels.
- 22 During 2018/19, the government committed extra funding of £420 million for local highways authorities to tackle pothole and bridge repairs, and £150 million to improve local traffic hotspots, such as roundabouts. We are using our allocation to resurface unclassified roads.
- 23 We also approved a Strategic Cycling and Walking Delivery plan for 2019-2029, which sets out our goal to help more people experience the benefits of cycling and walking.
- 24 The planning application for Horden Rail Station was approved and car park construction work will commence at the end of May 2019. Construction of the station will begin in September 2019 and will be operational by May 2020.
- 25 During February and March, we carried out public consultation to seek views of the proposed new bus station for Durham City. The current proposal being considered is to replace the existing station in North Road with a more modern, welcoming facility. Further consultation is planned for the end of the year prior to submitting a planning application in early 2020, with work expected to take place between April 2020 and July 2021.

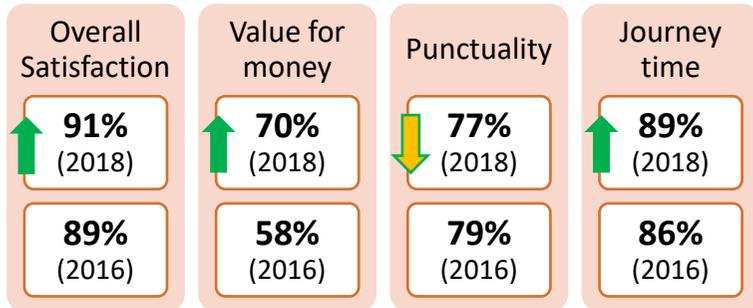
² NHT Survey, performance is significantly better if performance is 4% or more above average and significantly worse if performance is 4% or more below average.

4. Is it easy to travel around the county?

Local passenger journeys on the bus network (compared to 2016/17)



Transport focus bus passenger survey – autumn 2018 (compared to same period 2016)



Delay on locally managed 'A' roads	Average delay (seconds per vehicle per mile)	
	2015	2018
County Durham	21.2 (2015) 23.3 (2018)	↑ 2.1 spvpm
England	44.6 (2015) 47.3 (2018)	↑ 2.7 spvpm

(calculated across complete 24-hour period, including weekdays, weekends, bank holidays etc.)

Deerness Bridge

- **£1.5 million** project to replace the bridge
- work completed August 2018

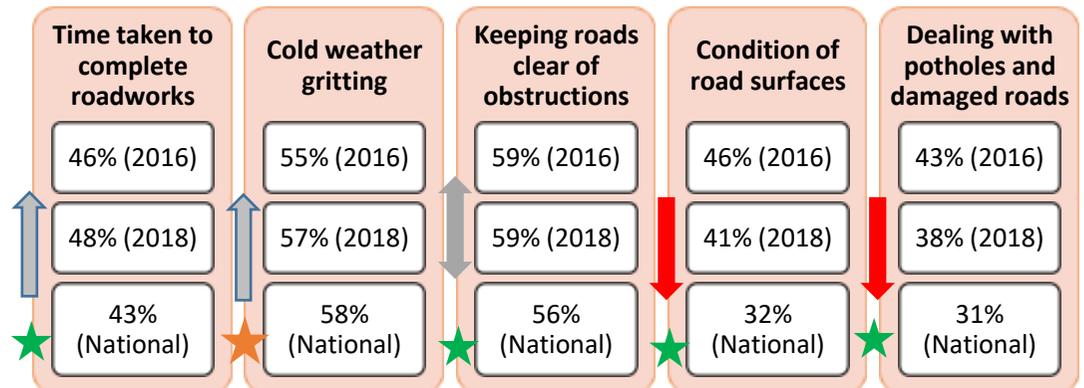
Horden Train Station

- **£10 million** invested
- **70,000** passengers expected each year
- creation of **139** car park spaces & new bus stops

Cycling and Walking Delivery Plan 2019-2029

- **Key actions include:**
 - requiring new developments and roads to include cycling and pedestrian routes
 - completing construction of the Great North Cycleway
 - constructing Cycling Super Routes linking key settlements within 5 miles of Durham City
 - Implementing practices that enforce safety and attractiveness of cycling/walking

National Highways and Transport Survey: Satisfaction with...



- 26 We will undertake civil enforcement of bus lanes using a column mounted camera, taking over responsibility from Durham Constabulary during the summer 2019. Enforcing bus lanes by camera will encourage greater compliance to the restriction which in turn will improve bus journey times, increase service reliability and encourage sustainable transport.

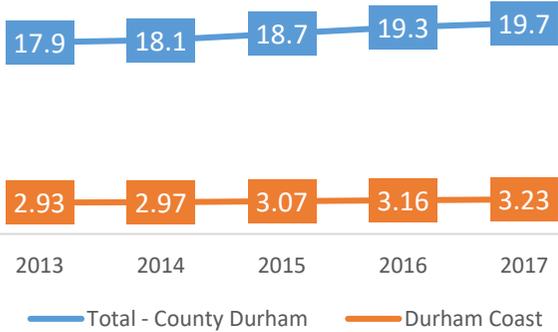
How well do tourism and cultural events contribute to our local economy?

- 27 Tourism and cultural events contributed almost £870 million³ to the county's economy in 2017, exceeding the 2014 benchmark of £752 million by almost £120 million (+15%) and meeting the 2020 target of £863 million ahead of schedule.
- 28 Key future activity to build on this success includes opening Auckland Castle to the public, following restoration work, at the end of 2019 (its walled garden and glass house will follow in 2020) and the 2019 Year of Culture, in conjunction with partners, which will showcase our programme of arts and sporting activities taking place over the next 12 months.
- 29 Established events such as Lumiere, which will celebrate its 10th anniversary in 2019, BRASS, Bishop Auckland Food Festival, Fire and Ice Festival and Kynren, will be held alongside new activities and celebrations such as the Cricket World Cup, Durham Running Festival, Seaham Food Festival and Norman Cornish Centenary Exhibitions.
- 30 In addition, a series of cultural activities and exchanges will mark the 50th anniversary of Durham's twinning with the German city of Tübingen, and the Auckland Project's Spanish Gallery and Faith Gallery will open in Bishop Auckland.
- 31 We are encouraging organisers of community events to join in by using the hashtag #Durham19.
- 32 We are continuing to apply for funding to enhance our environment and encourage visitors. If successful, £1.6 million of Heritage Lottery Funding will help restore Seaham's historic character, bring vacant properties into use, upgrade paving and public spaces, and develop a historic/cultural quarter at the seafront end of Church Street. We have also submitted a bid for £1.5 million from the Coastal Communities Fund for a Crimdon Coastal Hub comprising of a café, public toilets, and a community, educational and volunteer space. Updates will be provided throughout 2019/20.

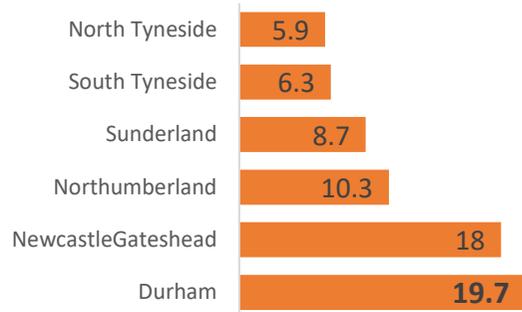
³ [Scarborough Tourism Economic Activity Monitor \(STEAM\)](#)

5. How well do tourism and cultural events contribute to our local economy?

Number of visitors (million)

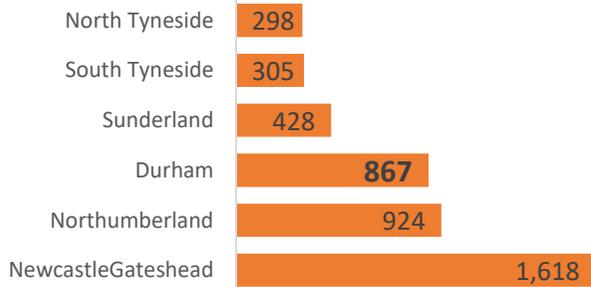


Visitor Numbers 2017³ (million)



Overall Visitor Expenditure 2017³

(£) millions



Generated by the visitor economy

£866.71m

(↑4.9%)

Employed in tourism

11,682

(↑ 4.7%)

93% satisfaction with visitor information network (2018/19)

↑ 2pp compared to 2017/18

Durham City Town Hall
5,258 visitors
(Dec 18-Mar 19)

Vélo North

- closed road cycling event will take place September 2019
- offers a choice of 50 or 100 mile routes
- event will also feature diverse programme of community events and activities aimed at encouraging people to take up cycling and lead a healthier more active lifestyle.

2018 Tour Series (May 2018)

- 10,000 visitors
- £326,471 gross expenditure impact
- £158,036 net visitor expenditure



Brass Festival (July 2018)

- 23,757 visitors
- £492,383 net visitor spend
- £873,732 total net economic impact
- £115,000 DCC investment
- 760% ROI



Durham Book Festival (October 2018)

- 7,983 visitors
- £104,868 net visitor spend
- £548,256 total net economic impact
- £75,000 DCC investment
- 731% DCC ROI



North Pennines Stargazing Festival (Oct-Nov 2018)

- £118,748 estimated economic benefit
- 1,512 attendees (↑ 50% from 2017)
- £8.50 ROI for every £1 spent



Bishop Auckland Food Festival (April 2019)

- Almost 30,000 visitors
- More than 150 traders



Unless stated all data is 2017 compared to 2016

- 33 In conjunction with our partners, we organised a series of high profile equality awareness events during 2018/19. These events included Durham Pride (May 2018), Holocaust Memorial events (January 2019) and International Women's Day event (March 2019).
- 34 The Pride event, which promoted community cohesion and actively demonstrated support for our LGBT+ community, was attended by more than 15,000 people.
- 35 With Eva Clarke, who is a holocaust survivor, as a guest speaker, Holocaust Memorial Day highlighted the importance of tackling prejudice and hate. 200 students from nine schools attended the event at Durham Cathedral and approximately 400 people attended community events in Bishop Auckland, where there is the large Gypsy, Roma and Traveller (GRT) population.
- 36 Three inspirational women, Sue Snowdon, the Lord Lieutenant of County Durham, Rachel Mackenzie, World Thai-boxing champion and Kate Fox, poet and comedian, shared the stage of the free event at Bishop Auckland Town Hall, on International Women's Day. The event aimed at encouraging and inspiring girls and women across the county. Local schools put on theatre and dance performances and the event coincided with the 'No Man's Land' exhibition which provided an insight into the bravery of women during WW1 by uncovering their stories.

Altogether Better for Children and Young People

- 37 The priority theme of Altogether Better for Children and Young People is structured around the following four key questions:
 - (a) Are children, young people and families in receipt of universal services appropriately supported?
 - (b) Are children, young people and families in receipt of early help services appropriately supported?
 - (c) Are children, young people and families in receipt of social work services appropriately supported and safeguarded?
 - (d) Are we being a good corporate parent for looked after children?

Are children, young people and families in receipt of universal and early help services appropriately supported?

- 38 Post-Ofsted support, following judgement that a school 'requires improvement' or is 'inadequate', includes Education Development Partner⁴ (EDP) support, a review to

⁴ Job role within Education Development Service

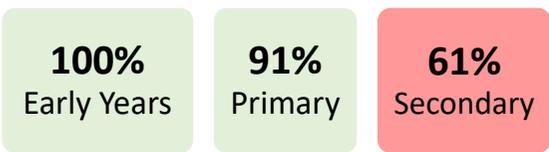
ALTOGETHER BETTER FOR CHILDREN AND YOUNG PEOPLE

Are (1) children, young people and families in receipt of universal services appropriately supported and (2) are children, young people and families in receipt of early help appropriately supported?

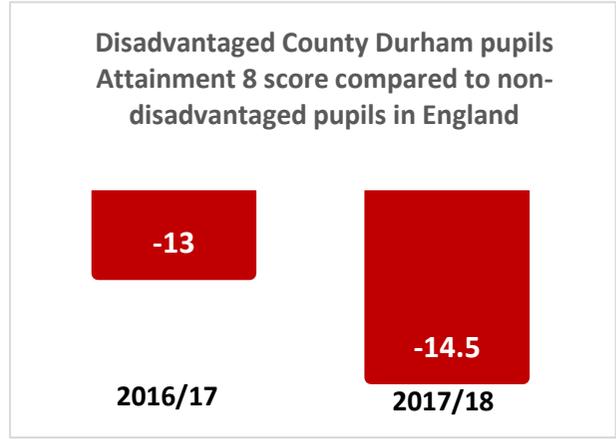
Educational Attainment 2017/18 academic year

Early Years Foundation Stage achieving good level of development 72.8%	KS2 pupils achieving expected standard in Reading, Writing, Maths 68%
KS2 Attainment Gap -18	Average Attainment 8 KS4 45.0
KS4 Attainment Gap -14.5	A-level average point score 33.4

Schools judged good or outstanding (as at 28 February 2019)

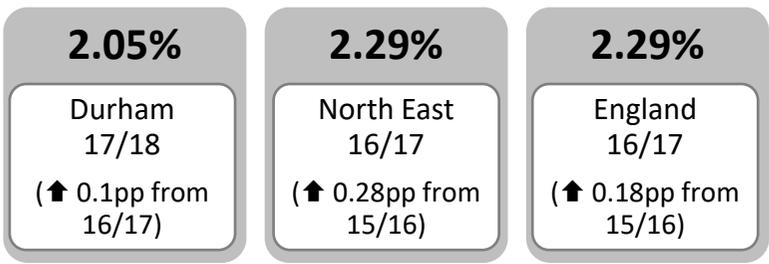


Ofsted raising standards improving lives
Click [here](#) for the relationship between secondary school Ofsted ratings and indices of deprivation.



Attainment 8 - more information available [here](#).

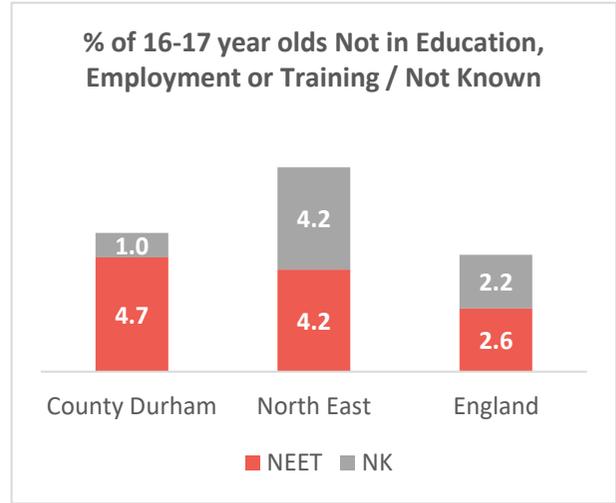
% of children with at least one fixed term exclusion



% of SEND pupils with at least one fixed term exclusion (Autumn term 2018)

- 2.4%** of pupils receiving SEN support with a fixed term exclusion
- 1%** of SEN primary school pupils
- 3.6%** of pupils in Pupil Referral Unit / Special Schools
- 4.8%** of SEN secondary school pupils (0.5% had at least one permanent exclusion)

Legend: ■ better than last year ■ worse than last year



498 children and young people known to be electively home educated (as at March 19)

ALTOGETHER BETTER FOR CHILDREN AND YOUNG PEOPLE

1) Are children, young people and families in receipt of universal services appropriately supported and (2) are children, young people and families in receipt of early help appropriately supported?

One Point

2,341 cases open (as at 31 March 2019)

94.5% assessments completed within 45 working days (Apr 18 - Mar 19)

2,575 families have achieved significant and sustained outcomes, as described in [County Durham Family Outcome Framework](#) (as at end March 2019).

This equates to **59%** of the target of 4,360 by May 2020.

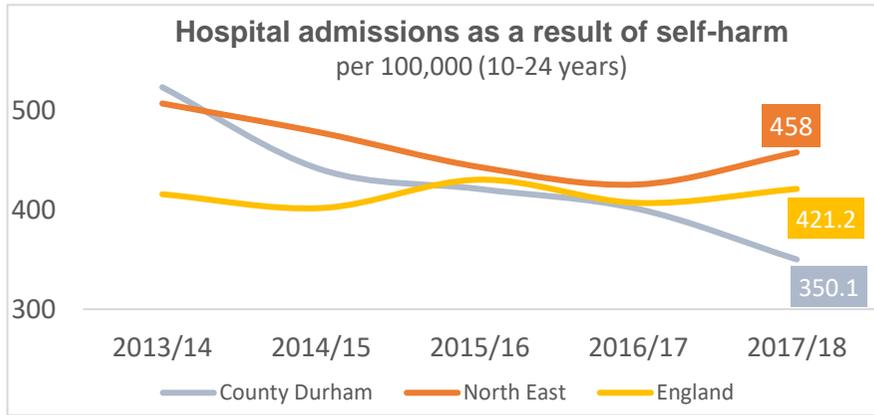


Stronger Families Earned Autonomy: Assessment of Progress

Assessment Area	Grade
Delivery of the Plan	Developing
Troubled Families Contribution	Maturing
Whole Family Practice	Maturing
Population outcomes	Developing

Alcohol specific hospital admissions for under-18s (rate per 100,000)

Durham (2015-2018)	North East (2015-2018)	National (2015-2018)
53.1 (↓ 3.1 from 12 months earlier)	62.7 (↓ 2.1 from 12 months earlier)	32.9 (↓ 1.3 from 12 months earlier)



Teenage Pregnancy Prevention Framework

- under-18 conception rate is higher than the same period in the previous year
- lower than the North East ↓
- higher than England ↑

evaluate progress to Ofsted recommendations and establishing a School Scrutiny Group to evaluate the impact of improvement actions.

- 39 Local Authority Monitoring and Intervention for Improvement (MII) procedures are a fundamental part of Education Durham, our school improvement service, and ensure schools receive support and monitoring appropriate to their needs. EDPs and the Head of Education review current issues and progress to actions at termly review meetings. EDPs ensure related support and monitoring is both timely and effective across all phases from EYFS through to secondary.
- 40 Consultation on Ofsted's proposed changes to the school inspection framework closed on 5 April 2019. A new framework is expected in September 2019.
- 41 The Education Service is reviewing its strategic approach to continue meeting the needs of both pupils and schools in terms of support and challenge. It is focused on making sure that we enhance our credibility as a service that provides real impact in schools.
- 42 We are planning our first Schools and Academies Conference for September and developing links with Ofsted, the Department for Education (DfE) and educational organisations such as the Education Endowment Foundation so we are at the forefront of educational developments both regionally and nationally.
- 43 The DfE has published new guidance, for both local authorities and parents, in relation to non-statutory elective home education. This coincided with the Government's response to the 'Call for Evidence', suggesting an intention to consult on new legislation which will place a duty on; local authorities to maintain a register of children who do not attend school, parents to inform the local authority if their child is not attending a mainstream school, settings attended by children on the register to respond to local authority enquiries, and local authorities to provide support to home educating families.
- 44 The Children and Young People's Overview and Scrutiny Committee will begin a local review on elective home education in July 2019.
- 45 We have developed a Special Educational Needs and Disability (SEND) Strategy, based on feedback from children, young people, families and key partners, which sets out where we would like to be in four years. The strategy is supported by a one-year action plan and is available on the Local Offer [website](#).
- 46 Unprecedented demand has impacted on our ability to complete Education Health and Care Plans (EHCP) for children and young people with SEND within 20 weeks, and the 90% target was not achieved. The following contributed to the demand increase: communications to schools regarding high needs block funding pressures and top-up funding requests, the requirement to submit all requests before the Easter term break (pushing the consistently high volume of requests received in May, June

and July into the latest quarter), and increased parental awareness and pressure for EHCPs over SEND support plans.

- 47 During the Autumn term just over 250 pupils with SEN had at least one school exclusion. 13 secondary school SEN pupils had a permanent exclusion. We are undertaking further analysis, comparing to students without SEN and looking at seasonal and geographical trends. The results of this analysis will be included in a future report.
- 48 An independent review of how head teachers use exclusion has produced 30 recommendations which includes making schools accountable for pupils they exclude. This is to prevent 'off-rolling' which is primarily in the interest of the school rather than the pupil. The Government intends to consult this year on how to make schools more accountable for permanently excluded children.
- 49 We are one of 14 local authorities awarded Earned Autonomy, which ensures children and families with complex needs receive effective 'whole family' 'outcomes focus' support at the earliest opportunity.
- 50 As part of the Earned Autonomy Memorandum of Understanding, we hosted a monitoring visit in April 2019 by members of the Minister for Housing, Communities and Local Government (MHCLG) Families Team. MHCLG concluded *"In relation to system transformation, we could see that there is strong and consistent leadership for whole family working and that significant progress has been made to embed this practice across the partnership of services. You have a strong vision to develop the 'earlier help' offer as evidenced by the place-based approach and Voluntary and Community Sector (VCS) alliance work. In particular, the VCS alliance is creating more links and capacity across the Early Help system both to support families earlier and to reduce demand for acute services."*
- 51 We are working with partners, to bring together intelligence which will enable us to target unmet needs earlier and more effectively.
- 52 More than 5,800 young people aged 16-24 are being helped by DurhamWorks to secure a place in education, employment or training (EET). 89% of those completing the programme have secured a place in EET or gained an accredited qualification.
- 53 There has been a 64% reduction in teenage conceptions since 1998 (499 to 181 in 2017) but some parts of the county have persistently higher rates than the countywide average. To address these inequalities, we are working with partners to co-ordinate a range of preventative interventions.
- 54 Having assessed the relationship and sex education (RSE) needs of children looked after, care leavers and the professionals supporting them, including foster carers, we are developing a bespoke offer which will inform and update our Teenage Pregnancy Action Plan.

- 55 A 2017 survey by Balance found only one in 20 adults in the North East were aware of national guidance stating children should not drink any alcohol before the age of 15. In conjunction with our partners, we held the ‘what’s the harm?’ event to increase parental knowledge of the dangers of children drinking alcohol.
- 56 In July 2016 the former Local Safeguarding Children’s Board (now Durham Safeguarding Children’s Partnership) established a managing self-harm task and finish group. Its purpose is to progress actions identified within the CYP Mental Health, Emotional Well-being and Resilience Transformation Plan, including: implementing a self-harm and suicide risk multi-agency pathway to enable appropriate and timely intervention, developing mental health led education package on self-harm and suicide prevention for schools and GPs, and developing best practice guidance for all schools and colleges.
- 57 We continue to promote resilience and emotional well-being in children and young people. 2,253 pupils participated in the Youth Aware Mental Health (YAM) programme which was rolled out to seven schools, part of a national randomised control trial co-ordinated by the DfE, in January 2017. We also created a bespoke package, currently being evaluated by the University of Brighton, which we rolled out to 25 schools each year from 2017.

Are children, young people and families in receipt of social work services appropriately supported and safeguarded?

- 58 As at 31 March 2019, our statutory social work teams were supporting 3,785 children, including 431 children on a child protection plan and 833 looked after children.
- 59 In early January, we received a focused visit from Ofsted. Inspectors recognised the progress we are making, stating that we have a good understanding of our challenges, appropriately focused improvement plans and good support. They recognised that the pace of change, stepped up over recent months, needs to be maintained and increased. We continue to implement our planned changes as well as addressing additional recommendations following the focused visit⁵.

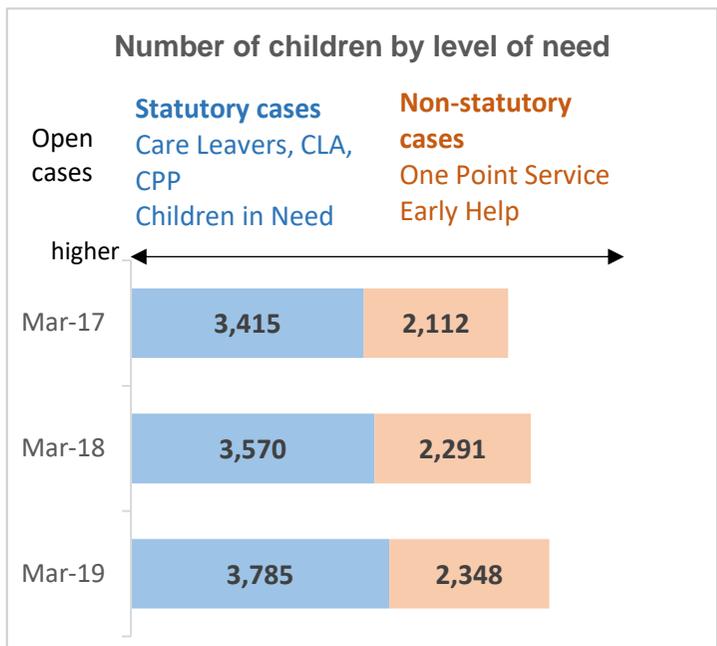
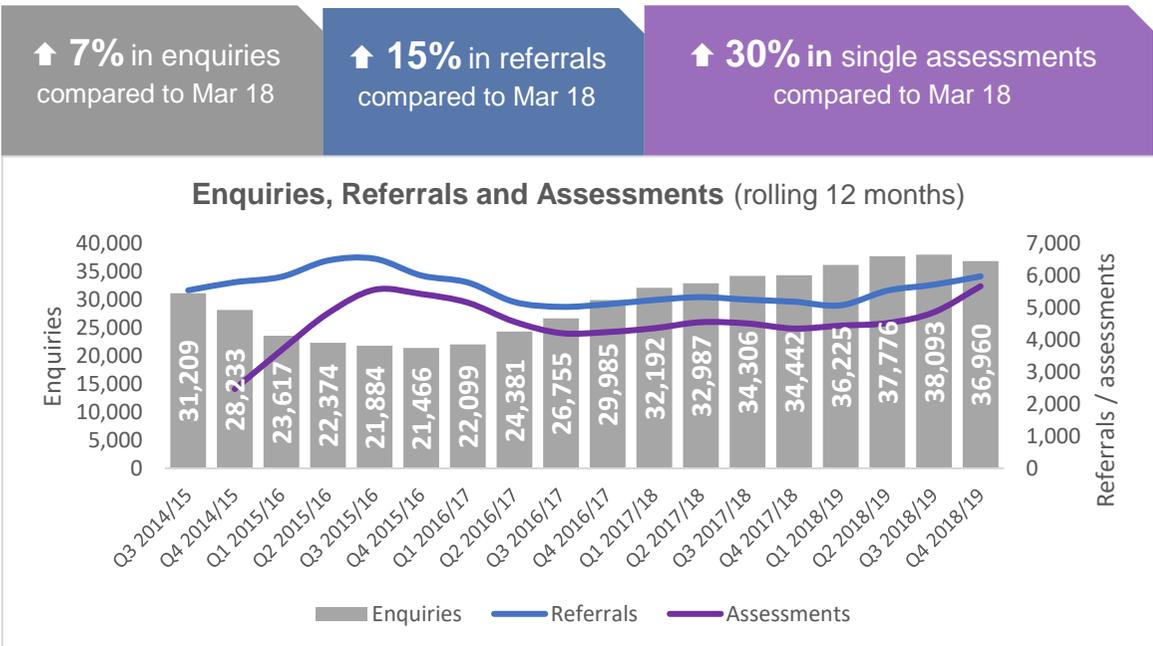
⁵ [Ofsted focused visit summary](#) (10-11 January 2019)

ALTOGETHER BETTER FOR CHILDREN AND YOUNG PEOPLE

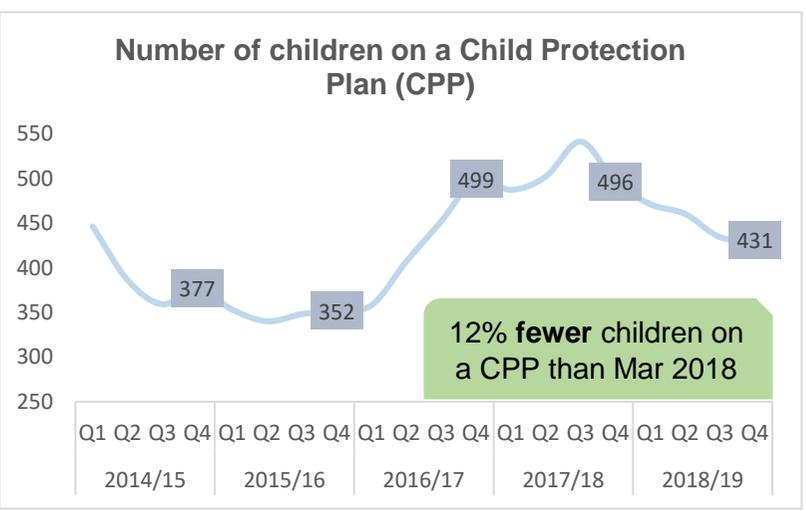
3. Are children, young people and families in receipt of social work services appropriately supported and safeguarded?

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Journey of a child



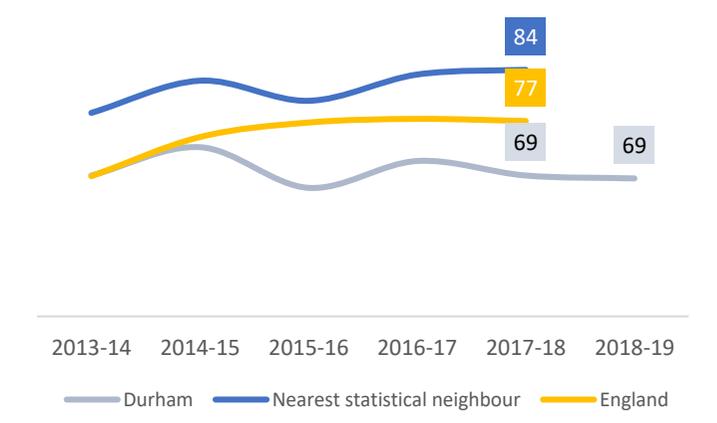
Highest % of assessments completed within timescale in 2018/19 during quarter 4



Quality of case work file audit: (Jan-Mar 2019)

86.5% (32 of 37) case files given a scaling score of 6 or above.

% of Initial Child Protection Conferences held within 15 days of Section 47 investigation commencing



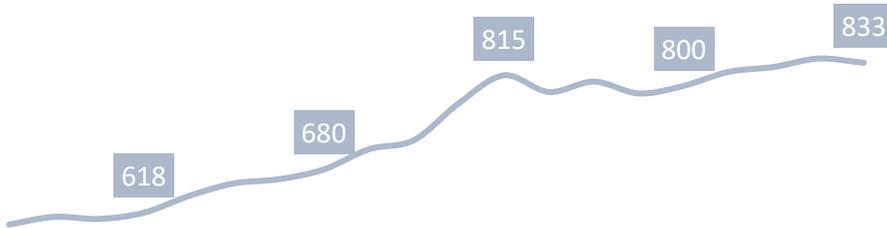
- 60 Following a further increase in statutory re-referrals within 12 months, we are undertaking additional analysis to identify any possible reasons for this increase.
- 61 We continue to closely monitor our child protection processes and the focus on holding Initial Child Protection Conferences (ICPCs) within 15 days of a strategy meeting is starting to drive improved performance. Following sharp increases between 2015/16 and 2017/18, the number of Section 47 investigations⁶ has stabilised. During quarter four, more assessments were completed within 45 working days. This follows the introduction of proportionate assessments in late 2018 which aims to complete the least complex assessments within 25 working days.
- 62 Significant investment, additional recruitment and support has improved the caseloads of social workers, a greater proportion now have caseloads of 20 or less. Permanent Team Managers are now in place in all of our Families First Teams. The quality of the case files, which were audited during the quarter, has improved and reflects ongoing improvements.
- 63 A recommendation from our 2016 Children's Services Ofsted inspection was to *"continue with the plan to review existing recording systems to ensure that children's case records are organised in such a way that they present a coherent, accurate and easily accessible picture of a child's journey"*. Our new case management system (Liquidlogic) successfully went live on 1 February 2019; providing a much-enhanced system to support staff practice and allows high quality recording of every child's journey. Phase 2 of the project is now underway and includes:
- A children's portal which allows partner agencies to refer directly into the system. We are exploring its functionality for communicating and sharing documents with parents/carers and young people.
 - A mobile app for social workers to carry out case recording, irrespective of connectivity, when visiting families, removing the need to re-key information at a later date. The app is being tested and a pilot due to commence in July.
 - A provider portal which allows electronic invoices to be confirmed by foster carers prior to payment. All payment remittance is also available through the portal.
- 64 From 1 April 2019, Durham's Local Safeguarding Children's Board (LSCB) was replaced by Durham Safeguarding Children Partnership (DSCP) which is led by three statutory safeguarding partners: Durham County Council, Durham Constabulary and the Clinical Commissioning Groups with responsibility for North

⁶ If we have reasonable cause to suspect that a child who lives, or is found, in our area is suffering, or is likely to suffer, significant harm, we carry out a Section 47 investigation to determine whether any action should be taken to safeguard that child.

Are we being a good corporate parent to Children Looked After (CLA)?

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Number of Children Looked After



Q1	Q2	Q3	Q4																
2014/15				2015/16				2016/17				2017/18				2018/19			

The Local Authority has successfully slowed the increase in CLA to just over 800: over the last 21 months there has been a 3% increase compared to 32% the two years prior to that. We have also seen a slight reduction (6 young people) from quarter three, 2018/19.

Outcomes for care leavers

% age 17-18 in education, employment or training (EET)

63.9%

↓ 18.1pp

64% England

% aged 17-18 in suitable accommodation

96.4%

↑ 23.4 pp

89% England

% aged 19-21 in suitable accommodation

94.4%

↑ 7.4pp

84% England

Following the migration to Liquidlogic, data for our care leavers is currently being checked to ensure accuracy. Data is therefore provisional.

as at 31 March 2019

compared to same period the previous year

% of children looked after continuously for 12 months with required number of health assessments:



Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
2016/17				2017/18				2018/19			



Care Provider Classification	%
In-house foster care	48.6
Friends and family	16.3
Independent Fostering Agency	14.3
Placed with parents	7.6
In-house residential (incl. children's homes)	3.9
External residential (incl. children's homes and res school)	3.2
Placed for adoption	3.1
Independent living (incl. supported lodgings)	2.7
Secure (incl. YOI and prisons)	0.1

Durham and Durham Dales, Easington and Sedgfield geographic areas. New safeguarding arrangements were launched on 3 May 2019.

Are we being a good corporate parent to Children Looked After (CLA)?

- 65 As at 31 March 2019, there were 833 children in care. The current number of CLA is high by historical standards, but growth slowed over the last couple of years following a significant period of increase. Between March 2015 and March 2017, CLA increased by 32% but in the two years since the number has increased by 2%. The rate of CLA remains above the national average but below our most similar and nearest neighbouring councils.
- 66 The high number of CLA has impacted upon the stability and availability of placements, as well as contributing to financial pressures, but we have established a Placement Stability Improvement Plan to develop safe, stable and secure placements.
- 67 We are continuing our foster care recruitment campaign to increase in-house capacity. Our January campaign aimed to take advantage of the increased interest in fostering seen in January on an annual basis. The national “Foster Care Fortnight” campaign in May will be our next focus, with specific focus on those who wish to foster teenagers and sibling groups as there is currently a gap in provision.
- 68 We feel that care proceedings take too long for some children. Children and Family Court Advisory Support Service (CAFCASS) data identifies variance in performance between the North and South Durham Family Courts which we use⁷. We continue to work closely with our legal team to ensure the best outcomes for children. The average duration of care proceedings in South Durham (27 weeks) remains lower than the England average (33 weeks), however North Durham (34 weeks) exceeds this.
- 69 We are working with colleagues in County Durham and Darlington NHS Foundation Trust to ensure initial health assessments are undertaken within 20 days of a child becoming looked after. Workshops have been held with council and health colleagues to review the process and ensure children who come into care receive a health assessment as quickly as possible.
- 70 Provisional figures show fewer children were adopted compared to last year. We continue to focus on our Adopter Recruitment Strategy and during 2019/20 will move adoption services to a Regional Adoption Agency (RAA) called Adopt Coast to Coast.

⁷ Click [here](#) for more information about average duration of care applications (Section 31) by Designated Family Judge area in England.

- 71 We continue to maintain good relationships with children leaving care and remain in touch with the majority, whom we support to live in suitable accommodation, and access employment, further education and training.
- 72 Overall attainment of CLA is broadly positive, with improvements in writing, grammar punctuation and spelling, maths at Key Stage 2 and very strong performance in English at Key Stage 4. Our children in care made better progress from Key Stage 1 to 2 in writing and maths than those not in care. They also achieved above average for the CLA cohort nationally and regionally at most measures. Identified areas for improvement include reading at Key Stage 2, maths and the need to close the gender gap. We have developed new book packages, combined with activities to promote comprehension, for primary pupils. We are also working with schools to identify gaps in learning and will provide every child in years 2, 6 and 11 with one-to-one tuition. We have also supported schools to be attachment and trauma aware.

Altogether Healthier

- 73 The priority theme of Altogether Healthier is structured around the following two key questions:
- (a) Are our services improving the health of our residents?
 - (b) Are people needing adult social care supported to live safe, healthy and independent lives?

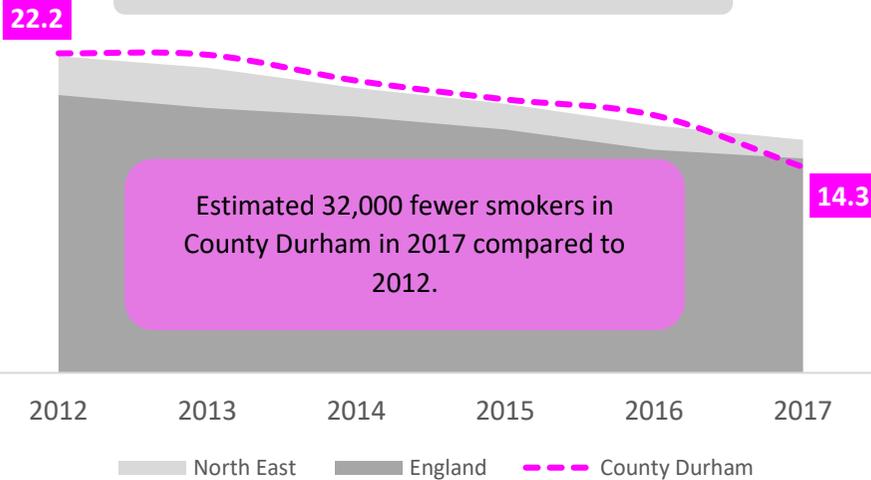
Are our services improving the health of our residents?

- 74 Estimated smoking prevalence (persons aged 18 and over) has improved and for the first time is not significantly different to both national and regional averages (see [Tobacco Control Profiles](#)).
- 75 It is estimated that, in 2017, just over 60,000 adults smoked, around 32,000 fewer than 2012. Many residents stopped smoking with support from the Stop Smoking Service (SSS) activities throughout 2018/19.
- 76 Throughout 2018/19, SSS activities to reduce smoking included promoting services within GP practices for smokers with long-term conditions and carrying out targeted locality-based campaigns with partner organisations such as Fresh and Public Health England. Campaigns included Stoptober, encouraging smokers to quit for 31 days in October; Quit 16, highlighting that smoking causes 16 types of cancer; Health Harms, focusing on the personal harm caused by smoking; and 'No Smoking Day', an annual health awareness day intended to help smokers quit.

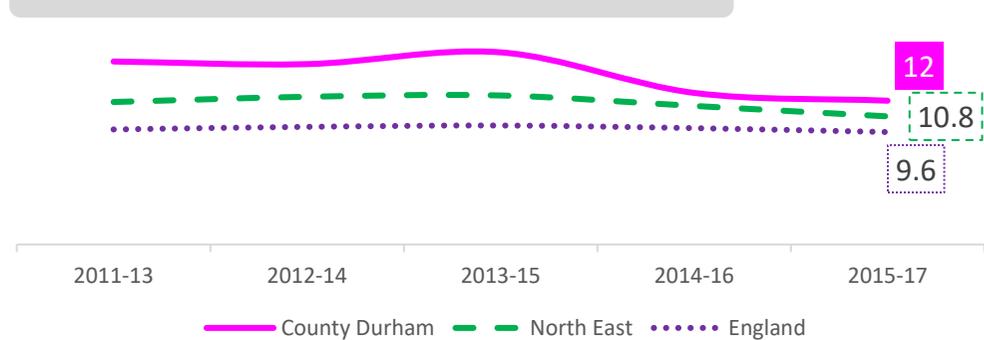
ALTOGETHER HEALTHIER

1. Are our services improving the health of our residents?

Smoking Prevalence – aged 18 and over



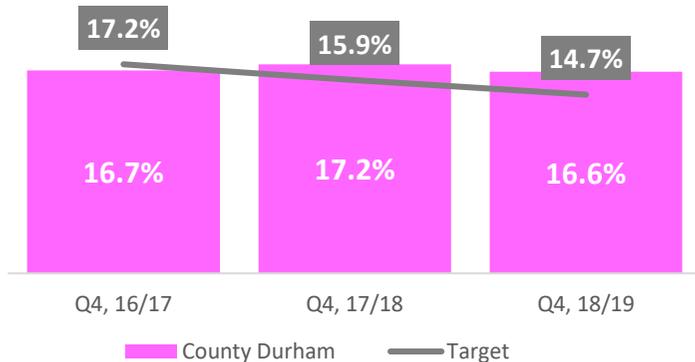
Suicide Rate per 100,000 population (2015-17)



Prevalence of breastfeeding at 6-8 weeks from birth



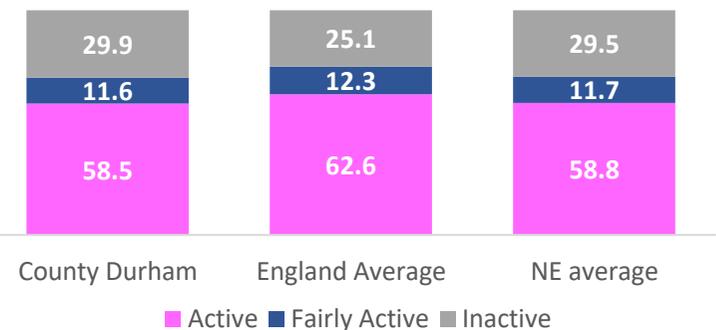
Mothers Smoking at Time of Delivery



Adult participation in sport and physical activity (Nov-17 to Nov-18)

↓ decreases have been seen in Active participation locally and regionally.

DCC data is not significantly different from national data



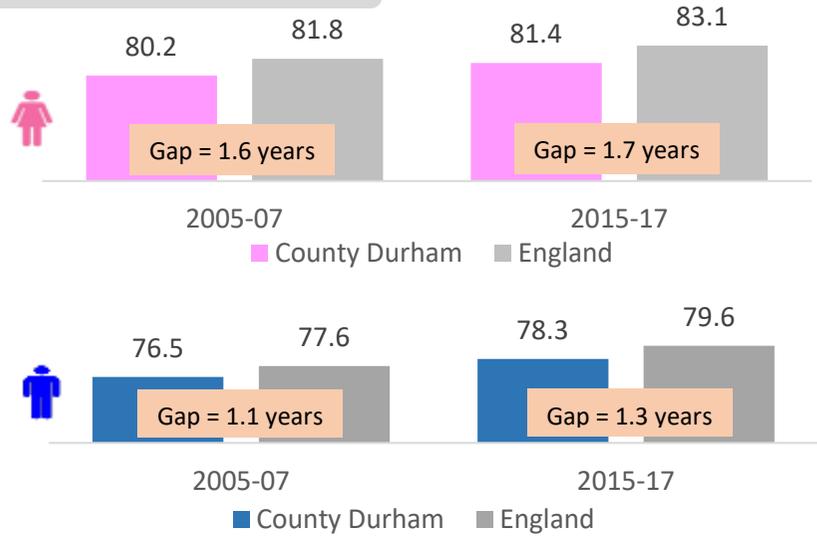
Performance improving ↓ but did not meet target ✘
 Performance is worse than England average (10.5%) ✘

ALTOGETHER HEALTHIER

Are our services improving the health of our residents?

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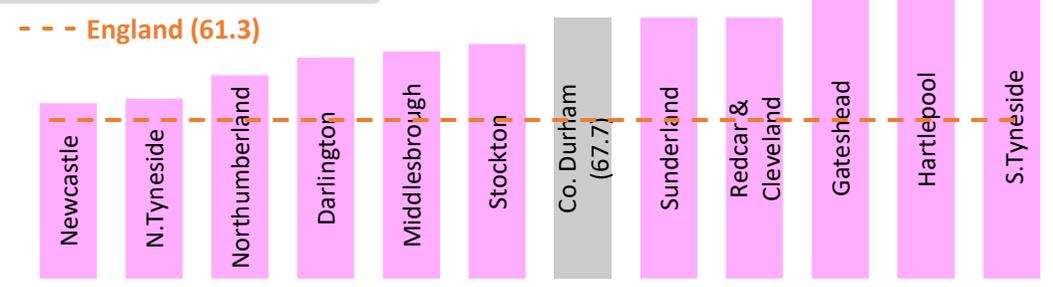
Life Expectancy (years)



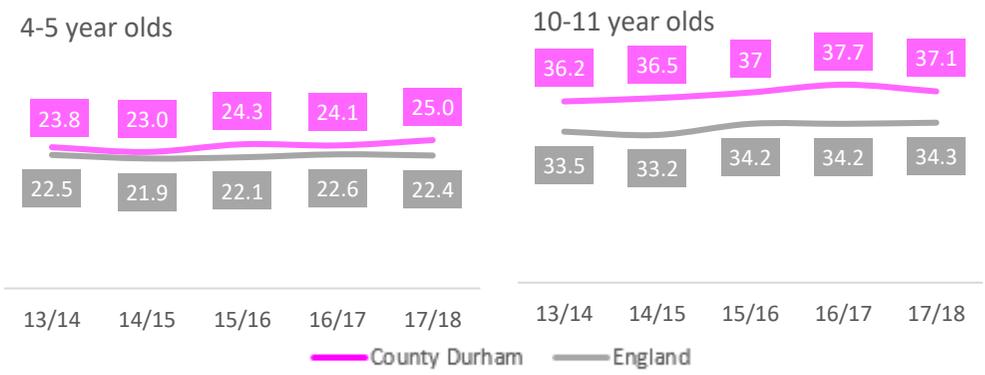
Mortality Rates (2015-17)

Mortality rate per 100,000 from...		County Durham	England
causes considered preventable	all ages	215.1	181.5
all cardiovascular diseases	under 75-year olds	78.2	72.5
cardiovascular diseases considered preventable		48	45.9
cancer		150.1	134.6
cancer considered preventable		89.1	78.0
respiratory disease		42.8	34.3
respiratory disease considered preventable		26.9	18.9

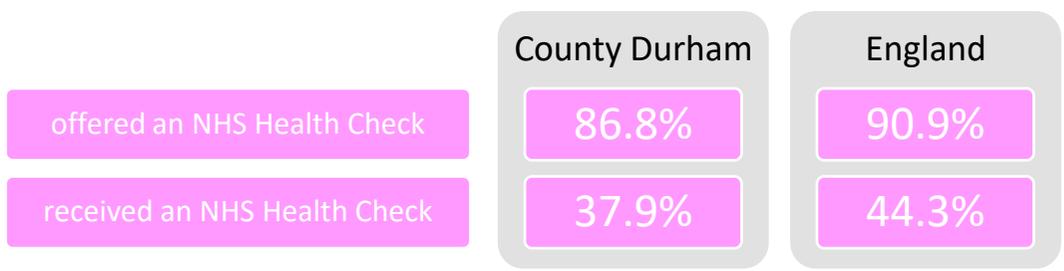
Excess Weight - Adults



Excess Weight - Children and young people



NHS Health Checks - % of eligible population (age 40-74) (13/14 to 17/18)



- 77 The Director of Primary Care for Durham, Dales, Easington and Sedgefield (DDES) CCG has been identified as the CCG lead for Tobacco Control. Fresh North East have undertaken a DDES CCG “Time-out” event and reiterated the messages around making every contact count in relation to smoking for general practice promoting Ask, Advise and Act at every opportunity. The CCG are looking at streamlining the referral process from general practice to the SSS to make it easier for people to get the support they need to quit smoking. General practices supported National No Smoking Day in March and Quit 16 Campaign.
- 78 A narrative change has been made away from the use of the term ‘smoking in pregnancy’ and toward ‘tobacco dependency in pregnancy’; this is in line with a recommendation from the regional Local Maternity System (LMS). The Integrated Care System health strategy group have also become a chief officer level champion of reducing tobacco dependency in pregnancy. The ‘Yale’ group which covers the central and southern integrated care partnerships have identified reducing tobacco dependency in pregnancy as a key area for them to support the LMS and local delivery change. The County Durham Tobacco Dependency in Pregnancy steering group have produced a three-year plan, endorsed by the Integrated Steering Group for Children with an ambition to reduce tobacco dependency in pregnancy to 6% or less by 2022. A place-based pilot is currently being discussed in Shildon to work alongside the local community to address smoking at the time of delivery rates within Shildon. A 12-month action plan is currently in development for this piece of work which will link into the countywide Tobacco Dependency in Pregnancy Plan.
- 79 In 2018/19, 1,441 infants were breastfed at 6-8 weeks. During this period, we produced new marketing material to increase sign-up to the Breastfeeding Friendly County Durham Scheme, held an Infant Feeding Conference to raise awareness of the benefits of breastfeeding amongst practitioners and other stakeholders, and signed up to support the Breastfeeding Call to action which includes supporting mothers in their communities, supporting local businesses to be breastfeeding-friendly and addressing the social and cultural norms through education of children and young people.
- 80 The number of businesses signed up to the Breastfeeding Friendly County Durham scheme is 141 with a range of high profile organisations in discussion to receive training, including Asda, Sainsbury’s, Durham University and East Durham College. An Infant Feeding Conference is being held jointly by the DCC Public Health team and Harrogate and District Foundation Trust at the Durham Centre in June 2019; to date 200 attendees have signed up to the conference.
- 81 Throughout 2018/19, we have supported several campaigns as part of our efforts to raise awareness of the dangers of alcohol, including Dry January which encourages people to reduce their alcohol consumption and ‘A Spot of Lunch’ (re-launched in February 2019) which highlights the links between alcohol and breast cancer.

- 82 During November 2018, we were involved in an event with our partners ('what's the harm?') to increase parental knowledge of the dangers of children drinking alcohol. The event followed a survey by Balance in 2017 that found only one in 20 adults in the North East were aware of the national guidance that children should not drink any alcohol before the age of 15.
- 83 Alongside the Office of Durham's Police, Crime and Victims' Commissioner, we have signed up to the Local Government Declaration on Alcohol, which is a pledge to act and demonstrate our commitment to protecting local communities from the harm caused by alcohol.
- 84 We are working in partnership to deliver the Mental Health at Scale project, which is a Local Government Association (LGA) pilot programme tackling stigma and discrimination, with a focus on young people, workforce and the community, to build more resilient communities and reduce death by suicide. There are a number of initiatives and approaches underway which seek to promote good mental health across a variety of settings. These include new approaches to workforce co-ordination to help collate best practice and transfer this between organisations, mental health training for the workforce, and the development of informal social movements to promote good mental health (such as the 'Men's Sheds' initiative).
- 85 We have been selected as one of eight new national Time to Change hubs, the aim of which is to help change the way people think and act about mental health problems. We will receive a £15,000 start-up budget along with £10,000 for a champions fund, to allow local 'champions' to bid for funding to run stigma-busting events and activities within their area.
- 86 The work of the council and its partners is helping to maintain a downward trend in teenage conceptions. In 2017 there were 181 teenage conceptions, compared with 499 in 1998 – a reduction of 64%.
- 87 There is a geographical difference in rates across County Durham, with some areas of the county having persistently higher under-18 conception rates than the countywide average. In order to address these inequalities, our Public Health team is leading on the self-assessment of the Teenage Pregnancy Prevention Framework across County Durham, by working with stakeholders to co-ordinate a range of preventative interventions through the work of the Teenage Pregnancy Steering Group.
- 88 A self-assessment is being used to further explore the relationship and sex education (RSE) requirements and our offer for children looked after (CLA), care leavers and those professionals supporting them, including foster carers. Developments with the council's Education Development Service and the Integrated Sexual Health Service are ongoing and a bespoke offer for this vulnerable group is under development. This work will inform and update the Teenage Pregnancy Action Plan for County Durham.

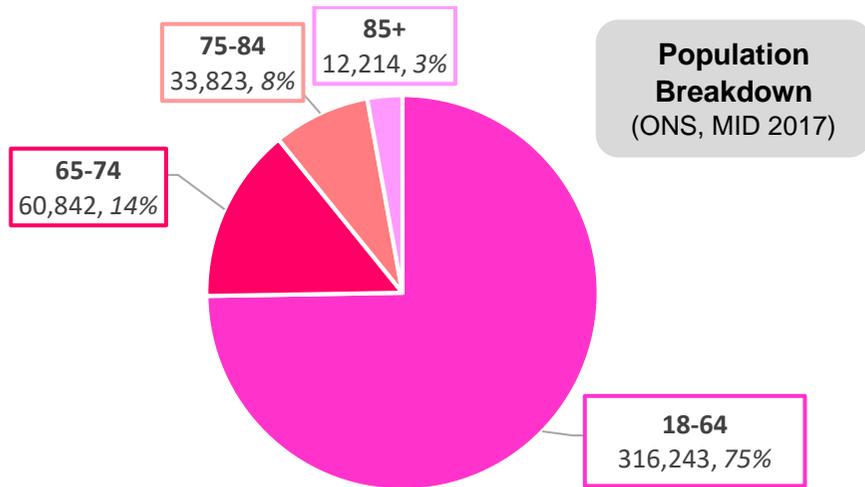
- 89 We continue to work with Area Action Partnerships and the voluntary sector to address child poverty, focusing on opportunity and food poverty experienced by families during school holidays. Although our funding application to the Department for Education's Holiday Activities with Food programme was unsuccessful, the intelligence gathered in support of the bid has enabled us to target resource to specific areas. We are also working with FareShare, a charity tackling hunger and food waste, to reduce food poverty during school holidays.
- 90 We continue to work with partners from the Healthy Weight Alliance to drive forward work to help tackle childhood obesity. Key actions include work around SugarSmart Durham, the Soft Drinks Industry Levy, vending of food and drinks across the Durham County Council estate and the Hot Food Takeaway policy.

Are people needing adult social care supported to live safe, healthy and independent lives?

- 91 Durham continues to be an outstanding performer in preventing delayed transfers of care from hospital. We have consistently had one of the lowest rates of delays in the country throughout 2018/19.
- 92 The main performance indicator which assesses the success of reablement – the percentage of users still at home 91 days after discharge – has finished the year at 86.2%, which achieves the Better Care Fund (BCF) target of 85.9%. Performance has dropped from 89.1% in 2017/18, but this year's performance should still be considered a success, given that service delivery transferred to the private sector mid-way through the year. Due to the reporting lag on this indicator, the first data consisting entirely of users who received reablement from the newly commissioned provider, will not be available until quarter one, 2019/20.
- 93 The adult safeguarding process continues to be successful, with 95.1% of individuals fully or partially achieving the desired outcomes which they set at the start of the process. The Safeguarding Adults Board (SAB) has its own performance monitoring framework which has been reviewed in 2018/19. The SAB has four key priorities in its plan (prevention & early intervention; user and carer voice; performance, quality & governance; learning and training). Each priority has an indicator set and is aligned to a working group of the board. Performance issues are escalated through these working groups to the board. The SAB also hopes to be able to map performance against Area Action Partnership areas to allow more detailed analysis of prevalence and more targeted intervention.

ALTOGETHER HEALTHIER

2. Are people needing adult social care supported to live safe, healthy and independent lives?



Adult Social Care users by age group & service type

Age Group	Learning Disability	Mental Health	Older Person	Physical Disability	Substance Misuse	Total	% of population receiving care
18-64	1,524	317	-	774	7	2,622	0.8%
65-74	152	89	850	-	4	1,095	1.8%
75-84	62	27	1,974	-	-	2,063	6.1%
85+	8	1	2,765	-	-	2,774	22.7%
Total	1,746	434	5,589	744	11	8,554	
Service %	20.4%	5.1%	65.3%	9.0%	0.1%		

11,262
safeguarding concerns received

3,235
safeguarding enquiries

28.3%
of concerns became enquiries

95.1%
achieved the desired outcomes from the adult safeguarding process

779.5
adults aged 65+ per 100,000 population admitted to residential or nursing care on a permanent basis
(Apr 18 -Mar 19)

↑ compared to last year (750.6)

86.2%
of patients discharged into reablement/rehabilitation services still at home after 91 days
(Jan-Dec 2018)

Better than target (85.9%)

1.5
daily delayed transfers of care, per 100,000 population
(Feb 2019)

Better than national (9.5) and regional (7.2)

3,181
Non-elective admission to hospitals, per 100,000 population
(Oct -Dec 18)

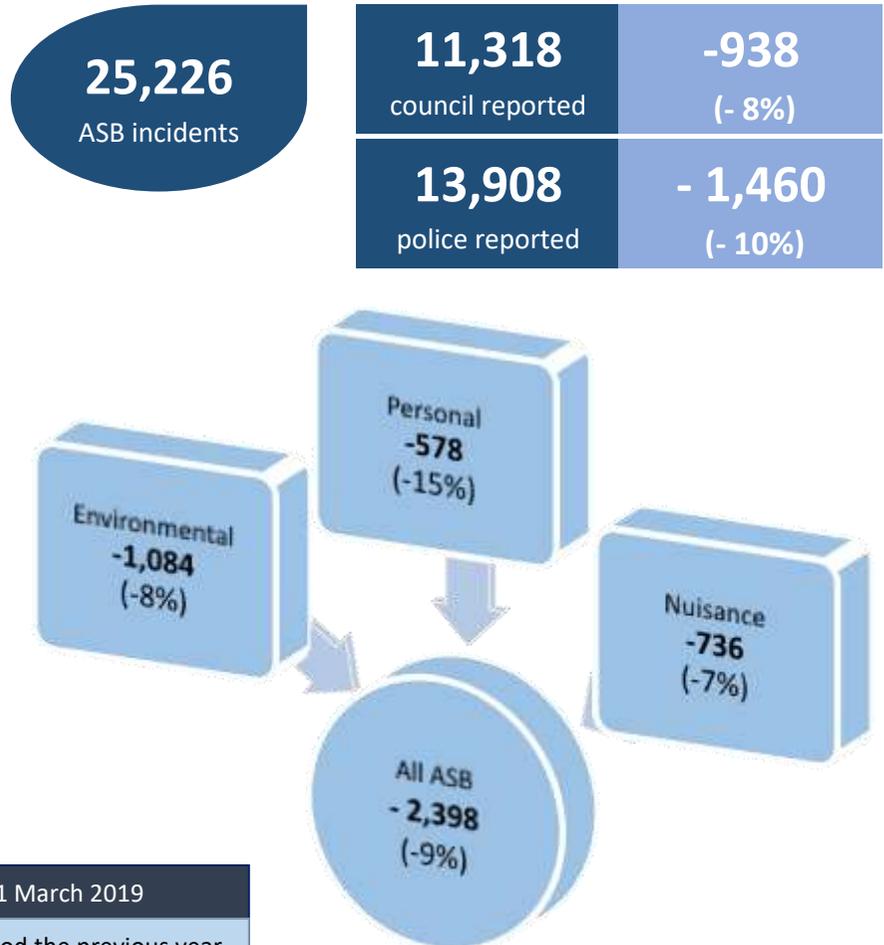
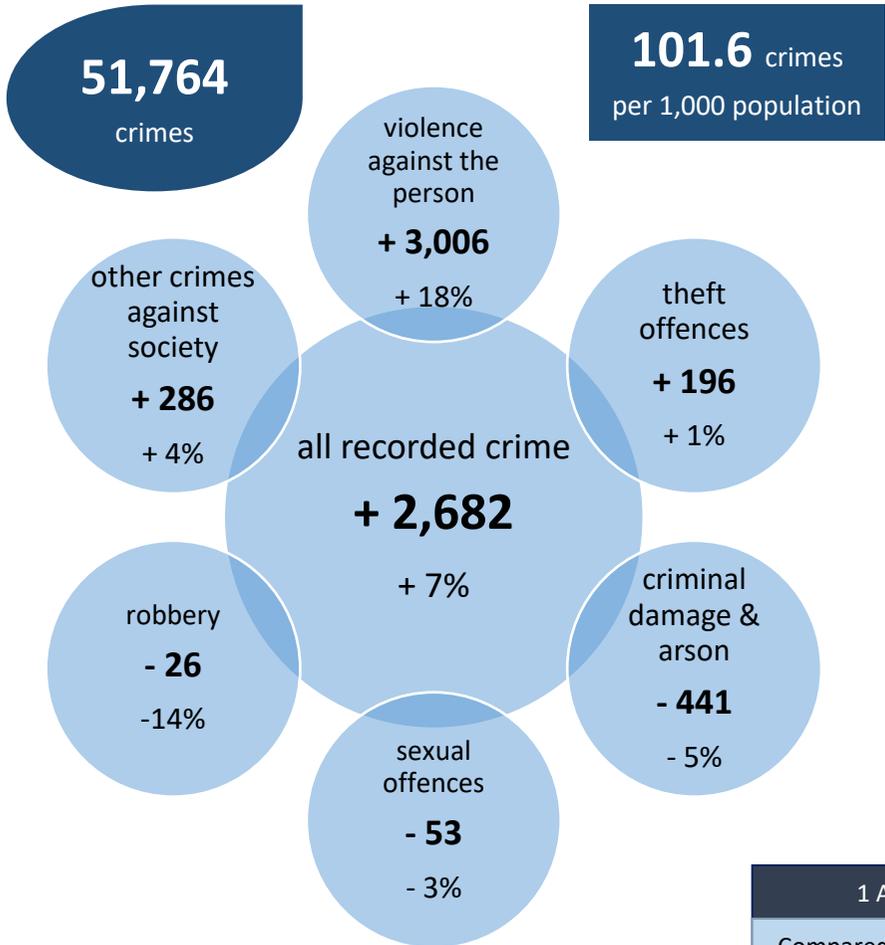
Slight improvement on last year, but worse than target (2,957)

- 94 The percentage of service users who received an assessment or review within the last 12 months was 87.5%. Performance in this indicator has been steady for three years. All overdue cases are regularly reviewed and prioritised for completion according to need.
- 95 We admitted 779.5 people per 100,000 population aged 65+ to residential or nursing care on a permanent basis through 2018/19, performance is worse than the BCF target (726.2).
- 96 The number of residential admissions is prone to regular fluctuation. Annual admissions per 100,000 over the last five years range from a high of 820.9 in 2014/15 to a low of 736.3 in 2015/16. When analysed over a five-year period, the longer-term trend remains static.
- 97 By focusing just on admissions, this indicator only represents the start of users' residential or nursing care journey. The number of discharges from residential and nursing care have been consistently higher than the number of admissions over the last five years, meaning the overall number of people receiving residential or nursing care has decreased by 50 users over a five-year period from 2,850 to 2,800.
- 98 The cost of residential and nursing care to the council is best represented by the number of bed days commissioned, as this excludes full-fee payers (who are included in admissions numbers) and accounts for the number of discharges from care and users' length of stay in care. In 2018/19, the number of bed days commissioned was 913,829. This is an increase of 1.6% from 899,637 in 2017/18, however the longer-term five-year trend shows a decline, with current performance representing a decrease of 3.5% from a high of 946,730 in 2014/15.

Altogether Safer

- 99 The priority theme of Altogether Safer is structured around the following five key questions:
- (a) How effective are we at tackling crime and disorder?
 - (b) How effective are we at tackling anti-social behaviour?
 - (c) How well do we reduce misuse of drugs and alcohol?
 - (d) How well do we tackle abuse of vulnerable people, including domestic abuse, child exploitation and radicalisation?
 - (e) How do we keep our environment safe, including roads and waterways?

50.3% of respondents to National Crime Survey think Council & Police are dealing with ASB and crime issues that matter to the local area (December 2018)



1 April 2018 – 31 March 2019

Compared to same period the previous year

How effective are we at tackling crime and disorder, and Anti-Social Behaviour (ASB)?

- 100 'Violence against the person' accounts for almost 39% of all recorded crime, most of which can be attributed to the sub-category of 'violence without injury', which experienced an 18% increase over the last year, mainly due to increases in reports of harassment (increased by 39%). This is consistent countywide and can be explained by an improved compliance with National Crime Recording Standards.
- 101 The second most frequently reported crime, accounting for almost 29%, is theft. Although, the overarching 'theft offence' category has shown a modest increase, some of the sub-categories have shown greater increases. For example, 'metal theft' increased by 25% to 526 crimes over the last year. The Safer and Stronger Communities Overview and Scrutiny Committee will review shoplifting as part of their 2019/20 work programme. An analysis is being undertaken to determine if poverty could be an underlying cause.
- 102 Although drug offences remain relatively low across the county, there has been a 14% increase during 2018/19. 'Possession' incidents show the greatest increase over the longer term.
- 103 'Possession of weapons', which accounts for less for 1% of all crimes, has increased by 22% over the last year
- 104 Public perception that the police and council are dealing with ASB and crime issues that matter to the local area has fallen over recent quarters. The Safe Durham Partnership joint task group is working to gain a better understanding of the reasons for this decline, with a view to drafting an action plan to improve performance. An update will be provided when this work has been concluded.
- 105 Deliberate and secondary fires have increased slightly, continuing the longer-term trend, however at a lesser rate. Conversely arson has seen a slight decrease, but remains higher than 2014/15.

How well do we reduce misuse of drugs and alcohol?

- 106 During 2018/19, there were increases in alcohol related violent crime and alcohol related domestic violence.
- 107 A review of our Statement of Licensing is underway with public consultation ending in May 2019. The policy provides advice in relation to the Licensing Act 2003 and is the basis for decision-making at our licensing committee. It aims to prevent crime and disorder, improve public safety, prevent public nuisance; and protect children from harm.

How well do we (3) reduce misuse of drugs and alcohol?

27.2%
Alcohol related violent crime

↑ 1.7 pp

1 Apr 2018 - 31 Mar 2019

Compared to same period the previous year

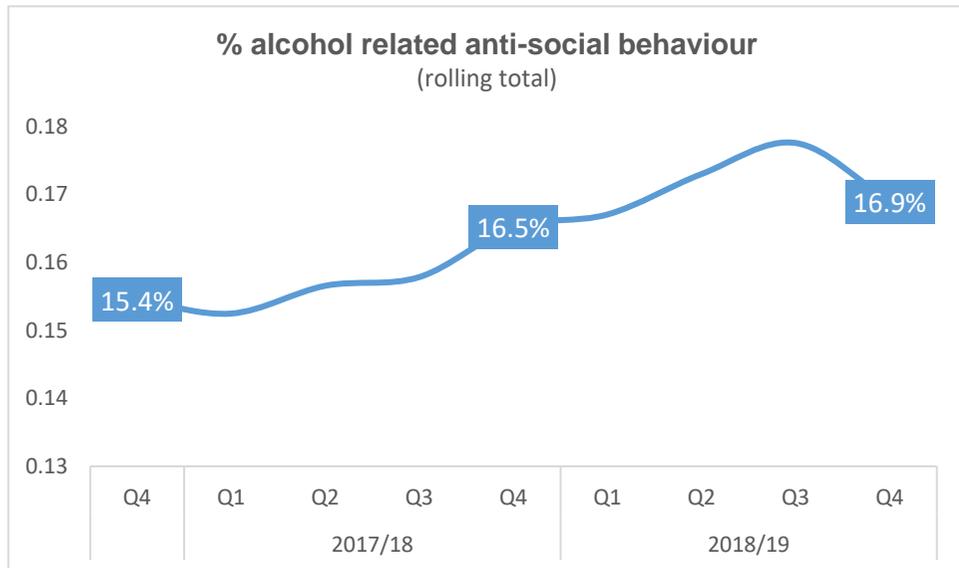
2,350
Alcohol related ASB[^]

- 189 (- 7%)

243
Drug related ASB[^]

+71 (+ 41%)

[^]police figures only



Successful completion of treatment...
(May 17 to Apr 18 with reps to Oct 18)

<ul style="list-style-type: none"> • 31.9% (351) • Target 28% • England 38.6% <p>Alcohol ✓</p>	<ul style="list-style-type: none"> • 5.3% (79) • Target 6% • England 6.2% <p>Opiates ✗</p>	<ul style="list-style-type: none"> • 28.6% (229) • Target 26.4% • England 36% <p>Non-opiates ✓</p>
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Drug and Alcohol Treatment Services

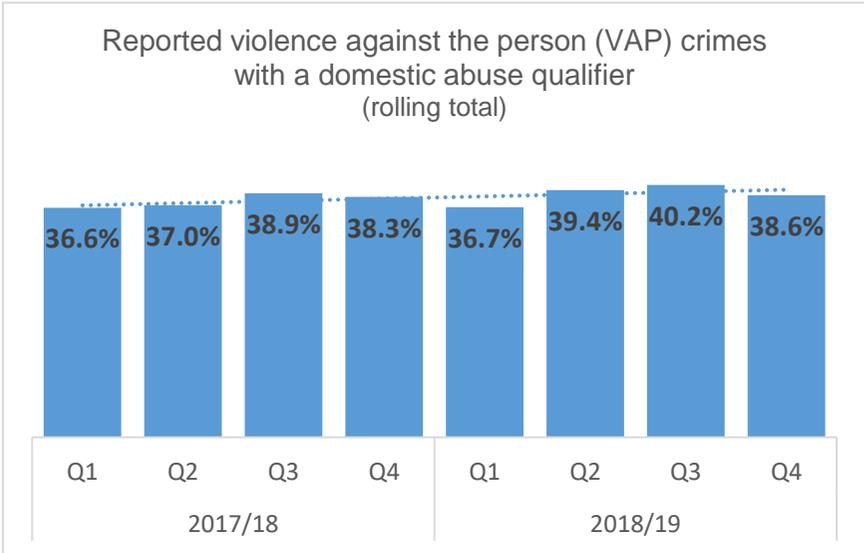
- DCC Public Health and DISC colleagues consulted partners to develop the new integrated model, which focuses on resolving vulnerability in people, rather than on the substance of choice, and involves more outreach support, taking services out to clients in their communities.
- The work taking place to develop the service includes six workstreams, which cover key areas including Criminal Justice, Families and Mental Health.
- Many partners have already been engaged in the workstreams and better integration with partners is key. Partners are encouraged to link in with the new service as appropriate.

How well do we (4) tackle abuse of vulnerable people?

Domestic Violence
(2018/19)

- ↑ **8%** in incidents
- ↑ **4.7pp** in DV incidents classified as crimes
- ↑ **3.1pp** in incidents involving alcohol
- 6.3%** of DV referrals received high risk (quarter 4)
- ↑ **3.8pp** in repeat referrals to Harbour within 12 month period

Operation Encompass in **every** County Durham school



169
child sexual exploitation referrals
(12 months ending Dec-18)

↓ **22 (12%)**
(compared to same period last year)



More information about the County Durham and Darlington Unite Against Hate Crime campaign can be found [here](#).

Preventing Modern Day Slavery

We have approved a new Modern Slavery Charter which outlines our commitment to preventing modern slavery in County Durham

To find out more about the charter, click [here](#).

2018/19 compared to same period the previous year unless stated

108 There have been stories in the national media about the prescription of opioids, 'morphine-type' medications such as codeine, tramadol and fentanyl used to treat pain. The North East has one of the highest reported prescribing rates in the country, even after accounting for population, ageing and deprivation. We have put in place measures to ensure GPs are fully equipped to review current prescribing levels and provide suitable contracts with patients requiring pain management while battling addiction.

How well do we tackle abuse of vulnerable people, including domestic abuse, child sexual exploitation and radicalisation?

109 Domestic violence incidents reported to the police continue to increase. During 2018/19, there were 15,064 incidents, which equates to 28.8 per 1,000 population, an increase from 21.8 per 1,000 last quarter. There is a continued increasing trend within the 'medium' and 'high' levels of risk, while 'low' risk is steadily decreasing.

110 The number of crimes recorded as 'violence against the person with a domestic abuse qualifier' has steadily increased between April 2017 (1,557) and March 2019 (1,926).

111 Repeat referral to the multi-agency risk assessment conference (MARAC) and Harbour, a charity working with families affected by domestic violence, are showing a longer-term increasing trend. Presently, weekly meetings are held alternating focus between north and south areas of the county, resulting at times in delays in MARAC action being taken and risk being addressed by agencies individually rather than through joint working. A six-month pilot (commenced May 2019) is to be introduced to hold twice weekly 'dynamic' MARACs covering all areas. The pilot should mean cases will be heard quicker and joint actions identified sooner.

112 The Hate Hurts campaign has been launched showing that partners are united against Hate Crime in County Durham and Darlington. The number of hate crimes reported to the police has increased by about a quarter over the past four years, partly due to people being more prepared to report hate crimes to the police. The Joint Hate Crime Action group, a multi-agency group of colleagues in the public and community sectors, working with the Safe Durham Partnership, has overseen a number of projects to address hate crime and continues to do so.

How do we keep our environment safe, including roads and waterways?

113 Both water safety forums, responsible for managing water safety in the city centre and countywide, continue to meet. Each has undertaken a range of initiatives during 2018/19.

5. How do we keep our environment safe including roads and waterways?

Killed or seriously injured in road traffic collisions*

194 people
10 fatalities
184 injuries

21 children
0 fatalities
21 injuries

+6
 (3%)

+2
 (10%)

2018/19

Compared to 2017/18

Road Safety Activity Update

Safety Carousel attendees
3,276 November
2,402 March

1,012 Child Pedestrian Training attendees at **31** schools

Slow to 20 Project - **19** schemes and **24** schools

2,680 attendees at Young Driver Passenger Safety Training

205 attendees at 9 Car Seat Fitting Courses

38 attendees at Safer Driving with Age

2,966 attendees at Bikeability in **86** schools

Winter Maintenance

- **Four** new gritters and **23** new trailers
- Salt stocks **↑ 42,000 tonnes**
- **↑ 1,700km** of priority roads treated **45%** of the network

Road traffic collisions - fatalities

(rolling year)



Road traffic collisions - serious injuries

(rolling year)



*CRASH recording system allows casualty information to be updated throughout the year and as such numbers and severity of injury can change. 2018 data has been verified and can be used for provisional analysis, and will be published by the Dft in June 2019



- 114 The countywide group's focus is the 'dying to be cool' water safety campaign, as well as localised campaigns across the county. For example, tackling water safety concerns at Low Force and Wynch Bridge.
- 115 The countywide group is also undertaking a comprehensive review of all water safety priorities and risk to ensure the approach and use of resources is as effective as possible prior to summer 2019.
- 116 The City Safety Group's main projects included a targeted approach during student freshers' week in October 2018, the launch of the national 'Don't Drink and Drown' open water safety campaign in December 2018 and reviewing the safety control measures being put in place at the new Riverwalk development during quarter four.
- 117 Throughout the year, the City Safety Group reviews incidents within the city centre to assess the effectiveness of existing safety measures. It found that all recent incidents involved individuals with poor mental health where self-harm or suicide were factors. The group is working with partners to highlight the mental health aspect of these incidents and identify any required actions.
- 118 Overall road safety statistics show similar rates of injuries and fatalities to last year. There were nine fatalities during 2018/19, however, it should be noted that this may increase as some data is awaiting verification.
- 119 A child casualty mapping exercise which combines areas of multiple deprivation with areas with high child casualties, has been carried out. It highlighted Bishop Auckland and Shildon, Chester-le-Street, Durham, East Durham and Stanley AAP areas would benefit from specific initiatives. We will consult with these AAPs to identify potential partnership and funding opportunities to deliver targeted road safety education.
- 120 The 'Slow to 20 for Safer Streets' Project introduced 20mph part-time speed limits or zones on main and distributor roads around schools with the highest accident rates. 78 schools have been successfully introduced both on time and under budget. A further 31 schemes have been completed and 15 are in development, fully funded by local councillors, Area Action Partnerships, schools and Town/Parish Councils. The project scope has been expanded further, utilising budget underspend, to include a further six schools from the prioritisation list.
- 121 As part of the winter maintenance programme, some of the fleet of gritters were replaced, four power gritters and 23 trailer gritters are now among the council's 76 strong fleet of gritting and snow blowing vehicles. Salt stocks were increased to 42,000 tonnes to mitigate any shortage in supplies. Over the 2018/19 winter period, the fleet treated more than 1,700km of priority one roads (equates to 45% of the road network). During adverse weather, communications and live updates via social media were issued regularly in relation to information about any disruptions to services.

ALTOGETHER GREENER

1. How clean and tidy is my local environment?

Reported fly-tipping incidents



76 cameras deployed

14 incidents caught on CCTV

25 stop & search operations

47 duty of care warning letters

74 producers issued

1,688 further investigations

21 PACE interviews

9 prosecutions

27 FPNs

Environmental Cleanliness: % of relevant land and highways assessed as falling below an acceptable standard (18/19 compared to 17/18)

Litter  **6.24%** ↑ **+0.67pp**

Detritus  **12.61%** ↑ **+0.89pp**

Dog fouling  **1.08%** ↑ **+0.01pp**

350 bonfire incidents
↑ **97%** compared to 2017/18

424 graffiti incidents
↑ **24%** compared to 2017/18



Big Spring Clean
(19 Feb to 9 Apr)
Volunteers encouraged to separate recyclables and non-recyclables

Cleanliness of pavements

55% (2016)

51% (2018)

52% (National)

Cleanliness of roads

62% (2016)

58% (2018)

54% (National)

Condition of road markings

62% (2016)

61% (2018)

54% (National)

Maintenance of highway verges/trees/shrubs

55% (2016)

54% (2018)

50% (National)

Weedkilling on pavements and roads

54% (2016)

52% (2018)

49% (National)

Cutting back overgrown hedges

48% (2016)

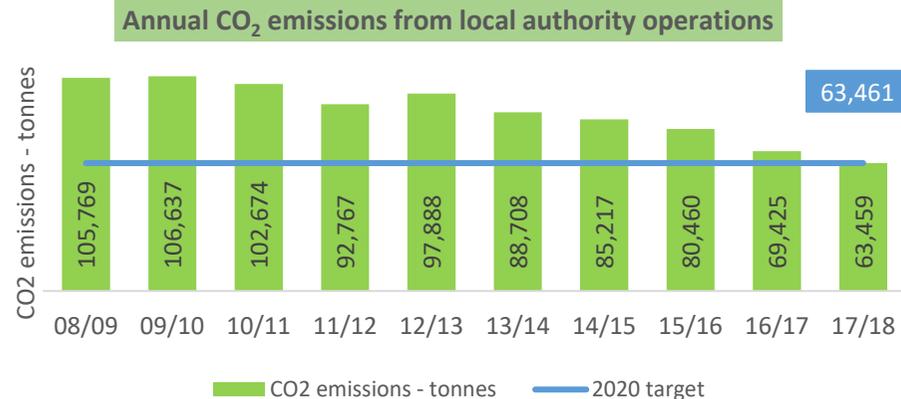
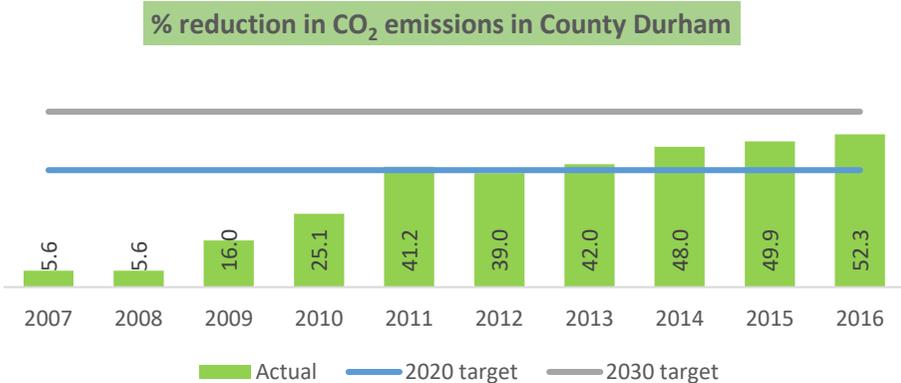
49% (2018)

45% (National)

Satisfaction: National Highways & Transport Survey (1 Oct 17 to 30 Sep 18 – compared to same period the previous year)

2. Are we reducing carbon emissions and adapting to climate change?

<p>CO₂ emissions in County Durham</p> <p>-52% (2016) from 1990 baseline</p> <p>↑ 4.7% from 2015</p>	<p>CO₂ emissions from local authority operations</p> <p>-9% (2017/18) compared to -14 (2016/17)</p> <p>- 40% from 2008/09 baseline</p>
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to significantly reduce, and work towards removing, the use of unnecessary SUP.

DCC uses **recycled plastic materials for road resurfacing**. More details, [here](#)



Single Use Plastic - quick wins

- **6.5 tonnes** of SUP incorporated into A689
- **700kg** of SUP confetti removed from Gala Theatre
- **839,000** blue overshoes removed from Leisure Centres (annual figure)
- **Elimination** of plastic straws and cutlery from catering facilities
- **More than 300** reusable DCC coffee cups sold to date



Flood Prevention

- **£297,000** Lanchester surface water drainage system works completed (£70,000 from the council)
 - Additional drainage installed
 - Culvert roof repaired
 - Existing drainage system improved



- **£6 million** scheme
- Expected completion in March 2020
- Opens a **90 metre** stretch of the Cong Burn, underneath Chester-le-Street market place

Altogether Greener

- 122 The priority theme of Altogether Greener is structured around the following three key questions:
- (a) How clean and tidy is my local environment?
 - (b) Are we reducing carbon emissions and adapting to climate change?
 - (c) How effective and sustainable is our collection and disposal of waste?

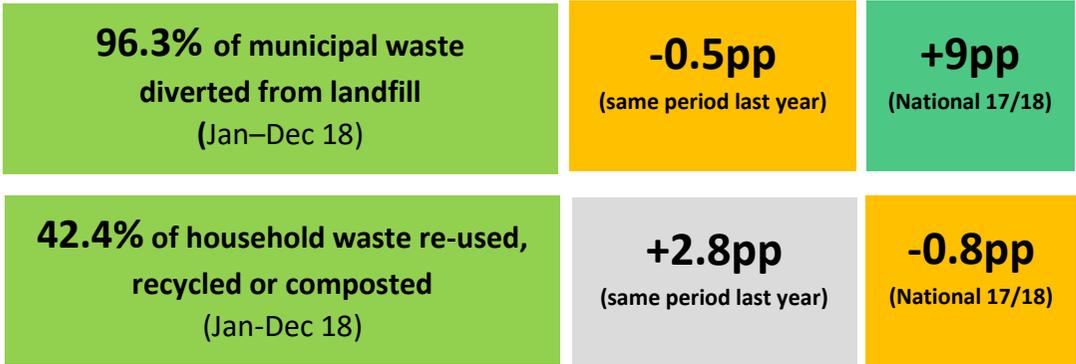
How clean and tidy is my local environment?

- 123 The year-end environmental cleanliness survey shows a slight deterioration. This is due to issues within industrial estates and business parks at quarter two. We worked with businesses through targeted interventions and the issues have been resolved.
- 124 The make-up of fly-tips reported during 2018/19 was consistent with previous years: main waste categories were household black bags (19%); furniture (13%); mattresses and carpets (11%); house or shed clearance (9%); and fridges (9%).
- 125 An increase in reported bonfires was noted during 2018/19, with hot-spots in Stanley and Peterlee, as well as more graffiti incidents, also within Stanley and Peterlee, as well as Durham City. 46% of graffiti incidents were 'offensive', an increase of 9% compared to previous year, 7% of incidents were racial graffiti, a decrease of 15% compared to previous year.
- 126 During quarter four, the Community Action Team tackled a range of housing and environmental issues at Cockton Hill. The team also revisited Dean Bank and although fewer environmental issues were identified, rubbish accumulations in rear yards remained (although the extent of the problem was smaller). Actions were taken on all identified issues.

Are we reducing carbon emissions and adapting to climate change?

- 127 The reduction in CO₂ emissions across the county is mainly due to generating more energy from renewable sources. Having declared a climate emergency and set a target to become carbon neutral by 2050, we are now developing a plan outlining the action required.
- 128 The carbon reduction programme is saving more than £12 million each year (compared to business as usual energy and fuel costs). We are building on progress to date through various projects such as our street lighting energy reduction programme and the £2 million buildings retrofit which includes the Freemans Quay hydro-electricity plant and the installation of 35 solar panels.

3. How effective and sustainable is our collection and disposal of waste?



Waste e-permits

- emailed to customer with a QR code for scanning at HWRC.
- Almost 24,000 issued since launch in June.
- Quick and easy for residents.

Recycling Matters Campaign

- During 2018/19, **17.8%** of collected recycling could not be reprocessed due to contamination (**↑ 2.7pp** from 2017/18).
- campaign aims to re-educate residents about what can/cannot be recycled and reduce contamination.
- a 'no black bag' sticker will be added to every recycling bin as a reminder to residents.

Metal Matters Campaign

- Each year, our residents use more than **287 million** cans, foil trays and aerosols.
- **Less than half** of these items are recycled.
- If all metal used across the county was recycled, each year we would reduce carbon dioxide by **7,773 tonnes**, equivalent to 1,650 fewer cars on the road.

Green Move Out 2018

- Partnership project enabling students leaving Durham City to donate unwanted items to a local charity.
- **907** properties in **66** streets visited.
- **356** bags weighing **2.5** tonnes collected from student homes and **2,524** bags weighing **16** tonnes collected from around university colleges.

- 129 The Business Energy Efficiency Project (BEEP) engaged with 218 small and medium sized enterprises (SMEs) during 2018/19. Of these, 168 received support and 25 received grants totalling £110,486. We are developing a funding application for submission to the European Regional Development Fund (ERDF) which would extend the scheme for a further three years.
- 130 With businesses and partners, we have signed a Single Use Plastic (SUP) pledge for the county which commits us to significantly reduce, and work towards eliminating, unnecessary SUP from our operations. We have already reduced SUP consumption through a range of quick wins.
- 131 Northumbrian Water has been encouraging businesses to sign-up as refill stations; places where people can fill up their bottles with tap water, free of charge. Durham University is trialling reusable lunches boxes, replacing disposable cups and planning to stock vending machines with cans, rather than plastic bottles.
- 132 Additional drainage, to capture excess surface water and discharge into a culvert, has been installed in Lanchester as drains struggled to cope with the volume of water during a severe flood. Repairs to sections of the culvert have also been carried out and the existing drainage system improved.

How effective and sustainable is our collection and disposal of waste?

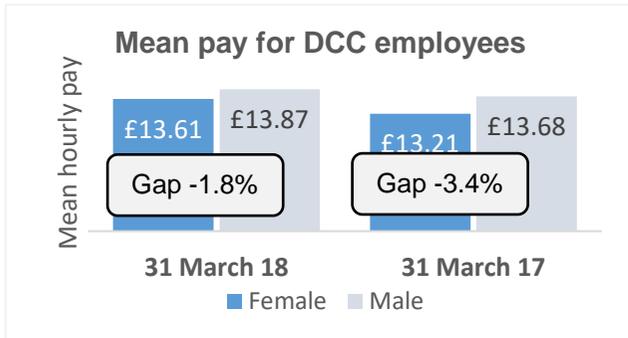
- 133 The new Stainton Grove Household Waste Recycling Centre (HWRC) has reopened following a £3 million refurbishment. It now features additional recycling skips, an area for trade waste from small businesses, a new reuse shop and extended opening hours.

Altogether Better Council

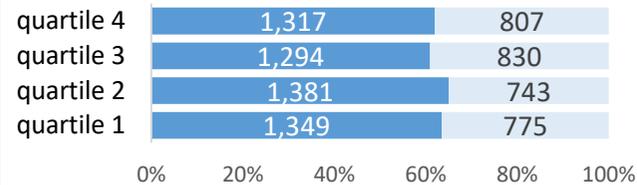
- 134 The priority theme of Altogether Better Council is structured around the following three key questions:
- (a) How well do we look after our people?
 - (b) Are our resources being managed for the best possible outcomes for residents and customers?
 - (c) How good are our services to customers and the public?

How well do we look after our people?

Gender Pay Gap

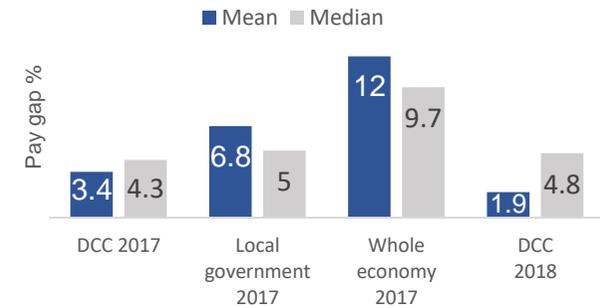


Proportion of staff by pay quartile (as at 31 March 18)



quartile 1 has the lowest hourly rate and quartile 4 the highest.

Comparisons with local government and whole economy



Sickness Absence (2018/19)

59% of posts had no absence. 79% had 5 days or fewer

10.25 days lost per FTE, equating to 4% of time

65% was long term (>20 working days)

12% of absence was work related

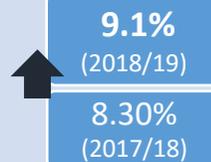
32% due to 'mental health' 25% due to 'musculo-skeletal'

62 Mental Health First Aiders
74 awaiting training

12 month rolling trend: days lost to sickness



Staff Turnover (excl. schools)



Health and Safety Incidents (2018/19)

1,578 3 most frequent

- 368 behavioural (23%)
- 219 physical violence and aggression (14%)
- 187 slips, trips and falls (12%)

8,347 Days lost to work related incidents



Click [here](#) for 'Talk to Terry' as he tells us about the CMT Challenge and encourages staff to be more active.



How well do we look after our people?

- 135 Having achieved silver status for Better Health at Work Award in March 2019, we are now progressing with our application for gold award status. In support of our application, we have asked staff to complete a survey so we can better understand the factors which affect their health and well-being and develop an appropriate strategy and action plan. We have also committed to participating in, and promoting to the wider business community, at least five health topics each year, as well as putting environmental management systems in place, for example, recycling schemes, sustainable travel plans, ethical purchasing and use of local suppliers.
- 136 In response to staff feedback via the previous health and well-being survey in 2017, we delivered at various locations across the council; men's mental health awareness; cancer awareness; a Better Health at Work activity programme which includes walking groups, running groups, exercise classes and creative classes; a healthier canteen menu; sugar consumption awareness; vending machines offering drinks and snacks with lower sugar and calorie content; and alcohol awareness.
- 137 Throughout 2018/19, we also made changes to help us achieve our objectives whilst retaining and developing staff. Key activity included embedding our new values and behaviours, simplifying all key HR policies to make it easier for both managers and employees to find the information they need, and replacing the existing appraisal system with a 'Managing Employee Performance' framework that now includes an offer of a coach / mentor and requires a discussion on health and well-being.
- 138 We continue to focus on attendance management and target services with high absence rates. We are seeing improvements in those areas targeted during 2018/19 so the programme, which involves working extensively with senior managers, facilitating case review groups, holding practical workshop sessions and developing actions / interventions, has moved to other identified service areas across the authority.
- 139 To encourage staff to do more to help their own mental and physical health, our corporate directors have launched Challenge CMT. Corporate directors will set themselves various challenges, such as a lunchtime walk, taking the stairs, cycling to work or trying a new sport, and then share their progress with staff.
- 140 To help prevent musculo-skeletal disorders in the workplace, we launched 'Get Up and Move' and began a two-year pilot of early intervention physiotherapy services through routine health surveillance. There are early signs of success as this type of sickness declined during quarter four.
- 141 We introduced Mental Health First Aiders (MHFA) to the workforce. 62 employees are now fully trained, with an additional 74 employees scheduled to complete the training over the next six months. Having signed the Time To Change (TTC) employer pledge to improve mental health, we trained more than 100 employees as

TTC champions. Our 'Time to Talk' Day, in February 2019, reached an estimated 5,000 employees.

- 142 During 2018/19, we enhanced our training programme relating to mental health. Having delivered 'Mental Health Awareness' training to all tier four and tier five managers, it is now being rolled out to all tier six managers. All employees can now access, via the e-learning portal, 'zero suicide' and 'mental health for life' training and our pilot 'mindfulness' course has been completed by 29 staff with a further 150 enrolled. 'Resilience to Stress' training is being piloted across Children and Young People's Services before it is rolled out to the wider authority.
- 143 Take up of our 2018 flu vaccination programme, which protects the individual, helps prevent the disease spreading and reduces risk to the vulnerable, remains low (205 employees) so we are surveying staff to gather their views on the current scheme and how it can be improved.
- 144 Although the most recent data shows a negative gender pay gap for women, it has reduced from last year and is lower than most when compared with other local authorities regionally and the private sector⁸.
- 145 The narrowing gap is most likely due to the 2016/17 pay award which increased first quartile salaries by a greater percentage than those on higher grades. As the majority of our workforce is female (63%), this had a greater impact on female employees which helped narrow the pay gap.
- 146 We are also implementing long-term actions to further narrow the pay gap. These include attracting diverse talent via apprenticeship and graduate programmes, tackling low representation of women and men in 'gender-dominated' sectors, promoting work-life balance for both men and women and promoting an inclusive working culture in line with our corporate values and behaviours.

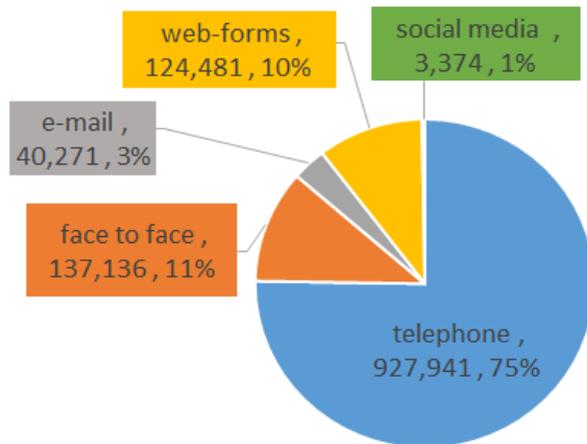
⁸ <http://www.durham.gov.uk/genderpaygap>

ALTOGETHER BETTER COUNCIL

Are (2) our resources being managed for the best possible outcomes for residents and customers and (3) how good are our services to customers and the public?

Contact Channels

Telephone ↓ 4% ↓ 34,296	Face to face ↓ 11% ↓ 11,528	Web-forms ↑ 32% ↑ 29,982	E-mail ↓ 3% ↓ 12,940	Social media ↓ 0.2% ↓ 438
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Durham County Record Office online shop launched.

Follow [link](#) to the site.

Council Tax

96.6% collected
2017/18 ↓ 0.2pp Target
↓ 0.1pp

Gross charge collectable ↑ **5.5%**

18% of all council tax bills are now e-bills (**44,214**).

Business Rates

97.9% collected
2017/18
↑ 0.1pp
Target ↓ 0.5pp

Business Rates Collectible Debit

£121.2 million

↑ **2.1%**

36,122 customers provided online experience feedback (1 Apr 2018 - 20 Feb 2019)

- ★★★★★ - 60%
- ★★★★☆ - 21%
- ★★★☆☆ - 10%
- ★★☆☆☆ - 3%
- ★☆☆☆☆ - 5%

3,461 corporate complaints

47% refuse & recycling (mainly missed collections)

915 compliments

507 suggestions

3,901 customer experience questionnaires completed

95% felt request was handled knowledgeably and effectively ↑

91% found it easy to contact the right service ↑

89% felt they were treated with dignity and respect ↑

84% were satisfied with the handling of their initial contact ↑

80% felt they were provided with clear information ↑

79% were satisfied with the time taken to complete their task ↑

76% were satisfied with service delivery ↑

68% were informed of progress ↑

64% were informed how long it would take to resolve task ↓



83% FOI/EIR responses sent within 20 working days: **worse** than last year (86%↓), **below** national target (90%)

Are our resources being managed for the best possible outcomes for residents and customers?

- 147 As at the end of March 2019, almost 97% of council tax and almost 98% of business rates had been collected. However, we expect this to increase as we take steps to collect the outstanding payments.
- 148 Having signed up to the Local Digital Declaration, alongside 150 other local authorities, we are committed to designing services that best meet the needs of our residents, challenging the technology market to offer flexible tools and services, protecting residents' privacy and security, and delivering better value for money.
- 149 During 2018/19, through our transformation programme, we used digital tools, techniques and processes to make our internal processes more efficient and effective. We introduced SMS mass bulk-messaging, voice recognition for call transfer (Eckoh), council tax e-billing and Robotic Process Automation (RPA). We digitised and automated paper-based processes, such as the new appraisal process, leave management, approvals in finance and procurement. Committee meetings now use tablets and software for the management of formal papers.
- 150 Service requests are now instantly received by frontline operatives which has reduced double entry in the back office, printing and travelling time. Software installed in our fleet vehicles is helping optimise routes / work programmes. These initiatives are facilitating real-time progress updates to the customer.

How good are our services to customers and the public?

- 151 During 2018/19, we sought views of both the public and employees on how we use digital technology and the areas we need to develop. We have used this feedback to develop our new Digital Strategy.
- 152 Through the Digital Durham programme, we now have almost 98% of residential and commercial properties connected to superfast broadband. In addition, the Digital Drive programme, delivered by Business Durham and Digital Durham, supports small businesses by helping them get the most out of digital tools.
- 153 Every week, the council's computer system is subjected to more than 1.3 million attacks and 80,000 spam emails. Having recently achieved a top 5% national rating in the Local Government Cyber Security stocktake, we advise other public bodies about security health checks. We are also carrying out campaigns with the Police and Get Safe online to protect end-users.
- 154 More customers are extending council tax payments over 11 or 12 months. Almost 10,000 customers took up this option during 2018/19 bringing the total to 33,639.

- 155 The number of businesses extending their business rates payments over 11 or 12 months has now settled. A quarter of business rate payers (2,194 of 9,056) use this option.
- 156 The lower performance relating to Freedom of Information (FOI) and Environmental Information Regulations (EIR) is due to a combination of receiving 25% more FOI / EIR requests during 2018/19 than the previous year, an increased workload following the introduction of the General Data Protection Regulation (GDPR) and the greater complexity of requests. We have recently procured a new FOI /EIR system, which is currently being tested in a pilot area, and fully expect this system to drive improved performance.

Key Performance Indicators – Data Tables

There are two types of performance indicators throughout this document:

- (a) Key target indicators – targets are set as improvements can be measured regularly and can be actively influenced by the council and its partners; and
- (b) Key tracker indicators – performance is tracked but no targets are set as they are long-term and/or can only be partially influenced by the council and its partners.

A guide is available which provides full details of indicator definitions and data sources for the 2017/18 corporate indicator set. This is available to view either internally from the intranet or can be requested from the Strategy Team at performance@durham.gov.uk

KEY TO SYMBOLS

	Direction of travel	Benchmarking	Performance against target
GREEN	Same or better than comparable period	Same or better than comparable group	Meeting or exceeding target
AMBER	Worse than comparable period (within 2% tolerance)	Worse than comparable group (within 2% tolerance)	Performance within 2% of target
RED	Worse than comparable period (greater than 2%)	Worse than comparable group (greater than 2%)	Performance >2% behind target

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.

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

ALTOGETHER WEALTHIER
1. Do residents have good job prospects?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
1	% of working age population in employment	74.6	2018	Tracker	71.3	75.2	71.1			Yes
				N/a	GREEN	AMBER	GREEN			
2	Per capita household disposable income (£)	15,221	2016	Tracker	15,496	19,878	15,595			No
				N/a	AMBER	RED	RED			
3	Number of gross jobs created or safeguarded as a result of Business Durham activity	3,866	2018/19	Tracker	1,066					Yes
				N/a	GREEN					
4	% of 16 to 17 year olds in an apprenticeship	7.9	as at Feb 2019	Tracker	9.2	5.4	7.2	6.9		Yes
				N/a	AMBER	GREEN	GREEN	GREEN		

ALTOGETHER WEALTHIER
2. Is County Durham a good place to do business?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
5	Gross Value Added (GVA) per capita in County Durham (£)	16,718	2017	Tracker	16,513	27,430	20,121			No
				N/a	GREEN	RED	RED			
6	Number of registered businesses in County Durham	17,150	2018	Tracker	17,120					Yes
				N/a	GREEN					
Page 77	Value (£M) of new contracts secured	8.1	2018/19	Tracker	New indicator					Yes
				N/a	N/a					

ALTOGETHER WEALTHIER
2. Is County Durham a good place to do business?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
8	Value (£M) of GVA growth from jobs created	113.5	2018/19	10	31.3					Yes
				GREEN	GREEN					
9	Number of Inward Investments secured	6	2018/19	Tracker	12					Yes
				N/a	RED					
10	% of Business Durham business floor space that is occupied	84.0	Jan-Mar 2019	Tracker	83.1					Yes
				N/a	GREEN					

ALTOGETHER WEALTHIER
3. Do residents have access to decent and affordable housing?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
11	Number of properties improved, adapted or brought back into use	1,913	2018/19	Tracker	New indicator					Yes
				N/a	N/a					
12	Number of empty properties brought back into use as a result of local authority intervention	186	2018/19	150	198					Yes
				GREEN	RED					
13	Number of net homes completed	1,465	2018/19	Tracker	1,339					Yes
				N/a	GREEN					
14	Number of affordable homes delivered	473	2017/18	200	322					No
				GREEN	GREEN					

ALTOGETHER WEALTHIER
3. Do residents have access to decent and affordable housing?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
15	Number of households accessing the Housing Solutions Service	12,264	2018/19	Tracker	13,397					Yes
				N/a	N/a					
16	Number of households helped to stay in their home	1,007	2018/19	Tracker	New indicator					Yes
				N/a	N/a					
17	Number of households helped to move to alternative accommodation	1,036	2018/19	Tracker	New indicator					Yes
				N/a	N/a					

ALTOGETHER WEALTHIER
4. Is it easy to travel around the county?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter	
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different		
18	% of A roads where maintenance is recommended	3	2017/18	Tracker	3	3				2016/17	No
				N/a	GREEN	GREEN					
19	% of B and C roads where maintenance is recommended	4	2017/18	Tracker	3	6				2016/17	No
				N/a	AMBER	GREEN					
20	% of unclassified roads where maintenance is recommended	21	2017/18	Tracker	20	17				2016/17	No
				N/a	AMBER	RED					
791	Highways maintenance backlog (£millions)	187.6	2017	Tracker	191.7						No
				N/a	GREEN						

ALTOGETHER WEALTHIER

4. Is it easy to travel around the county?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
22	Bridge Stock Condition – Principal Roads	80.0	2017	Tracker	83.8					No
				N/a	RED					
23	Bridge Stock Condition – Non-Principal Roads	81.0	2017	Tracker	83.7					No
				N/a	RED					

ALTOGETHER WEALTHIER

5. How well do tourism and cultural events contribute to our local economy?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
24	Number of visitors to County Durham (million)	19.71	2017	Tracker	19.3					No
				N/a	GREEN					
25	Number of jobs supported by the visitor economy	11,682	2017	Tracker	11,158					No
				N/a	GREEN					
26	Amount (£ million) generated by the visitor economy	866.71	2017	Tracker	806					No
				N/a	GREEN					

ALTOGETHER BETTER FOR CHILDREN AND YOUNG PEOPLE

1. Are children, young people and families in receipt of universal services appropriately supported?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
27	Average Attainment 8 score	45.0	2017/18 (academic year)	Tracker	44.6	46.6	45.2			Yes
				N/a	GREEN	RED	AMBER			
28	Average point score per A level entry of state-funded school students	33.4	2017/18 (academic year)	Tracker	31.9	32.4	32.5			Yes
				N/a	GREEN	GREEN	GREEN			
29	% of pupils achieving the expected standard in Reading, Writing and Maths (KS2)	67.7	2017/18 (academic year)	Tracker	64.6	65	68			Yes
				N/a	GREEN	GREEN	AMBER			
30	% of 16 to 17 year olds who are not in education, employment or training (NEET)	4.7	Dec 18-Feb 19	Tracker	4.6	2.6	4.2			Yes
				N/a	AMBER	RED	RED			
31	Gap between average Attainment 8 score of Durham disadvantaged pupils and non-disadvantaged pupils nationally (KS4)	-14.5	2017/18 (academic year)	Tracker	-13	-13.5	-15.4			Yes
				N/a	RED	RED	GREEN			
32	% of children in the Early Years Foundation Stage achieving a Good Level of Development	72.8	2017/18 (academic year)	64	71.9	71.6	71.5			Yes
				GREEN	GREEN	GREEN	GREEN			
33	Gap between % of Durham disadvantaged pupils and % of non-disadvantaged pupils nationally who achieve expected standard in reading, writing and maths (KS2)	-18	2017/18 (academic year)	Tracker	-18	-20	-16			Yes
				N/a	GREEN	GREEN	RED			
34	Ofsted % of Primary schools judged good or better	91*	as at 31 Mar 19	Tracker	91	87	90		as at 28 Feb 19	Yes
				N/a	GREEN	GREEN	GREEN			
35	Ofsted % of secondary schools judged good or better	61*	as at 31 Mar 19	Tracker	65	75	56		as at 28 Feb 19	Yes
				N/a	RED	RED	GREEN			

*provisional data

ALTOGETHER BETTER FOR CHILDREN AND YOUNG PEOPLE

1 Are children, young people and families in receipt of universal services appropriately supported?

Page 82 Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
36	Exclusion from school of all Durham children - percentage of children with at least one fixed exclusion	2.05	2017/18 (academic year)	Tracker	1.95	2.29	2.29		2016/17 (academic year)	Yes
				N/a	RED	GREEN	GREEN			
37	% of all school pupils eligible for and claiming Free School Meals (FSM)	19.4	Jan 2018	Tracker	20.2	14.2	19.8			No
				N/a	GREEN	RED	GREEN			
38	Under-18 conception rate per 1,000 girls aged 15 to 17	23.7	2017	Tracker	21.6	17.9	24.7			Yes
				N/a	RED	RED	GREEN			
39	% of five year old children free from dental decay	74.2	2016/17	Tracker	64.9	76.7	76.1			No
				N/a	GREEN	RED	AMBER			
40	Alcohol specific hospital admissions for under 18s (rate per 100,000)	53.1	2015/16-2017/18	Tracker	56.2	32.9	62.7			Yes
				N/a	GREEN	RED	GREEN			
41	Young people aged 10-24 admitted to hospital as a result of self-harm (rate per 100,000)	350.1	2017/18	Tracker	400.8	421.2	458.0			Yes
				N/a	GREEN	GREEN	GREEN			
42	% of children aged 4 to 5 years classified as overweight or obese	25.0	2017/18 (academic year)	Tracker	24.1	22.4	25.0			No
				N/a	AMBER	RED	GREEN			
43	% of children aged 10 to 11 years classified as overweight or obese	37.1	2017/18 (academic year)	Tracker	37.7	34.3	37.5			No
				N/a	GREEN	RED	GREEN			
44	% of Education Health and Care Plans completed in the statutory 20 week time period (excl. exceptions)	68	Jan-Mar 2019	90	78.8	64.9	78.8		2017	Yes
				RED	RED	GREEN	RED			

ALTOGETHER BETTER FOR CHILDREN AND YOUNG PEOPLE

2. Are children, young people and families in receipt of early help services appropriately supported?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
45	% of successful interventions (families turned around) via the Stronger Families Programme (Phase 2) [number]	59 [2,574]	Sep 14- March 19	67.5 [2,945]	N/a	32.1	36.9	27.0	Sep 2018	Yes
				RED	GREEN	GREEN	GREEN	GREEN		
46	% of children aged 0-2 years in the top 30% IMD registered with a Family Centre and having sustained contact	90.0	2018/19	80	89.6					Yes
				GREEN	GREEN					

ALTOGETHER BETTER FOR CHILDREN AND YOUNG PEOPLE

3. Are children, young people and families in receipt of social work services appropriately supported and safeguarded?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
47	% of statutory referrals received by the First Contact Team or Emergency Duty Team processed within 1 working day	85.2 [4,267]	2018/19	Tracker	85.4 [4,322]					Yes
				N/a	AMBER					
48	% of statutory children in need referrals occurring within 12 months of a previous referral	21.2 [1441]	2018/19	Tracker	16.3 [843]	21	18	18	2017/18	Yes
				N/a	RED	AMBER	RED	RED		
49	% of single assessments completed within 45 working days	77.6 [4,460]	2018/19	Tracker	80.4 [3,916]	83	82	86	2017/18	Yes
				N/a	RED	RED	RED	RED		
Page 80 883	Rate of children subject to a child protection plan per 10,000 population aged under 18 [number of children]	42.9 [431]	as at 31 Mar 19	Tracker	49.3 [496]	45	66	50	as at 31 Mar 18	Yes
				N/a	N/a	N/a	N/a	N/a		

ALTOGETHER BETTER FOR CHILDREN AND YOUNG PEOPLE

Are children, young people and families in receipt of social work services appropriately supported and safeguarded?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
51	Rate of children in need per 10,000 population aged under 18 (statutory L4 open cases) [number of children]	376.47 [3,785]	as at 31 Mar 19	Tracker	355 [3,570]	341	460	404	as at 31 Mar 18	Yes
				N/a	N/a	N/a	N/a	N/a		
52	Rate of children at level 2 or 3 per 10,000 population aged under 18 (One Point open cases) [number of children]	233.5 [2,348]	as at 31 Mar 19	Tracker	228.4 [2,291]					Yes
				N/a	N/a					
53	% of strategy meetings initiated which led to an initial child protection conference being held within 15 working days	69.2 [510]	2018/19	75	69.4 [592]	77	83	84	2017/18	Yes
				RED	AMBER	RED	RED	RED		
54	% of Social Workers with fewer than 20 cases	56	as at 9 Apr 19	Tracker	48	44.1				Yes
				N/a	GREEN	GREEN				
55	% of Statutory Case File Audits which are given a scaling score of 6 or above	86.5	Jan-Mar 2019	80	New indicator					Yes
				GREEN	N/a					

ALTOGETHER BETTER FOR CHILDREN AND YOUNG PEOPLE

4. Are we being a good corporate parent to Looked After Children?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
56	Rate of children looked after per 10,000 population aged under 18 [number of children]	82.9 [833]	as at 31 Mar 19	Tracker	80 [800]	64	95	90	as at 31 Mar 18	Yes
				N/a	N/a	N/a	N/a	N/a		

ALTOGETHER BETTER FOR CHILDREN AND YOUNG PEOPLE

4. Are we being a good corporate parent to Looked After Children?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
57	% of children adopted from care (as % of total children leaving care) [number of children]	12.3* [39 of 316]	2018/19	15	14.1 [53 of 375]	13	14	19	2017/18	Yes
				RED	RED	RED	RED	RED		
58	% of CLA who are fostered	73.6 [613]	as at 31 Mar 19	Tracker	81.4 [651]	73	77	73	2017/18	Yes
				N/a	N/a	N/a	N/a	N/a		
59	% of external residential placements	2.5 [21]	as at 31 Mar 19	Tracker	3.4 [27]					Yes
				N/a	GREEN					
60	% of children looked after continuously for 12 months or more who had a dental check	91.3	As at 31 Dec 2018	Tracker	95	88	94	95	2017/18	No
				N/a	RED	GREEN	RED	RED		
61	% of children looked after continuously for 12 months or more who have had the required number of health assessments	91.4	as at 31 Mar 19	Tracker	91.3	88	94	95	2017/18	Yes
				N/a	GREEN	GREEN	RED	RED		
62	Emotional and behavioural health of children looked after continuously for 12 months or more (score between 0 to 40)	15.5	2017/18	Tracker	16.0	14.2	14.1	14.0		No
				N/a	GREEN	RED	RED	RED		
63	Average Attainment 8 score of Children Looked After	23.2	2017/18 (academic year)	Tracker	21.9	19.3	20.1	19.5	2016/17 (academic year)	Yes
				N/a	N/a	GREEN	GREEN	GREEN		
64	% of CLA achieving the expected standard in Reading, Writing and Maths (at KS2)	36.6	2017/18 (academic year)	Tracker	35	32	33	38	2016/17 (academic year)	Yes
				N/a	GREEN	GREEN	GREEN	RED		
Page 85 85	% of care leavers aged 17-18 in education, employment or training (EET)	64	as at 31 Mar 19	Tracker	82.3	64	66	64	2017/18	Yes
				N/a	RED	GREEN	RED	GREEN		

ALTOGETHER BETTER FOR CHILDREN AND YOUNG PEOPLE

4. Are we being a good corporate parent to Looked After Children?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
66	% of care leavers aged 19-21 in education, employment or training (EET)	54	as at 31 Mar 19	Tracker	59.3	51	52	58	2017/18	Yes
				N/a	RED	GREEN	GREEN	RED		
67	% of care leavers aged 17-18 in suitable accommodation	96	as at 31 Mar 19	Tracker	73.0	89	93	84	2017/18	Yes
				N/a	GREEN	GREEN	GREEN	GREEN		
68	% of care leavers aged 19-21 in suitable accommodation	94	as at 31 Mar 19	Tracker	86.9	84	91	90	2017/18	Yes
				N/a	GREEN	GREEN	GREEN	GREEN		

ALTOGETHER HEALTHIER

1. Are our services improving the health of our residents?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
69	% of mothers smoking at time of delivery	16.6*	Oct-Dec 2018	14.7	17.4	10.5*	14.9*			Yes
				RED	GREEN	RED	RED			
70	Four week smoking quitters per 100,000 smoking population [number of quitters]	N/a**	-	n/a	n/a					No
71	Male life expectancy at birth (years)	78.3	2015-17	Tracker	78.0	79.6	77.9			Yes
				N/a	GREEN	AMBER	GREEN			
72	Female life expectancy at birth (years)	81.4	2015-17	Tracker	81.3	83.1	81.6			Yes

ALTOGETHER HEALTHIER

1. Are our services improving the health of our residents?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
				N/a	GREEN	RED	AMBER			
73	Female healthy life expectancy at birth (years)	58.7	2015-17	Tracker	59.0	63.8	60.4			Yes
				N/a	AMBER	RED	RED			
74	Male healthy life expectancy at birth (years)	58.9	2015-17	Tracker	59.1	63.4	59.5			Yes
				N/a	AMBER	RED	AMBER			
75	Excess weight in adults (Proportion of adults classified as overweight or obese)	67.7	2016/17	Tracker	67.5	61.3	66.1			No
				N/a	AMBER	RED	AMBER			
76	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population	12	2015-17	Tracker	12.6	9.6	10.8			No
				N/a	GREEN	RED	RED			
77	Prevalence of breastfeeding at 6-8 weeks from birth	28.6	Jan-Mar 2019	Tracker	29.1	46.4	33.7		Jul-Sep 2018	Yes
				N/a	AMBER	RED	RED			
78	Estimated smoking prevalence of persons aged 18 and over	14.3	2017	Tracker	17.9	14.9	16.2			No
				N/a	GREEN	GREEN	GREEN			
79	Self-reported well-being - people with a low happiness score	8.9	2017/18	Tracker	6.9	8.2	9.1			Yes
				N/a	RED	AMBER	GREEN			
80	Participation in Sport and Physical Activity: active	58.5%	Nov 17- Nov 18	Tracker	63.1	62.6	58.8			Yes
				N/a	RED	RED	AMBER			
page 1	Participation in Sport and Physical Activity: inactive	29.9%	Nov 17- Nov 18	Tracker	25.3	25.1	29.5			Yes
				N/a	RED	RED	AMBER			

* provisional data

** quality of data being reviewed

ALTOGETHER HEALTHIER

2 Are people needing adult social care supported to live safe, healthy and independent lives?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
82	Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care	779.5	2018/19	726.2 RED	750.6 RED					Yes
83	% of older people who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services	86.2	2018	85.9 GREEN	89.1 RED	82.9 Not comparable	83.9 Not comparable	81.8* Not comparable	2017/18	Yes
84	% of individuals who achieved their desired outcomes from the adult safeguarding process	95.1	2018/19	Tracker N/a	96.2 AMBER	94.2 Not comparable		93.6* Not comparable	2017/18	Yes
85	% of service users receiving an assessment or review within the last 12 months	87.5	2018/19	Tracker N/a	86.4 GREEN					Yes
86	Overall satisfaction of people who use services with their care and support	66.6	2017/18	Tracker N/a	63.6 GREEN	65.0 GREEN	67.9 AMBER	66.3* GREEN		No
87	Overall satisfaction of carers with the support and services they receive (Biennial survey)	43.3	2016/17	Tracker N/a	Biennial Survey N/a	39.0 GREEN	45.7 RED			No
88	Daily delayed transfers of care beds, all, per 100,000 population age 18+	1.5	Feb 2019	Tracker N/a	2.5 GREEN	9.5 GREEN	7.2 GREEN	10.0* GREEN		Yes
89	% of adult social care service users who report they have enough choice over the care and support services they receive	74.9	2017/18	Tracker N/a	73.1 GREEN	68.2 GREEN	72.1 GREEN	69.1* GREEN		No

*unitary authorities

ALTOGETHER SAFER

1. How effective are we at tackling crime and disorder?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
90	First time entrants to the youth justice system aged 10 to 17 (per 100,000 population aged 10 to 17)	250.2	Oct 17- Sep 18	Tracker	371	248	328.5	252.6		Yes
				N/a	GREEN	AMBER	GREEN	GREEN		
91	Overall crime rate per 1,000 population	101.6	2018/19	Tracker	93.7					Yes
				N/a	RED					
92	Rate of theft offences per 1,000 population	29.1	2018/19	Tracker	28.1					Yes
				N/a	AMBER					
93	Proportion of all offenders who re-offend in a 12 month period	30.6	Jul 16 – Jun 17	Tracker	32.4	29.5	35			Yes
				N/a	GREEN	AMBER	GREEN			
94	Proven re-offending by young people (who offend) in a 12 month period (%)	46.3	Jul 16 – Jun 17	Tracker	43.8	40.1	41.8			Yes
				N/a	RED	RED	RED			

ALTOGETHER SAFER

2. How effective are we at tackling anti-social behaviour?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
Page 89	Dealing with concerns of ASB and crime issues (%) by the local council and police	50.3	Dec 18	Tracker	61.3			58.1		Yes
				N/a	RED			RED		

ALTOGETHER SAFER

2. How effective are we at tackling anti-social behaviour?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
96	Number of police reported incidents of anti-social behaviour	13,908	2018/19	Tracker	15,390					Yes
				N/a	GREEN					
97	Number of council reported incidents of anti-social behaviour	11,318	2018/19	Tracker	12,249					Yes
				N/a	GREEN					

ALTOGETHER SAFER

3. How well do we reduce misuse of drugs and alcohol?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
98	% of successful completions of those in alcohol treatment	31.9	May 17-Apr 18 with rep to Oct 18	28.0	30.3	38.6	30.7		North East 2017	No
				GREEN	GREEN	RED	GREEN			
99	% of successful completions of those in drug treatment - opiates	5.3	May 17-Apr 18 with rep to Oct 18	6.0	6.8	6.2	4.9		North East 2017	No
				AMBER	AMBER	AMBER	GREEN			
100	% of successful completions of those in drug treatment - non-opiates	28.6	May 17-Apr 18 with rep to Oct 18	26.4	27.6	38.6	25.8		North East 2017	No
				GREEN	GREEN	RED	GREEN			
101	% of anti-social behaviour incidents that are alcohol related	16.9	Apr-Dec 2018	Tracker	16.5					Yes
				N/a	AMBER					
102	% of violent crime that is alcohol related	27.2	Mar 19	Tracker	25.5					Yes
				N/a	AMBER					

ALTOGETHER SAFER

3. How well do we reduce misuse of drugs and alcohol?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
103	Alcohol seizures	194	Apr-Jun 2018	Tracker	398					No
				N/a	GREEN					

ALTOGETHER SAFER

4. How well do we tackle abuse of vulnerable people, including domestic abuse, child exploitation and radicalisation?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
104	Building resilience to terrorism (self-assessment). Scored on level 1 (low) to 5 (high)	3	2017/18	Tracker	3					No
				N/a	GREEN					
105	Number of child sexual exploitation referrals	169	2018	Tracker	191					No
				N/a	N/a					

ALTOGETHER SAFER

5. How do we keep our environment safe, including roads and waterways?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
106	Number of people killed or seriously injured in road traffic accidents	194	2018/19	Tracker	188					Yes
	- Number of fatalities	10		N/a	RED					
	- Number of seriously injured	184			15					
107	Number of children killed or seriously injured in road traffic accidents	21	2018/19	Tracker	19					Yes
	- Number of fatalities	0		N/a	RED					
	- Number of seriously injured	21			0					

ALTOGETHER GREENER

1. How clean and tidy is my local environment?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter	
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different		
108	% of relevant land and highways assessed as having deposits of litter that fall below an acceptable level	6.24	2018/19	Tracker	5.57	10				2014/15	Yes
				N/a	AMBER	GREEN					
109	% of relevant land and highways assessed as having deposits of detritus that fall below an acceptable level	12.61	2018/19	Tracker	11.72	27				2014/15	Yes
				N/a	AMBER	GREEN					
110	% of relevant land and highways assessed as having deposits of dog fouling that fall below an acceptable level	1.08	2018/19	Tracker	1.07	7				2014/15	Yes
				N/a	GREEN	GREEN					

ALTOGETHER GREENER

1. How clean and tidy is my local environment?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
111	Number of fly-tipping incidents	7,269	2018/19	Tracker	7,617					Yes
				N/a	GREEN					

ALTOGETHER GREENER

2. Are we reducing carbon emissions and adapting to climate change?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
112	% reduction in CO ₂ emissions in County Durham (by 40% by 2020 and 55% by March 2031)	52.3	2016	Tracker	49.9					No
				N/a	GREEN					
113	% change in CO ₂ emissions from local authority operations	-9	2017/18	Tracker	-14					No
				N/a	RED					

ALTOGETHER GREENER

3. How effective and sustainable is our collection and disposal of waste?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
Page 34 34	% of municipal waste diverted from landfill	96.3	2018	95	96.8	87.3	92			Yes
				GREEN	AMBER	GREEN	GREEN		2017/18	

ALTOGETHER GREENER

Page 94 How effective and sustainable is our collection and disposal of waste?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
115	% of household waste that is re-used, recycled or composted	42.4	2018	Tracker	39.6	43.2	34.5		2017/18	Yes
				N/a	GREEN	AMBER	GREEN			

ALTOGETHER BETTER COUNCIL

1. How well do we look after our people?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
116	% of performance appraisals completed in current post in rolling year period (excluding schools)	N/a*	-	n/a	n/a					No
				N/a	N/a					
117	Days / shifts lost to sickness absence (all services excluding schools)	10.25	2018/19	11.20	11.08	9.2 **			2016/17	Yes
				GREEN	GREEN	RED				
118	% posts with no absence in rolling year (excluding schools)	59.09	2018/19	Tracker	56.46					Yes
				N/a	GREEN					
119	% of sickness absence which is short term	21.26	Jan-Mar 2019	Tracker	19.62					Yes
				N/a	N/a					
120		15.32		Tracker	15.75					Yes

*due to new system introduction

**All single / upper tier councils: [Local Government Workforce Survey 2016/17](#)

ALTOGETHER BETTER COUNCIL
1. How well do we look after our people?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
	% of sickness absence which is medium term		Jan-Mar 2019	N/a	N/a					
121	% of sickness absence which is long term	63.42	Jan-Mar 2019	Tracker N/a	64.63 N/a					Yes
122	% of employees having five days or less sickness per 12 month period	78.94	2018/19	Tracker N/a	77.97 GREEN					Yes

ALTOGETHER BETTER COUNCIL
2. Are our resources being managed for the best possible outcomes for residents and customers?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
123	% of council tax collected in-year	96.65	2018/19	96.8 AMBER	96.83 AMBER	97.32 AMBER	95.82 GREEN		2017/18	Yes
124	% of business rates collected in-year	97.9	2018/19	97.8 GREEN	98.42 AMBER	98.33 AMBER	98.81 AMBER		2017/18	Yes

ALTOGETHER BETTER COUNCIL
3.96 How good are our services to customers and the public?

Ref	Description	Latest data	Period covered	Comparison to						Data updated this quarter
				Period target	12 months earlier	National figure	North East figure	Nearest statistical neighbour	Period covered if different	
125	% of Freedom of Information and Environmental Information Regulations requests responded to within 20 working days	83	Jan–Mar 2019	90 RED	86 RED					Yes
126	Average time taken to answer a telephone call (seconds)	49	2018/19	Tracker	51					Yes
				N/a	GREEN					
127	% of abandoned calls	4.4	2018/19	Tracker	5.1					Yes
				N/a	GREEN					
128	Customer contacts: face to face	137,136	2018/19	Tracker	148,664					Yes
				N/a	N/a					
129	Customer contacts: telephone	927,941	2018/19	Tracker	962,237					Yes
				N/a	N/a					
130	Customer contacts: web forms	124,481	2018/19	Tracker	94,499					Yes
				N/a	N/a					
131	Customer contacts: emails	40,271	2018/19	Tracker	53,211					Yes
				N/a	N/a					
132	Customer contacts: social media	3,374	2018/19	Tracker	3,812					Yes
				N/a	N/a					

Appendix 3: Risk Management

- 1 Effective risk management is a vital component of the council's challenging improvement agenda, so that any risks to successful delivery can be identified and minimised. The council's risk management process therefore sits alongside service improvement work and is integrated into all significant change and improvement projects.
- 2 The key risks to successfully achieving the objectives of each corporate theme are detailed against each Altogether theme in the relevant sections of the report. These risks have been identified using the following criteria:
 - a) Net impact is critical, and the net likelihood is highly probable, probable or possible.
 - b) Net impact is major, and the net likelihood is highly probable or probable.
 - c) Net impact is moderate, and the net likelihood is highly probable.
- 3 As at 31 March 2019, there were 26 risks on the corporate strategic risk register and there had been no changes since 31 December 2018. The following matrix categorises the strategic risks according to their net risk evaluation as at 31 March 2019. The number of risks as at 31 December 2018 is shown in brackets.

Corporate Risk Heat Map						
IMPACT	Critical	1 (1)		3 (3)		1 (1)
	Major		5 (5)	4 (4)		
	Moderate			9 (9)	2 (2)	
	Minor				1 (1)	
	Insignificant					
		Remote	Unlikely	Possible	Probable	Highly Probable
	 Key risks	LIKELIHOOD				

- 4 At a corporate strategic level, key risks to the Council, with their respective net risk evaluations shown in brackets, are:

- (a) If there was to be slippage in the delivery of the agreed MTFP savings projects, this will require further savings to be made from other areas, which may result in further service reductions and job losses (Critical / Possible);
- (b) Government funding cuts, which will continue into 2019/20, will have an increasing major impact on all Council services. In addition, the outcome of the Fair Funding review is unknown and could also have a significant impact of the level of funding available to the Council (Critical / Highly Probable);
- (c) Failure to protect child from death or serious harm (where service failure is a factor or issue) (Critical / Possible);
- (d) Failure to protect a vulnerable adult from death or serious harm (where service failure is a factor or issue).

5 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.

- 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.
- c) **Altogether Healthier:** There are no key risks in delivering the objectives of this theme.
- d) **Altogether Safer:** *Failure to protect a vulnerable adult from death or serious harm.* 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.
- 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 four years.*
- ii. *Government funding cuts, which will continue into 2019/20 will have an increasing major impact on all council services. In addition, the outcome of the Fair Funding Review is not known and could also have a significant impact of the level of funding available to the Council. 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 four years.*

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**Corporate Overview and Scrutiny
Management Board**

21 June 2019

**Overview and Scrutiny Annual Report
2018/19**



Report of Corporate Management Team

Lorraine O'Donnell, Director of Transformation and Partnerships

Electoral division(s) affected:

None

Purpose of the Report

- 1 To present the Corporate Overview and Scrutiny Management Board (COSMB) with the Overview and Scrutiny Annual report 2018/19 for comment and approval prior to submission to the County Council meeting on 17 July 2019. The report is attached at Appendix 2.

Executive summary

In accordance with Article 5 paragraph 5.03 (d) of the Council's Constitution, COSMB is required to report annually to the County Council on its work with recommendations for its future work programme.

Recommendation(s)

- 2 COSMB is recommended to:
 - (a) Comment on the Overview and Scrutiny Annual Report for 2018/19.
 - (b) Agree that the report be submitted to the County Council meeting.

Background

- 3 Each year the Overview and Scrutiny Annual Report is prepared to provide information on activity by both COSMB and the five thematic Overview and Scrutiny Committee's work programmes. This work

programme activity includes in-depth reviews, monitoring of performance management and budgetary reporting.

- 4 The Annual Report also includes detail on the statutory scrutiny roles with health, crime and disorder and flood risk management.
- 5 The information contained in the draft Annual Report has also been presented to and agreed by the Chairs and Vice-Chairs of all overview and scrutiny committees.

Background papers

- None

Contact:	Jenny Haworth	Tel: 03000 268071
	Clare Luery	Tel: 03000 265978

Appendix 1: Implications

Legal Implications

None

Finance

None

Consultation

None

Equality and Diversity / Public Sector Equality Duty

None

Human Rights

None

Crime and Disorder

None

Staffing

None

Accommodation

None

Risk

None

Procurement

None

Appendix 2: Annual report 2018/19 (attached as a separate item)



Altogether better

Overview and Scrutiny Annual Report 2018-2019

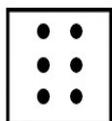
**Transformation and Partnerships
Durham County Council**

May 2019

Please ask us if you would like this document summarised in another language or format.

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Introduction from the Chair of the Corporate Overview and Scrutiny Management Board

Overview and scrutiny in Durham County Council has had another very busy year. This annual report gives an update of the work we have undertaken during 2018/19 and highlights some of the work we will be undertaking in the coming year.

The coming years will be extremely challenging for the council in terms of the ongoing austerity measures and uncertainty about our future funding. A key priority for the authority is to continue to work hard to protect frontline services whilst meeting savings targets and managing pressures.

Overview and scrutiny will contribute in a constructive way to support the council in meeting these significant challenges whilst remaining focussed on the four key principles of good scrutiny as defined by the Centre for Public Scrutiny:

- * To provide a constructive “critical friend” challenge to executive policy-makers and decisions-makers.
- * To amplify the voice and concerns of the public.

- * To ensure scrutiny is carried out by ‘independent minded governors’ who lead and own the scrutiny role.
- * To drive improvement in public services.

This report gives a flavour of the work we have undertaken in reflecting these four principles and highlights some key achievements.

Overview and scrutiny work

Throughout the year we have carried out in-depth scrutiny reviews, undertaken detailed scrutiny of the council’s budget process and monitored quarterly performance. We also promote scrutiny by maintaining an excellent relationship between executive and non-executive members, have worked well with our partners on matters of common interest and responsibility and benefitted from the knowledge and expertise of our co-opted members.

Statutory Roles

The statutory scrutiny roles of health, crime and disorder and flood risk management feature within this annual report alongside thematic scrutiny work.



Government Guidance

Following the publication of the findings of the House of Commons Communities and Local Government Committee review on the Effectiveness of Local Authority Overview and Scrutiny Committees in March 2018, revised guidance from government has recently been issued.

We will be working across the Council together with the Corporate Overview and Scrutiny Management Board to consider whether any further changes will be necessary.

Partnership working

Durham County Council's overview and scrutiny function involves a considerable amount of partnership working. Our aim is to ensure that the good work that is already taking place contributes to the Transformation Programme's key principal of moving partnership working from good to great.

Co-optees and engagement

We continue to work with the non-voting co-optees who sit on our scrutiny committees. They bring skills, knowledge and their own expertise and views to scrutiny and provide important external challenge to our work programme.

We have also promoted engagement of local expert and academic researchers in overview and scrutiny where they can add to our work.

Regional Scrutiny

Changes to the North East Combined Authority (NECA) boundaries mean that we continue to work with three other regional authorities on the NECA Overview and Scrutiny Committee. As

transport is of strategic importance to the region, NECA works collaboratively with the newly established North of Tyne Combined Authority on a North East Joint Transport Committee Overview and Scrutiny Committee. Durham County Council has representation on both of these bodies to ensure that members can scrutinise and challenge decision-making on behalf of our communities.

Members regularly attend a number of regional health meetings including the Northumberland, Tyne and Wear and North Durham Sustainability and Transformation Partnership (STP) Joint Health Scrutiny Committee and the Durham, Darlington and Teesside, Hambleton, Richmondshire and Whitby STP Joint Health Scrutiny Committee.

I would like to thank everyone who has been involved in supporting and assisting the overview and scrutiny process – be it members, officers, partners, or co-opted members, and the scrutiny team themselves.

I hope that you find this report useful in showing the breadth of work we undertake throughout the year and the work we are planning for 2019/20.

All scrutiny committee meetings are open to the public and the scrutiny team's contact details are at the end of this report.

Councillor Rob Crute

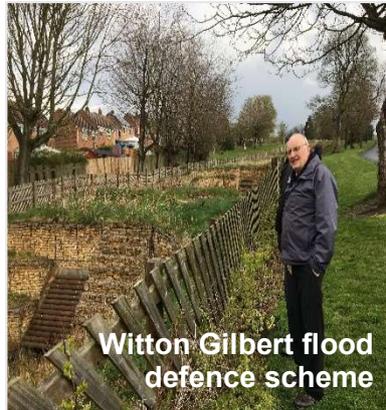
Chair of Corporate Overview and Scrutiny Management Board

Overview and Scrutiny in numbers

27

Recommendations to Cabinet from in depth reviews

- Support to the retail sector
- Review of suicide rates
- Role of the social worker from a child's perspective



Partners participating in Overview and Scrutiny meetings

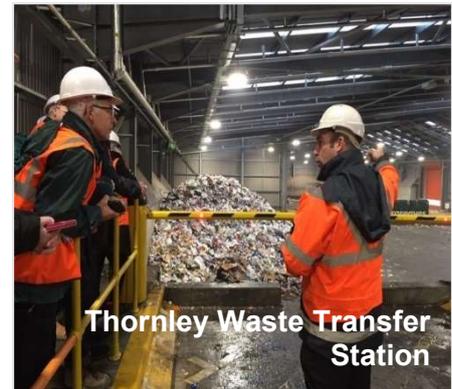
39

7

Site visits made within County Durham

22

Review groups and workshops bringing members, partners and co-optees together to work on scrutiny issues



47

Scheduled Overview and Scrutiny meetings held

21

Special additional Overview and Scrutiny meetings held focussing on matters such as Shotley Bridge Hospital, Flooding, SUPs, and ERASE (Education & Raise Awareness of Sexual Exploitation)

Key Achievements 2018-19

Overview and Scrutiny Review Activity

The scrutiny work programme for the year has reflected a balanced programme of work and improvement in the operation of scrutiny which meets the four principles of effective public scrutiny.

To provide constructive challenge

The following in depth evidence based reviews have been completed and have been reported to Cabinet and the appropriate thematic partnerships.

- * Role of the Social Worker from a Child's Perspective.
- * Review of Suicide Rates and Mental Health and Wellbeing in County Durham.
- * Review of Children's Residential Care Homes.
- * Review of the support provided to the retail sector by Durham County Council.

Other review activity included:

- * Scrutiny of the Medium Term Financial Plan budget timetable, cost reduction proposals and quarterly scrutiny of savings.
- * Formal responses on the NHS Quality Accounts 2018/19 for - North East Ambulance Service; County Durham and Darlington

NHS Foundation Trust; and the Tees, Esk and Wear Valleys NHS Foundation Trust.

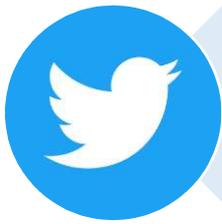
- * Formal response to the County Durham Plan Preferred Options consultation and the Housing Strategy consultation.
- * Contributed to the activity of the Safe Durham Partnership Board; Police and Crime Panel; Youth Justice Plan and the Children's Strategy.
- * Input to the Strategic Cycling and Walking delivery plan; Phasing out unnecessary Single Use Plastics (SUPs), the Homelessness Strategy and the County Durham and Darlington Fire & Rescue Service Integrated Risk Management Plan (IRMP) three-year plan consultation.

To amplify the voice of the public

A key priority has been to strengthen our approach to amplifying the public's voice.

During the year, chairs and vice-chairs have focused on how to bring the public voice into overview and scrutiny review activity and meetings. This has been achieved through building public feedback strongly into review work, including site visits across the county and increased use of social media to promote our work.

Our approach to raising the profile of scrutiny committees and to promote engagement is targeted on using the council's Twitter feed to help publicise our meetings. The council's feed has over 24,000 followers and we aim to publish tweets in the week leading up to the meeting and on the day of the meeting.



104 tweets relating to scrutiny
May 18 - May 19



Tweets received between 597 – 2,171 views
Total of **87,764** views.



Links to agenda or information accessed on **147** occasions with **369** tweet engagements.



Highest number of views for a tweet was **2,171** in January 2019

The special AWH OSC in January considered changes and potential closures of GP practices by the Skerne Medical Group and prompted the highest views of a tweet in 2018/19.

The overview and scrutiny process provides an opportunity for members of the public and local communities to comment upon any service change



Shotley Bridge Hospital

proposals such as in the case of the Skerne Medical Group. Local

councillors, members of the public and community representatives have contributed to engagement and consultation on these proposals and other planned changes to hospital services at Shotley Bridge and Bishop Auckland hospitals.

We have also welcomed the introduction of Local Democracy reporters at our meetings and recognise the role they play in helping report and publicise the work we do. We are pleased with the coverage we have received locally and hope this enables our communities to see the important work we do and encourage them to engage with us.

To ensure scrutiny is led by independent minded governors who own the scrutiny process

The Chair and Vice-Chair of Corporate Overview and Scrutiny Management Board, Councillors Rob Crute and Andrea Patterson, have worked with Chairs, Vice-Chairs and members of the thematic committees during the year to develop overview and scrutiny in Durham.

We have also promoted engagement of local expert and academic researchers in overview and scrutiny where they can add to our work. A professor from Sunderland University contributing evidence to a review by Safer and Stronger Communities Overview and Scrutiny Committee on preventing young people from becoming involved or remaining in cybercrime activity.

To drive improvement in public services

The overview and scrutiny work programme is informed by the current

Council Plan, the Sustainable Community Strategy, the Council's Forward Plan of decisions and other partnership plans and strategies to ensure it is aligned to key improvement areas for the council. The County Durham Partnership is in the process of reviewing and refreshing the vision for the future of County Durham and once this is complete, the new priorities and ambitions will be reflected in the overview and scrutiny work programme.

The majority of detailed in depth reviews are carried out by the committees, but smaller working groups may be set up to carry out light touch reviews. The scrutiny committees decide which areas they wish to examine. This may arise following representations by members of the public about a particular matter; be an issue identified by councillors themselves; or follow on from reports or performance assessment on the council's activities made by the cabinet or outside agencies.

The following in-depth reviews are due to complete this year:

- * Review of Durham County Council future management of allotment sites
- * Joint review of Children's Residential Care Homes
- * Review of GP Services in County Durham

Co-optees

Following a successful recruitment process for new co-optees in early 2018, we have continued to bring external voices into scrutiny to enhance our work and offer different perspectives and challenge. The co-

opted members ensure a strong external representation and help scrutiny to engage with the public.

Co-optees:

- * Act as a non-political voice for those who live or work in County Durham.
- * Bring specialist knowledge, skills and an element of external challenge to the overview and scrutiny process.
- * Take an interest in, attend and contribute to the committees and working groups to which appointed.
- * Establish good relations with other members, officers and co-optees.

Planned Overview and Scrutiny in 2019/20

The work programmes for overview and scrutiny focus on the priority areas identified within the current Council Plan, the cabinet's Forward Plan of decisions, the Sustainable Community Strategy, partnership plans and strategies, performance and budgetary control data and changes in government legislation.

Work programmes are finalised during June and July and are designed to ensure there is flexibility and capacity to take on topics which may arise throughout the year.

A summary of the planned programme for 2019/20 is shown overleaf to give a flavour of the work to be undertaken.

Overview and Scrutiny Work Programme 2019/20 (Summary)

COSMB

- Transformation Programme
- Budget and MTFP Process
- Attendance management
- Appraisals
- RIPA
- Performance and budget outturn
- Customer Feedback
- Implications of Government Policy Programme
- Welfare Reform and Poverty

Children and Young People OSC

- Child Poverty
- Erase
- Neglect in County Durham
- Growing Healthy 0-19
- JTAI Action Update
- Work of Healthy Weight Alliance
- Durham Safeguarding Children Partnership
- New Ofsted Framework 2019
- County Durham Social Worker Academy

Adults, Wellbeing and Health OSC

- Future of services delivered at Shotley Bridge Hospital
- Ward 6 Bishop Auckland Hospital
- Review of Stroke Rehabilitation Services in County Durham and Darlington
- Extended and Enhanced Primary Care Access
- Progress update on the Community Services Contract
- The emerging Integrated Care System and Integrated Care Partnerships

Economy OSC

- Local Industrial Strategy
- DurhamWorks Programme
- Masterplans
- Unemployment in County Durham
- Housing Strategy
- Homelessness Strategy
- Selective Licensing Scheme
- Transport (regional and local)
- Tourism
- Strategic sites in the county

Environment OSC

- Air Quality in County Durham
- Emerging Climate Emergency Response Plan
- Carbon Management Plan
- SUPS monitoring against action plan
- Fly Tipping
- Fuel Poverty
- Highways maintenance
- Heritage assets
- Flood Risk Management Authorities

Safer & Stronger Communities OSC

- Shoplifting
- Prevent - Counter Terrorism and Security Act 2015
- Confidence in Police and Council tackling crime and anti social behaviour
- Arson and deliberate fires
- Hate Crime
- Progress on delivery of Integrated Risk Management Plan
- Youth Justice Plan
- Probation Services

Site visits

Scrutiny members have attended a number of site visits linking to the scrutiny work programme. These visits have been invaluable in helping to engage with external partners and local residents to enable their views to be taken into account for a number of reviews and issues on scrutiny agendas.

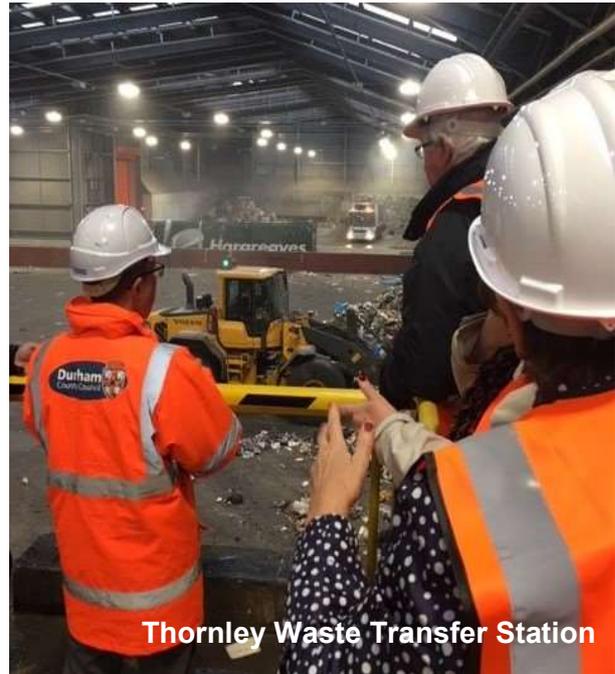
Members of the [Environment and Sustainable Communities Overview and Scrutiny Committee \(OSC\)](#) visited the newly completed Thornley Waste Transfer Station. The committee is responsible for receiving progress update reports on waste management in the county. They received details of the investment and proposals for the redevelopment of the Thornley Waste Transfer Station. They agreed that once the works were complete a visit would be arranged to the site. The visit took place on 28 November 2018 and provided members with the opportunity to see first-hand the extent of the redevelopment, to modernise and improve the facility.

The committee also visited Tudhoe Household Waste Recycling Centre.



Tudhoe Household Waste Recycling Centre

During the committee's work programme, members had raised a



Thornley Waste Transfer Station

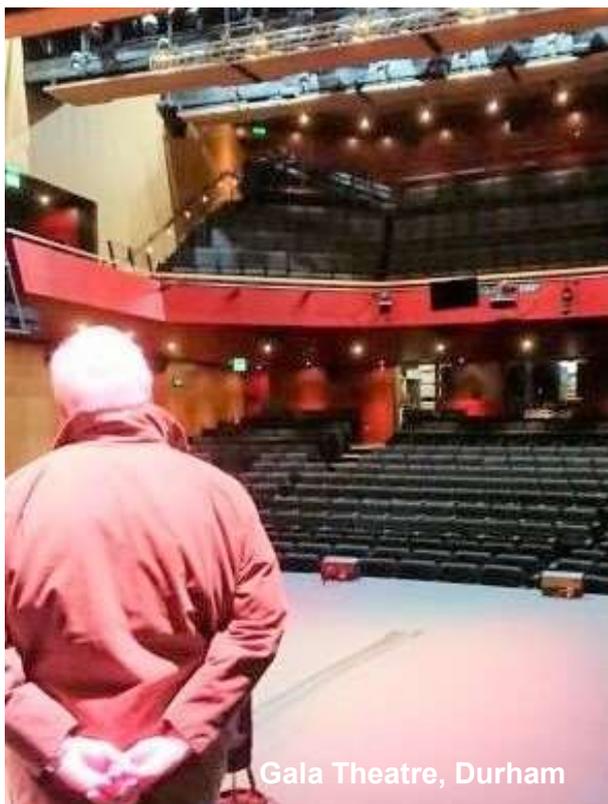
number of questions which they had been asked by residents of County Durham concerning the operation of household recycling centres in the county and the facilities offered. The visit provided members with the opportunity to see the range of waste accepted at household waste recycling centres, clarification of waste requiring a permit and the general operation of the centre.

Members of the [Children and Young People's OSC](#) continued their practice of holding one of their meetings in a local school. In November it was the turn of Evergreen primary special school in Bishop Auckland to host the committee. Following the meeting, Members were given the opportunity to see the excellent facilities at the school including the sensory rooms and hydrotherapy pool.

[Environment and Sustainable Communities OSC](#) is the Flood and Coastal Erosion Risk Management Committee for County Durham. It meets annually with the Flood Risk Management Authorities for County

Durham to determine that they are working in partnership and receive detail of current and future investments. The committee visited four flood mitigation schemes which had been delivered in the County at Lanchester, Witton Gilbert, Waldrige and Chester-le-Street town centre.

The [Children and Young People's OSC](#) visited the Durham Learning Centre at



Gala Theatre, Durham

Spennymoor in February 2019. They also visited the Durham Learning Resource Centre which provides quality resources to support learning and enjoyment in school.

The [Environment and Sustainable Communities OSC](#) held their scheduled meeting in January 2019 at the Gala Theatre in Durham. As part of the committee's work programme they had requested an overview of the theatre which was opened in 2000. At their meeting they received a presentation which set out details of the theatre's programme and content, performance and impact, current pressures and future approach and

direction. Members also received a tour of the theatre's facilities.



Proposed deculverting at the Market Place, Chester-le-Street

The [Environment and Sustainable Communities OSC](#) visiting the improved facilities available to residents and the trade at Stainton Grove Household Waste Recycling Centre.

The committee will visit various Heritage sites across the county as part of their work programme around heritage assets.



Flood Mitigation Scheme, Front Street, Lanchester

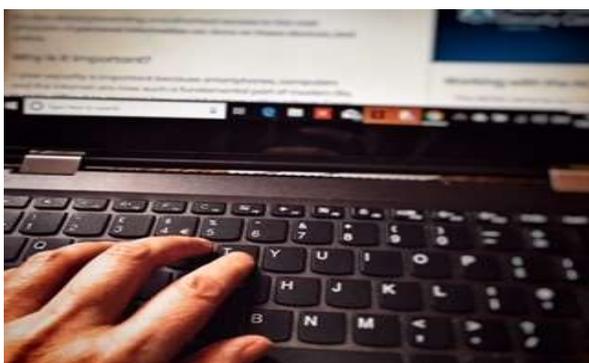
Impact of Overview and Scrutiny in County Durham

Overview and scrutiny can have a real impact in contributing to and helping shape policies.

It is integral to the improvement of services and plays an important role in linking in with regulation and inspection regimes.

Cybercrime

- * Increased engagement with young people on cyber safety.
- * Led to development of a video with students from New College Durham highlighting the consequences of hacking.
- * A Durham County Council apprentice specialising on cyber security



Arson & Deliberate Fires in East Durham Area

- * Following a request to promote confidence to report incidents, contributed to the development of

the Firestoppers brand with Crimestoppers.

- * Development of Community Safety area within Peterlee fire station as a Safety Centre focussed on anti-social behaviour, firesetter and prevention education.

Phasing out of unnecessary single use plastics

Comments resulted in additional areas in the action plan.

- * Development of a communications plan.
- * The need to continue to offer pricing incentives for the use of Single Use Plastic (SUPs) alternatives.
- * Reconsideration of using SUPs free gifts at promotional events.
- * Development of a process to collect empty crisp packets.



Retail support review recommended:

- * Monitoring performance measures to protect town centres in the emerging County Durham Plan.
- * Ensure access to high speed broadband in the county.

- * Improve signage and simplify the process for organising events in town centres.
- * Look at how we promote business support and rate relief.
- * Examine parking provision in all large town centres.



Bishop Auckland Hospital

Ward 6 Bishop Auckland Hospital

Ward 6 Bishop Auckland Hospital provides step down care through 24 inpatient beds which are supported by a team of Advanced Nurse Practitioners.

Following speculation regarding the future of Ward 6, the Chair of the AWHOSC wrote to the Chief Executive of County Durham and Darlington Foundation Trust requesting that the proposed consultation and engagement regarding the future of the ward be paused and the Trust attend the committee to clarify the position regarding the future of the ward.

The meeting attracted a significant amount of public interest with local residents, staff, local Councillors and representatives from the MP's office all attending.

The Foundation Trust and CCGs agreed to undertake further staff and patient stakeholder engagement activity which would shape future

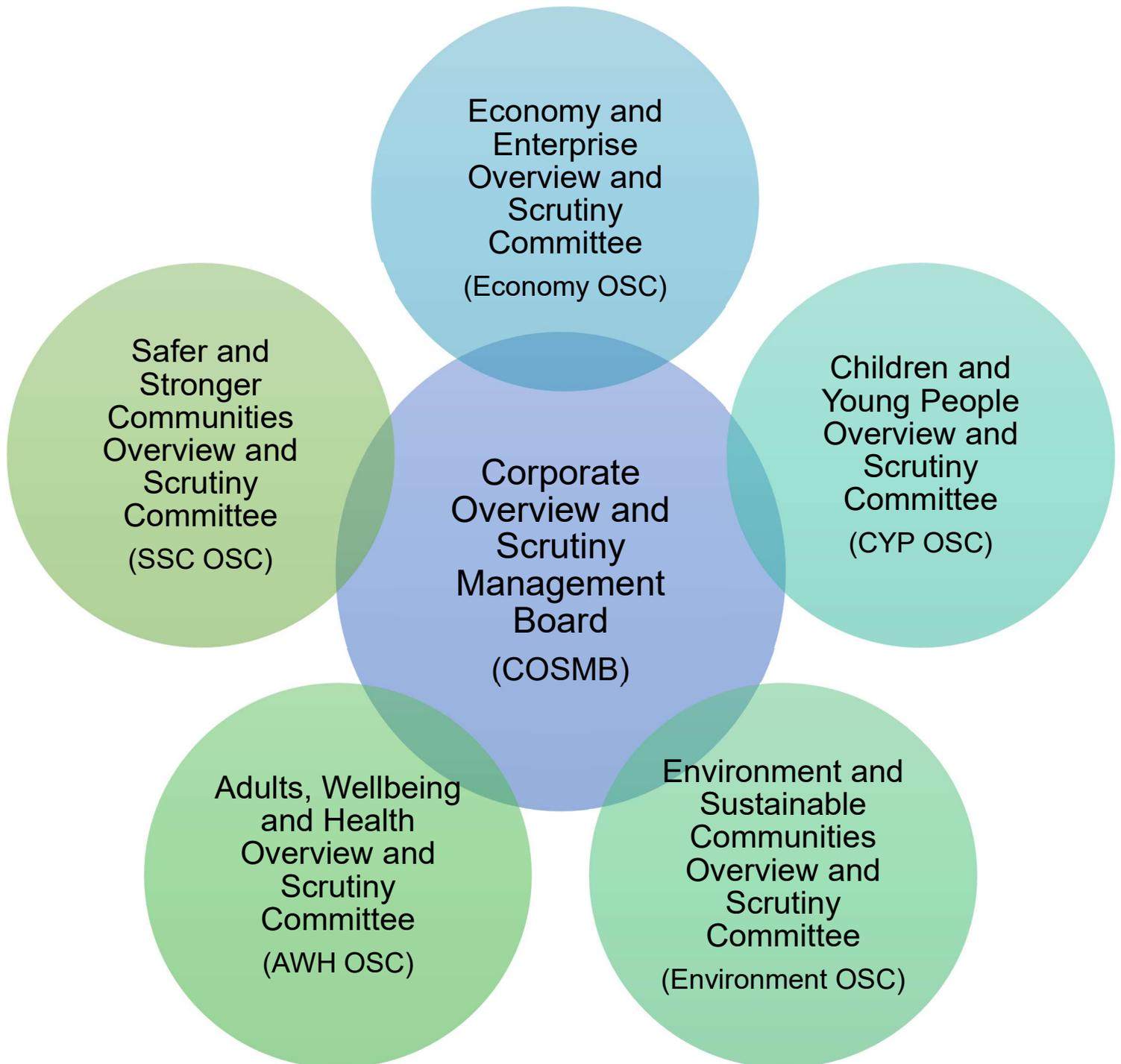
models of care for the ward and this is due to come back to committee in Autumn 2019.

The key impact was that Ward 6 remained open, continued to accept patients and be well utilised. It continues to do so until options for future services are developed and subject to formal consultation.

Role of the Social Worker from a Child's Perspective recommended:

- * Monitor performance of the number of case files of social workers to ensure consistency and stability for County Durham Children.
- * An evaluation is carried out on the impact of the new Pre-birth and Edge of Care services.
- * All members are Corporate Parents and receive mandatory training.
- * Overview and Scrutiny monitor the performance of Durham County Council's Social Worker Academy.
- * Consideration is given to the establishment and promotion of mental health and emotional wellbeing of children's social care staff and for supervision to monitor staff dealing with highly emotive/sensitive cases.
- * Children and young people work with the service to develop a welcome pack for children first coming into contact with the service.
- * A communication protocol is established between social workers and children.

Overview and Scrutiny in County Durham



Constitutional Responsibilities of Overview and Scrutiny

Corporate Overview and Scrutiny Management Board

- * To oversee and co-ordinate the work of Overview and Scrutiny and its committees
- * To ensure effective liaison across the work of the committees on cross cutting issues.
- * To be the strategic driver of the Overview and Scrutiny function.
- * To consider as appropriate scrutiny member involvement in regional scrutiny arrangements within the context of any regional strategies.
- * The establishment of appropriate liaison with the Executive in the interests of achieving common aims and continuous improvement for the Council
- * To encourage appropriate community involvement in the overview and scrutiny role.
- * Putting the customer first
- * Working with our communities
- * Effective use of resources
- * Support our people through change

Environment and Sustainable Communities Overview & Scrutiny Committee

- * Deliver a clean, more attractive and sustainable environment
- * Maximise the value and benefits of Durham's natural environment.
- * Reduce carbon emissions and adapt to the impact of climate change (including flood or coastal erosion risk management functions)
- * Promote sustainable design and protect Durham's heritage

Safer and Stronger Communities Overview & Scrutiny Committee

- * Reduce anti-social behaviour
- * Protect vulnerable people from harm
- * Reduce re-offending
- * Alcohol and substance misuse harm reduction
- * Counter terrorism and prevention of violent extremism
- * Casualty reduction
- * Embedding Think Family approach

Children and Young People Overview & Scrutiny Committee

- * Helping children and young people realise and maximise their potential
- * Helping children and young people make healthy choices and have the best start in life
- * A Think Family approach is embedded in our support for families.

Economy & Enterprise Overview & Scrutiny Committee

- * Thriving Durham City
- * Vibrant and successful town
- * Sustainable neighbourhoods and rural communities
- * Competitive and successful people
- * A top location for business

Adults, Wellbeing and Health Overview & Scrutiny Committee

- * Reduce health inequalities and early deaths
- * Improve the quality of life, independence and care and support for people with long term conditions
- * Improve the mental health and physical wellbeing of the population
- * Supporting people to die in the place of their choice with the care and support they need

Corporate Overview and Scrutiny Management Board



Cllr Rob Crute
Chair



Cllr Andrea Patterson
Vice-Chair

The Corporate Overview and Scrutiny Management Board (COSMB) provides a strategic direction for the work of all the overview and scrutiny committees. Its work programme for 2018/19 included:

- * In depth scrutiny of the Council's Medium Term Financial Plan 2019/2020 – 2022/2023 (MTFP 9), and revenue and capital budget proposals for 2019/2020 to make sure that the council's resources are used effectively and efficiently.
- * Comments from COSMB meetings scrutinising the proposed financial plans were fed back to cabinet as part of the consultation process in setting the budget.
- * COSMB receive quarterly reports on the council's use of powers under the Regulation of Investigatory Powers Act (RIPA) 2000.

- * Received quarterly reports on performance management; forecast revenue and capital outturn for Transformation and Partnerships and Resources; Customer Feedback: Complaints, Compliments and Suggestions.
- * Received updates on the council's Transformation Programme, Delivery of the Medium Term Financial Plan 8, the CRM system and Members Portal.

Continued to receive regular updates on:

- * Petitions.
- * Council's Notice of Key Decisions - to ensure that members are aware of key decisions to be made by Cabinet, and to provide information on any scrutiny involvement.
- * Work programme activity from each of the overview and scrutiny committee chairs.

COSMB also has responsibility to consider reviewing the council's response to petitions where the petition organisers have appealed in accordance with the Petition Procedure.

COSMB led a workshop for all overview and scrutiny members and co-optees considering the emerging findings for the draft County Durham Vision. Members contributed to shaping the ambitions within the refreshed Vision.

All the Overview and Scrutiny Committees monitor performance and revenue and capital expenditure through performance management and budgetary reports on a quarterly basis.

Adults, Wellbeing and Health Overview and Scrutiny Committee



**Cllr John Robinson
Chair**



**Cllr Jean Chaplow
Vice-Chair**

The Adults, Wellbeing and Health Overview and Scrutiny Committee (AWH OSC) has a statutory role under the Health and Social Care Act 2001 as amended to scrutinise local health services. This committee is aligned to the Altogether Healthier priority theme.

- * Reviewed annual reports and performance information in respect of County Durham HealthWatch, Local Safeguarding Adults Board and the County Durham Health and Wellbeing Board.
- * Received information on NHS Service reviews and, where appropriate, as statutory consultees commented upon the proposals and associated communications and engagement plans. These included a review of stroke rehabilitation services in County Durham and Darlington, the future of ward six at Bishop Auckland Hospital and the

NHS England Review of Vascular Services. The committee also considered the review of extended and enhanced primary care services across Durham Dales, Easington and Sedgefield CCG and proposals to change the delivery of GP services at a number of GP practices within the county. The AWH OSC also received communication and engagement plans relating to services delivered at Shotley Bridge Community Hospital.

- * Continued the examination of the Sustainability and Transformation Plans covering County Durham – the Northumberland, Tyne and Wear and North Durham STP and the Durham, Darlington and Teesside, Hambleton, Richmondshire and Whitby STP, via associated Joint Overview and Scrutiny Committee arrangements.

Considered update reports in respect of:

- * Public Health Services
- * Adult and Health Services
- * Community Hospitals in County Durham
- * North Durham and DDES CCG operational plans
- * Integrated Sexual Health Services
- * North East Ambulance Service NHS Foundation Trust – Performance against the new National Ambulance Standards
- * Durham Health and Wellbeing System Plan 2019/20 - Adults
- * DDES CCG Accident and Emergency Ambulance Service Review – post implementation update
- * NHS Foundation Trusts' – Quality Accounts 2018/19

Children and Young People's Overview and Scrutiny Committee



Cllr Christine Potts
Chair



Cllr Heather Smith
Vice-Chair

Children and Young People Overview and Scrutiny Committee (CYP OSC) is aligned to Altogether Better for Children and Young People priority theme in the Council Plan.

CYP OSC has scrutinised Annual Reports from the Director of Public Health; and the Local Safeguarding Children's Board; the Health and Wellbeing Board; Corporate Parenting Panel.

The committee has undertaken review activity looking at Children's Residential Care Homes including a focus group session with young people in private residential care homes.

CYP OSC considered the Joint Targeted Area Inspection Action Plan and the work of the ERASE Team jointly with colleagues from Safer Stronger Communities Overview and Scrutiny Committee.

The Committee has also received a progress update on recommendations of the take up of Free School Meals and the holiday provision review.

In addition CYP OSC has received updates on:

- School Funding
 - Neglect in County Durham
 - The work of the Healthy Weight Alliance
 - Educational Attainment
 - Growing Healthy 0-19
 - Summary of Ofsted Results in County Durham Maintained Schools
- * Received summary of minutes from Children and Families Partnership.
 - * Held a committee meeting in a school and visited Durham Learning Resource.
 - * Greater liaison between Children and Young People's Overview and Scrutiny Committee and Corporate Parenting Panel.

The committee has also received information on:

- * The Child Protection Offer.
- * Participation in Learning.
- * Child Poverty.
- * Evaluation of the Edge of Care and Pre-Birth Teams.
- * Children and Young People's Mental Health Draft Local Transformation Plan 2018-2020.
- * SEND Inclusion and Exclusion.

Economy and Enterprise Overview and Scrutiny Committee



Cllr Alison Batey
Chair



Cllr Malcolm Clarke
Vice-Chair

Economy and Enterprise Overview and Scrutiny Committee (Economy OSC) is aligned to the Altogether Wealthier priority team in the Council Plan.

The committee has received progress updates and commented on key developments and the direction of travel in relation to:

- * The EU funding programme.
- * Regional Funding and investment pipeline for County Durham.
- * Regional and local transport provision.
- * Homelessness Strategy.
- * DurhamWorks Programme.
- * Digital Durham Programme.
- * Government's Industrial Strategy.

The Economy OSC has received detailed information on the:

- * Tackling Empty Properties Project.
- * The work of the North East LEP.

- * The development of the Local Industrial Strategy.

Annually, the committee considers the work undertaken by the County Durham Economic Partnership, Business Durham and Visit County Durham.

They have received information on:

- * The development of a Selective Licensing scheme.
- * The further development of the 'second round' programme of Masterplans.
- * Skills Strategy for County Durham.

The committee has also held workshops providing further opportunities for Durham County Council's members and co-optees to feed into the consultation stages of both the County Durham Plan (the local plan for County Durham) and the Housing Strategy. Some of the key comments made included:

- * The need to ensure infrastructure is in place for strategic employment sites and proposed housing developments in the county.
- * Ensure the mix of housing developments meet the requirements of local residents.
- * Need to look at bringing more empty homes back into use through enforcement action.
- * Need to consider the development of an Affordable Homes Strategy.
- * Support for the introduction of a Countywide Selective Licensing Scheme.

Economy OSC received an update on the recommendations of the Skills Development scrutiny review and received minutes from the County Durham Economic Partnership.

Environment and Sustainable Communities Overview and Scrutiny Committee



Cllr Eddy Adam
Chair



Cllr Olga Milburn
Vice-Chair

The Environment and Sustainable Communities Overview and Scrutiny Committee (Environment OSC) has statutory responsibility under the Localism Act 2011 as amended to scrutinise flooding and coastal risk management functions of the council and external bodies (Environment Agency and Northumbrian Water Ltd.) This committee is aligned to the Altogether Greener priority theme in the Council Plan.

The Environment OSC received an update on the progress of recommendations on the management of Durham County Council's woodland estate.

The committee has considered information on the Stockton to Darlington Bicentennial Celebrations,

Single Use Plastics and Highways and Bridge Maintenance.

They received an overview on Sustainable Heating, the Gala Theatre, Leisure Works, the council's Tree Management Policy and Tree Maintenance and the Heritage Coast.

The Environment OSC has received minutes from:

- * The County Durham Environmental Partnership.
- * The Durham Strategic Flood Group.
- * Northumbria Regional Flood and Coastal Committee.

The committee is the Flood and Coastal Erosion Risk Management Committee for County Durham and receives an update on the work of the Flood Risk Management Authorities for County Durham on an annual basis. This update focuses on:

- * Flood mitigation work currently being undertaken within County Durham by the Flood Risk Management Authorities for County Durham.
- * Future flood mitigation work to be undertaken and detail of funding.
- * Any issues identified by the Flood Risk Management Authorities in relation to flood mitigation schemes/projects within the county.
- * The committee also received detail of the water management policies in the emerging County Durham Plan.

The committee also receives regular updates on the European Structure and Investment Funding programme, Carbon Management Plan, Climate Change and delivery plan, fuel poverty projects and the winter maintenance programme.

Safer & Stronger Communities Overview and Scrutiny Committee



Cllr David Boyes
Chair



Cllr Heather Liddle
Vice-Chair

The Safer and Stronger Communities Overview and Scrutiny Committee (SSC OSC) has powers under the Police and Justice Act 2006 as amended to scrutinise work being undertaken by the statutory crime and disorder reduction partnership; the Safe Durham Partnership. The committee is aligned to the Altogether Safer priority theme in the Council Plan.

The Committee has commenced review activity on development of a County Durham road safety strategy and worked with Children & Young People's OSC on Children's Residential Care Homes.

SSC OSC has received reports on the progress of recommendations from review activity of:

- * Arson and deliberate fires in the east Durham area

- * Alcohol and its demand on emergency services
- * Safe and Wellbeing Visits
- * Cybercrime
- * 20 mph Limits

The committee has received reports and provided a response to respective Portfolio Holders and/or Partnership leads on:

- * Arson and deliberate fires
- * Safer Durham Partnership Board update
- * Joint Target Area Inspection report on domestic abuse (joint with CYP OSC)
- * ERASE – Child Sexual Exploitation (joint with CYP OSC)

SSC OSC has considered and commented on reports and presentations including:

- * Open Water Safety
- * Local Multi Agency Problem Solving – mapping
- * Probation Services
- * Hate Crime
- * Casualty Reduction Partnership
- * Drug & Alcohol Recovery Services
- * Youth Justice Plan
- * Consumer Protection enforcement activity
- * Durham Police and Crime Panel

They have responded to consultation on County Durham and Darlington Fire & Rescue Service Integrated Risk Management Plans.

The committee have monitored quarterly performance reports and provided acknowledgment of high performance areas and included performance challenges within its work programme.

SSC OSC held development sessions on recorded crime and management of registered sex offenders.

Regional Scrutiny

The North East Regional Employers' Organisation supports a region-wide North East Joint Scrutiny Member/Officer network where all twelve North East local authority scrutiny leads discuss national developments in scrutiny.

The network also provides an opportunity to share work programmes and priorities and consider emerging issues that have an impact across local authority boundaries.

North East Combined Authority (NECA) scrutiny arrangements

The North East Combined Authority (NECA) has agreed three broad areas of focus:

- * Transport
- * Employability and Inclusion
- * Economic Development and Regeneration

In November 2018 a North of Tyne Combined Authority was created made up of Newcastle, North Tyneside and Northumberland councils. As a result NECA changed its boundaries and is now comprised of the four councils of Durham, Gateshead, South Tyneside and Sunderland.

Governance arrangements for NECA include an Overview and Scrutiny Committee which enables local councillors, on behalf of their communities, to scrutinise and challenge all matters within its remit.

The committee investigates matters of significant importance to residents across the areas covered by the four councils with a view to influencing decisions.

Durham County Council is represented on the NECA Overview and Scrutiny Committee by Councillors Rob Crute and Andrea Patterson, the Chair and Vice-Chair of COSMB. Councillors Alison Batey and Malcolm Clarke, the Chair and Vice-Chair of Economy Overview and Scrutiny Committee are the nominated substitute members.

As transport is of such strategic importance to the North East, both NECA and the North of Tyne Combined Authority work collaboratively to ensure effective decision making across the region takes place.

A Joint Transport Committee Overview and Scrutiny Committee has been established with representatives from all seven authorities. Councillors Rob Crute and Andrea Patterson, the Chair and Vice-Chair of COSMB represent Durham County Council. Councillors Alison Batey and Malcolm Clarke, Chair and Vice-Chair of Economy Overview and Scrutiny Committee are the nominated substitute members.

Both scrutiny committees meet at varying locations across the NECA area and meetings are open to the public.

Further details on NECA can be found at www.northeastca.gov.uk.

Regional Health Scrutiny

The Council continues to work collaboratively at a regional level to ensure that the impact of changes to health services across local authority

boundaries does not adversely impact upon residents of County Durham.

The North East Regional Joint Health Scrutiny Committee consists of lead Health Scrutiny members from all 12 north east local authorities.

The committee is charged with scrutinising issues around the planning, provision and operation of health services in and across the north east region, comprising for these purposes the areas covered by all constituent authorities.

During 2018/19, the committee has examined:

- * NHS England – North East and Cumbria specialised commissioning updates regarding Neonatal services; Neonatal transport; Congenital Heart Disease Review and Vascular services.
- * The North East and Cumbria Learning Disabilities Fast Track Transformation Plan.
- * Updates from the Northumberland, Tyne and Wear and North Durham STP Joint Health OSC and the Durham, Darlington and Teesside, Hambleton, Richmondshire and Whitby STP Joint Health OSC.
- * NEAS Quality Accounts and performance updates including the new National Ambulance response standards.
- * The expansion of Pharmacy First Services.
- * The development of an Integrated Care System.

- * The provision of Translation and Interpretation Services relating to Health Services.

Following the publication of NHS Sustainability and Transformation Plans nationally, there are two sub-regional Joint STP Scrutiny Committees covering the Northumberland, Tyne and Wear and North Durham STP and the Durham, Darlington and Teesside, Hambleton, Richmondshire and Whitby STP.

Durham County Council is the only North East Council with representatives that sit on both STP Joint OSCs reflecting the fact that County Durham is covered by two STPs.

It is envisaged that much of this regional and sub-regional health scrutiny work will roll forward into 2019/20.

The regional and sub-regional joint scrutiny overview and scrutiny arrangements will be used to scrutinise the development of sustainability and transformation plans and any associated proposals for substantial developments or significant variations in services arising out of these plans.

Overview and Scrutiny Team

The Overview and Scrutiny team is part of the Transformation and Partnerships Directorate which leads on the Transformation Programme, performance management and improvement, communications, consultation and engagement, partnership working, equalities and diversity and information management, as well as the Council's Area Action Partnerships and emergency planning functions.

Jenny Haworth, the Head of Strategy is designated as the Statutory Scrutiny Officer.

Tom Gorman is the Corporate Scrutiny and Strategy Manager and Stephen Gwilym the Principal Overview and Scrutiny Officer.

Diane Close, Jonathan Slee and Ann Whitton are Overview and Scrutiny Officers. Clare Luery is the Scrutiny Support Assistant.



Scrutiny office contacts

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**Corporate Overview and Scrutiny
Management Board**

21 June 2019



**Refresh of the Work Programme
2019/20 for the Corporate Overview and
Scrutiny Management Board**

Ordinary Decision

Report of Corporate Management Team

Lorraine O'Donnell, Director of Transformation and Partnerships

Electoral division(s) affected:

None

Purpose of the Report

- 1 To provide Corporate Overview and Scrutiny Management Board (COSMB) with the updated work programme for 2019/20.

Executive summary

- 2 COSMB received a draft work programme at the meeting on 18 March 2019. The work programme has been developed in the context of the current Council Plan for the Council's Altogether Better Council priority theme. Members are asked to identify topics for review activity to be undertaken.

Recommendation(s)

- 3 COSMB is recommended to:
 - (a) Receive and comment upon the COSMB work programme for 2019/20.
 - (b) Agree the work programme for 2019/20 as attached.

Background

- 4 At its meeting on 18 March 2019, members of COSMB agreed to a refresh of the committee's work programme. It was also agreed to maintain the committee's strong focus on the transformation programme.
- 5 It was recognised that once the new vision is in place it will inform all the scrutiny work programmes as they progress throughout the year.
- 6 It was also noted that the work programme is flexible to enable additional items to be accommodated throughout the year.
- 7 Following suggestions made at the last meeting and after discussion with the Chair and Vice-Chair of COSMB the items below have been included into this year's programme:
 - a) Attendance Management – an update against the recommendations from the review in 2015 (last update received by COSMB in April 2017) – Jenny Haworth/Alison Lazazzera
 - b) Customer Services update – First Point of Contact – Alan Patrickson
 - c) Statutory Guidance on Overview and Scrutiny in Local and Combined Authorities – Jenny Haworth
 - d) Transformation Programme: Smarter Ways of Working – Andy Palmer
 - e) Transformation Programme: Business Support Project – Andy Palmer
- 8 The Head of Corporate Finance and Commercial Services has advised that Budget and MTFP proposals would be best planned for discussion over four meetings: September and December 2019; January and February 2020. In accordance with usual practice, the minority party leaders will be invited to attend. However as in previous years this timetable depends on when Government funding information is available, and so may need to be flexed in year. Members will be kept informed of any changes needed.

Background papers

- COSMB report and minutes 18 March 2019.

Contact: Jenny Haworth

Tel: 03000 268071

Clare Luery

Tel: 03000 265978

Appendix 1: Implications

Legal Implications

None

Finance

None

Consultation

None

Equality and Diversity / Public Sector Equality Duty

None

Human Rights

None

Crime and Disorder

None

Staffing

None

Accommodation

None

Risk

The Overview and Scrutiny work programme is an important element of the Council's governance and risk management arrangements.

Procurement

None

Appendix 2: COSMB Work Programme 2019/20

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<p>Overview and Scrutiny Work Programme 2019/20</p> <p>Corporate Overview and Scrutiny Management Board (COSMB)</p> <p>Lead officer: Jenny Haworth</p> <p>Key service contact: Jeff Garfoot</p>	<p>Note:</p> <p>Overview and Scrutiny Review – A systematic six monthly review of progress against recommendations/action plan</p> <p>Scrutiny/Working Group – In-depth review/light touch review</p> <p>Overview/progress – Information on an issue; opportunity to comment, shape, influence, progress with a scrutiny review</p> <p>Performance/Budget – Ongoing quarterly monitoring performance reports/budgets</p>
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	When	Who	Outcome	Comment
O/S Review				
Scrutiny/Working Group (light touch/in-depth review)				
Budget and MTFP process	13 Sept 2019 16 Dec 2019 27 January 2020 14 Feb 2020	Jeff Garfoot/ Jenny Haworth	To enable scrutiny members to comment and feed into MTFP and budget setting process.	To look at any issues/reviews linked to achieving savings within the MTFP. Update reports considered by COSMB
Overview/Progress				

	When	Who	Outcome	Comment
Transformation Programme, including: <ul style="list-style-type: none"> • Smarter ways of working: progress • Business support project • ICT Developments • Organisational Development 	Six monthly updates 13 September 2019 TBC	Lorraine O'Donnell/Andy Palmer <ul style="list-style-type: none"> • Andy Palmer • Andy Palmer • Alan Patrickson • Alison Lazazzera/Andy Palmer 	To update members on the Transformation Programme.	Members' information
Regulation of Investigatory Powers quarterly report	2018/19 Quarter 4 21 June 2019 2019/20 Quarter 1/2 16 Dec 2019 Quarter 3 14 Feb 2020	Kamila Coulson-Patel	To inform members of the Council's use of powers under the Regulation of Investigatory Powers Act 2000 (RIPA) on a quarterly basis.	Members' information
Regulation of Investigatory Powers annual report	22 October 2019	Kamila Coulson-Patel	To inform members of the Council's use of powers under the Regulation of Investigatory Powers Act 2000 (RIPA).	Members' information
Customer Feedback – Compliments, Complaints and Suggestions quarterly report	2018/19 Q4 23 July 2019 2019/20 Q1 13 Sept 2019	Vicki Murray	To inform Members of the Customer Feedback report on a quarterly basis.	Members' information

	When	Who	Outcome	Comment
	Q2 16 Dec 2019 Q3 20 March 2020		To present key messages in relation to the management and handling of statutory representations for Children and Adults Social Services.	
Customer Services – First Point of Contact	TBC	Alan Patrickson	To update members on progress with First Point of Contact project.	Members' information
Overview and Scrutiny Annual Report	21 June 2019	Jenny Haworth	Members to sign off the Overview and Scrutiny Annual Report.	Members' information, and circulated widely
Notice of Key Decisions	At each COSMB	Jackie Graham	To monitor additions/ amendments.	Members' information
Attendance Management Update	13 September 2019	Alison Lazazzera /Jenny Haworth	To update members on progress on attendance management issues since the last update received in April 2017.	Members' information
Statutory Guidance on Overview and Scrutiny in Local and Combined Authorities	Special meeting 23 July 2019	Jenny Haworth	To update members on the new scrutiny guidance and proposed Council response.	Members' information
Performance/Budget				
Performance Quarterly reporting	2018/19 Q4 21 June 2019 2019/20	Jenny Haworth/Tom Gorman		Standing item

	When	Who	Outcome	Comment
	Q1 13 Sept 2019 Q2 16 Dec 2019 Q3 20 March 2020			
Budget Outturn Report Quarterly reporting (Transformation and Partnerships and Resources)	Q4 2018/19 and Q1 2019/20 13 Sept 2019 Q2 16 Dec 2019 Q3 20 March 2020	Ian Herberson/Michael Grogan		Standing item
Regular updates				
Implications of the Government's policy programme	Cabinet report	Jenny Haworth		
Welfare reform and poverty action plan updates	Cabinet report	Emma Gardner/Kevin Edworthy		
MTFP delivery updates	Cabinet report	Andy Palmer		
County Durham Partnership update	Cabinet report	Julie Bradbrook		
Chairs' briefings	At each COSMB	Chair		
Petitions updates Quarterly	21 June 2019 13 September 2019	Jackie Graham		

	When	Who	Outcome	Comment
	16 December 2019 20 March 2020			

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**Corporate Overview and
Scrutiny Management Board**

21 June 2019



Update in relation to Petitions

Report of Corporate Management Team

Helen Lynch, Head of Legal and Democratic Services

Electoral division(s) affected:

Countywide.

Purpose of the Report

- 1 To provide for information the quarterly update in relation to the current situation regarding various petitions received by the Authority.

Recommendation(s)

- 2 Members are requested to note the update report on the status of petitions and e-petitions received by the Authority.

Background

- 3 Following the introduction of The Local Democracy, Economic Development and Construction Act 2009, the administration of the petitions process was passed to Democratic Services.
- 4 Overview and Scrutiny Management Board have received update reports on petitions since September 2008, and this function has now passed to the new committee.
- 5 From the 15 December 2010, the Authority has provided a facility for members of the public to submit e-petitions on the Council's website.

Current Notice of Key Decisions

- 6 Since the last update, three new paper petitions have been submitted, all of which have now closed. No new e-petitions have been received. A list giving details and current status of all active petitions is attached as Appendix 2 to the report.

Contact: Ros Layfield

Tel: 03000 269708

Appendix 1: Implications

Legal Implications

None.

Finance

None.

Consultation

Petitions which refer to a consultation exercise are reported to committee for information and forwarded to the relevant officer for consideration

Equality and Diversity / Public Sector Equality Duty

None.

Human Rights

None.

Crime and Disorder

None.

Staffing

None.

Accommodation

None.

Risk

None.

Procurement

None.

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Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
<p>Petition 361</p> <p>Resurfacing of roads in the Chester-le-Street area</p> <p>Petition received 27.2.19 No. of signatures – 45</p>	<p>John Reed Head of Technical Services</p>	<p>Petition asking the Council to resurface roads in the Chester-le-Street area:- Caxton Way, Hampton Court, Leander Avenue, Lombard Drive, Merlin Drive, Mitford Close, Napier Close and Sinclair Drive.</p> <p>Highway Safety Inspection Regime The Council is committed to ensuring that the adopted highway is maintained in a safe condition as far as reasonably practicable. All adopted roads and footpaths in County Durham are inspected by a team of Highway Inspectors at a frequency appropriate to their usage. Defects are assessed against intervention criteria set out in the Highway Safety Inspection Manual and reactive repairs are undertaken to those defects which exceed the intervention criteria in accordance with the response times set out in the Highway Maintenance Plan which is available on our website.</p> <p>The Highway Safety Inspection Manual and Highway Maintenance Plan are aligned with the national code of practice.</p> <p>Caxton Way, Mitford Close, Sinclair Drive, Hampton Court and Napier Close are inspected on an annual basis and the last inspection was completed 6th September 2018 which identified no actionable safety defects.</p> <p>Leander Avenue, Lombard Drive and Merlin Drive carriageways are inspected on a 3 monthly basis and the last inspection was completed 16th January 2019 which identified no actionable safety defects.</p> <p>DCC will continue to undertake safety inspections and repair any defects as necessary to keep the areas safe.</p>	<p>Petition CLOSED</p>

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<p>DCC also rely on reports from the public to identify highway defects that may arise in between scheduled safety inspections. These should be reported to the Customer Services team.</p> <p>Programmed Maintenance In addition to the Highway Safety Inspection Regime, DCC have an annual resurfacing programme to maintain the condition of adopted roads and footpaths.</p> <p>However, there is a maintenance backlog of £190 million countywide and we have to prioritise our limited highway maintenance capital budgets based on:</p> <ul style="list-style-type: none"> • Safety • Return on investment • Network hierarchy <p>Unclassified carriageways in County Durham are condition surveyed by undertaking Coarse Visual Inspections (CVIs). These surveys are undertaken by accredited independent inspectors using an approved inspection regime, endorsed by the UK Roads Board.</p> <p>The CVI condition survey is carried out using a slow moving vehicle where the unclassified carriageway condition is assessed and recorded accordingly. CVI condition surveys are undertaken on a four-year cycle.</p> <p>The last CVI condition survey conducted on Lombard Drive, Hampton Court, Merlin Drive, Leander Drive, Caxton Way, Sinclair Drive, Napier Close and Mitford Close was undertaken on 23rd December 2015 and these roads are due to be surveyed again in 2019/20.</p>	

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<p>Based on this condition data and through additional surveys undertaken by the highway engineers DCC agreed that Lombard Drive, Hampton Court, Merlin Drive and Leander Drive would benefit from resurfacing.</p> <p>DCC have micro-asphalt resurfacing schemes planned for Lombard Drive, Hampton Court, Merlin Drive and Leander Drive and these will be undertaken in April 2019.</p> <p>Micro-asphalt surfacing is a cost effective solution for resurfacing roads that are showing the early signs of wear and tear. This treatment fills in any cracks and voids in the carriageway to improve skid resistance and seal the road preventing water getting in thereby extending the life of the carriageway.</p> <p>Caxton Way, Sinclair Drive, Napier Close and Mitford Drive have been assessed as being in an acceptable condition and therefore no resurfacing schemes are planned at present.</p>	
<p>Petition 362</p> <p>Save the Number 18 Bus Service Through Coundon</p> <p>Petition received 10.5.19</p> <p>No. of signatures – 548</p>	<p>Andrew Leadbeater Integrated Transport Manager</p>	<p>Petition asking the Council to save the number 18 bus service through Coundon.</p> <p>The service 18 is a commercial service (i.e. the County Council does not contribute, financially, to the service) that provides an hourly service between Coundon and Woodhouse Close estate serving Bishop Auckland bus station, Asda and Bishop Auckland hospital. This service is also used by Coundon residents to access to the Auckland Medical Group on Watling Road, by way of a short walk from Cockton Hill Road or Woodhouse Lane.</p> <p>The County Council has a significant role to play in the coordination of the public transport network across the county and, following Go North East’s intention to withdraw the service</p>	<p>Petition CLOSED</p>

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<p>from 19th May 2019, DCC have liaised with the company with regard to this proposed change.</p> <p>By way of alternative access to the key destinations from Coundon, the Arriva service 56 is a half hourly service from Durham to Bishop Auckland via Coundon. One bus an hour of the 56 service runs directly on to service 86, which runs from Bishop Auckland bus station to Toft Hill via Asda, Bishop Auckland hospital, Cockton Hill Road and Woodhouse Lane.</p> <p>Arriva are to introduce through fares on these two services allowing Coundon residents similar access to Asda, the hospital and the Medical Group as that afforded by the current service 18. The introduction of the through fares will begin on or before the date of the service 18 withdrawal. Arriva are currently producing a leaflet to advertise this fact and I understand that they propose to do a door to door leaflet drop to Coundon residents as soon as it is produced to inform them of the change.</p> <p>Future access to Woodhouse Close Estate would require a change of bus in Bishop Auckland bus station for Coundon residents however there is not a significant demand for access to the estate from Coundon.</p> <p>It is considered that the withdrawal of the service 18 will have minimal impact on Coundon residents when comparing accessibility to the key destinations quoted above before and after the proposed change and, therefore, it is not proposed to suggest that Go North East retained their service 18.</p>	

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
<p>Petition 363</p> <p>Rosemount Road Speed Calming, South Church</p> <p>Petition received 17.5.19</p> <p>No. of signatures – 44</p>	<p>John Reed Head of Technical Services</p>	<p>Petition asking the Council to address speeding concerns at Rosemount Road, South Church.</p> <p>Traffic Calming</p> <p>The Council receives more requests for road safety schemes than able to fund from the limited road safety budgets. Therefore, schemes have to be prioritised where there are proven issues with serious and fatal personal injury accidents.</p> <p>Having checked the accident recording database shared with Durham Constabulary, there have been 3 ‘personal injury’ accidents on the road in the past 4 years, this being the standard search criteria.</p> <p>Compared to many other locations within the county, this represents a favourable accident record and therefore to prioritise our limited road safety budgets at locations with a proven record of serious and fatal personal injury accidents would be prioritised.</p> <p>The Department for Transport does not permit the installation of physical traffic calming measures such as road humps, speed cushions, pinch points, chicanes, etc. on the ‘A’ road network which should remain available for the expeditious movement of traffic. Likewise, in some cases ‘B’ roads can carry similar, if not greater numbers of vehicles than certain ‘A’ class roads as they provide main links between towns and villages. As such, highway authorities are not encouraged to introduce physical traffic calming measures on ‘B’ class roads where often we are unable to satisfy specific design standard requirements and best practice due to the overall traffic volume, usage by buses/HGVs, leading to issues for example with;</p> <ul style="list-style-type: none"> • Pollution; 	<p>Petition CLOSED</p>

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<ul style="list-style-type: none"> • Congestion; • Noise; • Vibration; • Proximity of side road junctions; • Private access; • Bus stops; and • Road Geometry <p>Speeding Vehicles Rosemount Road is a B class road subject to a 30mph speed limit. A speed survey was undertaken over a one week period in May 2018. The survey was located approximately 50m south of the B6282, Rosemount Roads junction with Dovecot Hill road. At that time, the average speed of vehicles was recorded as approximately 31.1 mph and the 85% speed (the speed at which 85% of vehicles travel at or below) as 35.8mph.</p> <p>Whilst these results demonstrate that the speed limit is generally respected, the results did indicate that higher speeds are more likely to occur during the evening and early morning. These findings align with the observations of the local residents.</p> <p>Speed Management Strategy The Speed Management Strategy which was approved by Cabinet on 14th November 2018 had been reviewed and updated, subject to public consultation.</p> <p>Speed Limits The Council is required to follow Department for Transport legislation and guidance to ensure that speed limits are credible with the aim that they become self-evident and enforcing by virtue of their surroundings. During the review process various factors and criteria are considered and evaluated such as:</p>	

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<ul style="list-style-type: none"> • Existing vehicle speeds; • Nature of the road and its surroundings; • Local needs; • Existing highway infrastructure; • Development; • Highway signs; • Road markings and street lighting; • The various road users; • The credibility of the speed limit; and • Accident history. <p>Having checked the accident recording database shared with Durham Constabulary, there have been 3 ‘personal injury’ accidents on the road in the past 4 years, this being our standard search criteria.</p> <p>Compared to many other locations within the county, this represents a favourable accident record and therefore we must continue to prioritise our limited road safety budgets at locations with a proven record of serious and fatal personal injury accidents</p> <p>A speed limit which lacks credibility results in a significant proportion of motorists ignoring the limit and driving at even higher speeds, and can also lead to greater risk taking. The majority of drivers will travel at what they consider is a credible speed for their environment, with the average speed being a good indicator.</p> <p>The current 30mph speed limit is the typical limit set in residential areas such as Rosemount and is considered a credible speed limit for this location. At that time, the average speed of vehicles was recorded as approximately 31.1 mph and the 85% speed</p>	

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<p>(the speed at which 85% of vehicles travel at or below) as 35.8mph.</p> <p>Community Speed Watch As part of the partnership approach to improving road safety, joint working with Durham Constabulary, has enabled us to introduce an initiative known as 'Community Speed Watch'. This initiative has been very successful elsewhere in the County and nationally.</p> <p>Under the Community Speed Watch initiative, all speeding complaints are directed towards Durham Constabulary and their Police and Communities Together (PACT) Meetings, enabling the appropriate level of intervention and action to be considered.</p> <p>The next PACT meeting has not been advertised yet, however, further details can be found on the Durham Constabulary web site or by contacting their '101' non-emergency telephone number where an Operator will be able to assist further.</p> <p>The Traffic Assets team will discuss the timing of Community Speed Watch with Durham Constabulary and ask that it can be undertaken at a suitable time.</p>	
<p>Petition 364</p> <p>Unfair unloading restrictions for shop keepers</p> <p>Petition received 22.5.19 No. of signatures – 520</p>	<p>Adrian White Head of Transport and Contract Services</p>	<p>Petition asking the Council to change the rules around unfair unloading restrictions for shops.</p> <p>All vehicles are permitted to park in loading bays for as long as needed, so long as active loading or unloading is observed to be taking place at least once every five minutes.</p> <p>The standard observation period for 'continuous' monitoring of loading activity is 5 minutes. If no loading or unloading activity has taken place during this 5 minute period, then a Civil</p>	<p>Petition CLOSED</p>

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
		<p>Enforcement Officer will assume that the vehicle is parked in contravention of the restrictions and will issue a Penalty Charge Notice. However, it is considered good practice to recognise that 5 minutes may not be sufficient for those engaged in potentially heavy or complex loading activities. For this reason, an extended observation period of 20 minutes for commercial vehicles. This principle is well established in local authority parking policies across the UK; and these policies have been tested many times at the Traffic Penalty Tribunal.</p> <p>Whilst it may not appear favourable to business owners who use un-liveried private vehicles to support their business activity, DCC’s parking policies in relation to the enforcement of loading bays are in line with other neighbouring authorities and reflect the guidance given by the Department for Transport on observation periods. To increase the observation period for ‘continuous’ monitoring of loading activity to 20 minutes for all vehicles would increase the time officers spend observing each vehicle, and in turn drastically lower the amount of parking enforcement we would be able to carry out county wide.</p>	

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**Corporate Overview and
Scrutiny Management Board**



21 June 2019

Notice of Key Decisions

Report of Corporate Management Team

Helen Lynch, Head of Legal and Democratic Services

Electoral division(s) affected:

Countywide.

Purpose of the Report

- 1 To consider the list of key decisions that is scheduled to be considered by the Executive.

Recommendation(s)

- 2 You are recommended to give consideration to items listed in the notice.

Background

- 3 New rules in relation to Executive decisions were introduced by The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, which came into force on 10 September 2012.
- 4 The regulations took away the requirement for the Executive to produce a Forward Plan of key decisions, however introduced that the decision maker cannot make a key decision unless a document has been published at least 28 clear days before the decision is taken, unless either a general exception or special urgency requirements have been met. The document which has to be published must state:
 - a) that the key decision is to be made on behalf of the relevant local authority
 - b) the matter in respect of which the decision is to be made

- c) where the decision maker is an individual, that individual's name and title if any and where the decision maker is a decision making body, its name and list of its members
 - d) the date on which or the period within which the decision is to be made
 - e) a list of the document submitted to the decision maker for consideration in relation to the matter of which the key decision is to be made
 - f) the address from which, subject to any prohibition or restriction on their disclosure copies of, or extracts from any document listed as available
 - g) that other documents relevant to those matters may be submitted to the decision maker
 - h) the procedure for requesting details of those documents (if any) as they become available.
- 5 The requirements also apply to an exempt matter as previously it did not strictly have to be included in the Forward Plan. Now a publicity document must contain particulars of the matter, but may not contain any confidential exempt information or particulars of the adviser or political adviser or assistant.
- 6 Notices of key decisions that are being produced meet the legal requirements of publication, as well as continuing to provide information for a four month period. Members will therefore be able to consider key decisions as previously for the four month period.

Current Notice of Key Decisions

- 7 The notice of key decisions that is attached to the report at Appendix 2, is the latest to be published prior to the papers for the Board being dispatched to members. The notice complies with the requirements for Cabinet to be able to take key decisions at the meeting on 10 July 2019. It also contained information on those key decisions that are currently scheduled to be considered by the Executive up to 31 October 2019.

Contact:	Ros Layfield	Tel: 03000 269708
	Jenny Haworth	Tel: 03000 268071

Appendix 1: Implications

Legal Implications

Will be reflected in each individual key decision report to Cabinet. To publish the notice of key decisions in accordance with The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012.

Finance

Will be reflected in each individual key decision report to Cabinet.

Consultation

Will be reflected in each individual key decision report to Cabinet.

Equality and Diversity / Public Sector Equality Duty

Will be reflected in each individual key decision report to Cabinet.

Human Rights

Will be reflected in each individual key decision report to Cabinet.

Crime and Disorder

Will be reflected in each individual key decision report to Cabinet.

Staffing

Will be reflected in each individual key decision report to Cabinet.

Accommodation

Will be reflected in each individual key decision report to Cabinet.

Risk

Will be reflected in each individual key decision report to Cabinet.

Procurement

Will be reflected in each individual key decision report to Cabinet.

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SECTION ONE - CORPORATE

Ref. No.	Date of Decision (i.e. date of Cabinet meeting)	Description of Decision to be Made	Background Documents	Lead Cabinet Member	Main Consultees & Means of Consultation	Contact details for further information	Overview and Scrutiny Involvement
CORP/R/19/01	10/07/2019	Update on Planning of Budget and Development of Service Plans		Cabinet Portfolio Holder for Finance		Jeff Garfoot, Head of Corporate Finance and Commercial Services. Tel 03000 261946	Scrutiny members will have input into the formulation of MTPF 10 through Corporate Overview and Scrutiny Management Board meetings .

SECTION TWO - CHILDREN AND YOUNG PEOPLE'S SERVICES

Ref. No.	Date of Decision (i.e. date of Cabinet meeting)	Description of Decision to be Made	Background Documents	Lead Cabinet Member	Main Consultees & Means of Consultation	Contact details for further information
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SECTION THREE - ADULT AND HEALTH SERVICES

Ref. No.	Date of Decision (i.e. date of Cabinet meeting)	Description of Decision to be Made	Background Documents	Lead Cabinet Member	Main Consultees & Means of Consultation	Contact details for further information
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SECTION FOUR - REGENERATION AND LOCAL SERVICES

Ref No.	Date of Decision (i.e. date of Cabinet meeting)	Description of Decision to be Made	Background Documents	Lead Cabinet Member	Main Consultees & Means of Consultation	Contact details for further information	Overview and Scrutiny Involvement
ReaL/04/19	TBC	Bowes Museum Update		Cabinet Portfolio Holder for Strategic Housing and Assets		Steve Howell, Head of Culture, Sport & Tourism Tel 03000 264550	
ReaL/05/19	11/09/2019	Selective Licensing Business Case		Cabinet Portfolio Holder for Strategic Housing and Assets		Lynn Hall, Strategic Manager for Housing Tel 03000 265728	The E&E OSC received an overview in January of the proposed Selective Licensing Scheme for County Durham. Included in the committee's work programme for 2019/2020 are further progress updates together with a special E&E OSC in November providing an opportunity for all O&S members to feed into the consultation on the proposed scheme.
ReaL/06/19.	10/07/2019	County Durham Housing Strategy and County Durham Homelessness Strategy	Housing Strategy, Housing Strategy Equalities Impact Assessment, Housing Strategy Health Impact Assessment, Housing Strategy Rural Proofing, DCC Homelessness Strategy, DCC Homelessness Review, Homelessness Review Equalities Impact Assessment, DCC Homelessness Strategy Health Impact Assessment	Cabinet Portfolio Holder for Strategic Housing and Assets	Public Consultation	Lynn Hall, Strategic Manager for Housing Tel 03000 265728	The E&E OSC has received progress updates on both strategies and in February held a workshop on the Housing Strategy. Further progress updates on both strategies will be included in the committee's 2019/2020 work programme.

**Corporate Overview and Scrutiny
Management Board**

21 June 2019



**Information update from the Chairs of
the Overview and Scrutiny Committees**

**Report of Lorraine O'Donnell, Director of Transformation and
Partnerships**

Electoral division(s) affected:

Countywide

Purpose of the Report

- 1 To present to Members an information update of overview and scrutiny activity from 18 March 2019 – June 2019.

Executive summary

- 2 It was previously agreed that a written report of Chairs' updates would be presented for information only to all Corporate Overview and Scrutiny Management Boards.
- 3 This update covers the time period from 18 March 2019 – June 2019.

Recommendation(s)

- 4 Members are invited to receive the report and note the information.

Background

- 5 Members of the Corporate Overview and Scrutiny Management Board (COSMB) are encouraged to get involved in any area of overview and scrutiny activity via thematic committees and talk to scrutiny committee chairs and overview and scrutiny officers on areas of project and overview activity.

Corporate Overview and Scrutiny Management Board (COSMB)

Update on Previous Reviews	There are no systematic reviews to report on for this period.
Scrutiny Review Activity	No scrutiny review activity currently identified.
Overview reports/ Presentations	<p>COSMB on 18 March 2019 received reports on:</p> <ul style="list-style-type: none"> • Update on MTFP 8 • Q3 2018/19 Customer Feedback • Q3 2018/19 Performance Management • Q3 December 2018 Forecast Revenue & Capital Outturn 2018/19 <ul style="list-style-type: none"> ○ Resources ○ Transformation & Partnerships • Work programme refresh • Petitions • Notice of key decisions • Chairs Update

Safer and Stronger Communities Overview and Scrutiny Committee (SSC OSC)

Update on Previous Reviews	There are no systematic reviews to report on for this period.
Scrutiny Review Activity	<p>A review of Private Residential Children's Homes is being undertaken jointly with Children and Young Peoples OSC (see CYP OSC for further details).</p> <p>Road Safety Strategy – First review group meeting to provide an overview on the approach to develop a road safety strategy was held on 1 May 2019.</p> <p>Members have also undertaken field study activity to observe a road safety carousel and arrangements are in place for observations of a bike ability session at a primary school and a young driver workshop with apprenticeships.</p>
Overview reports/ Presentations	SSC OSC on 22 March 2019 received reports and presentations on:

	<ul style="list-style-type: none"> • Organised Crime • Schools 20mph part-time speed limits project • Q3 2018/19 Performance Management • Work Programme refresh • Updates on Police & Crime Panel
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Economy and Enterprise Overview and Scrutiny Committee (E&E OSC)

Update on Previous Reviews	There are no systematic reviews to report on for this period.
Scrutiny Review Activity	No scrutiny review activity currently identified.
Overview reports/ Presentations	<p>The Economy and Enterprise OSC on 26 March 2019 received reports and presentations on:</p> <ul style="list-style-type: none"> • Visit County Durham – Development and Marketing Activity • Q3 Forecast of Revenue and Capital Outturn 2018/19 • Q3 Performance Management • Work programme refresh <p>The E&E OSC carried out a visit on 13 June 2019 to various schemes in the county to bring empty properties back into use.</p>

Environment and Sustainable Communities Overview and Scrutiny Committee (E&S OSC)

Update on Previous Reviews	There are no systematic reviews to report for this period.
Scrutiny Review Activity	Review of DCC's future allotment policy – The review group met on the 10 June 2019 and received detail of feedback from the formal consultation on the proposed allotment lettings policy, tenancy agreement and transition arrangements.
Overview reports/ Presentations	The Environment and Sustainable Communities OSC on 21 March 2019 received a report and presentation on highways maintenance.

	<p>The Environment and Sustainable Communities OSC on 5 April 2019 received reports and presentations on:</p> <ul style="list-style-type: none"> • EU Funding and other funding for Carbon Projects • Q3 Performance management • Q3 Budget Outturn • Work Programme refresh <p>A Special Environment and Sustainable Communities OSC on 30 April 2019 received reports and presentations on:</p> <ul style="list-style-type: none"> • Sustainable Heating by Jon Gluyas, Durham University. • Climate Change Strategy and Deliver Plan and the Carbon Management Plan. • Next steps on the Climate Emergency Response Plan <p>The Environment and Sustainable Communities OSC carried out the following visits:</p> <ul style="list-style-type: none"> • Various flood mitigation schemes in the county – 4 April 2019 • Stainton Grove HWRC – 2 May 2019
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Children and Young People’s Overview and Scrutiny Committee (CYP OSC)

Update on Previous Reviews	There are no systematic reviews to report for this period.
Scrutiny Review Activity	<p>A review of Private Children’s Residential Care Homes is being undertaken jointly with Safer Stronger Communities OSC.</p> <p>To date the working group has held an overview session, two focus groups one with elected Members and one with young people residing in private children’s homes. Evidence gathering sessions have included:</p> <ul style="list-style-type: none"> • An understanding of demand on services and the potential impact and vulnerability of children and young people through out of area placements. • Information on legislation, regulation and engagement in relation to children’s residential care.
Overview reports/	The Children and Young People’s OSC on 28 March 2019 received reports and presentations on:

Presentations	<ul style="list-style-type: none"> • Neglect in County Durham • Pre-birth Intervention Service • Supporting Solutions Service • Q3 Forecast of Revenue and Capital outturn • Q3 Performance Management • Work programme refresh
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Adults, Well-being and Health Overview and Scrutiny Committee (AWH OSC)

Update on Previous Reviews	There are no systematic reviews to report on for this period.
Scrutiny Review Activity	<p>A Review of GP Services across County Durham is being undertaken with working group meetings held on 29 March, 2 and 21 May 2019.</p> <p>29 March 2019</p> <p>The Working Group considered reports from County Durham Healthwatch regarding access to GP Appointment systems and also the results of Enter and View Visits carried out in 2018. An analysis of 2018 GP patient survey results across the two County Durham CCGs was also considered.</p> <p>2 May 2019</p> <p>The Working Group considered a presentation about the role of the Care Quality Commission inspection process and a summary of results for County Durham. A verbal report on the pressures facing General Practice was given by Dr David Robertson, Honorary Secretary of the County Durham and Darlington Local Medical Committee. A further presentation and report was given regarding the public health and planning policy considerations when examining demand for GP services in County Durham.</p> <p>21 May 2019</p> <p>The Working Group received a report from the County Council's Integrated Passenger Transport Manager regarding transport solutions available to assist accessing GP services. County Durham Healthwatch also presented their report into Primary Care Navigation. A further presentation on CCG led initiatives to address workforce pressures and skills mix, recruitment and retention of</p>

	healthcare professionals in General Practice and additional services being developed to support primary care was received.
Overview reports/ Presentations	<p>AWH OSC on 1 April 2019 received reports and presentations on:</p> <ul style="list-style-type: none"> • NEAS NHS Foundation trust – performance against ambulance response standards progress • Durham Dales, Easington and Sedgefield CCG – Review of Extended and Enhanced Primary care Access • Durham Dales, Easington and Sedgefield CCG – Proposed changes to Overnight Service Delivery at Peterlee Urgent Treatment Centre • Q3 Performance Management report • Adults & Health Services Q3 Forecast of Revenue and Capital Outturn • Work Programme refresh • NHS Foundation Trust's 2018/19 Quality Accounts <p>A special AWH OSC on 11 June 2019 received reports and presentations on:</p> <ul style="list-style-type: none"> • Review of Extended and Enhanced Primary Care access • Review of Peterlee Urgent Treatment Centre • Public Health responsibilities

Performance/Budget/Work Programme Reporting

- 6 Information on both performance and outturn reports continue to be received and commented upon.

Regional Scrutiny

- 7 A meeting of the Durham Darlington and Teesside, Hambleton, Richmondshire and Whitby STP Joint Health Scrutiny Committee on 12 June 2019 received reports and presentations on:

- Durham Darlington and Teesside, Hambleton, Richmondshire and Whitby STP Terms of Reference and Protocol
- Integrated Care System for the North East and North Cumbria

A meeting of the Northumberland, Tyne and Wear and North Durham STP Joint Health Scrutiny Committee on 17 June received reports and presentations on:

- South Tyneside and Sunderland NHS Foundation Trust

- Primary care and the development of Primary care networks
- Integrated Care update

Conclusion

8 This reports contains the key issues considered by the Overview and Scrutiny Committees for the period 18 March 2019 – June 2019 and is provided for members information only.

Contact: Jenny Haworth

Tel: 03000 268071

Appendix 1: Implications

Legal Implications

N/A.

Finance

N/A.

Consultation

N/A.

Equality and Diversity / Public Sector Equality Duty

N/A.

Human Rights

N/A.

Crime and Disorder

N/A.

Staffing

N/A.

Accommodation

N/A.

Risk

N/A.

Procurement

N/A.