



## **Corporate Overview and Scrutiny Management Board**

<b>Date</b>	<b>Thursday 29 October 2020</b>
<b>Time</b>	<b>9.30 am</b>
<b>Venue</b>	<b>Remote Meeting - This meeting is being held remotely via Microsoft Teams</b>

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### **Business**

#### **Part A**

**Items during which the Press and Public are welcome to attend.  
Members of the Public can ask questions with the Chair's agreement.**

1. Apologies for Absence
2. Substitute Members
3. Minutes of the meeting held on 19 June 2020 (Pages 3 - 16)
4. Declarations of Interest
5. Report on the Council's use of powers under the Regulation of Investigatory Powers Act 2000 - Report of the Head of Legal and Democratic Services (Pages 17 - 24)
  - (i) Quarter 4: 2019/20
  - (ii) Quarter 1 & Quarter 2: 2020/21
6. Budget 2021/22 and Medium Term Financial Plan (11) 2021/22 to 2024/25 - Report of the Corporate Director Resources (Pages 25 - 48)
7. Quarter One, 2020/21 Performance Management Report - Report of the Corporate Director Resources (Pages 49 - 148)

8. Resources - Quarter 1 June 2020: Forecast of Revenue and Capital Outturn 2020/21 - Report of the Corporate Director Resources (Pages 149 - 160)
9. Overview and Scrutiny Annual Report 2019/20 - Report of the Corporate Director of Resources (Pages 161 - 208)
10. Notice of Key Decisions - Report of Head of Legal and Democratic Services (Pages 209 - 218)
11. Such other business as, in the opinion of the Chair of the meeting, is of sufficient urgency to warrant consideration

**Helen Lynch**  
Head of Legal and Democratic Services

County Hall  
Durham  
21 October 2020

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

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**Contact: Lucy Gladders**

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## DURHAM COUNTY COUNCIL

At a Meeting of **Corporate Overview and Scrutiny Management Board** held remotely on **Friday 19 June 2020** at **9.30 am**

**Present:**

**Councillor R Crute (Chair)**

**Members of the Committee:**

Councillors A Batey (Vice-Chair), E Adam, R Bell, D Boyes, J Chaplow, M Clarke, A Hopgood, P Jopling, B Kellett, H Liddle, L Maddison, 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

### **NOTE FROM THE CHAIR:**

The Chair noted, prior to the meeting commencing, he would like to recognise that it was a very challenging time for our communities and that he wanted to express condolences on behalf of himself, the Corporate Overview and Scrutiny Management Board and the Corporate Management Team to the many families in County Durham who have lost loved ones and been affected by the COVID-19 pandemic.

### **1 Apologies for Absence**

Apologies for absence were received from Councillor J Makepeace.

### **2 Substitute Members**

No notification of Substitute Members had been received.

### **3 Minutes**

The minutes of the meeting held 14 February 2020 were agreed as a correct record and would be signed by the Chair. The Head of Strategy, Jenny Haworth confirmed that the feedback from the Corporate Overview and Scrutiny Management Board relating to the Medium Term Financial Plan and Budget had been incorporated into the report that had been considered by Full Council at its meeting held 26 February 2020.

#### **4 Declarations of Interest**

There were no Declarations of Interest.

#### **5 COVID-19 Planning and Response**

The Board considered a report of the Corporate Management Team (CMT), previously considered by Cabinet at its meeting on 5 June 2020, which gave a summary of the actions the Council had taken, working with partners to respond to the COVID-19 pandemic, and its framework for recovery planning (for copy see file of minutes).

The Chief Executive, Terry Collins noted he would focus on the executive summary of the Cabinet report and its recommendations adding that the details were contained within the remainder of the report and associated appendices. He noted that members of CMT were in attendance to answer questions raised by Members.

He then set out the context of the COVID-19 pandemic and reiterated the condolences the Chair had expressed on behalf of CMT to all those affected by the pandemic. He noted the magnificent work of the Council's Information Technology (IT) Section and added that the Council's transformation journey to date had helped in being able to respond to the pandemic. The Chief Executive also noted his thanks to all Council staff, who had reacted incredibly well and positively to the challenge.

He then went on to express his thanks for the work of CMT and Extended Management Team (EMT) to get the necessary structures in place and in liaising with Cabinet, opposition Group Leaders and the Local MPs, and also in keeping all staff up-to-date as the pandemic developed. He reiterated paragraph 6 of the Cabinet report: "correct at the time of writing" noting the world and the situation was moving on at a pace.

The Chief Executive explained the work undertaken nationally, regionally and locally to protect our communities and in terms of the Local Resilience Forum (LRF) together with Darlington Borough Council and the Director of Public Health as a member of the Regional Health Strategic Group working with the three LRFs and other strategic planning groups across the region. He explained the huge amount work with many agencies, organisations and Elected Members and thanked them for their hard work in partnership including organisations such as: Durham Constabulary, County Durham and Darlington Fire and Rescue Service, the local National Health Service (NHS) and Clinical Commissioning Groups (CCGs); Area Action Partnerships (AAPs); Community and Voluntary Sector (CVS); and Trade Unions. He provided a summary of the Council's responses as set out at points (a) to (u) at paragraph 20 of the Cabinet report.

It was noted that the LRF continued to meet, with attention now turning to the remainder of 2020, looking towards a recovery. The Chief Executive explained that the new Corporate Director of Regeneration, Economy and Growth, Amy Harhoff would be in post from 22 June and the Interim Corporate Director, Geoff Paul would remain at the Council in a new role, focussing on recovery, looking at the economy, jobs, health and wellbeing, and our local communities. He concluded by thanking the communities within County Durham and Members for all their hard work and support for the Council during the pandemic.

The Chair thanked the Chief Executive and all those involved in the COVID-19 response and noted that each of the thematic Overview and Scrutiny Committees would look at elements of the response as part of their individual work programmes. The Chair asked the Board for their questions and comments on the report.

Councillor R Bell added his thanks to those of the Chief Executive in terms of the response of the staff, mentioning specifically the excellent work of those within Finance and Business Support in the very fast processing of financial support grants. He noted that the Council budget was normally set in February and asked how the Council would react in terms of any national emergency budget and how this process would be managed by the Council, perhaps with an additional budget, in order to react to fast moving announcements such as the £1 Billion from Government for education support.

The Corporate Director of Resources, John Hewitt thanked Councillor R Bell for the positive comments relating to staff and the Finance Team. He noted that in terms of any emergency budget it would depend upon what and when Government made announcements and suggested this would likely be after August. The Corporate Director of Resources continued by noting the Council's usual Quarter One monitoring would be at the end of June, which in turn would feed through to Cabinet and Overview and Scrutiny. In respect of the education support announced, he noted the specific details had not yet been received and information would be shared with Members in due course.

The Chair noted that funding would be critical, not just following ten years of austerity, but also in terms of the three or four months of COVID-19. He added that information from Government on funding, whether that be the fair funding formula, or the business rate retention scheme would be an area the Board would follow closely.

Councillor A Shield echoed the statement of the Chief Executive in offering condolences to those affected by the pandemic. He noted he had been involved in a Local Government Association meeting and the work of DCC

had been mentioned, Durham Together and the COVID Dashboard, with Durham held up as an exemplar. Councillor A Shield asked about the £100,000 allocated to each AAP and what level of scrutiny had there been in terms of the distribution of those funds and also after COVID-19 whether the funds would revert to the Council or be used in post-COVID support.

The Corporate Director of Resources noted there was a process in place for the allocation of grants. The Council had worked very hard to issue grants quickly, with Internal Audit to have a role in sample checking and analysis of the process. The Corporate Director of Neighbourhoods and Climate Change, Alan Patrickson thanked the AAPs and the many community and voluntary organisations and their projects which were providing help with COVID-19. He explained that there had been over 200 projects with around £810,000 allocated and reminded Members of an additional £100,000 for cross-county projects, with £40,000 of this already allocated. He noted Members' individual Neighbourhood Budgets had been utilised to support in relation to COVID-19, with around £200,000 being allocated. The Corporate Director of Neighbourhoods and Climate Change noted that a process of contacting projects to understand their intentions going forward would be undertaken through the AAPs, noting some projects such as providing emergency food could perhaps be winding down. He noted by finding which projects needed ongoing funding, the rest of the fund could be allocated accordingly and then to return to the normal area budget processes in time. He added that any money left over from the COVID-19 support would be transferred to the cross-county fund to allow for COVID-19 support within our communities.

Councillor D Boyes added his thanks for all the Council's work in the east of the County and asked how successful the Council had been in identifying vulnerable groups. He also noted while AAP allocations were equal, populations per AAP were not equal and asked if this had been taken into account.

The Chief Executive noted it was a challenge for the Council in terms of identifying vulnerable individuals, with the Government's list of 13,000 residents being built upon, with the Council and partners identifying an additional 75,000 people. He attributed this to the excellent partnership arrangements within the County, something that was retained in County Durham which was disbanded in many other Local Authority areas in 2010. He noted the particular hard work carried out by the two hubs that were set up, and the work of the Deputy Director of Public Health, Gill O'Neill and others in this respect.

The Chief Executive noted there was a desire by Cabinet to get funding out to the AAPs and Elected Members as the voice of our communities to make a difference locally, adding the allocations were not overspent at this time. He noted that the work relating to COVID-19 would be ongoing and work

would be undertaken in respect of this. The Corporate Director of Adult and Health Services, Jane Robinson noted a section within the Cabinet report related to population health management, an early piece of work undertaken by the Director of Public Health, Amanda Healy to identify the most vulnerable within our communities, which helped in taking the appropriate actions as outlined by the Chief Executive.

Councillor M Wilkes commented he was very sad for residents that had lost loved ones, including many within his division. He added that the work of Council staff had been immense over the last few months and praised all staff, also dealing with their own pressures associated with lockdown. He gave an example of the positive work being undertaken, referring to the food bank at Chester-le-Street requiring additional space to meet distancing requirements and explained that the local community centre and leisure centre were utilised and were up and running within a week. He thought this was an excellent example of how the Council had worked with Local Members.

Councillor M Wilkes stated as it was the first Overview and Scrutiny meeting for many months, some difficult questions needed to be asked, none more important than about the Council's response to the crisis faced by care and nursing homes. He noted the huge amount of help in terms of personal protective equipment (PPE), advice and Government and Council funding, as outlined at paragraphs 115 to 119 of the Cabinet report. He felt that further support would be needed in the coming weeks and months to help prevent bankruptcy in the sector and asked if Officers could indicate what additional support would be offered.

Councillor M Wilkes also raised a specific issue relating to contracts, paragraph 118 of the Cabinet report, noting that he felt providers had been placed in an impossible position in that if they wanted additional funding they would have to accept people from hospitals and the community who had a diagnosis or were recovering from COVID-19. He added that care home providers had written to the Council about this risk and offered alternative arrangements, however, these had been ignored. Councillor M Wilkes noted at a meeting with himself, Councillor A Hopgood, Councillor C Martin and the Chief Executive along with the heads of Adult and Health Services, Finance and Public Health, the issue was raised and it had been agreed that it would be reviewed and a new contract was later issued. Councillor M Wilkes noted opposition Councillors should not have found out about the contracts via providers, contracts which he felt placed a lot more stress on the staff and owners of those care homes.

He added that his view was that any suggestion that the Council was simply following Government advice could not be accepted. Councillor M Wilkes noted it was important that the Council and partners learned from any mistakes and that an urgent review was undertaken to reassure the public

that such actions would not be repeated. He noted three questions for Officers: how many patients were released from hospitals into care homes; was the Portfolio Holder given a copy of the contract before it was sent out to providers; and would senior Officers accept that to force providers into such contracts was wrong, accept the concerns of providers were real, and express regret that it had happened.

The Corporate Director of Adult and Health Services gave her thanks to all staff across the care sector responding throughout the crisis and shared the condolences expressed by others within the meeting. She echoed the comments previously made by the Chief Executive in terms of the early stages of the crisis, with frequently issued guidance that the Council followed throughout. She noted it had been multi-agency guidance, with the response being across the health and social care sector. She added that the guidance continued to be reviewed and the response and the support that had been put in across the care sector had been extensive, as shown through documents such as the Care Home Assurance Plan. The Corporate Director of Adult and Health Services stated there was no forcing of contractual terms, it was for each provider to accept the admission of any resident and the Council had continued to review the support it had made available. She noted that support put in place reflected guidance and at no time had the Council withheld financial support from providers, with advance payments and more recently payments made through the infection control fund. She added that in terms of future assistance on occupancy, the Council was in dialogue with providers. In relation to hospital numbers, she stated this was another area where work was ongoing as it was complex and there were multiple sources of information.

Councillor M Wilkes explained that the point he was making was that if providers wanted the extra funding, they had to sign the contract and the contract terms required them to accept people potentially infected with COVID-19 from hospitals.

The Chief Executive reiterated that at all times the Council's approach had been to follow national guidance, similar to other Local Authorities. He added there had been a meeting with Councillor M Wilkes and colleagues, however, no actions relating to policy had been taken as a result of that meeting and reiterated that policy, consistently throughout the process, had been based upon advice and guidance received. The Chief Executive noted that in the longer term there would likely be a review nationally, but the Council's approach had been to follow the guidance. Councillor C Martin referred to the Government's centralised method in responding to COVID-19 and asked what function CMT would have preferred DCC to carry out, assuming the Council would have received the funding required. He also asked about paragraph 106 of the Cabinet Report regarding support to the most needy. He noted prior to lockdown the support

grant was halved under a delegated decision and asked why this was not mentioned within the report and why there was not a temporary reversal in terms of the cut given the crisis.

The Chief Executive noted that there would likely need to be a time for the Council to consider that, however, things were still being announced, for example educational announcements, and many of these were in the press prior to a briefing for Local Authorities. In relation to free school meals, he understood there had been issues in terms of access to codes, and the shops undertaking the scheme included Waitrose, noting no Waitrose shops were within County Durham. He added that he felt that it could have been simpler for Government to passport those funds to the Corporate Director of Children and Young People's Services to make arrangements for monies to be distributed to those in need of free school meals, likely within the same day rather than the weeks it actually took. He added he felt Government needed to appreciate the Council had reach within its communities and could look to help in terms of school meals, test and trace, vulnerable food provision. He explained there were already mechanisms in place, for example AAPs, and this could have helped to prevent additional layers of bureaucracy.

The Corporate Director of Resources noted that the welfare scheme, in its widest context, operated a significant overspend last year and therefore there had been a review regarding who was accessing the grants and to bring settlement grants in line with daily living expenses. He gave an example in terms of crisis funding for basic food, noting this was increased by 20 percent. He added that the Council was now looking at who was accessing the policy and being flexible in terms of what they need and awarding upon that basis, following the approach taken by many other Local Authorities. He explained there was a greater wraparound approach, working with partners in terms of welfare support and added this would be monitored going forward in light of COVID-19.

Councillor C Martin referred to the wider review and noted he did not recall as a Member being informed of the review, rather he only knew of the report setting out the benefit was to be cut in half. He added that the report noted the number of people accessing the grant was in line with the previous year and asked why therefore the decision was not taken in line with the budget process and was a delegated decision, not in conversation with Councillors.

The Corporate Director of Resources noted matching up grants to budgets was set out as a delegated function within the Constitution and the decision was made pre-COVID. He added that while there was a delay in getting the message out to Members as a result of COVID-19, this was acknowledged by Officers.

The Director of Public Health noted that one area where Government had been very centralised in their approach had been in terms of testing, with the Council already having had a mechanism in place for communicable disease and control, working closely with colleagues from Public Health England's Public Protection Team. She noted the report highlighted that when the Government moved from the "detect" phase into "contain" the ability to follow up on contacts was lost and a centralised system was brought in for testing. She explained this issue was raised by the Cabinet Member with the Secretary of State for Health. She added that where the Council had been working with partners to bring in local testing, this at the time was undermined by the central programme, including testing for care homes. The Director of Public Health explained the national app relating to track and trace would take several months to bring in and therefore there would be focus on local testing and tracing to respond with local protection teams.

Councillor A Hopgood gave her thanks to the CMT for going above and beyond to make themselves available to speak to Group Leaders at any time and for holding regular update meetings. She asked about AAPs and noted while it was appreciated that money had been allocated to AAPs relating to COVID-19, she had concern that Members had no input into the changes to the rules for the Neighbourhood Budgets for the AAPs for next year, with the individually set priorities from each AAP being scrapped and replaced with COVID recovery. She added she would be happy to see COVID recovery added as an extra priority, alongside those as set by each AAP, not as a replacement. She noted that the AAPs work as fourteen separate entities with individual priorities relating to their area and was concerned that some of those vitally important non-COVID priorities would no longer be addressed. She asked for some Member input into the process.

The Corporate Director of Neighbourhoods and Climate Change noted setting COVID recovery as the priority for AAPs was to help in terms of the impact of what had happened over the last three to four months and it was believed this would cover a wide range of issues. He explained it was not linked to the COVID response, rather what would happen after that in terms of supporting recovery in areas such as: employability; mental and physical health; organisation sustainability for those who have had funding issues; or social isolation. He reiterated it was not a continuation of COVID response, it was regarding impact following COVID-19.

Councillor A Hopgood noted she understood the reasoning behind the decision, however, she asked why it was a replacement rather than an addition.

The Corporate Director of Neighbourhoods and Climate Change hoped Members would agree that COVID-19 recovery would be the most important priority moving forward, though if there were specific issues that were felt as being missed, he would welcome taking up any issues at an AAP level. The

Chief Executive added that Officers were listening and would have further discussions on this.

Councillor J Robinson noted he would be speaking in his role as Chair of the Adults, Wellbeing and Health Overview and Scrutiny Committee. He explained that his whole heart was with the bereaved, coming from the perspective of someone directly affected, he noted it was not just the loss it was the impact of a relative dying alone in hospital and the draconian rules in place for funerals. He added that both he and Councillor J Chaplow, Vice-Chair of the Adults, Wellbeing and Health Overview and Scrutiny Committee would like to thank the NHS, the care sector and Ambulance service. He also thanked the Corporate Director of Adult and Health Services, the Director of Public Health, the Principal Overview and Scrutiny Officer, Stephen Gwilym and the Portfolio Holder, Councillor L Hovvels for keeping them up-to-date in relation to COVID-19 issues.

Councillor J Robinson noted a positive example within his Electoral Division where a community hub was able to get food to a person within one hour and his local community centre had received funding from the Corporate Director of Resources within two days to enable it to keep going. He added a homecare company in his area that had been on the verge of bankruptcy had received the 10 percent uplift in funding and this had kept that business going. He noted lessons would be learned and that future Committees would consider them. He noted the LRF covered all aspects and explained he would welcome a report on the work of the LRF in the recovery plan. He also asked about local outbreak plans and local health plans, noting he felt this would be for Local Authorities to address and ask for a report back to the Corporate Overview and Scrutiny Management Board or the Adults, Wellbeing and Health Overview and Scrutiny Committee on those local plans.

The Director of Public Health stated that work was ongoing in relation to the local outbreak control plans and they would focus on key settings such as care settings, schools and the homeless population, with a draft plan to be developed by the end of June, including engaging with the Adults, Wellbeing and Health Overview and Scrutiny Committee on this. She added that all of the preventative work was still ongoing to help prevent any outbreaks, with local businesses and schools being onboard.

The Chief Executive noted that the LRF was changing, initially meeting daily at the beginning of the pandemic, now twice weekly. He would chair the LRF from 30 June and the people involved would change to reflect the focus on recovery, with conversations around the economy and recovery plans, building on the work of the Interim Corporate Director of Regeneration, Economy and Growth and working with the new Corporate Director of Regeneration, Economy and Growth looking at protecting our businesses and assets, putting support in place.

Councillor F Tinsley asked about the issue of coordination and partnership working, noting the successes locally in the face of the current crisis. He added that when looking at such partnership with Government, the decisions made in Whitehall seemed very distant from his local high street or local School Governors meeting and asked if Government were providing any mechanisms to provide feedback on the impact of their decisions on the ground within communities. He added many people had noted Government guidance had been ambiguous and asked if guidance had to be taken to the letter or whether there was flexibility within interpreting guidance.

The Chief Executive commented the Leader of the Conservative Group, Councillor R Bell been very helpful in trying to raise issues nationally and added the Council was in regular national meetings such as the Local Government Association, Association of County Council Chief Executives and the County Council Network to try and raise concerns through those mechanisms. The Leader of the Council, Councillor S Henig had written on behalf of the Association of North East Council to also raise concerns. The Chief Executive referred to some contact with Ministers, though some questions remained unanswered and explained that a lot of information was not coming from Government, with Local Authorities finding out about issues from the daily Government press conference prior to guidance being issued. He added there were examples such as business grants and funding for care homes where there was an announcement and then a delay in Local Authorities receiving funding. The Chief Executive cautioned that Local Authorities ran the risk of issues if guidance was not adhered to and therefore the communication of guidance from Government had been frustrating.

The Corporate Director of Children and Young People's Services, John Pearce noted there were a number of mechanisms for conversations with Government, through professional associations. He gave an example of the Association of Directors of Children's Services, having regular national and regional meetings, with information being shared amongst colleagues. He added that information was limited, for example the announcement on school funding had been made although there were no details put forward as yet and reiterated that the scale and timeliness of guidance from Government was an issue.

Councillor P Jopling offered her condolences to those families that had lost loved ones during the pandemic. She congratulated the Council on the speediness of getting the business grants processed, however, she noted examples of businesses which had received grants although had remained open during the lockdown and that they had perhaps not needed the grants. She asked if the guidance was for a blanket award to all small businesses or was there a mechanism where the Council could make the award based on need.

The Corporate Director of Resources noted the Government guidance was very prescriptive and did not necessarily look at individual business need, rather it looked at business rates, type of business and the Council had followed the guidance issued. He added that the latest scheme would have more discretion, however the majority of the take up would be in line with Government guidance.

The Chair noted the recommendations attached to the report and indicated he, as Chair of the Corporate Overview and Scrutiny Management Board, would like to echo the recommendations made by Cabinet and propose that: the Board acknowledge the immense contribution local communities have made to the response and the cooperation of County Durham residents throughout this unprecedented situation; and acknowledge the contribution the Council's employees and strategic partners have made to the response.

**Resolved:**

- (i) That the content of the report be noted.
- (ii) That the Corporate Overview and Scrutiny Management Board acknowledge the immense contribution local communities have made to the response and the cooperation of County Durham residents throughout this unprecedented situation.
- (iii) That the Corporate Overview and Scrutiny Management Board acknowledge the contribution the council's employees and strategic partners have made to the response.

**6 Refresh of the Work Programme 2020/21 for the Corporate Overview and Scrutiny Management Board**

The Board considered a report of the Director of Corporate Resources which provided the opportunity to review and refresh the work programme for 2020/21 (for copy see file of minutes).

The Head of Strategy referred to the flexibility within the work programme in relation to the changing landscape, noting where remote meetings had been agreed, and to keep agendas focussed, with a number of items to be circulated to Members via e-mail. She highlighted that the key areas would include the Medium Term Financial Plan, and the impact of COVID-19, and the transformation programme in terms of issues such as smarter working.

Councillor M Wilkes commented that providing Members relevant items via e-mail was welcomed and hoped that this would be continued once meetings returned to County Hall. He referred to page 69 of the report, the MTFP, and asked if Government were being lobbied in order to get information as soon as possible so that Members could have sight of budgets earlier than they

did last year. He added that if there were any critical elements that could be brought forward separately at a November meeting this would be useful.

The Chair noted information from Government as regards the settlement was received late last year. The Corporate Director of Resources assured the Board that Government were being lobbied on receiving the information in a timely manner and added that it was very difficult to look at the budget in part.

Councillor C Martin asked about opportunities to scrutinise the process for the County Durham Plan.

The Chair reminded the Board that the Economy and Enterprise Overview and Scrutiny Committee had facilitated a meeting with all Overview and Scrutiny Members invited to feed into that process. The Principal Overview and Scrutiny Officer confirmed that the issue would be included as part of the work programme for the Economy and Enterprise Overview and Scrutiny Committee, to be discussed at the meeting of the Committee scheduled for 23 July.

**Resolved:**

- (i) That the report and comments on the proposed Corporate Overview and Scrutiny Management Board work programme for 2020/21 be noted.
- (ii) That the work programme for 2020/21 as set out in the report, and the flexibility it offers to respond to emerging issues, be agreed.

**7 Extension of appointment of non-statutory, non-voting Overview and Scrutiny Co-optees**

The Board considered a report of the Director of Corporate Resources relating to the extension of appointment of non-statutory, non-voting Overview and Scrutiny Co-optees (for copy see file of minutes).

The Principal Overview and Scrutiny Officer noted that due to COVID-19 it had not been possible to have a meeting of the Corporate Overview and Scrutiny Management Board to agree to extend the appointment of the current serving non-statutory, non-voting Co-optees for a further two years. He added that it had therefore been considered appropriate that, in accordance with the Chief Officer Delegation Provisions, that the Corporate Director of Resources extends the terms of office of current non-statutory, non-voting Co-optees for a further two years up to May 2022. Members of the Board noted all Co-optees had been contacted and were happy for their terms to be extended. The Principal Overview and Scrutiny Officer noted that a full review of Co-optee appointments would be carried out in 2022.

**Resolved:**

- (i) That the use of Chief Officer Delegation Provisions to extend the term of office of currently serving non-statutory, non-voting Co-optees for a further two years up to May 2022 be noted.
- (ii) That a full review of non-statutory, non-voting Co-optee membership is undertaken in 2022 be agreed.

**8 Notice of Key Decisions**

The Board considered a report of the Head of Legal and Democratic Services which provided a list of key decisions that were scheduled to be considered by the Executive (for copy see file of minutes).

The Head of Strategy informed the Board that the following was new to the plan and set out the associated timescales:

- Medium Term Financial Plan 11

Councillor M Wilkes noted the report did not mention the Leisure Centre Transformation and the subsequent decision on closing leisure centres in light of the pandemic. He asked if and when they would be reopening, given the investment of £50 million, and how Members would be informed in terms of such preparations to reopen.

The Chief Executive reiterated that we were just coming out of the peak of the emergency and that the new Corporate Director of Regeneration, Economy and Growth and the new Head of Culture Sport and Tourism would take up their posts next Monday with both eager and keen to get moving as soon as possible.

Councillor M Wilkes agreed with the Chief Executive and noted that the leisure centres being closed was a concern in terms of income. Councillor M Wilkes added he was concerned that the leisure centres could be closed twice, once for COVID-19, then subsequently for transformation works to be carried out and explained he felt that therefore it was better to carry out such works now while the centres were already closed.

The Interim Corporate Director of Regeneration, Economy and Growth noted Councillor M Wilkes had contacted him on this and he would meet with him next week. He added that an update report on Leisure Services transformation would be considered at a future meeting of Cabinet.

**Resolved:**

That the content of the report be noted.

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**Corporate Overview and Scrutiny  
Management Board**

**29 October 2020**



**Report on the Council's use of powers  
under the Regulation of Investigatory  
Powers Act 2000 - Quarter 4 - 2019/2020**

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**Report of 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 2020 to 31 March 2020 (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, was authorised to carry out one Directed Surveillance (DS) operation and no Covert Human Intelligence Surveillance (CHIS) operations.
- 3 The Council's Senior Responsible Officer is satisfied that the Council's use of its powers under RIPA during quarter 4 is consistent with the Council's policy and that the policy remains fit for purpose.

**Recommendation**

- 4 It is recommended that Members:
  - i. Receive the quarterly report on the Council's use of RIPA for the period 1 January 2020 to 31 March 2020.
  - ii. Resolve that the powers are being used consistently with the Council's policy and that the policy remains fit for purpose.

## **Background**

- 6 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.
- 7 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).
- 8 The Local Authority is able to rely upon the information obtained from those surveillance activities within court proceedings.
- 9 This report gives details of RIPA applications that have been authorised during quarter 4 2019/20, with the outcomes following surveillance.

## **Quarter 4 Activity**

- 10 During quarter 4 there was one RIPA directed surveillance application presented to the Court. There were no CHIS applications during quarter 4.
- 11 The authorisation for directed surveillance which was granted related to an operation regarding the underage sales of alcohol and tobacco within County Durham.
- 12 The directed surveillance operation was cancelled in March 2020. The operation planned the surveillance of 16 licensed premises within County Durham to carry out test purchases for underage sales.
- 13 The operation was due to take place in February 2020 however due to a lack of police resources and availability of the volunteer the operation could not take place on the dates planned. On review the test purchases were rescheduled and a number took place however due to the Covid restrictions which followed shortly afterwards it was not possible to complete the operation for all premises. Of the test purchases carried out all Licence Holders complied and did not make any underage sales. The operation was cancelled in March 2020.

## **Quarter 4 Comparison**

- 14 For information the comparison of authorisations granted for the previous year in the same quarter are as follows:

Period	CHIS authorisations	Directed Surveillance authorisations
Q4 2018/2019	0	1
Q4 2019/2020	0	1

### Background papers

- None.

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**Contact:** Kamila Coulson-Patel                      Tel: 03000 269674

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## **Appendix 1 Implications**

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### **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, 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.

### **Climate Change**

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.

**29 October 2020**



**Report on the Council's use of powers  
under the Regulation of Investigatory  
Powers Act 2000 - Quarter 1 & 2 -  
2020/2021**

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**Report of 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 April 2020 to 30 June 2020 (quarter 1) and during the period 1 July 2020 to 30 September 2020 (quarter 2), 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 quarters 1 and 2, did not seek authorisation for any Directed Surveillance (DS) or Covert Human Intelligence Surveillance (CHIS) operations.
3. There has been a noticeable downturn in the authorisations during quarters 1 and 2 as a result of the Covid-19 pandemic. The restrictions arising from the pandemic have seen a reduction in the number of premises open to the public, this coupled with the social distancing measures and lockdown has limited the resources available to conduct surveillance requiring RIPA authorisation during quarters 1 and 2.
4. The Council's Senior Responsible Officer is satisfied that the Council's use of its powers under RIPA during quarters 1 and 2 is consistent with the Council's policy and that the policy remains fit for purpose.

**Recommendation**

5. It is recommended that Members:
  - i. Receive the quarterly report on the Council's use of RIPA for the periods 1 April 2020 to 30 June 2020 and 1 July 2020 to 30 September 2020.
  - ii. Resolve that the powers are being used consistently with the Council's policy and that the policy remains fit for purpose.

## **Background**

6. 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.
7. 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).
8. The Local Authority is able to rely upon the information obtained from those surveillance activities within court proceedings.

## **Quarter 1 and 2 Activity**

9. During quarters 1 and 2 there were no RIPA directed surveillance or CHIS applications presented to the Court.
10. For information the comparison of authorisations granted for the previous year in quarter 1 was zero in respect of both CHIS and directed surveillance authorisations. For the previous year in quarter 2 there was one directed surveillance authorisation and no CHIS authorisations.
11. Members will note that there has been a downturn in the number of RIPA authorisations in quarters 1 and 2 of 2020/21. This has been explained due to the restrictions imposed during the Covid-19 pandemic. Whilst this report primarily deals with RIPA authorisations it is important to bring to members attention that there has not been a correlating downturn in non-RIPA related work.
12. The non-RIPA work of the Council during the covid pandemic has shifted focus to the comparative quarter for 2019/2020. The investigations undertaken predominately relate to compliance with the Health Protection (Coronavirus Restrictions) (England) Regulations 2020. This has been achieved by conducting non-RIPA surveillance where complaints have been made by the public about business operations.. From these investigations, where necessary, the Council have issued Prohibition Notices to address compliance with the Regulations.

## **Background papers**

- None.

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**Contact:** Kamila Coulson-Patel

Tel: 03000 269674

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## **Appendix 1 Implications**

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### **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, 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.

### **Climate Change**

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**

**29 October 2020**

**Budget 2021/22 and Medium Term  
Financial Plan (11) 2021/22 to 2024/25**



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**Report of Corporate Management Team**

**John Hewitt, Corporate Director of Resources**

**Electoral division(s) affected:**

Countywide

**Purpose of the Report**

- 1 To provide members of the Corporate Overview and Scrutiny Management Board (COSMB) with an update on the proposed approach to scrutiny of the Budget 2021/22 and the Medium-Term Financial Plan (MTFP) 2021/22 to 2024/25.
- 2 COSMB have prioritised scrutiny of the MTFP and budget as part of their work programme.

**Executive summary**

- 3 The report to Cabinet sets out the plan for the MTFP (11) covering the four year period from 2021/22 to 2023/24.
- 4 The report highlights the period of significant financial uncertainty that local government is operating in and the ongoing impact of COVID-19 on the council's expenditure, income and government funding levels.

**Recommendation(s)**

- 5 Members are asked to:
  - (a) Consider and comment upon the October Cabinet report on the MTFP (11) 2021/22 to 2024/25.
  - (b) Note the timetable for scrutiny discussions.

## Background

- 6 The Cabinet report includes information on
- (a) an update on the development of the 2021/22 budget since the Council agreed its MTFP (10) strategy on 26 February 2020;
  - (b) an update on the MTFP (11) savings forecast for the period 2021/22 to 2024/25;
  - (c) a draft MTFP (11) decision making timetable;
  - (d) proposed approach for consultation of MTFP (11);
  - (e) workforce implications;
  - (f) equality considerations.
- 7 COSMB has prioritised scrutiny of the MTFP and budget as part of the committee's work programme. It is proposed that scrutiny of the MTFP and budget will be according to the MTFP process as below. The Board will be notified of any variations to the overall MTFP timetable which might occur.

Date	Action
14 October 2020	MTFP report to Cabinet
29 October 2020	Corporate Overview and Scrutiny Management Board consider 14 October Cabinet report
16 December 2020	MTFP report to Cabinet – outcome of Comprehensive Spending Review and Autumn Statement
17 December 2020	Corporate Overview and Scrutiny Management Board consider 16 December Cabinet report
13 January 2021	MTFP report to Cabinet – analysis of provisional local government settlement
TBC	Corporate Overview and Scrutiny Management Board consider 13 January Cabinet report
10 February 2021	Budget report to Cabinet
TBC	Corporate Overview and Scrutiny Management Board consider 10 February Cabinet report

Date	Action
27 February 2021	Council Budget and MTFP report

### Background papers

- None

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**Contact:** Jenny Haworth

Tel: 03000 268071

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## **Appendix 1: Implications**

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### **Legal Implications**

None specific with the report.

### **Finance**

The report sets out the arrangements to scrutinise MTFP (11) proposals.

### **Consultation**

The report includes information on the consultation process.

### **Equality and Diversity / Public Sector Equality Duty**

Equality considerations are built into the approach to developing MTFP (11) as a key element of the process.

### **Climate Change**

The impact of final budget decisions will take into account climate change impacts

### **Human Rights**

Any Human Rights issues will be considered for any detailed MTFP (11) proposals as they are developed and decisions made to take these forward.

### **Crime and Disorder**

None specific with the report.

### **Staffing**

The savings proposals in MTFP (11) will impact upon employees.

### **Accommodation**

None specific within this report.

### **Risk**

None specific within this report.

### **Procurement**

None specific within this report.

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**Appendix 2: Medium Term Financial Plan (11), 2021/22 - 2024/25**

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Attached as a separate document.

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**Cabinet**

**14 October 2020**

**Medium Term Financial Plan(11),  
2021/22 – 2024/25**



**Key Decision No. CORP/R/20/02**

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## **Report of Corporate Management Team**

**John Hewitt, Corporate Director of Resources**

**Councillor Alan Napier, Cabinet Portfolio Holder for Finance**

**Councillor Simon Henig, Leader of the Council**

### **Electoral division(s) affected:**

Countywide

### **Purpose of the Report**

- 1 To provide an update on the development of the 2021/22 budget and the Medium Term Financial Plan (MTFP(11)).

### **Executive Summary**

- 2 Local government is operating in a period of significant financial uncertainty brought about by ongoing austerity, significant budget pressures in social care, special educational needs, disability services and other unfunded pressures arising from demographic and pay and price inflation. Forecasting the likely ongoing impact of COVID-19 upon the council's expenditure, income and government funding levels adds a further layer of complexity and uncertainty. Unless additional government funding is provided in the spending review, the financial outlook for the Council will continue to be extremely challenging for the foreseeable future.
- 3 There continues to be significant uncertainty in terms of the financial settlement for local government and how the available funding will be shared between local authorities through the funding formula. The government was previously expected to publish a Comprehensive Spending Review (CSR) in summer 2019 covering a three year period. The CSR is now expected to be published in November 2020.

Government are already indicating that there will be tough choices in relation to investment in public services, particularly in light of the huge budget deficit forecast the country faces as a result of COVID-19. There is also the added complication of the UK exit from the European Union and the impact this may have on public finances also.

- 4 It was also expected that the outcome of the Fair Funding Review (FFR), including the move to 75% Business Rate Retention, would be implemented in 2021/22. In line with the delay in the CSR it is now expected that the outcome of the FFR will not be implemented until 2022/23 at the earliest. This adds a further uncertainty and complexity to medium term financial planning.
- 5 The lack of clarity in relation to the CSR and FFR is exacerbated by uncertainties in relation to future council tax referendum levels, future funding of the Improved Better Care Fund, delays in the publication of the Social Care Green Paper, short term funding provided to local authorities in 2020/21 for adult and children social care pressures and funding for the High Needs Dedicated Schools Grant. This level of uncertainty is making financial planning extremely difficult and requires the council to be flexible and adaptable as it considers setting the 2021/22 budget and the medium term financial plan. Financial planning within the council will ensure that the council is well placed to react effectively to any outcome, however planning with this level of uncertainty is not conducive to effective long term decision making.
- 6 Planning at this stage is on the basis that the council will lose a further £15 million of government funding over a five year transition period as a result of the outcome of the CSR and the FFR implementation in 2022/23. This position primarily reflects ongoing concerns regarding the expected utilisation of the Advisory Council for Resource Allocation (ACRA) methodology for apportioning Public Health Grant which would result in a loss of £18 million of funding. It has been assumed that the £17.6 million of one off funding received in 2020/21 for Adult and Children's social care pressures will continue on a recurrent basis.
- 7 At this stage it has been assumed that there are no net long term financial impacts from COVID-19 other than a short term depression in tax base increases. This applies to both increased cost pressures and loss of income. As the budget is refined, consideration will need to be given to the risk of reduced income and the extent to which this may be covered through the government's Income Guarantee Scheme going forward and the extent of COVID-19 expenditure pressures and future government support that may be available. This position will be kept under review and assumptions will be amended if it becomes apparent that there will be a financial impact in 2021/22 and across the MTFP.

- 8 In line with previous practice the MTFP financial forecasts have been reviewed. Additional savings of £42.7 million are currently forecast to balance the budget over the 2021/22 to 2024/25 period. Savings are forecast to be required in all years of MTFP(11) as budget pressures and the impact of funding reductions outstrip the council's ability to generate additional income from business rates and council tax.
- 9 The achievement of an additional £42.7 million of savings over the next four years will undoubtedly be extremely challenging – more so given the level of savings already made. The emphasis since 2011/12 has been to minimise savings from front line services by protecting them wherever possible whilst maximising savings in management and support functions and by generating additional income. The opportunity for further savings in these areas is becoming much more difficult following ten years of austerity and the delivery of £244 million of savings up to 31 March 2021.
- 10 The total savings required at this stage for 2021/22 to balance the budget amount to £12.8 million. A sum of £3.3 million of the savings already agreed in MTFP(10) are available in 2021/22. This leaves a savings shortfall at this stage of £9.5 million to balance the budget next year. Additional savings plans are being developed to enable the council to be able to react to the outcome of the 2021/22 local government finance settlement which is expected to be announced in December 2020, although this will very much be influenced by the publication date of the CSR. If required, the council is able to utilise the Budget Support Reserve (BSR) to assist in balancing the budget in 2021/22. The current balance on the BSR, as reported to Council on 26 February 2020 is £16.4 million.
- 11 To enable the council to be able to set a balanced budget for 2021/22, a range of options will need to be considered including additional savings and utilisation of the BSR. The level of savings shortfall will be influenced by the local government settlement and the ongoing impact of budget pressures resulting for COVID-19.

### **Recommendation(s)**

- 12 Cabinet is recommended to:
  - (a) note the assumptions made in relation to COVID-19 at this stage of preparing MTFP 11 (paragraph 7) and that these assumptions will be reviewed as the MTFP is refined and when further information is received in relation to the council's financial settlement.
  - (b) note the requirement to for savings of £49.0 million for the period 2021/22 to 2024/25;

- (c) note the £6.337 million of savings for the period 2021/22 to 2024/25 were previously agreed in MTFP(9) and (10);
- (d) note this leaves a forecast £42.7 million savings shortfall across MTFP(11) although this forecast could change significantly based upon outcomes of the Comprehensive Spending Review, the Fair Funding Review and after addressing future base budget pressures being faced by the council especially resulting from COVID-19
- (e) note that at this stage additional savings of £9.5 million are forecast to be required to balance the 2021/22 budget;
- (f) agree the high level MTFP(11) timetable as set out in the report;
- (g) agree the approach outlined for consultation;
- (h) agree the proposals to build equalities considerations into decision making;

## **Background**

- 13 To ensure MTFP(11) can be developed effectively and savings targets delivered in time to produce a balanced budget, it is important that a robust plan and timetable is agreed and followed.
- 14 The current MTFP(10) forecast that the Council agreed on 26 February 2020 covers the four year period 2020/21 to 2023/24. It is recommended at this stage that MTFP(11) covers a four year period 2021/22 to 2024/25. Although the Comprehensive Spending Review (CSR) is expected to cover a three year period, it is felt prudent for the council to continue to plan across a four year timeframe.
- 15 During this period the council will continue to face significant budget pressures, especially relating to the National Living Wage and Social Care whilst facing uncertainty over the impact of the FFR and any ongoing impact from COVID-19. There is also the added complication of the impact of the UK exit from the European Union and the impact this may have on public finances also. Planning across the medium term ensures that decisions can be made in the knowledge of the likely financial position of the council and provides a basis for effective decision making taking account of the best estimates of income and expenditure.
- 16 At this stage of the planning cycle for MTFP(11) the following areas are presented for consideration by Cabinet:
  - (a) an update on the development of the 2021/22 budget since the Council agreed its MTFP(10) strategy on 26 February 2020;

- (b) an update on the MTFP(11) savings forecast for the period 2021/22 to 2024/25;
- (c) a draft MTFP(11) decision making timetable;
- (d) proposed approach for consultation of MTFP(11);
- (e) workforce implications;
- (f) equality considerations;

## **Review of MTFP Model**

- 17 The financial outlook for the council continues to be extremely challenging. The national finances are in a highly uncertain position due to COVID-19 and the impact of the UK exit from the European Union. The government are indicating that tax rises are being considered but that unprotected government departments could face further funding reductions. It is forecast therefore that future settlements for local government will result in a loss of £5 million of government funding alongside a £10 million funding reduction as a result of the FFR - which is now expected to be implemented in 2022/23. Funding reductions are assumed to apply from 2022/23 and transitioned over a five year period i.e. a forecast £3 million loss of funding per annum. It has been assumed that the council will have a 'cash flat' government settlement for 2021/22.
- 18 The council will need to continually review the MTFP(11) projections and savings requirements over the coming months in light of future announcements.
- 19 In line with previous years, a thorough review of the Council's budget has taken place subsequent to the approval of MTFP (10) by the Council on 26 February 2020. This has resulted in a number of changes to the assumptions for 2021/22 and future years. The key adjustments and major areas for consideration are detailed below:

### **(a) Revenue Support Grant (RSG) / Fair Funding Review**

It is presently forecast that there will be a cash flat settlement for 2021/22 with the FFR delayed until at least 2022/23. For later years the following is assumed:

- (i) that there will be a £5 million loss of Revenue Support Grant (RSG) from 2022/23 transitioned over five years as part of the CSR process;
- (ii) that the council will lose a further £10 million of funding as a result of the FFR and that the impact of this loss will be transitioned over a five year period from 2022/23;

- (iii) that the additional funding the council received in 2020/21 of £17.6 million for adult and children's social care will become recurrent;
- (iv) that there will be no increase or reduction in the Better Care Fund;
- (v) that the council tax referendum level will be 2% over the MTFP(11) period and that additional Adult Social Care Precepts will not be applicable. It has been assumed that council tax increases will be in line with the referendum level in each of the next four years.

At this stage any of the assumptions made could be subject to change as a result of the CSR, the FFR and the publication of the provisional local government finance settlement, which is expected in December 2020.

In terms of the FFR, the major concern for the council continues to be public health funding. Consultations to date on the FFR continue to advocate that public health grant will transfer into the Business Rate Retention (BRR) process as part of the move to 75% retention from 50%. As part of this transfer, the intention is to utilise the revised Advisory Committee on Resource Allocation (ACRA) methodology to allocate public health funding. It is forecast that this will result in a loss of £18 million (38%) of the council's public health funding. It is forecast that the council may benefit from other elements of the FFR resulting in the current £10 million forecast loss built into the MTFP. Clearly, the council will continue to lobby throughout the review process and this position will need to continue to be reviewed across the MTFP(10) period.

(b) **New Homes Bonus (NHB)**

In MTFP(10) it was forecast that the NHB would begin to be withdrawn from 2021/22 onwards. It is now forecast that this withdrawal will not begin until 2022/23. Current activity is indicating that house building sales are at a much lower level than in previous years mainly as a result of COVID-19. On that basis it is presently forecast that there will be a £0.7 million reduction in NHB in 2021/22.

(c) **Council Tax / Business Rate Tax Base Increases**

Regular reviews are carried out in relation to tax base forecasts. The tax base is impacted by new builds, the incidence of uptake of discounts and exemptions, with a further major variable being the impact of the local council tax reduction scheme. At this stage it is considered prudent to assume a standstill position for 2021/22 but to continue to forecast tax base growth from new developments over the remainder of the MTFP(11) period. However, the forecast of tax base growth has been reduced from MTFP(10) forecasts mainly resulting from an assessment of the impact of COVID-19 both upon future levels of house building and business growth but also on the incidence of local council tax reduction claims.

The standstill forecast for the tax base for 2021/22 will be closely monitored in the coming weeks in what is a very volatile area. The tax base growth figures included in MTFP(11) at this stage are as follows. This will be kept under regular review:

	<b>£m</b>
2021/22	0.0
2022/23	3.0
2023/24	2.0
2024/25	1.5

(d) **National Living Wage (NLW)**

Assumptions are based upon the Low Pay Commission's November 2020 report with an agreed rate for 2020/21 of £8.72 per hour. Indications at that time were that the intention was for the NLW to move towards 66% of median wages by 2022/23. It is forecast that the NLW would need to increase by 5% as detailed below then increasing along with median wages in future years;

	<b>£ per hour</b>	<b>% increase</b>
2020/21	8.72	
2021/22	9.15	5.00%
2022/23	9.60	5.00%
2023/24	10.08	5.00%
2024/25	10.30	2.60%

There has been no indication at this stage of what the impact of COVID-19 may be on the setting of the 2021/22 NLW. Until further information is provided it is felt prudent at this stage to retain the 5% uplift previously forecast.

Base budget pressures have been included across the MTFP(11) period for the impact of the NLW based upon the above position.

This impact in the main relates to price increases the council will be required to pay to private sector providers to take account of their increased costs across the MTFP(11) period. A 1.5% annual price inflation allowance is included across the MTFP(11) period but this is unlikely to suffice when private sector provider employee costs can be increasing due to 5% increases in the NLW. The major impact here relates to private sector social care providers.

**(e) Employer Pension Contributions**

The next triennial review of the Pension Fund will be applied to the 2023/24 contribution rates and deficit recovery levels. At this stage an increase in the council's contribution of £5 million is assumed. This level of increase is included due to the possible impact of COVID-19 and any future depression within stock markets upon the value of assets upon the Pension Fund. The forecast funding position will be kept under review.

**(f) Adult Services Fees and Demographic Pressures**

The forecast cost has increased from £1 million to £3 million to reflect the increase in the forecast annual fee uplift for 2020/21 to care providers to reflect ongoing COVID-19 costs, which was in excess of the 2020/21 budget provision, as well as reflecting ongoing demographic pressure.

**(g) Children Services Demographic Pressures**

A forecast of £1 million was included in MTFP(10) planning for Children's Services Demographic pressures. The Quarter 1 forecast of outturn report presented to Cabinet on 8 July 2020 however highlighted the ongoing pressures in this budget area in terms of both additional volume and complexity of demand. MTFP(11) planning for 2021/22 therefore includes a £5 million forecast budget pressure in this area

**(h) Home to School Transport**

This budget area continues to face pressure especially in relation to costs relating to the transport of children with special needs to school. A base budget pressure of £1.640 million is included for 2021/22

(i) **Short Term Investment**

In line with the planning assumption in MTFP(10) it is assumed that £10 million of the short term investments included in the 2020/21 budget continue into 2021/22.

- 20 It is important to note that at this stage it is assumed that other than a lower than forecast increase in tax base for 2021/22 that there is no net long term financial impact from COVID-19. The council has faced significant additional costs but at this stage it is expected that these will dissipate over the coming months. In terms of income loss within service groupings it is assumed that income levels will be back to pre COVID levels by April 2021. This position will be refined kept under review and is dependent on how coronavirus develops over the coming months, the impact this has on the council's income based services and the extent to which government provide ongoing support through the Income Guarantee Scheme and COVID-19 grants.
- 21 This position will be kept under continual review in the coming months. If it is found that there will be an ongoing impact, then this will need to be reflected in MTFP(11) planning

**2021/22 Savings Forecast**

- 22 Based upon the revised assumptions detailed in this report, the savings requirement for 2021/22 is forecast to be £12.8 million, this includes recovery of £2.733 million of the BSR utilised in 2020/21 to balance the budget and delay the impact of savings upon front line services.
- 23 In MTFP(9) and (10) savings of £4.686 million were approved for 2021/22, however, a saving of £1.4 million linked to an invest to save arrangement included in MTFP(10) has been paused. Removing this saving from the 2021/22 approved savings plans in MTFP(9) and (10) leaves previously agreed savings of £3.285 million which help to reduce the savings shortfall in 2021/22 from £12.8 million to £9.5 million.
- 24 It is recognised that this savings figure could significantly change before Full Council sets the budget on 24 February 2021. The council continues to face significant additional budget pressures at the present time particularly in CYPS which could impact upon the savings requirement. Similarly, the local government settlement will have an impact alongside the continuing impact of COVID-19 upon the council's budget and the uncertainties surrounding the financial impact of the UK withdrawal from the European Union.
- 25 With this uncertainty in mind, work will continue in the coming months to identify additional savings to address any future shortfall. If there is still

a shortfall in savings at the time Full Council agree the budget in February 2020, then the Budget Support Reserve (BSR) will need to be utilised. The current balance on the BSR is £16.4 million.

### MTFP(11) – 2021/22 to 2024/25 Update

26 The adjustments to previous MTFP(10) planning assumptions detailed in this report have impacted upon the forecast savings requirements for the MTFP(11) planning period - 2021/22 to 2024/25.

27 The current forecast of savings required for the period 2021/22 to 2024/25 are detailed below:

	<b>Savings Requirement</b>	<b>Less Savings Approved</b>	<b>Savings Shortfall</b>
	<b>£m</b>	<b>£m</b>	<b>£m</b>
2021/22	12.807	(3.285)	9.522
2022/23	4.500	(2.252)	2.248
2023/24	20.400	(0.800)	19.600
2024/25	11.350	0	11.350
<b>TOTAL</b>	<b>49.057</b>	<b>(6.337)</b>	<b>42.720</b>

28 The table above highlights that it is forecast that additional savings of £42.720 million will be required across MTFP(11) to balance the budget.

29 Unless additional government funding is provided, there is an increasing risk that savings plans in the future will begin to impact on front line service delivery and as such will become more complex and require significant planning and consultation. It will be vital that timeframes for delivery are planned effectively to ensure the Council continues to balance the budget across the MTFP(11) period.

30 The realisation of additional £42.7 million of savings will have resulted in the Council being required to save £293 million from 2011/12. The MTFP(11) Model is attached at **Appendix 2**.

### MTFP(11) Timetable

31 A high level timetable up to Budget setting is detailed overleaf:

Date	Action
14 October	MTFP report to Cabinet
29 October	Corporate Overview and Scrutiny Management Board consider 14 October Cabinet Report
16 December	MTFP report to Cabinet – outcome of Comprehensive Spending Review and Autumn Statement
17 December	Corporate Overview and Scrutiny Management Board consider 16 December Cabinet Report
13 January	MTFP report to Cabinet – analysis of provisional local government settlement
TBC	Corporate Overview and Scrutiny Management Board consider 13 January Cabinet Report
10 February	Budget Report to Cabinet
TBC	Corporate Overview and Scrutiny Management Board consider 10 February Cabinet Report
24 February	Council Budget and MTFP report

## Proposed Consultation Programme

- 32 Based on the best practice that has developed over previous consultations, we will consult using our existing County Durham Partnership networks during October and November. The primary focus of the consultation will be on the 14 AAP Boards who will be asked to comment on the overall approach set out in this report. The AAP Boards are now meeting virtually on a regular basis, and for those boards where a meeting does not fall within the time period of the consultation, the individual board members will be asked to provide comments on the content of this report.

## Workforce Implications

- 33 It is forecast that the number of post reductions will increase over the coming years as savings plans are developed and agreed to achieve the MTFP(11) required saving of £48 million.
- 34 The council will continue to take all possible steps to avoid compulsory redundancies and minimise the impact upon the workforce. This will require a continued focus on forward planning, careful monitoring of

employee turnover, only undertaking recruitment where absolutely necessary and retaining vacant posts in anticipation of any required service changes, seeking volunteers for early retirement and/or voluntary redundancy and maximising redeployment opportunities for the workforce wherever possible. This will however become increasingly difficult now that government has confirmed its intention to implement the public sector exit cap arrangements that place a limit on the exit payments that can be paid to employees and is likely restrict voluntary redundancy applications. A further report on this will be provided as details of these arrangements are finalised by government.

- 35 In addition, the way that work is organised and jobs designed will continue to be reviewed by service groupings, with the support of Human Resources, to ensure that changes that are made to maximise the use of the workforce numbers and skills and introduce flexibility into the way work is organised to maximise the capacity of the remaining workforce.
- 36 These actions will ensure that, wherever possible, service reductions continue to be planned in advance. Employees are able to consider their personal positions and volunteer for ER/VR prior to the start of the exercise should they wish to, thereby enabling, in a number of situations, the retention of sustainable employment in the County for those who wish to remain in the workplace.

### **Equality Impact Assessment of the Medium Term Financial Plan**

- 37 Consideration of equality analysis and impacts is an essential element that members must consider in their decision making. As in previous years, equality impact assessments will be key to capturing and utilising equality analysis throughout decision making processes, alongside the development of MTFP(11).
- 38 The aim of the equality impact assessment process is to:
- (a) identify any disproportionate impact on service users or staff based on the protected characteristics of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation;
  - (b) identify any mitigating actions which can be taken to reduce negative impact where possible;
  - (c) ensure that we avoid unlawful discrimination as a result of MTFP decisions;
  - (d) ensure the effective discharge of the public sector equality duty.

- 39 As in previous years, equality analysis is considered throughout the decision-making process, alongside the development of MTFP(11). This is required to ensure MTFP decisions are both fair and lawful. The process is in line with the Equality Act 2010 which, amongst other things, makes discrimination unlawful in relation to the protected characteristics listed above and requires us to make reasonable adjustments for disabled people.
- 40 In addition, the public sector equality duty (PSED), contained at section 149 of the Equality Act, requires us to pay 'due regard' to the need to:
- (a) eliminate discrimination, harassment and victimisation and any other conduct that is prohibited under the Act;
  - (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
  - (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 41 A number of successful judicial reviews have reinforced the need for robust consideration of the public sector equality duty and the impact on protected characteristics in the decision making process. Members must take full account of the duty and accompanying evidence when considering the MTFP proposals.
- 42 Throughout the period of MTFP planning through to setting the MTFP (11) budget in February 2020, the equality analysis for all savings proposals will be developed alongside emerging savings proposals. Any relevant consultation activity and/or feedback will be fed into assessments. Equality analysis and impact assessments will be considered in decision-making processes and at budget setting.
- 43 In terms of the ongoing programme of budget decisions the council has taken steps to ensure that impact assessments:
- (a) are built in at the formative stages so that they form an integral part of developing proposals with sufficient time for completion ahead of decision-making;
  - (b) are based on relevant evidence, including consultation where appropriate, to provide a robust assessment;
  - (c) objectively consider any negative impacts and alternatives or mitigation actions so that they support fair and lawful decision making;
  - (d) are closely linked to the wider MTFP decision-making process;

- (e) build on previous assessments to provide an ongoing picture of cumulative impact.

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## **Appendix 1: Implications**

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### **Legal Implications**

There is a statutory requirement for the council to adopt a local council tax support scheme for the ensuing financial year by 11 March. Where the council is proposing any changes to its scheme, there is a statutory requirement to consult on these proposals in advance of making any changes.

### **Finance**

The report highlights that at this stage £12.8 million of savings are required to balance the 2021/22 budget. After taking into account £3.3 million of savings previously approved, this leaves a £9.5 million shortfall in 2021/22 with a shortfall across the MTFP(11) period of £42.7 million. Work will continue over the coming months to identify savings to balance the budget across the MTFP(11) period.

### **Consultation**

The approach to consultation on MTFP(11) is detailed in the report.

### **Equality and Diversity / Public Sector Equality Duty**

Equality considerations are built into the proposed approach to developing MTFP(11).

### **Climate Change**

The impact of final budget decisions will take into account Climate change impacts

### **Human Rights**

Any human rights issues will be considered for any detailed MTFP(11) and Council Plan proposals as they are developed and decisions made to take these forward.

### **Crime and Disorder**

None

### **Staffing**

The savings proposals in MTFP(11) will impact upon employees. HR processes will be followed at all times.

### **Accommodation**

None specific within this report.

## **Risk**

There continues to be significant risk in terms of planning across the MTFP(11) period. The uncertainty faced by local government at the present time is unprecedented and local authorities have already delivered the vast majority of all possible efficiency savings. Any additional funding reductions or unfunded budget pressures will leave all local authority with difficult choices.

The council will continue to plan effectively in this regard working up savings plans to assist in balancing future savings requirements. As required the BSR is in place to provide short term cover for budget shortfalls.

## **Procurement**

None specific within this report.

**Medium Term Financial Plan - MTFP(11) 2021/22 - 2024/25 Model**

	<b>2021/22</b>	<b>2022/23</b>	<b>2023/24</b>	<b>2024/25</b>
	£'000	£'000	£'000	£'000
<b>Government Funding</b>				
Revenue Support Grant and Fair Funding Review	0	3,000	3,000	3,000
Reduction in Benefit Admin Grant	150	150	150	150
Revenue Support Grant - Inflation Uplift - 1% 21/22	-280	0	0	0
Bus. Rates / S31 - CPI increase (1%/1.5%/1.5%/1.5%)	-650	-1,000	-1,050	-1,050
Top Up - CPI increase (1%/1.5%/1.5%/1.5%)	-650	-1,000	-1,000	-1,000
Adult Social Care Winter Pressures	2,820	0	0	0
New Homes Bonus	700	2,000	1,000	500
<b>Other Funding Sources</b>				
Council Tax Increase - 2%	-4,400	-4,500	-4,600	-4,700
Council Tax/Business Rate Tax Base increase	0	-3,000	-2,000	-1,500
<b>Estimated Variance in Resource Base</b>	<b>-2,310</b>	<b>-4,350</b>	<b>-4,500</b>	<b>-4,600</b>
Pay inflation (0.25% shortfall in 20/21 and 2% thereafter)	5,100	4,650	4,800	4,950
Price Inflation (1.5% - 1.5% - 1.5% - 1.5%)	3,800	3,900	4,000	4,100
<b>Base Budget Pressures</b>				
National Living Wage	4,200	4,400	4,600	2,500
Employers Pension Contributions	0	0	5,000	0
Pension Fund Auto Enrolment costs	0	500	0	0
Social Care System Licenses	100	0	100	0
Adults Service Fees and Demographic Pressures	3,000	1,000	1,000	1,000
Adult Social Care Winter Pressures	-2,820	0	0	0
Childrens Services Demographic Pressures	5,000	1,500	1,500	1,500
Regional Adoption Agency	50	0	0	0
Home to School Transport	1,640	0	0	0
Virtual School Expansion	226	0	0	0
Empty Homes staffing	-103	0	0	0
Road and Street Work Permit Scheme	91	0	0	0
Loss of SLA Income linked to Diocese Academisation	200	0	0	0
Unfunded Superannuation	-100	-100	-100	-100
Prudential Borrowing	2,000	3,000	4,000	2,000
<b>Short Term Investments</b>				
Investment in climate change initiatives	0	-1,500	0	0
Additional investment in highways infrastructure	0	-3,000	0	0
Investment in clean and green neighbourhoods	0	-1,000	0	0
Investment in reducing poverty and inequality	0	-1,500	0	0
Investment in library services	0	-1,000	0	0
Investment in Childrens services initiatives	0	-1,000	0	0
Other One Off Initiatives	0	-1,000	0	0
Culture and Sport Investment	-10,000	0	0	0
<b>TOTAL PRESSURES</b>	<b>12,384</b>	<b>8,850</b>	<b>24,900</b>	<b>15,950</b>
<b>Use of One Off funds</b>				
Adjustment for use of BSR in previous year	2,733	0	0	0
<b>Savings</b>				
Savings Agreed in MTFP(9)	-575	-1,775	-800	0
MTFP(10) Savings	-2,710	-477	0	0
<b>SURPLUS FUNDS (-)/ SAVINGS SHORTFALL</b>	<b>9,522</b>	<b>2,248</b>	<b>19,600</b>	<b>11,350</b>
	<b>TOTAL SHORTFALL</b>			<b>42,720</b>

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**Corporate Overview and Scrutiny  
Management Board**

**29 October 2020**

**Quarter One, 2020/21  
Performance Management Report**

**Ordinary Decision**



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**Report of Corporate Management Team**

**John Hewitt, Corporate Director of Resources**

**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.

**The impact of COVID-19**

- 2 A highly infectious virus (SARS-CoV-2) causing respiratory illness (COVID-19) spread rapidly across the world during 2020. This resulted in a global pandemic being declared by the World Health Organisation on 11 March 2020.
- 3 Significant restrictions to normal ways of life, travel and business were introduced by the government to try to contain the spread of the virus, minimise deaths and prevent COVID-19 cases overwhelming our health and social care systems.
- 4 It was necessary for the Council to adapt and we significantly changed our service provision and ways of working. Some services were closed, others changed and began to operate remotely. Gold command arrangements were activated nationwide to respond to the emergency. Locally, this involved the council working in partnership with other agencies on the local resilience forum which covers both County Durham and Darlington to protect our communities and support those affected by the pandemic.

- 5 Although our regular quarterly corporate reporting cycle was suspended, we are now able to resume quarterly performance reporting with this report which combines quarter four, 2019/20 and quarter one, 2020/21.

## Performance Reporting

- 6 This performance report is structured around the three externally focused results-based ambitions of [the County Durham Vision 2035](#) alongside a fourth 'excellent council' theme, and also includes an overview of the impact of COVID-19 on council services, our staff and residents.
- 7 The report will be further developed to reflect the reporting requirements of the Council Plan 2020-2023 (subject to Cabinet approval in September), cultural change resulting from the COVID-19 pandemic, COVID-19 Recovery and Restoration, which is likely to run over the medium term, and the council's new senior management structure (particularly 'Regeneration and Economic Growth' and 'Neighbourhoods and Climate Change').
- 8 These changes will commence from quarter three onwards to align with new corporate planning arrangements and developments in business analytics.

## More and Better Jobs

- (a) The UK economy has experienced a significant shock since the start of the COVID-19 pandemic. GDP has fallen dramatically, with significant falls in output. April 2020 experienced sharper falls than March as the negative impacts of business slow down led to a significant fall in consumer demand, business and factory closures, and supply chain disruptions.
- (b) Across the county, and in-line with the national picture, unemployment has risen (and, if this mirrors the 2008 recession in scale, is projected to double by March 2021, an increase of around 13,000 people<sup>1</sup>) and almost one in three jobs has been furloughed (with 33% of businesses expecting to make redundancies in the next three months). The impact has been greater across the 18-24 age range and for women and older people. There has been an increase of 74% in universal credit claims for people aged 18-24, compared to June 2019.
- (c) The economic impacts of COVID-19 are expected to be severe, wide-ranging and long term. More than half of businesses across Durham indicated (via Business Durham survey in June 2020) that

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<sup>1</sup> [Experimental estimates of unemployment across County Durham](#)

their turnover was impacted by more than 50% and 25% stated they remained closed.

- (d) The leisure, tourism and cultural sector has been particularly hard hit. Although some events moved online, the majority were either cancelled or rescheduled. The Empire and Gala theatres will remain closed until January 2021.
- (e) We therefore remain extremely concerned about poverty pressures across the county (pre-COVID data placed us within the top 40% most deprived upper-tier authorities across England), the impact of school closures on the education of our children and young people, and the increasing employment gaps between those with a disability and those without, and the overall employment rate and especially for those aged 16-24.
- (f) To mitigate against these challenges, we are continuing to support employees and businesses through a variety of projects and grants, with a specific focus on addressing inequality across employment for those aged 16-24. We have developed a COVID-19 economic recovery plan and are identifying a pipeline of investment projects which will stimulate the economy. We are also developing employability programmes to support those who have been left with no employment because of the crisis.

### **Long and Independent Lives**

- (g) The UK care sector has been significantly affected by the COVID-19 pandemic. In County Durham supporting our care market has been a priority. As a system the County Durham Care Partnership has put in place a range of financial and practical support for our care providers to enable them to continue to provide care and support to our residents in line with national guidance.
- (h) Care providers across County Durham have experienced issues relating to rates of infection, supply of personal protective equipment or staffing. However, with the targeted support, 90% currently have no or very low concerns. We continue to work nationally to increase the quality of the data to identify and address infection and risk of infection amongst staff and patients.
- (i) The council continues to assess the impact of falling occupancy rates within care homes and is providing short-term financial support to providers to ensure sustainability of the market pending conclusion of a review of our approach to commissioning care.
- (j) The consequences of COVID-19 on the health needs of our residents has led to initially reduced referrals across adult social

care, specifically older people and those with learning disabilities. However, referrals for those who have problems with substance misuse have increased by 58% compared to last year. There is a GP referral backlog of more than 40,000 urgent and non-urgent secondary care, and reports that children and young people are suffering increased levels of anxiety. Predictive analysis by Tees, Esk and Wear Valleys NHS Trust suggests there will be significant increases in demand for mental health support.

- (k) In addition, pre-COVID data estimates that 6% of children across the county (more than 4,000) are eligible for, but not claiming, free school meals. We anticipate food pressures will increase as the economic situation worsens. To help mitigate this issue, more than 50 'holiday hunger' programmes have taken place during the school holidays.
- (l) There are areas where we continue to make positive progress and help people to live long and independent lives. We remain on track to achieve our stronger families programme target, achieving 'significant and sustained outcomes' for more than 4,600 families, have put additional support in place for pregnant smokers and new mothers who smoke, with a doubling of those setting a quit date during lockdown, and continue to offer infant-feeding support at home to those who need it.

### **Connected Communities – Safer focus**

- (m) In relation to keeping children and young people safe, there are many positives across this area. We continue to perform well in relation to the timeliness of processing statutory referrals (first contact) and single assessments (and are carrying out audits to ensure quality of assessments remains consistently high). However, demand for children's social care remained high throughout 2019/20, with an increasing trend in the number of children on a child protection plan and children looked after.
- (n) Overall crime levels remain relatively static. However, anti-social behaviour incidents have increased, peaking in April before declining as lockdown restrictions were lifted. There were increases to both domestic violence (up 8%) and hate crime (up 30%) during lockdown, reflecting the national picture.
- (o) During quarter one, we used our focused improvement plans, initiatives and interventions to mitigate against the challenges we face. For example, multi-agency screening of all domestic violence incidents, setting up a Child Exploitation Vulnerability Tracker, and water safety actions both in Durham City and countywide.

## **Connected Communities – Sustainable Communities focus**

- (p) Actions aimed at controlling the spread of COVID-19 have brought about unexpected consequences. The sudden, significant drop in carbon emissions as businesses closed and people stayed at home. The reduction in road traffic has also led to improvements in air quality, a reduction in environmental noise and the more visible wildlife. Negative impacts of COVID-19 include increased waste and reduced recycling. These changes are mirrored across County Durham.
- (q) Most council services falling under this ambition showed a significant decrease in demand during quarter one. Exceptions were reports of fly-tips and smoke from garden fires – issues which are being addressed through multi-agency problem solving. Although there were fewer presentations to our Housing Solutions Service, we are concerned numbers will increase once the government's temporary eviction ban is lifted, mortgage payment holidays end and 'normal service' resumes across the sector. We will be working with both landlords and supporting tenants, as far as possible, to minimise the impact.
- (r) To maintain an essential travel network, we have provided financial support to our local bus companies, which are currently operating to approximately 10% of normal service. As lockdown measures are relaxed, the volume and frequency of services will increase.

## **An Excellent Council**

- (s) Since the start of the pandemic, the council has been continually adapting its service provision and ways of working to help slow the spread of COVID-19, prevent our health and social care systems being overwhelmed, and protect our staff and residents.
- (t) Although we are successfully maintaining essential services, such as refuse collection and social care, other non-essential services had to be closed or delivered remotely. In addition, new services were developed to meet growing needs of our residents who were shielding, self-isolating or experiencing loneliness. To manage the risk of transmitting COVID-19 and to safeguard our employees, our staff continued to work from home wherever possible. A recent staff survey, focusing on the pandemic, highlighted many positives in our response, however it raised concerns, most specifically around mental health and well-being.
- (u) Our COVID-19 response involved rapidly expanding our online service delivery and developing digital alternatives to face-to-face contact. Our COVID-19 response, detailed in a [report](#) to Cabinet in

June, involved rapidly expanding our online service delivery and developing digital alternatives to face-to-face contact. More residents created online accounts and our council meetings were live streamed online, with residents participating and submitting questions remotely. We created a community support hub (staffed by redeployed council employees) to protect those clinically vulnerable, experiencing hardship or who needed help when self-isolating, and we provided financial assistance to both residents and businesses.

- (v) During quarter one, we also continued with our programme of cultural change, digital development and training and organisational development. However, challenges remain. To truly understand our customers, we need to bring together and analyse data from across the entire council. We are also concerned about response rates for the CRM satisfaction surveys - satisfaction is good but the response rate is low.
- (w) For some services the impact of new working arrangements via telephone, digital and social media channel has been a more flexible and responsive service, and some of these changes may be beneficial to maintain once the impact has been properly evaluated e.g. support for young people via online mechanisms, schools, breastfeeding mothers.

## **Risk Management**

- 9 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 and how we are managing them.

## **Recommendation**

- 10 That Corporate Overview and Scrutiny Management Board considers the overall position and direction of travel in relation to quarter one performance, the impact of COVID-19 on performance, and the actions being taken to address areas of underperformance including the significant economic and well-being challenges because of the pandemic.

## **Author**

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## **Appendix 1: Implications**

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## **Legal Implications**

Not applicable.

## **Finance**

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

## **Consultation**

Not applicable.

## **Equality and Diversity / Public Sector Equality Duty**

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

## **Climate Change**

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

## **Human Rights**

Not applicable.

## **Crime and Disorder**

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



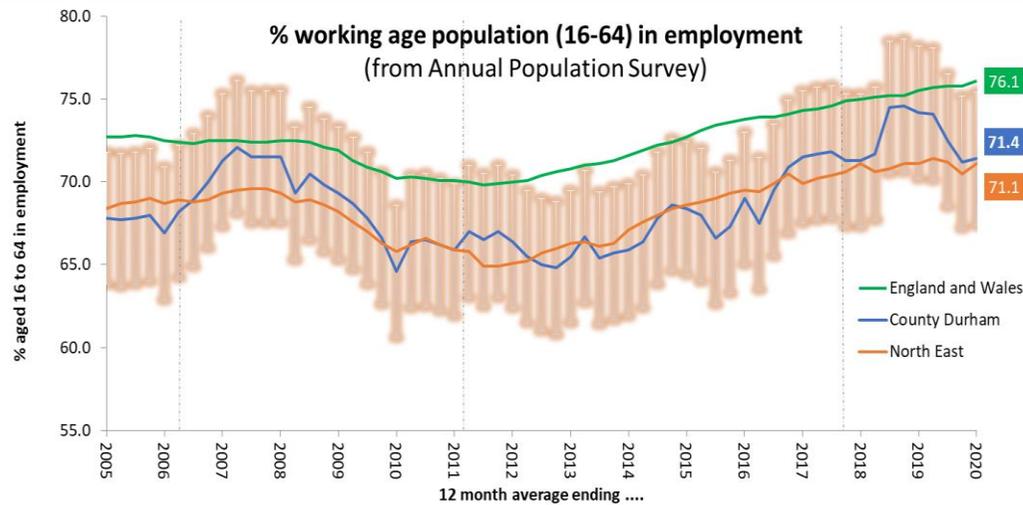
# Durham County Council Performance Management Report

## Quarter One, 2020/21



# MORE AND BETTER JOBS

## (a) Do residents have good job prospects?



### Employment impact of COVID-19 (Apr-Jun 2020)

	County Durham	National
Jobs furloughed	29.8*	29.7*
Businesses utilising the furlough/ job retention scheme	50**	75***
Self-employed claiming on income support scheme	71***	71***

\* ONS

\*\* Business Durham Survey (Jun-20: 180 responses<sup>^^</sup>)

\*\*\* ONS business Impact of COVID-19 Survey

<sup>^^</sup>as a large proportion of respondents were micro-businesses employing fewer than five people, the results should not be considered as representative of the wider County Durham business population.

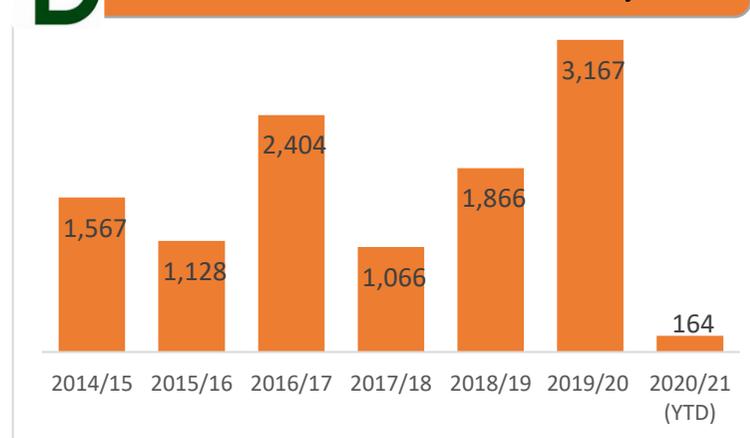
### Key employment rate stats %:

(Apr 19-Mar 20)

	County Durham	National
Male	73.9	80.0
Female	69	72.2
Private sector	73.4	78.9
Part-time	24.2	24.6
Without a disability	80.5	81.7
<a href="#">with Equality Act core or work limiting disability</a>	40.6	56.2
Age 16-24	46.8	53.9



### Gross jobs created / safeguarded<sup>^</sup> as a result of Business Durham activity



### Employability Programmes

(Apr 19-Mar 20)

1,519 registrations
309 progressed into employment
14 progressed into education or training

<sup>^</sup> job safeguarded: must be a permanent, paid, full time equivalent (FTE) job which is at risk

additional employment rate information available via [Durham Insight](#) and [Index of Deprivation in County Durham](#)

## More and Better Jobs

- 1 The ambition of More and Better Jobs is linked to the following key questions:
  - (a) Do residents have good job prospects?
  - (b) Is County Durham a good place to do business?
  - (c) How well do tourism and cultural events contribute to our local economy?
  - (d) Do our young people have access to good quality education and training?

### Do residents have good job prospects?

- 2 The employment rate data for March 2020 dropped, although is in line with regional data. As there is a data lag in this information, and a need to understand the impact of COVID-19, a June 2020 experimental estimate using Labour Force Survey employment data has been produced. As this data is only regional, the percentage change in the rate for the North East was applied to the latest data for County Durham. The estimated 'experimental' employment rate for County Durham is 70.9% for June 2020, this is below both regional and national rates but does not yet show a significant COVID-19 effect due to the support provided by the furlough and income support schemes.
- 3 HM Revenue and Customs data show that around 64,000 jobs in County Durham (29.8%) were 'furloughed' under the government's Job Retention Scheme. This is in line with both regional (29.6%) and England (29.7%) rates.
- 4 Throughout quarter one, Business Durham carried out two surveys which assessed how many businesses had utilised the Job Retention Scheme. The first survey in April (based on 279 responses) indicated 52% of businesses had accessed the job furlough scheme, the second in June (based on 180 responses) indicated 50%. However, as a large proportion of respondents were micro-businesses employing fewer than five people, the results should not be considered as representative of the wider County Durham business population.
- 5 In addition, around 14,000 self-employed people have made claims from the Self Employment Income Support Scheme, representing 71% of those who are potentially eligible for the scheme.
- 6 There is concern over the current and potential impact on jobs once these schemes come to an end. The British Chambers of Commerce coronavirus impact tracker (as at 22 July 2020) shows that, nationally, 13% of respondents have made redundancies since the start of the crisis and 33% are intending to

make redundancies over the next three months. Similarly, although manufacturing businesses within County Durham remained reasonably resilient in the early stages, and several manufacturers have seen new market opportunities, some are now stating their intention to make redundancies.

- 7 We have undertaken work to estimate what the potential impact might be on the levels of unemployment in County Durham. Using the rate of increase in unemployment following the 2008 recession, if similar increases are seen, estimates suggest that employment could rise to around 27,000 by March 2021 from around 14,000 (December 2019).
- 8 Working with the National Careers Service and the Department for Work and Pensions, we have launched County Durham Jobs Fuse to support employers and help individuals whose jobs have been affected as a result of COVID-19. Additional resource is available to provide triage to those who have lost their jobs, been furloughed and in fear of job loss.

### **Is County Durham a good place to do business?**

- 9 The economic impacts of COVID-19 are expected to be severe, wide-ranging and long term. The latest results of the ONS Business Impact of COVID-19 Survey (survey reference period of 29 June to 12 July) shows that almost 7% of industries have temporarily closed or paused trading and of those continuing to trade almost 15% reported that turnover had decreased by more than 50%.
- 10 Of the businesses who responded to the second Business Durham survey in June 2020: 51% indicated that the impact of COVID-19 on revenue has been greater than 50%; 25% stated that their business was still closed and 12% stated it was closed, but they intended to re-open in July.
- 11 As part of its response, the government launched several financial support measures for businesses. 73% of businesses in County Durham responded that they had been able to access a local authority grant, either small business grant, retail, hospitality and leisure grant or a discretionary grant.
- 12 Take-up levels of the government loan schemes were low amongst those responding, with only 22% having accessed a Bounce Back loan and less than 1% reporting they had accessed the coronavirus business interruption loan scheme (CBILS), however these take-up rates are likely to reflect the high level of responses to the survey from smaller businesses employing fewer than five people.

- 13 The impact of COVID-19 has varied across different business sectors, many manufacturing and engineering businesses which account for a significant proportion of our GVA have had to furlough staff and operate at a reduced capacity; similarly, in the construction sector, work either ceased temporarily or continued at a slower pace. However, anecdotal evidence from businesses in the IT/digital and business and professional services sectors indicates they have not been hit as hard as other sectors, with operations continuing effectively from home and some productivity gains and innovation being experienced. The contact centre sector has largely managed to maintain operations by deploying home working for large numbers of staff.
- 14 There has been some business diversification and expansion leading to job creation in response to the pandemic:
- (a) Bishop Auckland-based carton manufacturer JSB Enterprises, diversified into PPE production by adapting a number of its cardboard cutting machines to create protective visors, which has enabled the business to safeguard six jobs including those of two staff members recruited through the council's Employability Durham scheme.
  - (b) A Seaham-based company that is a sub-contractor to Serco has won a contract under the national test and trace programme, creating 170 new jobs over a 12-week period.
  - (c) Technimark in Middleton-in-Teesdale is producing filters for ventilators as part of the COVID-19 response. The council's planning team has provided advice to enable the company to maximise its space and consider options to increase manufacturing capacity on-site.
- 15 Business Durham's properties, including its business centres, NETPark and other industrial property remained open throughout the lockdown for those tenants that required access to continue their business operations, and to accommodate requests for additional space from some businesses.
- 16 In relation to the re-opening of town centres across the county, we co-ordinated plans to ensure all necessary measures were in place including changes to roads and footpaths; leaflets were delivered to town centre premises with guidance and support for opening safely and webinars to support the retail sector to help them embrace online selling and find new ways to market their product or service.
- 17 The Durham Ambitious Business Starts (DABS) ERDF project, was launched in June 2020, to support an anticipated increase in people looking to start a business in the county, linked to the likely rise in redundancies. The programme includes several innovative approaches to supporting ambitious

start-up businesses and newly established businesses in their first 12 months of trading.

- 18 Business Durham and the economic development team have provided support and advice to approximately 400 businesses in relation to COVID-19.

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

- 19 During the lockdown, there were some innovative initiatives to encourage cultural activities including online exhibition content to replace the planned physical exhibition for VE Day 75<sup>th</sup> Anniversary, there were 3,000 online visits during May alone. An online pilot of archive education resources and online workshops were developed in partnership with schools and the Humanities Network with activities for children in school in July. Remote volunteering opportunities were developed for the Durham History Centre NHLF project while lockdown restrictions were in place, including for students who had been due to undertake work experience over the summer holidays.
- 20 The visitor economy has been significantly affected. The latest results from the ONS Business Impact of COVID-19 Survey (survey reference period of 29 June to 12 July) show that accommodation and food service and the arts, entertainment and recreation industries were more severely affected due to the temporary cessation of trading.
- 21 A Visit County Durham survey in May 2020 showed local impacts: 78% of respondents stated that income had been reduced by more than 50% and 34% did not know when they would re-open. The main concerns when considering re-opening were lack of demand, social distancing requirements, stringent cleaning measures and cashflow.
- 22 With an estimated 30% of accommodation providers open during July and with others opening by the end of 2020, it is estimated that there would be a potential drop of 7.4 million (37.5%) in visitor numbers compared to 2018 and a drop of £399 million in spend in the local economy.
- 23 Festivals and events have been cancelled since the end of March, however where possible, we are looking at alternative dates. For example, we are working with British Cycling and other stakeholders to identify suitable alternatives dates for the Tour Series and Durham City Run Festival has been rescheduled for 8-11 October.

- 24 Alternative formats are also being utilised, Durham BRASS moved to Online Durham BRASS in July and Durham Book Festival will move online, a digital programme is currently being developed.

### **Do our young people have access to good quality education and training?**

- 25 Due to COVID-19, early years providers, schools, colleges and universities closed on 20 March 2020 and the subsequent cancellation of examinations means limited education data is currently available.
- 26 Ofsted inspection activity was also suspended. There are three primary and three secondary schools judged to be inadequate at their last inspection. Education Durham continue to work closely with schools across the county, with our Education Development Partners offering support, particularly to those schools judged as requires improvement or inadequate.
- 27 During COVID-19 support to schools has been maintained virtually with remote visits with 367 primary schools, 26 secondary schools and 10 special schools. Support was also provided to 18 academies in County Durham. On-site visits were also made to all our special schools and 99.5% of primary schools receiving at least one visit and three-quarters of secondary schools receiving two visits. Support was also provided to early years providers across the county.
- 28 Our virtual school for children looked after has worked with schools and given them an additional £50 for each child to purchase either a licence for home learning, or to provide other materials to support carers. Caseworkers are working with schools to complete the summer Personal Education Plan (PEP) for children. This is very different to the usual PEP due to the experiences the children have had over recent months. This will also inform a plan for the autumn term, allowing us to put in support depending upon the area of need. This PEP involves conversations with school, social worker, child and caseworker. Our virtual school have worked with staff to prepare a transition workbook for Year 6 children moving to secondary school in September. A "Returning to school safe, happy and settled" document has been developed with the SEND and Inclusion Team to support some of our most vulnerable children on their return to school.

## MORE AND BETTER JOBS

(b) Is County Durham a good place to do business, (c) How well do tourism and cultural events contribute to our local economy and (d) do our young people have access to good quality education and training?

Apr-Jun 2020	Business Durham Activity	compared last year
3	inward investments secured	↔ 3
410	businesses engaged	↑ 198
131	businesses received intensive support	↑ 28
92%	floor space occupied	↑ 5.9pp
£8.2	GVA from jobs created/safeguarded (million)	↓ £12.6

**2**  
businesses supported as a result of targeted business improvement schemes  
(Apr-Jun 2020)

**28**  
new businesses supported through advice, grant support and access to training  
(Apr-Jun 2020)



### COVID-19 Impact Survey\*

(Visit County Durham)

78% responded

50% income affected

34% did not know when they would re-open

### change in visitor numbers compared to 2018

(based on estimate for 2020)

↓ 37.5% (7.4m) in visitors

↓ 42.7% (£399m) in spend

based on 30% accommodation providers re-opening in July

\*from 13 May to 31 May (79 responses)



### Schools judged good or outstanding (as at June 2020)

**100%**  
Maintained nurseries

**89%**  
Primary

**64%**  
Secondary

There are three primary and three secondary schools rated as inadequate (all under the former inspection framework).

Click for the latest [Ofsted school ratings](#) in County Durham

■ better than last year ■ worse than last year

- 29 There has been considerable activity to support children and young people in their homes through a revised service delivery offer from the Specialist Inclusion Support Teams and the development and publication of resources to support learning at home for children with a range of additional needs. These have been shared directly with families as well as being available on the Local Offer. There has also been direct support work undertaken with children and their families using virtual platforms including therapeutic support and direct teaching e.g. braille, emotional well-being etc.
- 30 We have strengthened our response to children missing from education (CME) and children who are electively home educated (EHE): In 2019/20, 382 CME referrals were received, 368 children were located and 14 remain open cases (five left county, three travelling and six recent referrals). 53 EHE children were successfully reintegrated to schools in 2019/20, although a reduction from 68 in 2018/19 this is in the context of COVID-19.
- 31 We continue to progress our Inclusion Strategy which aims to achieve fewer exclusions, fewer children seeking EHE and more children and young people in mainstream or appropriate specialist settings. We will look to build on the strengths of our Primary and Secondary School Behaviour/Inclusion Panels by reframing the remit and extending membership and develop a countywide Re-integration Protocol to enable children and young people in alternative provision to reintegrate into mainstream schools.
- 32 COVID-19 had a significant impact on youth unemployment with the number of 18-24 year old Universal Credit claimants rising from 6,305 in March to 9,121 in June. The June 2020 figure represents a 74% increase on the position in June 2019 when there were 5,247 young people claiming Universal Credit.
- 33 DurhamWorks continue to support 16-24 year olds in County Durham who are not in education, employment or training. At the start of lockdown, DurhamWorks commenced a digital only offer, supporting young people via telephone, text, email, video chat (24,950 interventions in April, May and June). Schools have been submitting Year 11 intended destinations to identify those who are unconfirmed or have no plans and may benefit from DurhamWorks support. DurhamWorks are also bidding for additional resources to address youth unemployment, including a £4 million bid recently submitted to the [Youth Futures Foundation](#).
- 34 DurhamWorks are offering a £2,500 grant for small businesses, to support a young person into employment. It is designed to help employers create jobs for unemployed 16-24 year olds who are currently on the DurhamWorks programme. The grant lasts for six months and offers up to £2,500 towards salary costs.

- 35 The council is looking to recruit 30+ apprentices across a wide range of occupations with opportunities at Levels 2, 3 and Degree (Level 6) to work towards. DurhamWorks delivery partner, Citizens Advice County Durham, will be holding online sessions to help DurhamWorks participants understand and successfully complete the DCC Apprenticeship application process.
- 36 The Government recently announced a new £2 billion 'Kickstart Scheme' will be launched in August 2020, subsidising employers who offer six-month work placements for 16-24 year olds. It will be targeted at young people who are claiming Universal Credit and "at risk of long-term unemployment". The government will cover the cost of paying the national minimum wage for 25 hours a week, with employers able, though not required, to pay more on top.
- 37 Progression and Learning are working with Jobcentre Plus to establish three DurhamWorks Youth Hubs in the county (Bishop Auckland, Peterlee, Stanley). The Youth Hubs will co-locate DurhamWorks and Jobcentre Plus staff and will seek to provide a 'one stop shop' for young people who are unemployed. Partners, including DurhamWorks delivery partners/sub-contractors and the National Careers Service, will spend several days a week in the hub. Young people will have access on site to one-to-one mentoring/coaching; job search skills; digital skills; interview practice, etc.

## **Long and Independent Lives**

- 38 The ambition of Long and Independent Lives is linked to the following 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 our services improving the health of our residents?
  - (d) Are people needing adult social care supported to live safe, healthy and independent lives?

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

- 39 We achieved our 2019/20 Stronger Families Programme target, with 'significant and sustained outcomes' made for 4,360 families in areas such as worklessness, school attendance and domestic abuse. This success is due, in part, to embedding whole family working across all partners in our early help

system, our ability to successfully capture evidence of impact and well attended multi-agency forums which facilitate networking and sharing good practice.

- 40 Additional government funding for the National Troubled Families Programme has been agreed until March 2021. A target of helping a further 1,050 families to achieve significant and sustained outcomes was set by government, however due to the impact of COVID-19 this target has been reduced to 730 and we are well on our way to achieving this at quarter one.
- 41 The introduction of multi-agency locality early help conversations commenced in three localities in October 2019 and this was rolled out countywide at the beginning of March 2020. These early help conversations were postponed in light of COVID-19 but have started to take place virtually since June 2020. Early help conversations provide an opportunity for genuine collaboration across the early help system in County Durham facilitating a more proportionate response to meet the needs of children, young people and their families, reducing duplication, maximizing use of our collective local resources and building family and community resilience.
- 42 Our early help One Point service has continued to undertake virtual and physical visits to children and families and are working closely with statutory social care teams to offer support to those families who may benefit from additional services once closed to a statutory team.
- 43 Almost one in four children, 17,543 (24%) across the county are eligible for free school meals (FSM), an increase on last year (20%). This is higher than nationally but in line with our regional neighbours. The take-up rate (based on the census day 16 January 2020) has decreased to 76% (80% last year). This means that there were over 4,000 children attending County Durham schools that were known to be eligible for, but not claiming free school meals. This was pre-lockdown and the position will have worsened with the increase in Universal Credit claimants. Since April 2018, transitional protections have been in place for FSM eligibility while Universal Credit is introduced nationwide. This has been the main driver in the increase in the proportion of pupils eligible for and claiming free school meals as pupils continue to become eligible but fewer pupils stop being eligible even if a family's circumstances improve financially<sup>2</sup>.
- 44 Unfortunately, we were unsuccessful in our bid for Department for Education funding for the Holiday Activity with Food Programme for 2020, however funding from Area Action Partnerships (AAPs) and Public Health has enabled over 50 'holiday hunger' programmes to take place across the county during the school holidays.

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<sup>2</sup> [Schools, pupils and their characteristics: January 2019](#)

- 45 According to the Children's Society *"the rapid spread of the COVID-19 virus is resulting in massive and widespread changes to daily life and will have consequences for children's well-being. For young people with mental ill-health the effects of the virus may be particularly challenging. There are currently one in eight children aged 5-19 in England who have a diagnosable mental health condition. COVID-19 may result in heightened feelings of anxiety and worry and could exacerbate low-mood and other mental health conditions"*.
- 46 Schools are now closed for the summer holidays, but prior to this, school was closed for most pupils; young people are directly experiencing social distancing, high levels of isolation, and the wider social and economic dislocation COVID-19 will cause. Already there have been reports of COVID-19 related anxiety<sup>3</sup>.
- 47 Existing early help provision, such as the Young People's Support Cafés (YASC) offered by Investing in Children, have now moved online. This is in addition to existing online support, such as Rollercoaster and Kooth.
- 48 Youth Access conducted a rapid review<sup>4</sup> of remote mental health interventions for young people. Initial findings suggest these forms of support can lead to positive outcomes amongst young people, including reductions in the severity of clinical symptoms, increased well-being, and lower levels of suicidality and stigma.
- 49 The SEND revisit from Ofsted and CQC took place in January which found that significant progress had been made in the four areas for improvement identified at the previous inspection. County Durham is one of eight local authority areas in the country with a revisit to have all areas deemed to have made sufficient progress.
- 50 Requests for assessment for an education, health and care plan (EHCP) had a record spike in March last year. This spike has not been repeated this year with requests reducing by 10% up to June and being spread more evenly across the year so far. However, performance in terms of requests completed in 20 weeks has remained the same as for the same period last year (64%), although this remains higher than the national rate. Despite schools being shut due to COVID-19, requests have still been received at similar levels for the April to June period compared to last year. The impact of COVID-19 is not yet known due to the timeframe to complete assessments.

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<sup>3</sup> [Children's Society impact of COVID-19 on CYP](#)

<sup>4</sup> [Youth Access review](#)

# LONG AND INDEPENDENT LIVES

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



**348** families achieved significant and sustained outcomes (Apr-Jun 2020)



**1,865**

workless families progress to work following intervention



**2,204**

families reported reduced mental health issues following intervention



**803**

families reported reduced substance misuse following intervention

as at March 2020

**1,315**

cases open to One Point

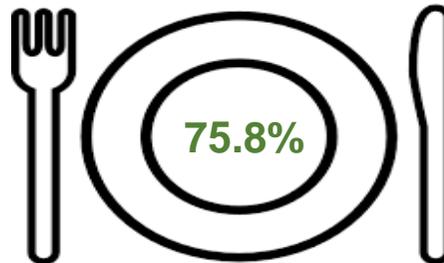
(as at 30 Jun 2020)

**100%**

Early help assessments completed within 45 working days

(Apr-Jun 2020)

% of free school meals eligible pupils taking free school meals (as at census day 16 Jan 2020)



Over 4,000 children are known to be eligible for but not claiming free school meals

% EHCP completed within 20 week timescale

Durham (Jan-Jun 2020)

**64%** ↔

Durham (Jan-Jun 2019)

**64%**

North East (2019)

**70%** ▲

England (2019)

**60%** ★

## **Are our services improving the health of our residents?**

- 51 Having reviewed the countywide specialist Stop Smoking Service, additional support is now in place for pregnant smokers and new mothers who smoke. A new provider (ABL Health) commenced delivery of the contract on 1 April 2020, for an initial period of three years.
- 52 In response to COVID-19, the service moved to a proactive telephone support model in April 2020. This has allowed for evidence-based behavioural support to continue to be offered to pregnant smokers through weekly telephone consultations. All pregnant smokers are contacted within 24 hours of referral and remote working allows the service to offer same-day or next-day appointments. Pharmacotherapy, in the form of Nicotine Replacement Therapy (NRT<sup>5</sup>), continues to be provided through the voucher scheme, with vouchers emailed directly to the client's chosen pharmacy. Following the initial 12-week programme, further support is offered throughout the entire pregnancy and the post-partum period as part of relapse prevention. The service has seen a significant increase in engagement during the lockdown period, with the percentage of pregnant women setting a quit date having more than doubled compared to the same period last year.
- 53 The breastfeeding action plan has been reviewed, and a new approach is being applied to identify key areas of focus by providing an overview of breastfeeding activities, their impact and outcomes. In response to COVID-19, the Infant Feeding Team now provides online support and daily social media updates, asking new mums to pose infant-feeding questions. Infant-feeding support continues to be offered at home to those who require it and new mums can access support via WhatsApp and other social media.
- 54 As part of the County Durham response to COVID-19, the Local Resilience Forum (LRF) established a community hub to protect those both clinically vulnerable to COVID-19 (shielded) and socially vulnerable due to the measures put in place to prevent the spread of the virus. The hub was established to co-ordinate food provision, social contact, welfare support, volunteering and to provide a central co-ordination function for the voluntary and community sector (VCS).
- 55 Based on the principles of well-being, the hub was designed to reach those in most need and encourage self-help through the VCS. Processes are in place to identify and escalate the most vulnerable to appropriate support.

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<sup>5</sup> The enhanced provision of NRT through the new contract delivered by ABL includes an expanded formulary and the offer of two NRT products to both the pregnant woman and her significant others.

- 56 Whilst demand into the hub decreased throughout the pandemic, client vulnerability has become more apparent. Clients have multiple and often complex needs linked to social isolation, emotional and mental well-being and wider financial hardship / resilience. Many of the people contacting the hub are not known to services.
- 57 As part of the hub, the council provided a COVID-19 response fund through the Area Action Partnerships (AAPs) and elected member neighbourhood budgets. A group<sup>6</sup> was established to co-ordinate funding and to provide advice and work to address the inequalities created by COVID-19 across County Durham. This community grants group improved partnership working and created greater solidarity, working to streamline activity and avoid duplication in effort.
- 58 An evaluation of the effectiveness of the hub to date has resulted in the following identified strengths, which will be used to take forward future work:
- Staff training on Making Every Contact Count (MECC) has resulted in effective conversations, brief intervention and positive advice for holistic assessment of needs.
  - The well-being principles have supported the empowering of communities.
- 59 We supported Mental Health Awareness Week (18-24 May 2020), raising the profile of mental health and inspiring actions to promote the message of good mental health for all. The theme for this year was 'kindness' and the council's Corporate Management Team took part, promoting it through vlogs made available on the staff intranet, sharing and talking about their experiences.
- 60 Council managers and employees were surveyed on their experiences working through the pandemic and feedback has been very positive. There has been regular communication led by the council's senior management to thank staff and support their physical and mental well-being throughout lockdown and the wider period of the pandemic.
- 61 It is not known at this stage what impact COVID-19 will have on people's physical health but recent evidence suggests that people living with obesity are significantly more likely to become seriously ill and to be admitted to intensive care with COVID-19, compared to those with a healthy Body Mass Index (BMI).
- 62 The government has recently published a national strategy, 'Tackling obesity: empowering adults and children to live healthier lives', which includes making

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<sup>6</sup> Membership included County Durham Community Foundation, The Lottery, AAPs, Commissioning and Public Health

weight management services available from 2021 for people at risk living with obesity, with type 2 diabetes and/or hypertension.

- 63 The latest data from the Sport England Active Lives Survey shows that County Durham is the seventh most active local authority area in the north east with almost 60% of respondents actively participating in more than 150 minutes of moderate sport and physical activity every week, a drop from fifth when last reported. Conversely, 28% of adults in County Durham participate in less than 30 minutes sport and physical activity per week. However, it should be noted that the sample used for the Active Lives Survey is very small (0.08%) of the population which makes it hard for us to influence the outcome. It also doesn't consider indices of deprivation etc. which is known to affect activity levels.

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

- 64 The COVID-19 crisis has brought about substantial direct and indirect impacts on health and social care outcomes in the county. Care homes have been impacted significantly, both locally and nationally, due to high infection and death rates ([COVID-19 surveillance dashboard](#))
- 65 To help us support the care home market during this period, Adult and Health Services (with local health system teams) developed a local rating system based on the national Operational Pressures Escalation Levels (OPEL) system for health and social care. This uses data, collected daily directly from local providers, focusing on infection rates, personal protective equipment (PPE) and staffing levels in each care home and enables support to be targeted according to individual needs and issues.
- 66 By the end of April 2020, our OPEL tracker showed around half of older people care homes had significant issues with either COVID-19 infection, PPE or staffing. Nationally collected data released later showed that by early May, just over half of care homes had notified Public Health England of a coronavirus outbreak<sup>7</sup>. Co-ordinated and targeted support to care providers continued throughout this period. This remains a key priority of our local health and social care system in conjunction with local CQC leads. By the end of June, no County Durham care home was at the highest priority level - with around nine out of ten of care homes having either no or very low-level concerns.

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<sup>7</sup> <https://www.gov.uk/government/statistical-data-sets/COVID-19-number-of-outbreaks-in-care-homes-management-information>



- 67 As a consequence of COVID-19, demand for social care has greatly changed over this period. Admission rates April to June 2020 are less than half that of the same period last year.
- 68 COVID-19 has also impacted on the level of referral rates for adult social care. These are substantially lower in quarter one compared to the same period last year, with a reduction of more than 2,700 referrals. Referrals involving older people have reduced by 24% year-on-year, with learning disability referrals also significantly reduced.
- 69 Substance misuse referrals, however, have seen a substantial increase of 58% in comparison to last year, although this continues to comprise a relatively small proportion of adult care referrals overall.
- 70 In the short-term, changing demand is also likely to impact on the number of assessments and reviews and subsequent provision - although these impacts will take longer to emerge. However, over this period, frontline social care teams have managed to improve the timeliness of their response, with the proportion of reviews and assessments for service users completed on schedule improving from 88% to 93%.
- 71 Lockdown may also be contributing to a slight drop in performance in the reablement service. The percentage of reablement service users remaining at home 91 days after their service has ended is 6.1pp lower compared to the same period last year. This equates to 42 people (Jan-Mar 2020).
- 72 This may be due to indirect effects of COVID-19, as lockdown disrupted service user routines and also the amount of help received from informal carers during this time. This, in turn, can impact on service user health. Performance will continue to be closely monitored.
- 73 Further information is awaited on the 2020/21 Better Care Fund (BCF) Policy Framework. National data collection for delayed transfers of care has temporarily been paused due to COVID-19. However, the last recorded data for this (February 2020) demonstrate that County Durham continues to have one of the lowest rates in the country.

## Connected Communities - Safer

- 74 The ambition of Connected Communities – Safer is linked to the following key questions:
- (a) Are children, young people and families in receipt of social work services appropriately supported and safeguarded?
  - (b) Are we being a good corporate parent for children looked after?
  - (c) How effective are we at tackling crime and disorder?
  - (d) How effective are we at tackling anti-social behaviour?
  - (e) How well do we reduce misuse of drugs and alcohol?
  - (f) How well do we tackle abuse of vulnerable people, including domestic abuse, child exploitation and radicalisation?
  - (g) How do we keep our environment safe, including roads and waterways?

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

- 75 Demand for children’s social care remained high through 2019/20, with an increasing trend in the number of children on a child protection plan (CPP) and children looked after (CLA). We do however remain the third lowest local authority in the region for the rate of CPP and CLA. COVID-19 has had a significant impact across children’s services, with referrals at the front door decreasing. However, the ability to close cases has also been affected with some work identified on children’s plans unable to be completed e.g. domestic abuse perpetrator courses. The closure of the Family Courts in lockdown impacted upon the number of children in care which brings with it budget and placement pressures. The Family Courts are beginning to reopen, and some hearings were held virtually. We anticipate further spikes in demand once children return to school in September and work is ongoing to determine what we can do to enable us to keep children safe and support our staff.
- 76 Children and Young People’s Services responded swiftly and decisively to all the challenges of delivering safe services in the context of a global pandemic.
- 77 In March 2020 we established daily senior management meetings and held several virtual engagement sessions with staff and managers across our services. On the 1 April 2020 we published an operating framework underpinned by a set of key principles. The framework has been designed around ensuring that our most vulnerable children continue to receive the highest level of support and protection. We committed from the very beginning of COVID-19 to have a greater level of contact with our most vulnerable children and young people. This covered both our early help and statutory services.

- 78 All children we were working with at the time, as well as any new children referred, across both early help and children's social care were rated as high, medium or low risk. This determined new visiting frequencies and virtual visits were introduced. Physical visits were maintained for the children who we were most concerned about and all new children referred into statutory services. We developed weekly monitoring of business-critical PIs with a focus on visits to children as well as management oversight and levels of demand in addition to the wider monthly performance framework.
- 79 We developed information sharing systems between social care and the education sector to ensure that we know which individual children are particularly vulnerable. This system has now been adapted and will become part of our standard operating model. A protocol has been developed and implemented to ensure that where children are not attending school and there is a concern about their welfare a visit is undertaken by the Early Help service. Where there is a specific safeguarding concern and it has not been possible to access a household a protocol to ensure a joint response with police colleagues is in place.
- 80 We have continued to create opportunities to learn from staff about how they are adapting their practice and have produced comprehensive guidance to support them to undertake this work with skill, confidence and support. We have adapted tools from our practice framework to produce videos for children and young people living in a range of different settings to help them understand what COVID-19 is<sup>8</sup>.
- 81 Despite the impact of COVID-19 we have continued to perform well in relation to many of our KPIs such as assessment and Initial Child Protection Conference (ICPC) timeliness. ICPCs and CPP reviews continued virtually and we are starting to move back to a hybrid/physical meeting.
- 82 We continue to implement the Children's Social Care Improvement Plan, including:
- (a) Continued implementation of the Signs of Safety Practice Framework to continue to drive practice improvement.
  - (b) Improving the quality of care planning for children, ensuring that children, young people and their naturally connected network are at the centre of this work. Some early indications are evident from our latest collaborative evaluations *"The improvement in planning and plans is encouraging. We have a service wide focus on improving our planning and plans and have*

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<sup>8</sup> An example video can be seen [here](#)

*undertaken significant work to improve this area of practice. As such, our auditing expectations have heightened: we expect to see better plans and are using the Planning Principles to help evaluate practice”*

(c) Our re-referral rate remains a priority and a number of strategies have been implemented to address it: audit of all cases where there was a threshold challenge to ensure we are learning from cases that are re-referred; scrutiny of number of cases that step-down to early help through our performance reporting; Team managers reviewing cases that are referred for a second or subsequent time. These strategies are beginning to have impact: the percentage of referrals that were re-referrals in June 2020 was 19% which is the lowest it has been in the last 12 months.

83 Following council investment into our workforce, since June 2019, 53 social workers have joined the council. 38% (20 employees) have been recruited as newly qualified social workers, 34% (18 employees) have joined with some social work experience with a different employer and 22% (12 employees) were previously agency workers within the council. A further 6% (three employees) have returned to social work during COVID-19. Our social workers consistently have lower caseloads than they did previously, however we will continue to closely monitor this if demand increases as we aim to ensure our staff have the capacity and ability to build and maintain effective relationships with children and families.

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

84 Although the number of children in care has increased to its highest ever level in County Durham, it remains the third lowest rate<sup>9</sup> in the North East. National research has linked these increases to areas with higher levels of deprivation. COVID-19 has also had a direct impact as outlined above.

85 During lockdown, we continued to contact all children looked after and care leavers in line with their assessed need (in some cases this increased in frequency). Since June, face-to-face contact has resumed with social distancing, generally involving visits in the garden or going out for walks.

86 Reviews for Children Looked After have continued virtually within timescales. There were many positives to this approach, including more young people attending their review and more discussions being held between the Independent Reviewing Officer, the child or young person and their families.

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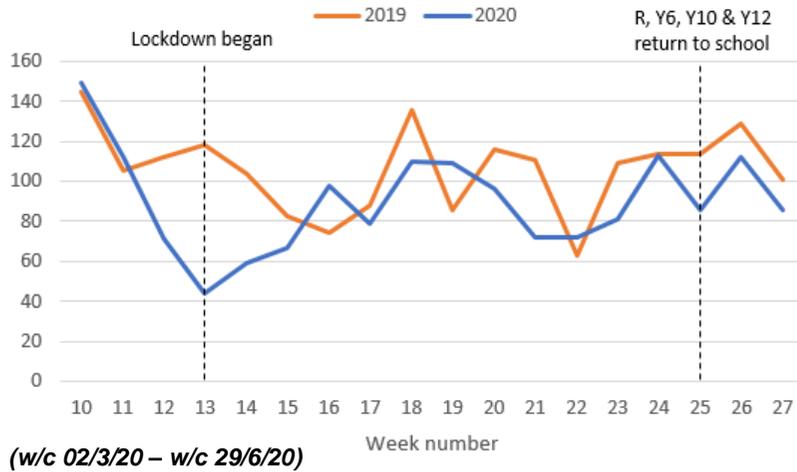
<sup>9</sup> Children in care per 10,000 population aged 0-17

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

Journey of a child

2020 Referrals (week 10 - week 27)  
compared to same period last year

↓ 17% referrals (262) compared to same period last year



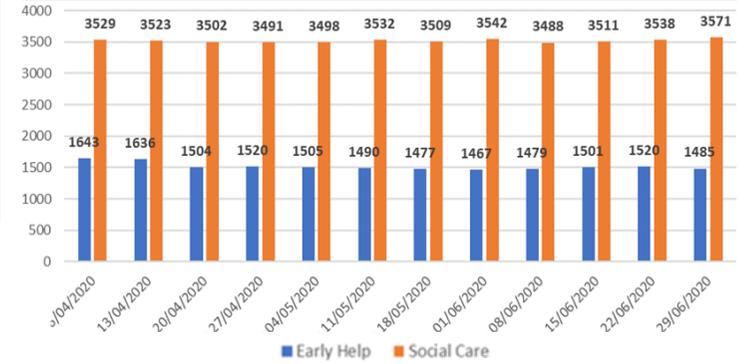
86% social work assessments completed within 45 working days (Apr-Jun 20)

Quality of case work collaborative audits (Jan-Jun20)

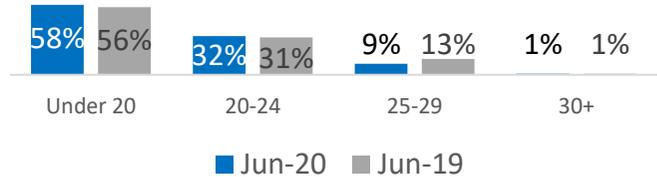
84% case files given a scaling score of 6 or above



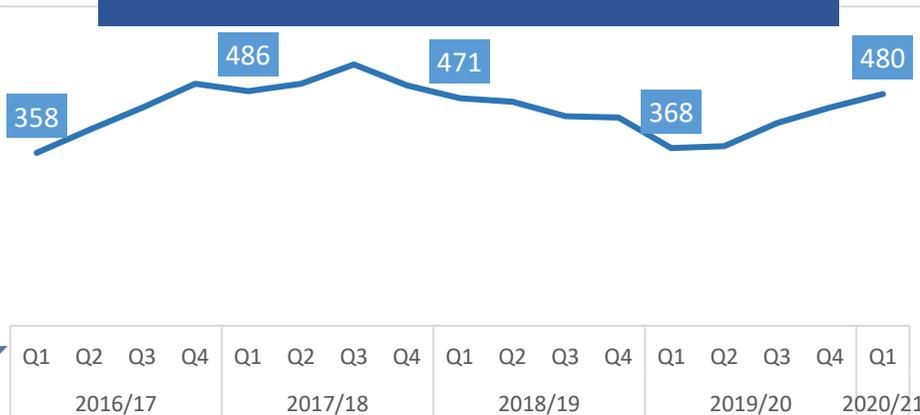
Number of Open Cases



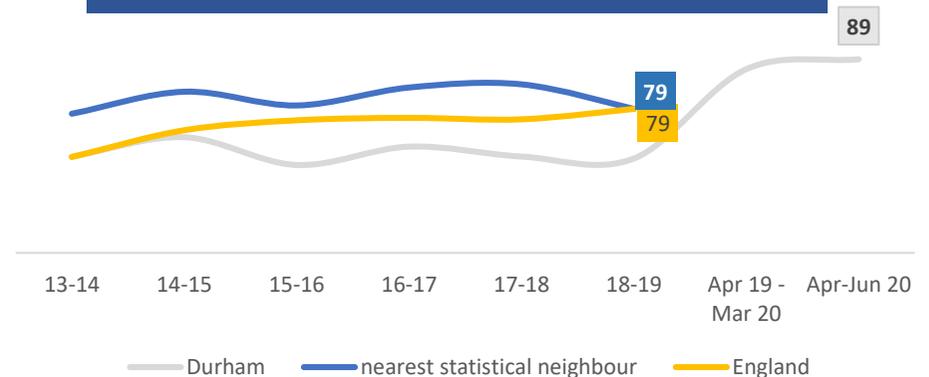
Social Worker Caseload



Number of children on a Child Protection Plan



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



- 87 Of the 27 children reported missing in the 12 weeks to 18 June 2020 (accounting for 58 individual missing episodes), 24 have accepted (89%) and completed a return to home interview.
- 88 Those not completed involve young people with complex needs who go missing from home regularly and refuse the return to home interview. In cases such as this, where possible, social care will gather information from the police and carers. Two Police Community Support Officers (PCSOs) in the ERASE team use this information to resolve any issues – this can involve working with young people and their carers, as well as disrupting possible offenders and locations.
- 89 Health colleagues continue to offer virtual appointments for Initial Health Assessments (the initial mode of assessment for children and young people coming into care), arranging face-to-face appointments for a later date, to ensure the safety of patients, their parents, carers and staff within a hospital setting. We are looking at options to re-establish face-to-face for Initial Health Assessments in the medium term.
- 90 Except for children who are on a care order and resident at home, all children in care are being contacted virtually for their Review Health Assessments. However, this group will be offered a face-to-face appointment to review their health care plan.
- 91 All children and young people who had a virtual Initial Health Assessment between March and June 2020 will be offered a face-to-face appointment to complete a physical assessment and review their health care plan summary starting from July.
- 92 Additional supervisions between the fostering social worker and the fostering families remain in place to provide support and ensure any issues are resolved quickly. We continue to provide practical support to foster carers, e.g. access to COVID-19 testing, baby formula, equipment, etc.
- 93 We are continuing to build enough capacity to meet the needs of all the children and young people we look after. We have recently purchased a new three bedroomed residential property in response to the identified need for smaller residential homes that can meet the increasingly complex needs of some of our young people that we care for. A foster carer recruitment campaign is currently ongoing.
- 94 Although Ofsted has suspended routine inspections of children's homes until further notice, they are continuing to carry out unannounced visits where a complaint has been made or the home was previously rated inadequate.

- 95 During 2019/20, more children were adopted from care and the average time between a child entering care and moving in with its adoptive family decreased. We continue to recruit potential adopters virtually and, since 1 April, 13 prospective families have participated. Assessment visits and adoption panels also continued virtually.
- 96 Our offer to care leavers continues to be strong. Of our 17-18 year old care experienced young people, 96% are living in suitable accommodation and 78% are in employment, education or training. Of our 19-21 year old care experienced young people, 95% are in living in suitable accommodation and 60% are in employment, education or training. 21 young people are at University, with a further six due to start in September 2020. Support is available to all our care leavers through DurhamWorks.

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

- 97 The Police approach during the pandemic has been 'Engage, Explain, Encourage' as their first considerations. However, if enforcement is the most applicable route then the Police will issue a penalty notice for disorder. The Police changed their operating model during COVID-19 in planning for the response, and ensured they had an operational policing presence to respond to calls for service enabling any problematic areas to be targeted as they emerge. For example, those areas where they were seeing gatherings or had intelligence that the public were not complying with the guidance.
- 98 Levels of anti-social behaviour (ASB) peaked in April but decreased throughout May and June as restrictions were reduced. This was particularly evident of incidents relating to COVID-19, although overall ASB remains above pre-lockdown levels indicating that tensions remain within the community but are not generally related to the lockdown.
- 99 Increases have been seen across all ASB categories but most notably in relation to police reported environmental ASB. During quarter one, there were 576 environmental ASB incidents which were COVID-19 related; with 523 (91%) relating to non-compliance with Government guidelines, predominantly these related to households holding parties.
- 100 Council reports of nuisance ASB predominately related to noise complaints as well as young people gathering.
- 101 Despite the COVID-19 restrictions partnership work has continued to tackle ASB. Specific examples include:
- (a) Responding to complaints regarding unauthorised people visiting the vacant Windlestone Hall causing distress and concern to local

residents. The building was secured, and legal notices have been served on the owner. The police were fully updated about the outcome of the site visits and were able to report back to residents, providing community reassurance.

- (b) Reports are regularly received regarding off road motorcycles and quad bikes for several areas. Working in partnership with Cleveland and Durham Special Operations Unit and Bike Section regular patrols are carried out. Identifying people/vehicles is very difficult as people are often wearing scarves and balaclavas and bikes have no plates or false plates. Where identification can be made and where relevant we link with housing providers and warnings are issued on tenancies where appropriate. £15,500 has been secured by the multi-agency partnership from a local Member towards carrying out target hardening works in Wingate.
- (c) Targeted work has been undertaken in the Peterlee area in response to vehicle nuisance and vehicles driving over paths in estates. Footage had been seen of cars and bikes riding over the grassed areas in front of houses, were children play and it's a busy area for dog walkers. Bollards are to be installed and access points have been reviewed, damaged fencing replaced, all funded by the council. Assessments are ongoing for bollards at the two other access points. Additionally, in the Peterlee area, a site visit was held with Peterlee Town Council and Peterlee Beat Team in response to increased reports of ASB, drinking and litter within a park. Several suggestions to make the youth pod more visible were made and a multi-agency open air event / PACT will be held once works have been completed so we can engage with residents and park users.

102 In addition, Community Safety and Neighbourhood Policing Teams have assisted with the delivery of free school meals while voucher schemes were put in place. Through this, teams were also able to conduct welfare checks with residents.

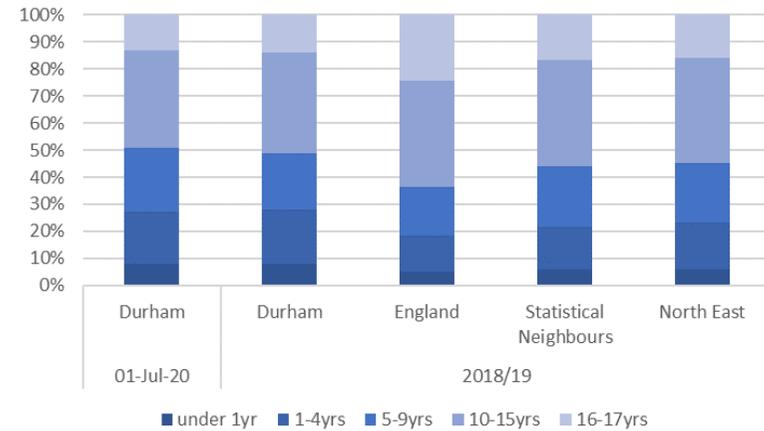
103 A new free phone helpline service, for people released from prison during the pandemic, was launched across the North East in May. The helpline signposts callers to community drug and alcohol service provision, local pharmacy information, local authority housing support, support hubs for vulnerable people, Job Centre Plus and a wide range of community support projects.

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

Children Looked After



Age profile for Children Looked After



How far our children in care live?

	Durham 2019/20 (prov.)	Durham 2018/19	Statistical Neighbours 2018/19	England 2018/19
Over 20 miles and outside LA boundary	8.7%	7%	10%	15%

Where our children in care live

In-house foster care	43%
Friends and family	16%
Independent Fostering Agency	17%
Placed with parents	9%
External residential (incl. children's homes and res school)	4%
In-house residential (incl. children's homes)	3%
Placed for adoption	4%
Independent living (incl. supported lodgings)	3%
Secure (incl. YOI and prisons)	<0.5%
NHS / Health Trust	<0.5%



Care Leavers

	in education, employment and training		in suitable accommodation	
	Aged 17-18	Aged 19-21	Aged 17-18	Aged 19-21
County Durham	78%	60%	96	95
North East	63%	50%	93%	90%
England	64%	52%	88%	85%

(As at 1 July 2020)

**CONNECTED COMMUNITIES – SAFER**

**(c) How effective are we at tackling crime and disorder, and (d) anti-social behaviour?**

 **49,711** recorded crimes equivalent to **94.3** crimes per 1,000 population

 **+480**  
Violence against the person (+2%)

 **-1,776**  
Theft offences (-12%)

 **-762**  
Criminal damage/ arson (-10%)

 **-11**  
Sexual offences (-1%)

 **-7**  
Robbery (-4%)

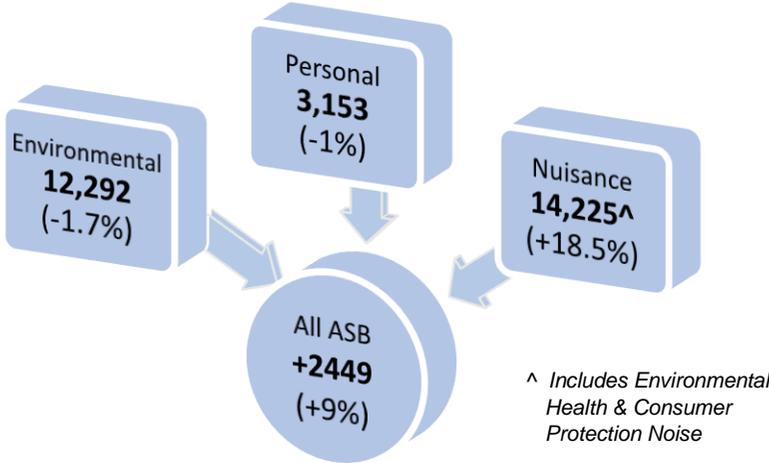
 **+300**  
Other crimes (+5%)

**All recorded crime -1,517 (-3%) ↓**

*unless stated, data are Jul 2019 to Jun 2020 compared to same period last year*

**29,670**  
ASB incidents

<b>13,174</b> council reported	<b>+1,589</b> (+14%)
<b>16,496</b> police reported	<b>+2,810</b> (+21%)



## **How well do we reduce misuse of drugs and alcohol?**

- 104 Police alcohol related ASB has increased by 76% compared to the same period last year. Although this is within the context of increases in overall ASB, alcohol related has increased at a greater rate causing the proportion of alcohol related ASB to increase. The Police are monitoring ASB levels and issues are being dealt with at a locality level.
- 105 During the lockdown period the County Durham Drug and Alcohol Recovery Service (DARS) continued to be delivered from all three recovery centres albeit on a reduced staff capacity and reduced opening hours. Clinical appointments were delivered in recovery centres with appropriate PPE in place while assessments and follow-ups were delivered over video and phone calls. Recovery support groups and training continues to be delivered online via Microsoft Teams. Service users on opioid substitution treatment received 7-day prescriptions as opposed to daily supervised consumption due to limited access to pharmacies. Clients were segmented into risk categories and increased support delivered as appropriate in partnership with social care.

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

- 106 During quarter one, there was an 8% increase in domestic violence incidents reported to the police (compared to the same period last year) which is slightly above normal levels of variance. This reflects a rise nationally during the lockdown period.
- 107 A new triage system for domestic abuse incidents is now operational with daily multi-agency screening of all incidents. This is undertaken by children's services, child health and police staff from within the multi-agency safeguarding hub (MASH). The benefit of using this operational model is the multi-agency oversight of all domestic abuse incidents in Durham, sharing of information and decision making on a daily basis which will ultimately reduce any delay for children who need to be safeguarded.
- 108 Weekly referrals to Harbour have generally been higher than in the period prior to lockdown: week commencing 6 July was the highest level seen since February and the highest level of self-referrals since lockdown began. Throughout the pandemic, Harbour has been offering digital support through video calls and a live chat facility. Since 1 August, a new counselling service has been available through either video/telephone calls or face to face with social distancing measures.

- 109 In November 2019, a Child Exploitation Vulnerability Tracker was set up as a multi-agency risk triage process for all young people who are assessed as being at risk of exploitation. Previously, only children who were assessed as being at high-risk were referred to children's social care Supporting Solutions Team for ERASE one-to-one CSE support, However, now all children (high, medium or low) are assessed on a weekly basis and referred.
- 110 There was a 30% increase in hate crimes during quarter one (compared to the same period in the previous year). Many were neighbour disputes (fuelled by erecting fences or by doing building work) and crimes against takeaway staff. There were also reports of hate crimes linked to the Black Lives Matter protests.

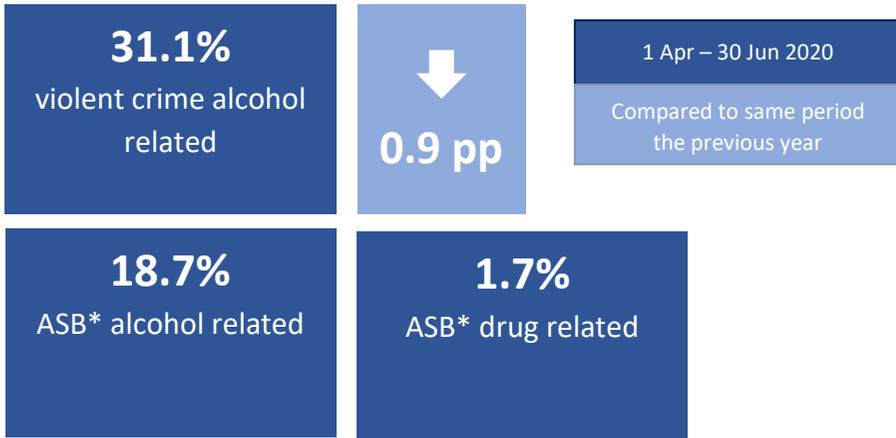
### **How do we keep our environment safe, including roads and waterways?**

- 111 Due to the COVID-19 pandemic and lockdown, traffic levels were reduced across the county, and as such, the network wasn't as congested. This resulted in our vulnerable road users (pedestrians, cyclists and motorcycle riders) not being exposed to higher volumes of traffic that would increase their risk of being involved in a road traffic collision. However, as traffic levels start to return to normal, and as schools begin to open, we expect to see an increase in traffic collisions and injury on our roads. The council and its partners have recognised this likely impact and will be delivering marketing and social media campaigns to reaffirm safety messages as we approach the autumn/winter months with the darker evenings and the worsening weather conditions.
- 112 Both water safety forums, responsible for managing water safety in the city centre and countywide, continue to meet. The City Safety Group continues to monitor the riverside development projects on a monthly basis, to ensure that any public safety issues and impacts are identified with the developers, and has started planning for freshers' week, with a focus on the high footfall night-time economy.
- 113 From a countywide perspective, a schedule of monitoring and prioritising risk locations identified in the initial countywide assessment process continues to be applied to provide assurance. Specifically, reassessments of priority locations prior to the summer holiday periods are routinely completed to ensure that safety controls remain in situ.
- 114 Due to the COVID-19 pandemic, and particularly following school closures, an alternative approach to the water safety campaigns will be taken in 2020/21. Key messages to raise awareness will still be issued as in previous years, but

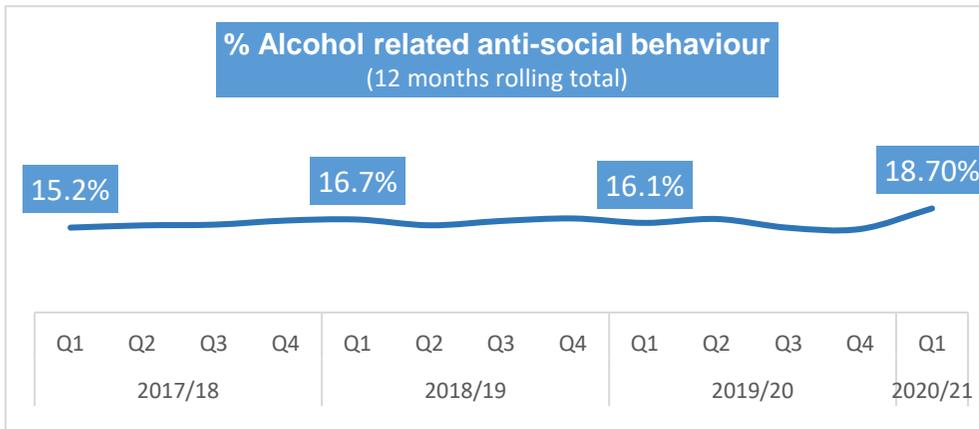
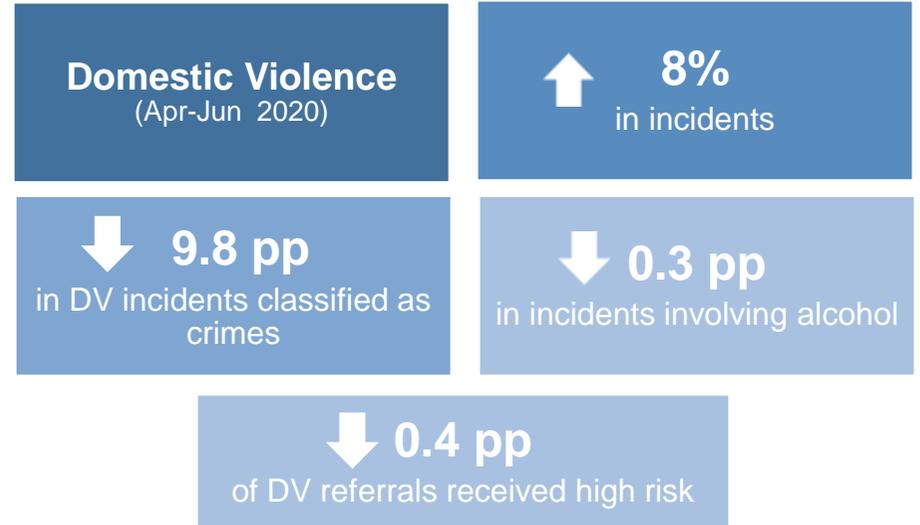
through a variation of social media and posters and alerts at high footfall open water sites across the county.

**CONNECTED COMMUNITIES – SAFER**

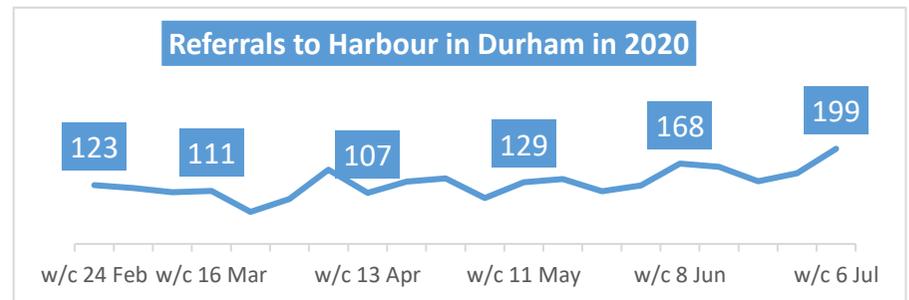
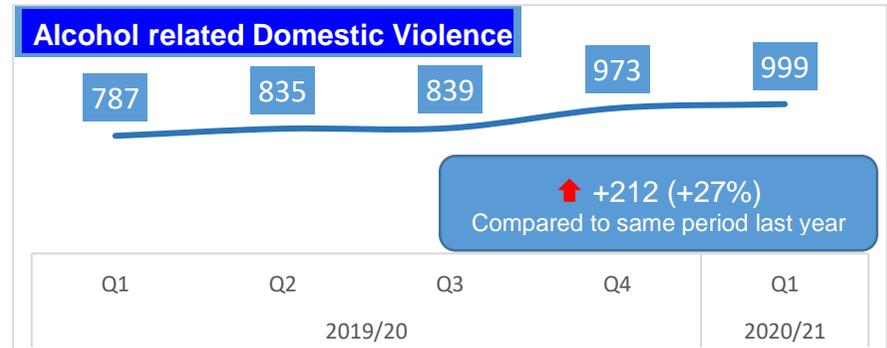
**(e) How well do we reduce misuse of drugs and alcohol and (f) tackle abuse of vulnerable people?**



\*police figures only



**+441 (+ 76%)**  
 Compared to same period last year



(g) How do we keep our environment safe including roads and waterways?

## Road traffic accidents



<b>All casualties</b>	<b>Children</b>
<b>183</b>	<b>21</b>
18 fatalities	0 fatalities
165 injuries	21 injuries
(1 July 2019 to 30 June 2020)	



## **Connected Communities - Sustainability**

- 115 The ambition of Connected Communities – Sustainability is linked to the following 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?
  - (d) Do residents have access to decent and affordable housing?
  - (e) Is it easy to travel around the county?

### **How clean and tidy is my local environment?**

- 116 Although there was a significant decrease in enviro-crime reports during lockdown, there was an increase in fly-tipping; mainly black bags, old furniture, fridges and other household items, predominantly across Bishop Auckland, Coundon, Crook, Ferryhill, Pelton, Shildon and Dene Valley.
- 117 The most recent fly-tipping benchmarking data (2018/19), shows that County Durham has a lower number of incidents per 1,000 hectares (33) compared to England (81) and the North East (73). This is an improvement in County Durham on the 2017/18 benchmarking position (34 incidents per 1,000 hectares), in contrast to the England and North East rates which have increased over the same period. A similar picture is seen in relation to the rate per 1,000 population where the County Durham position has decreased from 15 incidents per 1,000 population to 14 in 2018/19; and is again lower than England (19) and North East (24).
- 118 During quarter one, in response to reports of fly-tipping and contaminated bins in Ferryhill and Shildon, we carried out site visits and monthly walkabouts which involved the local Councillor, Community Protection and the Private Landlords Team.
- 119 Throughout June, we addressed arson and fly-tipping at North East Industrial Estate (Peterlee) through a multi-agency problem solving initiative. We carried out site visits with partners and tenants/owners of units on the estate over several weeks. We are removing waste from all our sites and will locate two CCTV cameras on the industrial estate.
- 120 During quarter one, 302 reports of bonfires were recorded, a 175% increase on the same period last year. Most reports occurred in April and related to smoke from garden fires.

- 121 During quarter one, we received 731 reports of untidy gardens, a 27% reduction on same period last year.

### **Are we reducing carbon emissions and adapting to climate change?**

- 122 Latest carbon emission figures for County Durham show a 1.1 percentage point improvement overall. Figures have a significant lag and relate to 2018, which is before we declared a Climate Change Emergency. Emissions are measured against the 1990 baseline and latest figures show reductions in all categories: Industrial/Commercial (-74%); Domestic (-40%); Transport (-1%). In addition, we saw a sudden and significant drop in carbon emissions during COVID-19 lockdown as road traffic reduced and businesses temporarily closed, the extent of this has not yet been measured and it is not yet clear if any of the changes will see a long lasting impact.

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

- 123 As our Household Waste Recycling Centres (HWRCs) closed early in lockdown and were unable to operate as usual once they re-opened on 18 May, they recycled less waste than usual during quarter one. However, early indications show an increased tonnage of waste, both residual and recycling, was collected at the kerbside during quarter one. We are currently assessing how this will affect our overall recycling rate<sup>10</sup>.
- 124 During quarter one, an increased number of households signed up to the garden waste scheme. This could be attributed to the HWRCs being closed and people spending more time in their gardens.

### **Do residents have access to decent and affordable housing?**

- 125 The number of net homes completed this quarter is significantly lower (77%, 330 homes) than last quarter and the average completions per quarter, which is usually between 300-450 units. It is also down by 75% (300) compared to same period last year. This is due to the impact of COVID-19, resulting in sites temporarily closing and also building surveyors, who sign off the completions, not being able to visit sites for a period of time. It is expected that the numbers will increase over the next couple of months as sites resume.
- 126 Although presentations to our Housing Solutions Service were down by 17%, we expect numbers to increase once the government's eviction ban is lifted,

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<sup>10</sup> waste data is reported a quarter in arrears, so the latest reported data is 31-Mar-20

mortgage payment holidays end and 'normal service' resumes across the sector.

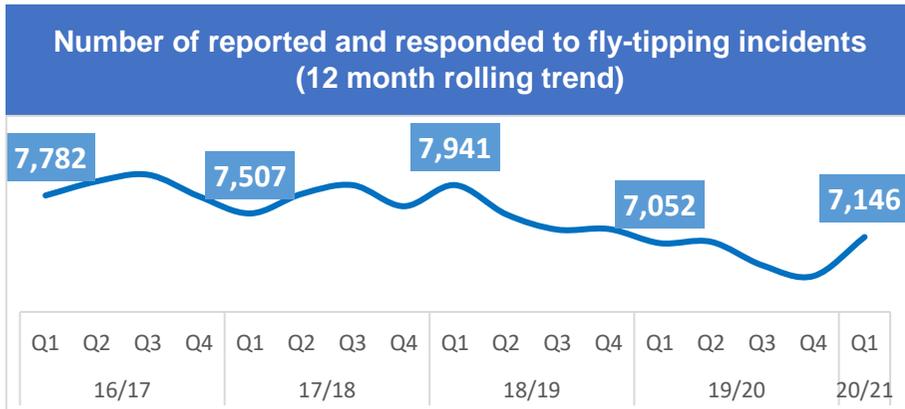
- 127 Of the 177 households helped to stay in their home (39% more than quarter four), 77% were Discretionary Housing Payments cases. This could be attributed to Durham County Council encouraging households to contact the service when in financial difficulty due to the impacts of COVID-19.
- 128 Our newly established Rough Sleeper Outreach Team placed 36 rough sleepers in temporary accommodation during the first 48 hours of lockdown ('Everybody In' campaign). Most moved into B&Bs, others to supported accommodation and private rented tenancy.
- 129 This campaign incorporates the 'Ready to Let' scheme which provides move on accommodation for rough sleepers. 27 clients were matched to new homes with a further 35 properties identified and available.
- 130 In response to the eviction ban being lifted and the expectation of more homelessness and households in financial difficulty, we have developed a new 'StopB4UServe' initiative. Launching in August with dedicated staff, a helpline and dedicated webpage, we will work with landlords and tenants to mediate a possible solution.

### **Is it easy to travel around the county?**

- 131 Due to COVID-19, our Park and Ride Service was closed during quarter one. The service partially re-opened on 29 June, with services resuming from Belmont and Sniperley. Howlands remains a Park and Stride site, operating solely as a car park.
- 132 During quarter one, local bus companies were operating between 30% and 40% of their buses as COVID-19 caused a fall in patronage to approximately 10% of normal service and reduced availability of bus drivers. To maintain an essential network, we have provided financial support to operators through the English National Concessionary Travel Scheme. As lockdown measures are relaxed Arriva and Go North East are increasing the volume and frequencies of their services to cater for increased demand, with the first of these changes introduced on 1 June 2020.
- 133 Latest data from the 2019 Transport Annual Bus Passenger Survey shows a small increase in overall satisfaction. However, satisfaction with punctuality and journey time stayed relative static, and satisfaction in relation to value for money decreased.

# CONNECTED COMMUNITIES – SUSTAINABILITY

## (a) How clean and tidy is my local environment?



During quarter 1

<p><b>20</b> cameras deployed</p> <p><b>9</b> incidents caught on CCTV</p>	<p><b>1</b> stop and search operations</p> <p><b>3</b> duty of care warning letters</p> <p><b>0</b> producers issued</p>	<p><b>482</b> further investigations</p> <p><b>0</b> prosecutions</p> <p><b>21</b> FPNs</p>
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**302 bonfire incidents** between Apr-Jun 2020  
**175% increase** from same period last year

## (b) Are we reducing carbon emissions and adapting to climate change?

**Reduction in carbon emissions (from 1990 baseline)**

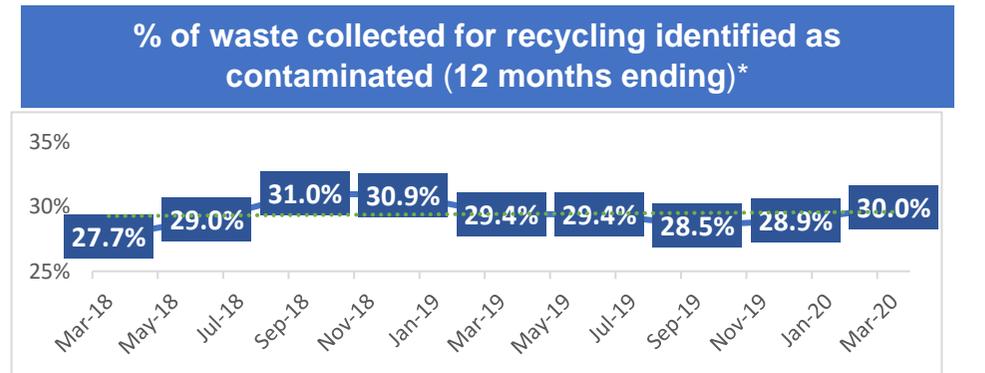
- 74% drop from Industrial/ Commercial
- 40% drop from Domestic
- 1% drop from Transport

**1,635 tonnes CO<sub>2</sub> saved by SMEs**

## (c) How effective and sustainable is our collection and disposal of waste?

**41%** household waste reused, recycled or composted\*  
 ↓ **1.2pp** on same period last year

**98%** diverted from landfill\*  
 ↑ **5.5pp** on same period last year



\*Waste data is reported a quarter in arrears, so the latest reported data is 31-Mar-20

# CONNECTED COMMUNITIES – SUSTAINABILITY

Page 92

d) Do residents have access to decent and affordable housing and (e) is it easy to travel around the county?

## Housing advice and support

(Apr–Jun 20, compared to same period last year)

<b>236</b>	properties improved, adapted or brought back into use	↓ 57%
<b>2,793</b>	households accessed Housing Solutions	↓ 7%
<b>325</b>	households helped to stay in their homes	↓ 16%
<b>207</b>	households helped to move to alternative accommodation	↓ 17%

**Bus passenger Survey**  
(2019 Annual)

**92% satisfied**  
↑ 1pp from 2018

**No. of households supported under HRA**

**214** prevention

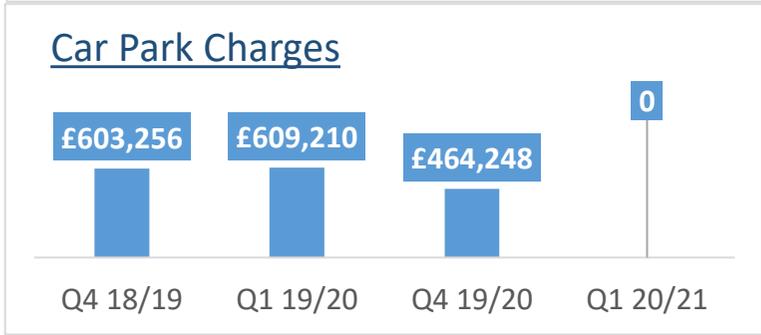
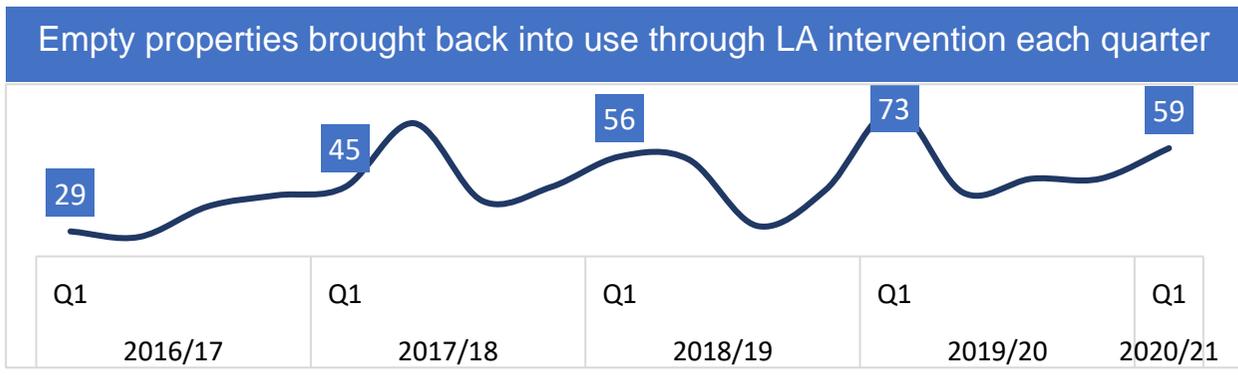
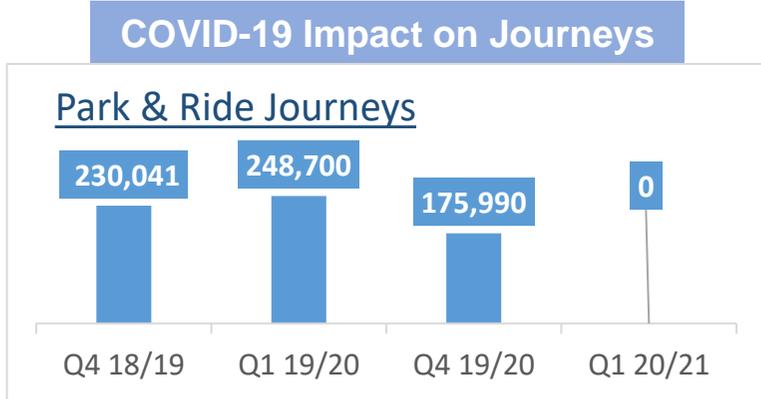
**Average of 16 days spent temporary accommodation**  
(Apr-Jun 20)

**170** relief (within 56 days)

**8** main duty to secure accommodation

**114 'new' households placed temporary accommodation**  
(Apr-Jun 20)

For additional housing information, visit the [Durham Insight, Housing factsheet](#)



## **An Excellent Council**

- 134 The ambition of an Excellent Council is structured around the following 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?**

- 135 Since March 2020, following government COVID-19 guidelines to reduce the risk of transmitting the infection and to protect our employees, all staff who could do so, worked from home. Our newly created 'service restoration group' is considering any requests for buildings to open and staff to return. This will involve careful consideration of prepared business cases and risk assessments and follow the latest government guidelines.
- 136 We have put in place an 'Emergency HR Policy' for COVID-19 to address the HR issues that could arise whilst we maintain our key services and effectively mobilise our staff.
- 137 This policy can be found, alongside an extensive range of staff advice and guidance relating to the pandemic, on a dedicated section of our intranet. Key topics covered include quarantine scenarios, coronavirus symptoms at work, coronavirus testing programme, test and trace, working from home, health and safety, handling information securely, employee well-being guide, mental health, finances, and office buildings.
- 138 During the pandemic, we carried out a staff survey to gather views on our response to COVID-19. We received 299 responses which highlighted many areas of strength: our approach to social distancing and self-isolation, effective and timely communications, enhanced demonstration of our values, collaboration within the workplace and partnership working, IT and digital adoption and support, positive impact of redeployment on job satisfaction and personal development.
- 139 It also identified opportunities for further action and investigation, including mental health and well-being, work-life balance, perceptions of the ability to operate safely in the workplace and effectiveness of central government communications.

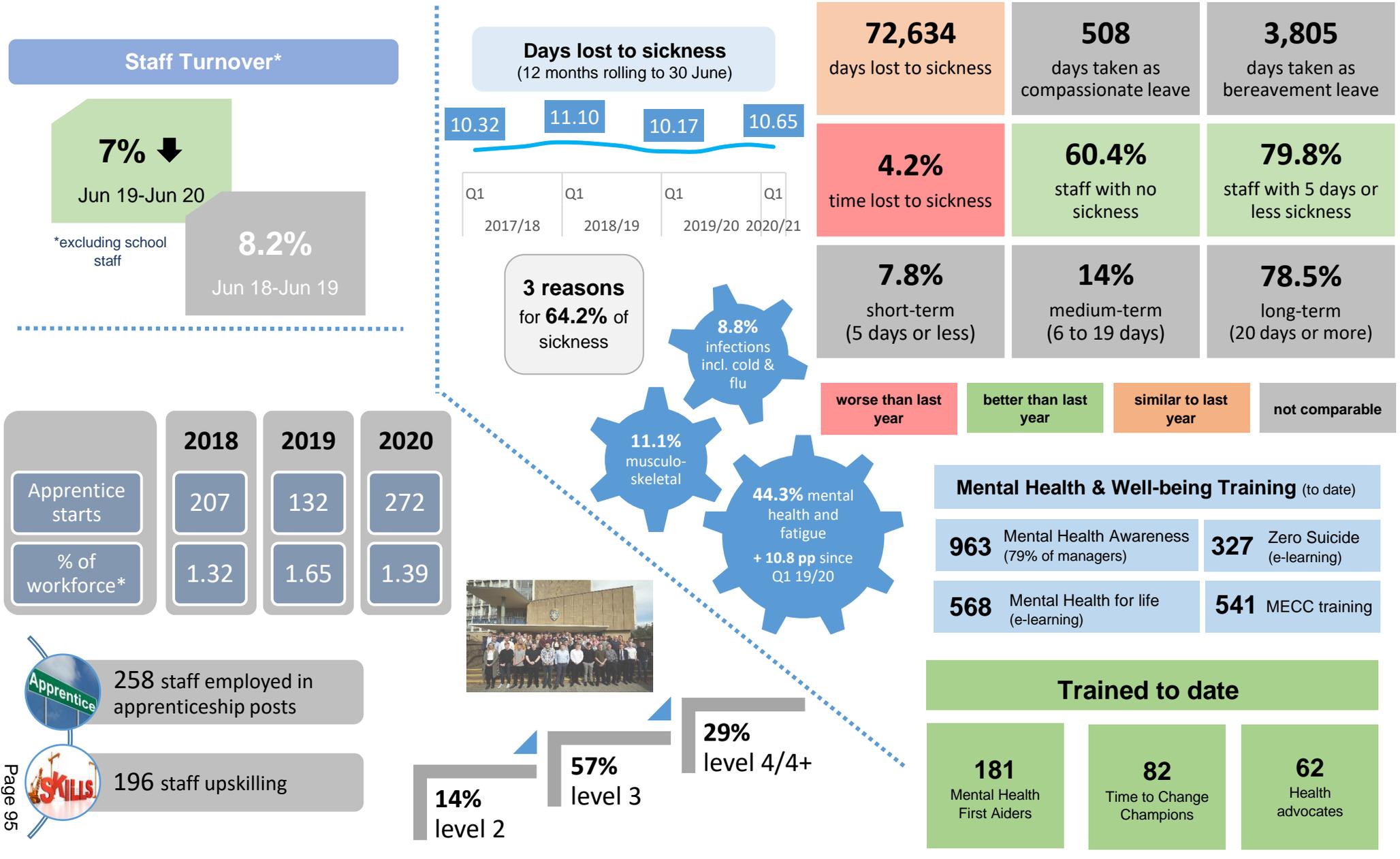
- 140 Following the staff survey, we have arranged a series of staff focus groups to further understand how we can support mental health in light of the workplace changes, working from home, re-deployment, furloughing and work-life balance experiences during the pandemic. An update will be provided at quarter two.
- 141 A new Black And Minority Ethnic (BAME) staff network has been established across Children and Young People's Services (CYPS). The network is an opportunity for BAME staff to meet virtually to discuss COVID-19 related issues, their own experiences within the council and how equality looks and feels within the workplace. Our corporate equality team will link up with the network as this will be a useful pilot for the wider development programme for staff networks due to be rolled out later in the year.
- 142 Throughout the pandemic, staff absences have remained manageable. We are aware that staff are delaying taking annual leave and we are continuing to encourage staff to take their leave as normal. Not only will this help with their general well-being, it will also ensure staff do not build up too much accrued holiday which may have operational implications towards the end of the year.
- 143 To further support staff well-being, we have made our new e-learning training courses, 'coping during the pandemic' and 'building your personal resilience', available to all staff. These courses contain useful advice for preventing the spread of COVID-19, managing concerns and supporting well-being, as well as advice for supporting children and young people.
- 144 Having put all Personal Development Reviews on hold due to COVID-19, we are now reinstating the process, starting with our leaders in October 2020. Managers will follow in January 2021 and all other employees in April 2021.
- 145 During quarter one, we published our gender pay gap report which sets out our data, analysis and plans for long-term improvements. Median comparator data shows our headline figure is positive when compared to regional and national levels. We have the fourth lowest median pay gap of the 12 North East councils and sit mid-range amongst English councils<sup>11</sup>.

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<sup>11</sup> For more details, [Durham County Council Gender Pay Gap](#).

# AN EXCELLENT COUNCIL

## (a) How well do we look after our people?



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

- 146 During quarter one, COVID-19 changed our service provision and ways of working. Although we successfully maintained essential services, such as refuse collection and social care, other non-essential services had to be closed or delivered remotely. In addition, due to lockdown and self-isolation, some residents developed additional needs that needed to be met.
- 147 Overall, during quarter one, customer contact dropped by almost a quarter. However, different services were impacted in different ways and to varying extents. There were immediate decreases across services that were closed. 38 telephone lines did not receive any calls during quarter one: these included leisure centres, theatres, environmental health customer support, ICT helpdesk for schools and trade waste. Services which re-opened during quarter one experienced lower volumes, including a 40% decrease in waste permits (-3,600), a 24% decrease in bulky waste requests (-1,600). However, service demand elsewhere increased. Missed bin reports doubled (+4,600), 50% more households joined our garden waste scheme (+3,600) and 42% more fly-tips were reported (+1,200).
- 148 The closure of council buildings due to COVID-19 meant we had to rapidly expand our online service delivery and develop digital alternatives to face-to-face contact. Therefore, although fewer service requests were received during quarter one, the number made online or by telephone increased. This is reflected in the 42,560 new online accounts which were created during the quarter, twice as many as quarter one last year.
- 149 We also moved our council meetings online: live streaming on [YouTube](#), with residents participating and submitting questions remotely.
- 150 To minimise the impact of COVID-19 on the most vulnerable in our communities, we created a community support hub staffed by redeployed council employees and also those undertaking the work in addition to their day job. We identified our most clinically vulnerable residents from our databases and national lists of 'shielded people' and pro-actively contacted them. Other residents, experiencing hardship or unable to leave the house because they were self-isolating, contacted us directly through the support hub. We provided food parcels or matched people with community and volunteer groups/ businesses (e.g. food and medicine delivery) and services (e.g. welfare rights, check in and chat services, befriending) which could help them.

- 151 We also, at the start of the pandemic, established a volunteer bureau which enabled local people, business and groups to offer time and resources: 29 businesses and more than 400 individuals offered support through this route.
- 152 Since the onset of COVID-19, we have been providing financial assistance to both residents and businesses. Our Welfare Assistance Scheme has been increased by an additional £1 million, £300 council tax relief and deferred council tax payments are available for those in financial hardship and £1.5 million for the community response to COVID-19 is being distributed through our Area Action Partnerships.
- 153 We helped local businesses by introducing immediate supplier payments and rent deferrals for our commercial tenants. We distributed grant payments, totalling £100 million, to around 9,000 businesses. Having paid 95% of business grants by the fifth week, we were commended as being one of fastest acting local authorities in the country. We also distributed business rate reductions, totalling more than £49 million, to just under 2,300 businesses. An extra £5 million for small businesses not liable for business rates, introduced in June, benefitted around 300 businesses in the first month. We also agreed 10 percent funding increases for social care providers to help meet the additional costs of dealing with the pandemic and paid £13 million upfront to help with funding and cashflow issues.
- 154 In addition to COVID-19 issues, we also continued with 'business as usual' actions during quarter one.
- 155 We continued to transfer non-ACD telephone lines into the ACD system<sup>12</sup> which will enable us to view telephony demand and performance across the entire council and allow us to identify opportunities to improve and enhance the customer experience. During quarter one, two non-ACD services were transferred, both in relation to the COVID-19 pandemic, (COVID-19 support, volunteers assistance). These lines combined, accounted for more than 1,000 calls during the first month.
- 156 During May 2020, we started trialling webchat on some of the most visited pages on our website. The trial will run until 31 August after which it will be evaluated (although early indications show it to be a success).

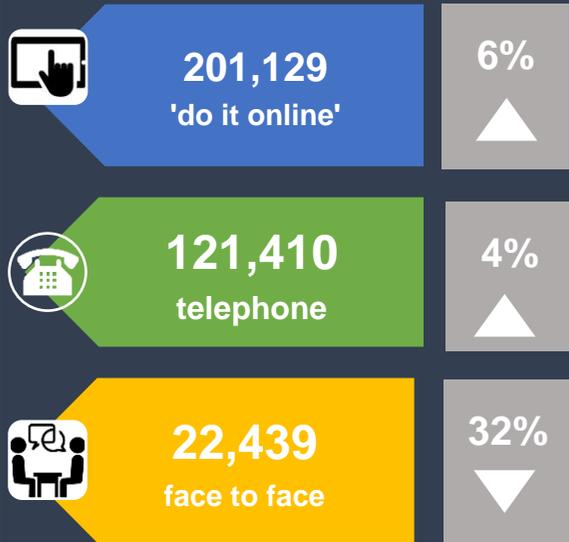
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<sup>12</sup> Broadly speaking, we receive telephone calls either through our Automatic Call Distribution (ACD) system, which routes calls to groups of agents in line with 'first-in-first-answered' criteria, or directly to a telephone extension (non-ACD).

- 157 Our work to digitise document receipt is continuing and during lockdown we developed a 'customer document submission form'. This new form allows customers to upload and return documents in a simple, standardised format. Since going live on 10 June, we have received 285 submissions (129 relating to bus passes, 77 to benefits and 46 to council tax).
- 158 Although we had difficulty accessing some records during lockdown, throughout quarter one, we managed to respond to 75% of Freedom of Information (FOI) / Environmental Information Regulations (EIR) requests within 20 working days. This is in line with performance at the same time last year.
- 159 COVID-19 has significantly impacted on council tax collection rates by substantially increasing applications for welfare benefits. The amount of council tax reduction had decreased year-on-year until the pandemic reversed this trend during quarter one.
- 160 Despite an increase in applications, performance relating to council tax reduction 'changes in circumstances' improved during quarter one, due to the introduction of system automation measures. In response to COVID-19, we ceased all recovery action in late March, and will commence our business recovery plan by issuing soft letters during July and August to those customers in arrears.
- 161 Public consultation has continued during the lockdown utilising digital methods such as online surveys and video meetings with the public to replace face-to-face events. More traditional methods such as gathering feedback over the telephone has also been utilised to ensure consultation is as inclusive as possible and allows a good cross section of the community to participate.

(b) Are our resources being managed for the best possible outcomes for residents and customers? (All data is 1 July 2019 to 30 June 2020, compared to the same period last year)

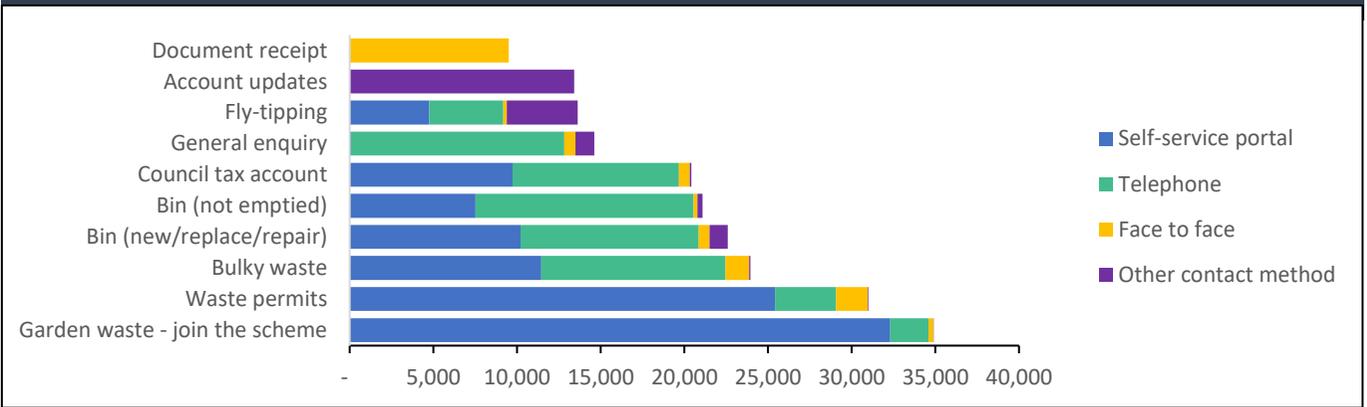
Top 3 service request methods



**530,000**  
non-service requests  
via our customer  
services team



Top 10 service requests by channel



**179k**  
accounts in use

**50%**  
service requests  
received through  
self-service  
portal

**22%**  
contact via self-  
service portal

Number of 'do it online' self-service account creation requests (YTD)

Month	Requests
Apr	4,467
May	12,774
Jun	25,319

**Customer Services (ACD)**

- **556,854** calls
- **97%** answered
- **90%** answered within 3 minutes

**Other ACD lines**

- **585,329** calls
- **91%** answered
- **88%** answered within 3 minutes

**9,501**  
document receipts

**4,882**  
CT/HB appts

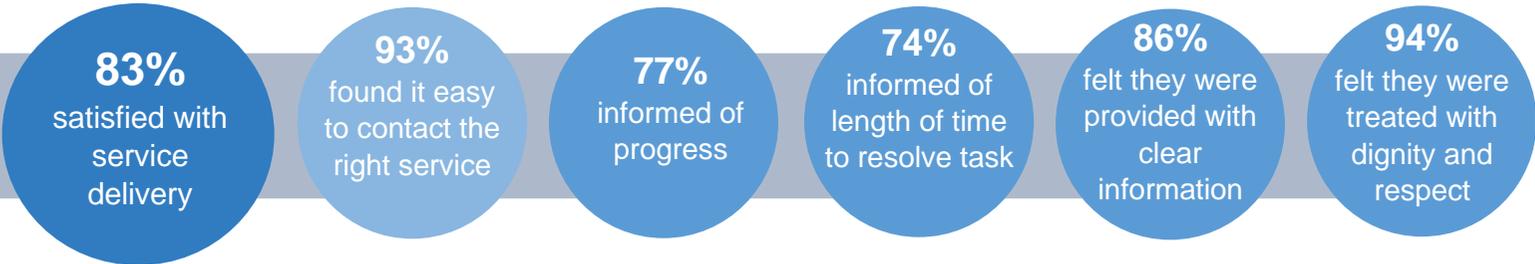
**1,917**  
waste permits

**1,414**  
bulky waste

**664**  
general enquiries

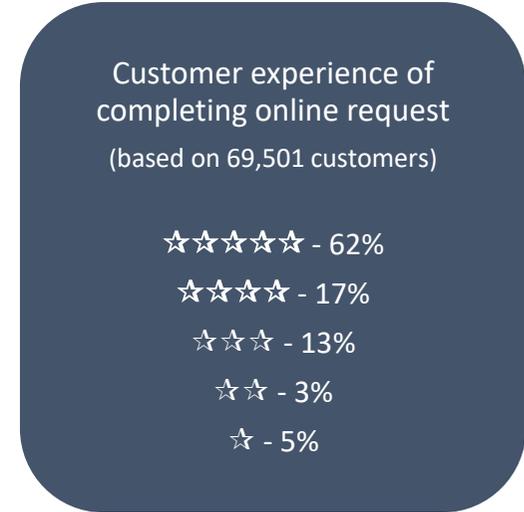
c) How good are our services to customers and the public?

**Customer Satisfaction:**  
from the CRM closure process  
(based on 8,163 responses)



**Customer Feedback:** from the CRM including compliments, suggestions and complaints

<b>1,064</b> compliments (+99)	<b>620</b> suggestions (+74)	<b>162</b> comments about policies and procedures (-17)
<b>97</b> objections to our decisions (-9)	<b>82</b> dissatisfied with fees and charges (-16)	<b>2,364</b> corporate complaints (-83) 83% investigated & 50% upheld*
<b>151</b> statutory complaints (-33)	<b>170</b> independent investigation requests	<b>77</b> decisions from the Ombudsman 3 complaints upheld Q1



Unless stated data is Jul-19 to Jun-20, compared to previous year

## How good are our services to customers and the public?

- 162 Customers can now provide feedback in relation to 90 different service requests (via automated customer satisfaction surveys at CRM closure).
- 163 Over the last 12 months, we received 8,163 responses to our automated customer satisfaction survey (from the CRM closure process), which we acknowledge is a relatively small proportion of overall service delivery. We are continuing to explore options to increase the response rate (including improved capture of e-mail addresses and exploration of other contact channels) to expand the range of customer feedback and insight received.
- 164 We believe the variation in number of responses and satisfaction levels is due to the emotiveness of the issue, with more emotive requests encouraging greater participation.
- 165 In line with previous reports, two thirds of corporate complaints relate to our waste collection service, predominantly missed collections and correspondence issues surrounding contaminated bins. However, it should be noted that this highly visible frontline service completes more than 13 million waste collections annually, and of the 13,683 contamination letters issued in the 12 months ending 30 June, 98% reach the correct recipient with the disputed 2% arising from difficulties identifying the house to which the bin belongs, which is most noticeable in back streets.
- 166 To help reduce this type of avoidable customer contact, we are continuing to send text messages to households (where we are able) when crews are unable to collect a bin due to, for example, access issues, informing them of the situation and what we will do to resolve it. Crews are also checking addresses before logging contamination.

## Key Performance Indicators – Data Tables (Quarter One 2020/21)

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 2019/20 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](mailto:performance@durham.gov.uk)

### KEY TO SYMBOLS

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

More detail is available from the Strategy Team at [performance@durham.gov.uk](mailto:performance@durham.gov.uk)

## MORE AND BETTER JOBS

### 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	71.4	2019/20	73 AMBER	74.2 RED	76.1 RED	71.1 GREEN	78.0 RED		Yes
2	Per capita household disposable income (£)	16,542	2018	Tracker N/a	15,875 GREEN	21,609 RED	16,995 RED			Yes
3	Number of gross jobs created or safeguarded as a result of Business Durham activity	280	Apr-Jun 2020	Tracker N/a	2,429 RED					Yes
4	% of 16 to 17 year olds in an apprenticeship	6.8	as at Jun 2020	Tracker N/a	7.8 RED	5.1 GREEN	6.9 AMBER	6.9 AMBER		Yes

## MORE AND BETTER JOBS

### 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 N/a	16,513 GREEN	27,430 RED	20,121 RED			No
6	Number of registered businesses in County Durham	17,180	Mar 2020	Tracker N/a	17,120 GREEN					No
Page 7 103	Value (£M) of new contracts secured	7.08	Apr-Jun 2020	Tracker N/a	New indicator N/a					Yes

## MORE AND BETTER JOBS

### 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	8.2	Apr-Jun 2020	6 GREEN	12.6 RED					Yes
9	Number of Inward Investments secured	3	Jan-Mar 2020	6 GREEN	3 GREEN					Yes
10	% of Business Durham business floor space that is occupied	92.0	Apr-Jun 2020	Tracker N/a	86.1 GREEN					Yes

## MORE AND BETTER JOBS

### 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	
11	Number of visitors to County Durham (million)	19.71	2018	Tracker N/a	19.71 GREEN					No
12	Number of jobs supported by the visitor economy	11,998	2018	Tracker N/a	11,682 GREEN					No
13	Amount (£ million) generated by the visitor economy	913.84	2017	Tracker N/a	866.71 GREEN					No

## MORE AND BETTER JOBS

### Do our young people have access to good quality education and training?

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	
14	Average Attainment 8 score	45	2018/19 (academic year)	Tracker	44.4	46.8	44.7	45.3		No
				N/a	GREEN	RED	GREEN	AMBER		
15	Average point score per A level entry of state-funded school students	35.5	2018/19 (academic year)	Tracker	33.4	33.1	33.3		2017/18 (academic year)	No
				N/a	GREEN	GREEN	GREEN			
16	% of pupils achieving the expected standard in Reading, Writing and Maths (KS2)	65	2018/19 (academic year)	Tracker	67	65	67	61		No
				N/a	RED	GREEN	RED	GREEN		
17	% of 16 to 17 year olds who are not in education, employment or training (NEET)	4.8	Apr-June 2020	Tracker	5.3	3.1	4.7	7.4	2019	Yes
				N/a	GREEN	RED	RED	GREEN		
18	Gap between average Attainment 8 score of Durham disadvantaged pupils and non-disadvantaged pupils nationally (KS4)	-12.7	2018/19 (academic year)	Tracker	-14.5	-13.7	-14.5		2017/18 (academic year)	No
				N/a	GREEN	GREEN	GREEN			
19	% of children in the Early Years Foundation Stage achieving a Good Level of Development	71.8	2018/19 (academic year)	64	72.8	71.8	71.8			No
				GREEN	AMBER	GREEN	GREEN			
20	Gap between % of Durham disadvantaged pupils and % of non-disadvantaged pupils nationally who achieve expected standard in reading, writing and maths (KS2)	-19.3*	2018/19 (academic year)	Tracker	-15.1	-20	-16			No
				N/a	RED	GREEN	RED			
21	Ofsted % of Primary schools judged good or better	89	as at 30 Jun 2020	Tracker	91	87	91	88	2018/19	Yes
				N/a	RED	GREEN	RED	GREEN		
Page 2 of 5	Ofsted % of secondary schools judged good or better	64	as at 30 Jun 2020	Tracker	61	76	60	56	2018/19	Yes
				N/a	GREEN	RED	GREEN	GREEN		

\*provisional data

## MORE AND BETTER JOBS

### Do our young people have access to good quality education and training?

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	
23	Exclusion from school of all Durham children - percentage of children with at least one fixed exclusion	2.1*	2018/19 (academic year)	Tracker N/a	2.1 <b>GREEN</b>	2.33 <b>GREEN</b>	2.81 <b>GREEN</b>	7.5 <b>GREEN</b>	2017/18 (academic year)	No

\*provisional data

## LONG AND INDEPENDENT LIVES

### 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	
24	% of free school meals (FSM) eligible pupils taking FSM	75.8	Jan 2020	Tracker N/a	79.4 <b>RED</b>	78.7 <b>RED</b>	78.7 <b>RED</b>			No
25	Under-18 conception rate per 1,000 girls aged 15 to 17	26.4	2018	Tracker N/a	23.7 <b>RED</b>	16.7 <b>RED</b>	24.9 <b>RED</b>	25.0 <b>RED</b>	2018	No
26	% of five year old children free from dental decay <sup>^</sup>	74.2	2016/17	Tracker N/a	64.9 <b>GREEN</b>	76.7 <b>RED</b>	76.1 <b>RED</b>	71.8 <b>GREEN</b>	2016/17	No
27	Alcohol specific hospital admissions for under 18s (rate per 100,000) <sup>^^</sup>	54.7	2016/17-2018/19	Tracker N/a	53.1 <b>RED</b>	31.6 <b>RED</b>	60.0 <b>GREEN</b>			No
28	Young people aged 10-24 admitted to hospital as a result of self-harm (rate per 100,000) <sup>^^</sup>	354.3	2018/19	Tracker N/a	350.1 <b>AMBER</b>	444.0 <b>GREEN</b>	536.5 <b>GREEN</b>			No

<sup>^</sup> Source: National Dental Epidemiology Programme biennial survey. 2018/19 survey not yet published by Public Health England

<sup>^^</sup>next update due quarter four

## LONG AND INDEPENDENT LIVES

### 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	
29	% of children aged 4 to 5 years classified as overweight or obese**	24.0	2018/19	Tracker	25.0	22.6	24.3	25.0		No
				N/a	GREEN	RED	GREEN	GREEN		
30	% of children aged 10 to 11 years classified as overweight or obese**	37.7	2018/19	Tracker	37.1	34.3	37.5	37.2		No
				N/a	AMBER	RED	AMBER	AMBER		
31	% of Education Health and Care Plans completed in the statutory 20 week time period (excl. exceptions)	64.0	Jan-Jun 2020	Tracker	63.9	60.4	69.8	68.9	2019	Yes
				N/a	GREEN	GREEN	RED	RED		

\*\*next update due quarter two

## LONG AND INDEPENDENT LIVES

### 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	
32	% of successful interventions (families turned around) via the Stronger Families Programme (Phase 2) [number]	48% [348]	Apr-Jun 2020	730	N/a					Yes
				Mar-21 target	N/a					
33	% of children aged 0-2 years in the top 30% IMD registered with a Family Centre and having sustained contact	89.8	Apr-Dec 2019	90	88.3					No

# LONG AND INDEPENDENT LIVES

## 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	
34	% of mothers smoking at time of delivery	15.8*	Apr-Jun 2020	14.7 <b>RED</b>	16.6 <b>GREEN</b>	10.5 <b>RED</b>	15.4 <b>RED</b>	15.0 <b>RED</b>	Jan-Mar 20	Yes
35	Four week smoking quitters per 100,000 smoking population [number of quitters]	1,554 [1,009]	Apr-Sept 2019	Tracker	1,785 [1,104]	820	1,111			No
				N/a	<b>RED</b>	<b>GREEN</b>	<b>GREEN</b>			
36	Male life expectancy at birth (years)	78.2	2016-18	Tracker	78.3	79.6	77.9	78.2		No
				N/a	<b>AMBER</b>	<b>AMBER</b>	<b>GREEN</b>	<b>GREEN</b>		
37	Female life expectancy at birth (years)	81.5	2016-18	Tracker	81.4	83.2	81.7	81.9		No
				N/a	<b>GREEN</b>	<b>RED</b>	<b>AMBER</b>	<b>AMBER</b>		
38	Female healthy life expectancy at birth (years)	58.4	2016-18	Tracker	58.7	63.9	59.7	61.0		No
				N/a	<b>AMBER</b>	<b>RED</b>	<b>RED</b>	<b>RED</b>		
39	Male healthy life expectancy at birth (years)	59.3	2016-18	Tracker	58.9	63.4	59.4	60.5		No
				N/a	<b>GREEN</b>	<b>RED</b>	<b>AMBER</b>	<b>AMBER</b>		
40	Excess weight in adults (Proportion of adults classified as overweight or obese)	63.3	2018/19	Tracker	66.7	62.3	64.9	67.3		Yes
				N/a	<b>GREEN</b>	<b>AMBER</b>	<b>GREEN</b>	<b>AMBER</b>		
41	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population	12.8	2016-18	Tracker	12.0	9.6	11.3	11.6		No
				N/a	<b>RED</b>	<b>RED</b>	<b>RED</b>	<b>RED</b>		
42	Prevalence of breastfeeding at 6-8 weeks from birth	25.9	Jan-Mar 2020	Tracker	28.6	48.2	36.0	34		No
				N/a	<b>RED</b>	<b>RED</b>	<b>RED</b>	<b>RED</b>	Q3 2019/20	

## LONG AND INDEPENDENT LIVES

### 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	
43	Estimated smoking prevalence of persons aged 18 and over	17.0	2019	Tracker	15.0	13.9	15.3	15.2		No
				N/a	RED	RED	RED	RED		
44	Self-reported well-being - people with a low happiness score	9.5	2018/19	Tracker	8.9	7.8	9.7	9.5		No
				N/a	RED	RED	GREEN	GREEN		
45	Participation in Sport and Physical Activity: active	59.9	Nov 2018-Nov 2019	Tracker	58.5	63.3	60.7			No
				N/a	GREEN	RED	AMBER			
46	Participation in Sport and Physical Activity: inactive	28.0	Nov 2018-Nov 2019	Tracker	29.9	24.6	27.5			No
				N/a	AMBER	RED	AMBER			

\*provisional data

## LONG AND INDEPENDENT LIVES

### 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	
47	Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care	75.3	Apr-Jun 2020	TBD	196.7					Yes
				N/a	GREEN	Not comparable	Not comparable	Not comparable		
Page 8 109	% of older people who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services	81.1	Jan-Mar 2020	TBD	87.2	82.4	83.0	80.7*		Yes
				N/a	RED	Not comparable	Not comparable	Not comparable	2018/19	

## LONG AND INDEPENDENT LIVES

### 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	
49	% of individuals who achieved their desired outcomes from the adult safeguarding process	94.5	Apr-Jun 2020	Tracker	95.7	92.4	93.9	93.5*	2018/19	Yes
				N/a	AMBER	Not comparable	Not comparable	Not comparable		
50	% of service users receiving an assessment or review within the last 12 months	93.2	Apr-Jun 2020	Tracker	87.6	Not comparable	Not comparable	Not comparable		Yes
				N/a	GREEN					
51	Overall satisfaction of people who use services with their care and support	67.8	2018/19	Tracker	66.6	64.3	66.2	66.0*		No
				N/a	GREEN	GREEN	GREEN	GREEN		
52	Overall satisfaction of carers with the support and services they receive (Biennial survey)	51.2	2018/19	Tracker	43.3**	38.6	47.2	41.8*		No
				N/a	GREEN	GREEN	GREEN	GREEN		
53	Daily delayed transfers of care beds, all, per 100,000 population age 18+	2.9	Feb 2020	Tracker	1.5	11.0	7.0	11.0*		No
				N/a	RED	GREEN	GREEN	GREEN		
54	% of adult social care service users who report they have enough choice over the care and support services they receive	75.1	2018/19	Tracker	74.9	67.5	71.8	69.3*		No
				N/a	GREEN	GREEN	GREEN	GREEN		

\*unitary authorities

\*\* results from 2016/17 survey

## CONNECTED COMMUNITIES – SAFER

### 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	
55	% of statutory referrals received by the First Contact Team or Emergency Duty Team processed within 1 working day	94% [953]	Apr-Jun 2020	Tracker	93.1% [1,207]					Yes
				N/a	<b>GREEN</b>					
56	% of statutory children in need referrals occurring within 12 months of a previous referral	23% [273]	Apr-Jun 2020	Tracker	33.2 [440]	21	21	19	2018/19	Yes
				N/a	<b>GREEN</b>	<b>RED</b>	<b>RED</b>	<b>RED</b>		
57	% of single assessments completed within 45 working days	85.5 [1,098]	Apr-Jun 2020	Tracker	90.5 [1,285]	83	83	84	2018/19	Yes
				N/a	<b>RED</b>	<b>GREEN</b>	<b>GREEN</b>	<b>GREEN</b>		
58	Rate of children subject to a child protection plan per 10,000 population aged under 18 [number of children]	47.7 [480]	as at Jun 2020	Tracker	36.4 [368]	44	63	54	as at 31 Mar 19	Yes
				N/a	N/a	N/a	N/a	N/a		
59	Rate of children in need per 10,000 population aged under 18 (statutory L4 open cases) [number of children]	357.7 [3,596]	as at Jun 2020	Tracker	346.9 [3,478]	334	445	391	as at 31 Mar 19	Yes
				N/a	N/a	N/a	N/a	N/a		
60	Rate of children at level 2 or 3 per 10,000 population aged under 18 (One Point open cases) [number of children]	147.7 [1,485]	as at Jun 2020	Tracker	219.8 [2,210]					Yes
				N/a	N/a					
61	% of strategy meetings initiated which led to an initial child protection conference being held within 15 working days	89% [156 of 176]	Apr-June 2020	75	92.5 [147]	79	82	79	2018/19	Yes
				<b>GREEN</b>	<b>RED</b>	<b>GREEN</b>	<b>GREEN</b>	<b>GREEN</b>		
62	% of Social Workers with fewer than 20 cases	58	as at Jun 2020	Tracker	52.1					Yes
				N/a	<b>GREEN</b>					
Page 11 of 11	% of Statutory Case File Audits which are given a scaling score of 6 or above	84.1	Jan-Jun 2020	80	85.7					Yes
				<b>GREEN</b>	<b>GREEN</b>					

## CONNECTED COMMUNITIES – SAFER

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

Page 112 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	
64	Rate of children looked after per 10,000 population aged under 18 [number of children]	93.8 [944]	as at 31 Mar 2020	Tracker	86.9 [873]	65	101	94	as at 31 Mar 19	Yes
				N/a	N/a	N/a	N/a	N/a		
65	% of children adopted from care (as % of total children leaving care) [number of children]	18.2 [53 of 291]	2019/20	15	12.3 [39 of 316]	12	13	16	2018/19	No
				<b>GREEN</b>	<b>GREEN</b>	<b>GREEN</b>	<b>GREEN</b>	<b>GREEN</b>		
66	% of CLA who are fostered incl. friends and family	76 [716]	as at 3 July 2020	Tracker	73.4 [613]	72	74	72	2018/19	Yes
				N/a	N/a	N/a	N/a	N/a		
67	% of external residential placements	4 [34]	as at 3 July 2020	Tracker	2.4 [20]					Yes
				N/a	N/A					
68	% of children looked after continuously for 12 months or more who had a dental check	60	as at Jul 2020	Tracker	94.7	85	87	89	2018/19	Yes
				N/a	<b>RED</b>	<b>RED</b>	<b>RED</b>	<b>RED</b>		
69	% of children looked after continuously for 12 months or more who have had the required number of health assessments	90	as at Jul 2020	Tracker	94.7	90	95	95	2018/19	Yes
				N/a	<b>RED</b>	<b>GREEN</b>	<b>RED</b>	<b>RED</b>		
70	Emotional and behavioural health of children looked after continuously for 12 months or more (score between 0 to 40)	13.5	2019/20	Tracker	15.5	14.2	14.1	14.0	2018/19	Yes
				N/a	<b>GREEN</b>	<b>GREEN</b>	<b>GREEN</b>	<b>GREEN</b>		
71	Average Attainment 8 score of Children Looked After	20.5*	2018/19	Tracker	24.8	18.9	20.8	19.5	2017/18 (academic year)	No
				N/a	N/a	<b>GREEN</b>	<b>AMBER</b>	<b>GREEN</b>		

## CONNECTED COMMUNITIES - SAFER

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

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	
72	% of CLA achieving the expected standard in Reading, Writing and Maths (at KS2)	55*	2018/19	Tracker	39.5	36	47			No
				N/a	GREEN	GREEN	GREEN			
73	% of care leavers aged 17-18 in education, employment or training (EET)	78*	as at Jul 2020	Tracker	N/a	64	63	63	2018/19	Yes
				N/a	N/a	GREEN	GREEN	GREEN		
74	% of care leavers aged 19-21 in education, employment or training (EET)	60*	as at Jul 2020	Tracker	N/a	52	50	52	2018/19	Yes
				N/a	N/a	GREEN	GREEN	GREEN		
75	% of care leavers aged 17-18 in suitable accommodation	96*	as at Jul 2020	Tracker	N/a	88	93	91	2018/19	Yes
				N/a	N/a	GREEN	GREEN	GREEN		
76	% of care leavers aged 19-21 in suitable accommodation	95*	as at Jul 2020	Tracker	N/a	85	90	87	2018/19	Yes
				N/a	N/a	GREEN	GREEN	GREEN		

\*provisional data

## CONNECTED COMMUNITIES – SAFER

### 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	
77	First time entrants to the youth justice system aged 10 to 17 (per 100,000 population aged 10 to 17)	213	Oct 18 – Sep 19	Tracker	250	220	303	231		No
				N/a	GREEN	GREEN	GREEN	GREEN		
78	Overall crime rate per 1,000 population	20.18	Apr-Jun 2020	Tracker	25.8					Yes
				N/a	GREEN					

## CONNECTED COMMUNITIES – SAFER

### 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	
79	Rate of theft offences per 1,000 population	4.24	Apr-Jun 2020	Tracker N/a	7.3 GREEN					Yes
80	Proportion of all offenders who re-offend in a 12 month period (%)	30.6	Apr-Jun 2019	Tracker N/a	30.8 GREEN	31.7 GREEN	35.7 GREEN	30.0 RED	2016/17	Yes
81	Proven re-offending by young people (who offend) in a 12 month period (%)	51.9	2017/18	Tracker N/a	41.4 RED	38.4 RED	41.8 RED			Yes

## CONNECTED COMMUNITIES – SAFER

### 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	
82	Satisfaction with the way that the council and police are dealing with local concerns about ASB and crime issues in your area.	56.4	Mar 2020	Tracker N/a	50.1 RED			53.7 RED	Jun 2019	No
83	Number of police reported incidents of anti-social behaviour	16,496	Jul 2019-Jun 2020	Tracker N/a	13,573 RED					Yes
84	Number of council reported incidents of anti-social behaviour	13,174	Jul 2019-Jun 2020	Tracker N/a	11,585 GREEN					Yes

## CONNECTED COMMUNITIES - SAFER

### 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	
85	% of successful completions of those in alcohol treatment	27.3	Oct 2018-Sep 2019*	28 <b>GREEN</b>	32 <b>RED</b>	37.9 <b>RED</b>	30.7 <b>RED</b>			No
86	% of successful completions of those in drug treatment - opiates	5.9	Apr 2019-Mar 2020*	6 <b>GREEN</b>	5.5 <b>GREEN</b>	5.7 <b>AMBER</b>	4.0 <b>GREEN</b>			No
87	% of successful completions of those in drug treatment - non-opiates	29.9	Oct 2018-Sep 2019*	26.4 <b>GREEN</b>	29.2 <b>GREEN</b>	34.2 <b>RED</b>	26.2 <b>GREEN</b>			No
88	% of anti-social behaviour incidents that are alcohol related	18.7	Apr-Jun 2020	Tracker N/a	16.1 <b>RED</b>					Yes
89	% of violent crime that is alcohol related	32.6	Apr-Jun 2020	Tracker N/a	17 <b>RED</b>					Yes
90	Alcohol seizures	194**	Apr-Jun 2018	Tracker N/a	398 <b>GREEN</b>					No

\*with rep to March 2020

\*\*under review

## CONNECTED COMMUNITIES – SAFER

### 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	
91	Building resilience to terrorism (self-assessment). Score - level 1(low) to 5(high)	3*	2017/18	Tracker N/a	3 <b>GREEN</b>					No
92	No of individuals with a referral for 1:1 CSE Support from Supporting Solutions Team**	41	Apr-Jun 2020	Tracker N/a	New** N/a					Yes

\*under review \*\* New definition – Includes all children - High/Medium/Low Risk (Previously only High-Risk referred to Supporting Solutions)

## CONNECTED COMMUNITIES - SAFER

### 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	
93	Number of people killed or seriously injured in road traffic accidents	171	Jul 2019-Jun 2020	Tracker N/a	209 <b>GREEN</b>					Yes
	- Number of fatalities	17			16					
	- Number of seriously injured	154			193					
94	Number of children killed or seriously injured in road traffic accidents	22	Jul 2019-Jun 2020	Tracker N/a	28 <b>GREEN</b>					Yes
	- Number of fatalities	0			0					
	- Number of seriously injured	22			28					

## CONNECTED COMMUNITIES – SUSTAINABILITY

### 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	
95	% of relevant land and highways assessed as having deposits of litter that fall below an acceptable level	6.64	2019/20	Tracker	6.24					No
				N/a	AMBER					
96	% of relevant land and highways assessed as having deposits of detritus that fall below an acceptable level	14.17	2019/20	Tracker	12.61					No
				N/a	AMBER					
97	% of relevant land and highways assessed as having deposits of dog fouling that fall below an acceptable level	0.98	2019/20	Tracker	1.08					No
				N/a	GREEN					
98	Number of fly-tipping incidents	7,146	Jul 2019- Jun 2020	Tracker	7,052					Yes
				N/a	AMBER					

\*not directly comparable

## CONNECTED COMMUNITIES - SUSTAINABILITY

### 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	
99	% reduction in CO <sub>2</sub> emissions in County Durham (by 40% by 2020 and 55% by March 2031)	55.2	2018	Tracker	54					Yes
				N/a	GREEN					
Page 100 117	% change in CO <sub>2</sub> emissions from local authority operations	-7	2018/19	Tracker	-9					No
				N/a	RED					

101	% of municipal waste diverted from landfill	97.8	2019/20	95	95.3	87.3	92	32.2	2017/18	Yes
				<b>GREEN</b>	<b>GREEN</b>	<b>GREEN</b>	<b>GREEN</b>	<b>GREEN</b>		
102	% of household waste that is re-used, recycled or composted	41.1	2019/20	Tracker	42.3	43.2	34.5		2017/18	Yes
				N/a	<b>AMBER</b>	<b>AMBER</b>	<b>GREEN</b>			

## CONNECTED COMMUNITIES – SUSTAINABILITY

### 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	
103	Number of properties improved, adapted or brought back into use	236	Apr-Jun 2020	Tracker	546					Yes
				N/a	<b>RED</b>					
104	Number of empty properties brought back into use as a result of local authority intervention	59	Apr-Jun 2020	50	73					Yes
				<b>GREEN</b>	<b>RED</b>					
105	Number of net homes completed	101	Apr-Jun 2020	Tracker	401					Yes
				N/a	<b>RED</b>					
106	Number of affordable homes delivered	532	2018/19	200	473					No
				<b>GREEN</b>	N/a					
107	Number of households accessing the Housing Solutions Service	2,793	Apr-Jun 2020	Tracker	3,019					Yes
				N/a	<b>RED</b>					
108	Number of households helped to stay in their home	325	Apr-Jun 2020	Tracker	260					Yes
				N/a	<b>GREEN</b>					
109	Number of households helped to move to alternative accommodation	207	Apr-Jun 2020	Tracker	249					Yes
				N/a	<b>RED</b>					

## CONNECTED COMMUNITIES – SUSTAINABILITY

### 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	
110	% of A roads where maintenance is recommended	2.6	2018	Tracker	2.6	3	2	3	2018	No
				N/a	GREEN	GREEN	GREEN	AMBER		
111	% of B and C roads where maintenance is recommended	4.7	2018	Tracker	4.7	6	3	4	2018	No
				N/a	GREEN	GREEN	AMBER	AMBER		
112	% of unclassified roads where maintenance is recommended	21	2018	Tracker	20	17	16	18	2018	No
				N/a	AMBER	RED	RED	RED		
113	Highways maintenance backlog (£millions)	179.7	2018	Tracker	187.6					No
				N/a	GREEN					
114	Bridge Stock Condition – Principal Roads*	80.7	2018	Tracker	80.0					No
				N/a	GREEN					
115	Bridge Stock Condition – Non-Principal Roads*	79.9	2018	Tracker	81.0					No
				N/a	AMBER					

\* Bridge Stock Condition (>=90 very good condition / >=80 good condition / >=65 fair condition / >=40 poor condition / <40 very poor condition)

# EXCELLENT COUNCIL

## 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 on current posts in rolling year period (excluding schools)***	N/a*	-	N/a	N/a					N/a
117	Days / shifts lost to sickness absence (all services excluding schools)	10.65	Jul 2019-Jun 2020	11.20 <b>GREEN</b>	10.17 <b>RED</b>	9.2** <b>RED</b>			2017/18	Yes
118	% posts with no absence in rolling year (excluding schools)	60.35	Jul 2019-Jun 2020	Tracker N/a	59.13 <b>GREEN</b>					Yes
119	% of sickness absence which is short term	7.76	Apr-Jun 2020	Tracker N/a	13.88 N/a					Yes
120	% of sickness absence which is medium term	13.76	Apr-Jun 2020	Tracker N/a	17.74 N/a					Yes
121	% of sickness absence which is long term	78.48	Apr-Jun 2020	Tracker N/a	68.38 N/a					Yes
122	% of employees having five days or less sickness per 12 month period	79.83	Jul 2019-Jun 2020	Tracker N/a	78.98 <b>AMBER</b>					Yes

\*Due to new system introduction

\*\*includes school support staff but excludes teachers. All single/upper tier councils [Local Government Workforce Survey 2017/18](#)

\*\*\* Having put all Personal Development Reviews on hold due to COVID-19, we are now reinstating the process, starting with our leaders in October 2020. Managers will follow in January 2021 and all other employees in April 2021.

## EXCELLENT COUNCIL

### 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	27.72	Apr-Jun 2020	Not Set	28.51					Yes
				N/a	AMBER					
124	% of business rates collected in-year	33.8	Apr-Jun 2020	Not Set	34.36					Yes
				N/a	RED					

## EXCELLENT COUNCIL

### 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	75	Apr-Jun 2019	90	76					Yes
				RED	AMBER					
126	Customer contacts: telephone	1,142,183	Jul 19-Jun 20	Tracker	979,984*					Yes
				N/a	N/a					
127	Customer contacts: face to face**	89,205	Jul 19-Jun 20	Tracker	124,062					Yes
				N/a	N/a					
Page 28 121	Customer contacts: web forms	192,513	Jul 19-Jun 20	Tracker	135,402					Yes
				N/a	N/a					

# EXCELLENT COUNCIL

## 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	
129	Customer contacts: emails	52,361	Jul 19-Jun 20	Tracker	41,373					Yes
				N/a	N/a					
130	Customer contacts: social media	4,562	Jul 19-Jun 20	Tracker	2,898					Yes
				N/a	N/a					
131	% of calls answered	94	Jul 19-Jun 20	Tracker	96*					Yes
				N/a	N/a					
132	% of calls answered within 3 minutes	89	Jul 19-Jun 20	Tracker	92*					Yes
				N/a	N/a					

\*data is not comparable as new telephony lines are continuing to be added to ACD

\*\* data is not comparable as customer access points were closed during quarter one, 2020/21

## Key Performance Indicators – Data Tables (Quarter Four 2019/20)

There are two types of performance indicators throughout this document:

- (c) Key target indicators – targets are set as improvements can be measured regularly and can be actively influenced by the council and its partners; and
- (d) 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 2019/20 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](mailto:performance@durham.gov.uk)

### KEY TO SYMBOLS

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

More detail is available from the Strategy Team at [performance@durham.gov.uk](mailto:performance@durham.gov.uk)

## MORE AND BETTER JOBS

### 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	71.2	2019	73 AMBER	74.6 RED	75.8 RED	70.5 GREEN	78.0 RED		Yes
2	Per capita household disposable income (£)	15,445	2017	Tracker N/a	15,166 GREEN	19,988 RED	15,809 RED			No
3	Number of gross jobs created or safeguarded as a result of Business Durham activity	4,108	2019/20	Tracker N/a	3,866 GREEN					Yes
4	% of 16 to 17 year olds in an apprenticeship	6.8	as at March 2020	Tracker N/a	7.9 RED	5.1 GREEN	6.8 GREEN	6.9 Amber		Yes

## MORE AND BETTER JOBS

### 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 N/a	16,513 GREEN	27,430 RED	20,121 RED			No
6	Number of registered businesses in County Durham	17,150	2019	Tracker N/a	17,120 GREEN					No
7	Value (£M) of new contracts secured	0.91	2019/20	Tracker N/a	8.1 N/a					Yes

## MORE AND BETTER JOBS

### 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	120.6	2019/20	44	113.5					Yes
				GREEN	GREEN					
9	Number of Inward Investments secured	8	2019/20	Tracker	6					Yes
				N/a	GREEN					
10	% of Business Durham business floor space that is occupied	86.4	Jan-Mar 2020	Tracker	84.0					Yes
				N/a	GREEN					

## MORE AND BETTER JOBS

### 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	
11	Number of visitors to County Durham (million)	19.71	2018	Tracker	19.71					No
				N/a	GREEN					
12	Number of jobs supported by the visitor economy	11,998	2018	Tracker	11,682					No
				N/a	GREEN					
13	Amount (£ million) generated by the visitor economy	913.84	2017	Tracker	866.71					No
				N/a	GREEN					

## MORE AND BETTER JOBS

### Do our young people have access to good quality education and training?

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	
14	Average Attainment 8 score	45	2018/19 (academic year)	Tracker	44.4	46.8	44.7	45.3		No
				N/a	GREEN	RED	GREEN	AMBER		
15	Average point score per A level entry of state-funded school students	35.5	2018/19 (academic year)	Tracker	33.4	33.1	33.3		2017/18 (academic year)	No
				N/a	GREEN	GREEN	GREEN			
16	% of pupils achieving the expected standard in Reading, Writing and Maths (KS2)	65	2018/19 (academic year)	Tracker	67	65	67	61		No
				N/a	RED	GREEN	RED	GREEN		
17	% of 16 to 17 year olds who are not in education, employment or training (NEET)	4.1	Apr-Mar 2020	Tracker	4.7	2.8	4.2	7.4	2019	Yes
				N/a	GREEN	RED	GREEN	GREEN		
18	Gap between average Attainment 8 score of Durham disadvantaged pupils and non-disadvantaged pupils nationally (KS4)	-12.7	2018/19 (academic year)	Tracker	-14.5	-13.7	-14.5		2017/18 (academic year)	No
				N/a	GREEN	GREEN	GREEN			
19	% of children in the Early Years Foundation Stage achieving a Good Level of Development	71.8	2018/19 (academic year)	64	72.8	71.8	71.8			No
				GREEN	AMBER	GREEN	GREEN			
20	Gap between % of Durham disadvantaged pupils and % of non-disadvantaged pupils nationally who achieve expected standard in reading, writing and maths (KS2)	-19.3*	2018/19 (academic year)	Tracker	-15.1	-20	-16			No
				N/a	RED	GREEN	RED			
21	Ofsted % of Primary schools judged good or better	89	as at 31 Mar 2020	Tracker	91	87	91	88	2018/19	Yes
				N/a	RED	GREEN	RED	GREEN		
22	Ofsted % of secondary schools judged good or better	64	as at 31 Mar 2020	Tracker	61	76	60	56	2018/19	Yes
				N/a	GREEN	RED	GREEN	GREEN		

\*provisional data

## MORE AND BETTER JOBS

### Do our young people have access to good quality education and training?

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	
23	Exclusion from school of all Durham children - percentage of children with at least one fixed exclusion	2.1*	2018/19 (academic year)	Tracker	2.1	2.33	2.81	7.5	2017/18 (academic year)	No
				N/a	GREEN	GREEN	GREEN	GREEN		

\*provisional data

## LONG AND INDEPENDENT LIVES

### 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	
24	% of free school meals (FSM) eligible pupils taking FSM	75.8	Jan 2020	Tracker	79.4	78.7	78.7			Yes
				N/a	RED	RED	RED			
25	Under-18 conception rate per 1,000 girls aged 15 to 17	26.4	2018	Tracker	23.7	16.7	24.9	25.0	2018	No
				N/a	RED	RED	RED	RED		
26	% of five year old children free from dental decay	74.2	2016/17	Tracker	64.9	76.7	76.1	71.8	2016/17	No
				N/a	GREEN	RED	RED	GREEN		
27	Alcohol specific hospital admissions for under 18s (rate per 100,000)	54.7	2016/17-2018/19	Tracker	53.1	31.6	60.0			No
				N/a	RED	RED	GREEN			
28	Young people aged 10-24 admitted to hospital as a result of self-harm (rate per 100,000)	354.3	2018/19	Tracker	350.1	444.0	536.5			No
				N/a	AMBER	GREEN	GREEN			
Page 27 of 27	% of children aged 4 to 5 years classified as overweight or obese	24.0	2018/19	Tracker	25.0	22.6	24.3	25.0		No
				N/a	GREEN	RED	GREEN	GREEN		

## LONG AND INDEPENDENT LIVES

### 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	
30	% of children aged 10 to 11 years classified as overweight or obese	37.7	2018/19	Tracker	37.1	34.3	37.5	37.2		No
				N/a	AMBER	RED	AMBER	AMBER		
31	% of Education Health and Care Plans completed in the statutory 20 week time period (excl. exceptions)	63.0	Jan-Mar 2020	Tracker	68	60.4	69.8	68.9		Yes
				N/a	RED	GREEN	RED	RED		

## LONG AND INDEPENDENT LIVES

### 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	
32	% of successful interventions (families turned around) via the Stronger Families Programme (Phase 2) [number]	100% [4,360]	2019/20	TBC	N/a	88	90	99		Yes
				N/a	N/a	GREEN	GREEN	GREEN		
33	% of children aged 0-2 years in the top 30% IMD registered with a Family Centre and having sustained contact	89.8	Apr-Dec 2019	90	88.3					No
				GREEN	AMBER					

## LONG AND INDEPENDENT LIVES

### 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	
34	% of mothers smoking at time of delivery	18.1	Jan-Mar 2020	14.7 <b>RED</b>	18.8 <b>GREEN</b>	10.5 <b>RED</b>	15.4 <b>RED</b>	15 <b>RED</b>		Yes
35	Four week smoking quitters per 100,000 smoking population [number of quitters]	1554 [1009]	Apr-Sept 2019	Tracker	1785 [1104]	820	1111			No
				N/a	<b>RED</b>	<b>GREEN</b>	<b>GREEN</b>			
36	Male life expectancy at birth (years)	78.2	2016-18	Tracker	78.3	79.6	77.9	78.2		No
				N/a	<b>AMBER</b>	<b>AMBER</b>	<b>GREEN</b>	<b>GREEN</b>		
37	Female life expectancy at birth (years)	81.5	2016-18	Tracker	81.4	83.2	81.7	81.9		No
				N/a	<b>GREEN</b>	<b>RED</b>	<b>AMBER</b>	<b>AMBER</b>		
38	Female healthy life expectancy at birth (years)	58.4	2016-18	Tracker	58.7	63.9	59.7	61.0		No
				N/a	<b>AMBER</b>	<b>RED</b>	<b>RED</b>	<b>RED</b>		
39	Male healthy life expectancy at birth (years)	59.3	2016-18	Tracker	58.9	63.4	59.4	60.5		No
				N/a	<b>GREEN</b>	<b>RED</b>	<b>AMBER</b>	<b>AMBER</b>		
40	Excess weight in adults (Proportion of adults classified as overweight or obese)	66.7	2017/18	Tracker	67.7	62.0	66.5	67.3		No
				N/a	<b>GREEN</b>	<b>RED</b>	<b>AMBER</b>	<b>AMBER</b>		
41	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population	12.8	2016-18	Tracker	12.0	9.6	11.3	11.6		No
				N/a	<b>RED</b>	<b>RED</b>	<b>RED</b>	<b>RED</b>		
42	Prevalence of breastfeeding at 6-8 weeks from birth	25.9%	Jan-Mar 2020	Tracker	28.6%	48.2%	36.0%	34%	Q3 2019/20	Yes
				N/a	<b>RED</b>	<b>RED</b>	<b>RED</b>	<b>RED</b>		
Page 7 of 29	Estimated smoking prevalence of persons aged 18 and over	17.0	2019	Tracker	14.3	14.4	16.0	15.2		Yes
				N/a	<b>RED</b>	<b>RED</b>	<b>GREEN</b>	<b>RED</b>		

## LONG AND INDEPENDENT LIVES

### 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	
44	Self-reported well-being - people with a low happiness score	9.5	2018/19	Tracker	8.9	7.8	9.7	9.5		No
				N/a	RED	RED	GREEN	GREEN		
45	Participation in Sport and Physical Activity: active	59.9	Nov 2018-Nov 2019	Tracker	58.5	63.3	60.7			Yes
				N/a	GREEN	RED	AMBER			
46	Participation in Sport and Physical Activity: inactive	28.0	Nov 2018-Nov 2019	Tracker	29.9	24.6	27.5			Yes
				N/a	AMBER	RED	AMBER			

\*provisional data

## LONG AND INDEPENDENT LIVES

### 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	
47	Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care	757.3	2019/20	771.8	779.5					Yes
				GREEN	GREEN					
48	% of older people who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services	85.8	2019	85.9	86.2	82.4	83.0	80.7*	2018/19	Yes
				AMBER	AMBER	Not comparable	Not comparable	Not comparable		
49	% of individuals who achieved their desired outcomes from the adult safeguarding process	95.1	2019/20	Tracker	95.1	92.4	93.9	93.5*	2018/19	Yes
				N/a	GREEN	Not comparable	Not comparable	Not comparable		

## LONG AND INDEPENDENT LIVES

### 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	
50	% of service users receiving an assessment or review within the last 12 months	87.8	2019/20	Tracker	87.5	Not comparable	Not comparable	Not comparable		Yes
				N/a	GREEN					
51	Overall satisfaction of people who use services with their care and support	67.8	2018/19	Tracker	66.6	64.3	66.2	66.0*		No
				N/a	GREEN	GREEN	GREEN	GREEN		
52	Overall satisfaction of carers with the support and services they receive (Biennial survey)	51.2	2018/19	Tracker	43.3**	38.6	47.2	41.8*		No
				N/a	GREEN	GREEN	GREEN	GREEN		
53	Daily delayed transfers of care beds, all, per 100,000 population age 18+	2.9	Feb 2020	Tracker	1.5	11.0	7.0	11.0*		Yes
				N/a	RED	GREEN	GREEN	GREEN		
54	% of adult social care service users who report they have enough choice over the care and support services they receive	75.1	2018/19	Tracker	74.9	67.5	71.8	69.3*		No
				N/a	GREEN	GREEN	GREEN	GREEN		

\*unitary authorities

\*\* results from 2016/17 survey

## CONNECTED COMMUNITIES – SAFER

### 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	
Page 5 131	% of statutory referrals received by the First Contact Team or Emergency Duty Team processed within 1 working day	93 [5,441]	2019/20	Tracker	85.2 [4,267]					Yes
				N/a	GREEN					

## CONNECTED COMMUNITIES – SAFER

### 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	
56	% of statutory children in need referrals occurring within 12 months of a previous referral	29.1 [1,663]	2019/20	Tracker	21.2 [1441]	21	21	19	2018/19	Yes
				N/a	RED	RED	RED	RED		
57	% of single assessments completed within 45 working days	94.3 [6,136]	2019/20	Tracker	77.6 [4,460]	83	83	84	2018/19	Yes
				N/a	GREEN	GREEN	GREEN	GREEN		
58	Rate of children subject to a child protection plan per 10,000 population aged under 18 [number of children]	44.7 [452]	as at 31 Mar 2020	Tracker	42.9 [431]	44	63	54	as at 31 Mar 19	Yes
				N/a	N/a	N/a	N/a	N/a		
59	Rate of children in need per 10,000 population aged under 18 (statutory L4 open cases) [number of children]	335.2 [3,387]	as at 31 Mar 2020	Tracker	376.5 [3,785]	334	445	391	as at 31 Mar 19	Yes
				N/a	N/a	N/a	N/a	N/a		
60	Rate of children at level 2 or 3 per 10,000 population aged under 18 (One Point open cases) [number of children]	162.6 [1,643]	as at 31 Mar 2020	Tracker	233.5 [2,348]					Yes
				N/a	N/a					
61	% of strategy meetings initiated which led to an initial child protection conference being held within 15 working days	86.7 [615 of 709]	2019/20	75	69.2 [510]	79	82	79	2018/19	Yes
				GREEN	GREEN	GREEN	GREEN	GREEN		
62	% of Social Workers with fewer than 20 cases	62	as at Mar 2020	Tracker	56					Yes
				N/a	GREEN					
63	% of Statutory Case File Audits which are given a scaling score of 6 or above	84.1	Jan-Jun 2020	80	86.5					Yes
				GREEN	AMBER					

## CONNECTED COMMUNITIES – SAFER

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

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	
64	Rate of children looked after per 10,000 population aged under 18 [number of children]	91.3 [922]	as at 31 Mar 2020	Tracker	82.9 [833]	65	101	94	as at 31 Mar 19	Yes
				N/a	N/a	N/a	N/a	N/a		
65	% of children adopted from care (as % of total children leaving care) [number of children]	18.2* [53 of 291]	Jan-Mar 2020	15	12.3 [39 of 316]	12	13	16	2018/19	Yes
				<b>GREEN</b>	<b>GREEN</b>	<b>GREEN</b>	<b>GREEN</b>	<b>GREEN</b>		
66	% of CLA who are fostered	78.2 [703]	as at 9 Jan 2020	Tracker	73.4 [613]	72	74	72	2018/19	No
				N/a	N/a	N/a	N/a	N/a		
67	% of external residential placements	4.2 [38]	as at 9 Jan 2020	Tracker	2.4 [20]					No
				N/a	N/A					
68	% of children looked after continuously for 12 months or more who had a dental check	87	April 2020	Tracker	91.3	85	87	89	2018/19	Yes
				N/a	<b>RED</b>	<b>Green</b>	<b>Green</b>	<b>RED</b>		
69	% of children looked after continuously for 12 months or more who have had the required number of health assessments	80	April 2020	Tracker	91.4	90	95	95	2018/19	Yes
				N/a	<b>RED</b>	<b>RED</b>	<b>RED</b>	<b>RED</b>		
70	Emotional and behavioural health of children looked after continuously for 12 months or more (score between 0 to 40)	13.5*	2019/20	Tracker	15.5	14.2	14.1	14.0		Yes
				N/a	<b>GREEN</b>	<b>GREEN</b>	<b>GREEN</b>	<b>GREEN</b>		
71	Average Attainment 8 score of Children Looked After	20.5*	2018/19	Tracker	24.8	18.9	20.8	19.5	2017/18 (academic year)	No
				N/a	N/a	<b>GREEN</b>	<b>AMBER</b>	<b>GREEN</b>		

\*provisional

## CONNECTED COMMUNITIES – SAFER

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

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	
72	% of CLA achieving the expected standard in Reading, Writing and Maths (at KS2)	55*	2018/19	Tracker	39.5	36	47			No
				N/a	GREEN	GREEN	GREEN			
73	% of care leavers aged 17-18 in education, employment or training (EET)	68	Mar 2020	Tracker	61	64	63	63	2018/19	Yes
				N/a	GREEN	GREEN	GREEN	GREEN		
74	% of care leavers aged 19-21 in education, employment or training (EET)	54	Mar 2020	Tracker	51	52	50	52	2018/19	Yes
				N/a	GREEN	GREEN	GREEN	GREEN		
75	% of care leavers aged 17-18 in suitable accommodation	93	Mar 2020	Tracker	86	88	93	91	2018/19	Yes
				N/a	GREEN	GREEN	GREEN	GREEN		
76	% of care leavers aged 19-21 in suitable accommodation	83	Mar 2020	Tracker	86	85	90	87	2018/19	Yes
				N/a	RED	RED	RED	RED		

\*provisional data

## CONNECTED COMMUNITIES – SAFER

### 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	
77	First time entrants to the youth justice system aged 10 to 17 (per 100,000 population aged 10 to 17)	213	Oct 18 – Sep 19	Tracker	250	220	303	231		Yes
				N/a	GREEN	GREEN	GREEN	GREEN		
78	Overall crime rate per 1,000 population	97.8	2019/20	Tracker	98	89.5		93.7		Yes
				N/a	GREEN	GREEN		RED		

## CONNECTED COMMUNITIES – SAFER

### 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	
79	Rate of theft offences per 1,000 population	27.6	2019/20	Tracker	28.3	29.7		32.2		Yes
				N/a	GREEN	GREEN		GREEN		
80	Proportion of all offenders who re-offend in a 12 month period (%)	31.7	2017/18	Tracker	30.8	29.2	35.7	30.0	2016/17	Yes
				N/a	RED	RED	GREEN	RED		
81	Proven re-offending by young people (who offend) in a 12 month period (%)	51.9	2017/18	Tracker	41.4	38.4	41.8			Yes
				N/a	RED	RED	RED			

## CONNECTED COMMUNITIES – SAFER

### 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	
82	Satisfaction with the way that the council and police are dealing with local concerns about ASB and crime issues in your area.	56.4	Mar 2020	Tracker	50.1			53.7		Yes
				N/a	RED			RED		
83	Number of police reported incidents of anti-social behaviour	14,626	2019/20	Tracker	13,908					Yes
				N/a	RED					
Page 4	Number of council reported incidents of anti-social behaviour	13,356	2019/20	Tracker	11,318					Yes
				N/a	RED					

## CONNECTED COMMUNITIES – SAFER

### 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	
85	% of successful completions of those in alcohol treatment	27.3	Oct 2018-Sep 2019*	28 GREEN	32 RED	37.9 RED	30.7 RED			Yes
86	% of successful completions of those in drug treatment - opiates	5.9	Apr 2019-Mar 2020*	6 GREEN	5.5 GREEN	5.7 GREEN	4.0 GREEN			Yes
87	% of successful completions of those in drug treatment - non-opiates	29.0	Oct 2018-Sep 2019*	26.4 GREEN	29.2 GREEN	34.2 RED	26.2 GREEN			Yes
88	% of anti-social behaviour incidents that are alcohol related	15.0	Jan-Mar 2020	Tracker N/a	17.6 GREEN					Yes
89	% of violent crime that is alcohol related	31.1	Jan-Mar 2020	Tracker N/a	27.2 RED					Yes
90	Alcohol seizures	194**	Apr-Jun 2018	Tracker N/a	398 GREEN					No

\*with rep to March 2020

\*\*under review

## CONNECTED COMMUNITIES – SAFER

### 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	
91	Building resilience to terrorism (self-assessment). Score - level 1(low) to 5(high)	3*	2017/18	Tracker N/a	3 GREEN					No
92	No of children/young people referred to Supporting Solutions for 1:1 ERASE CSE support **	88	2019/20	Tracker N/a	New** N/a					Yes

\*under review \*\* Change in November 2019 when all children referred (previously only high-risk)

## CONNECTED COMMUNITIES – SAFER

### 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	
93	Number of people killed or seriously injured in road traffic accidents	197	2019/20	Tracker	194					Yes
	- Number of fatalities	18		N/a	AMBER					
	- Number of seriously injured	179			10					
94	Number of children killed or seriously injured in road traffic accidents	30	2019/20	Tracker	21					Yes
	- Number of fatalities	0		N/a	RED					
	- Number of seriously injured	30			0					

## CONNECTED COMMUNITIES – SUSTAINABILITY

### 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	
95	% of relevant land and highways assessed as having deposits of litter that fall below an acceptable level	6.64	2019/20	Tracker	6.24					Yes
				N/a	AMBER					
96	% of relevant land and highways assessed as having deposits of detritus that fall below an acceptable level	14.17	2019/20	Tracker	12.61					Yes
				N/a	AMBER					
Page 7 137	% of relevant land and highways assessed as having deposits of dog fouling that fall below an acceptable level	0.98	2019/20	Tracker	1.08					Yes
				N/a	GREEN					

## CONNECTED COMMUNITIES – SUSTAINABILITY

### 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	
98	Number of fly-tipping incidents	6,458	2019/20	Tracker	7,269					Yes
				N/a	<b>GREEN</b>					

\*not directly comparable

## CONNECTED COMMUNITIES – SUSTAINABILITY

### 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		
99	% reduction in CO <sub>2</sub> emissions in County Durham (by 40% by 2020 and 55% by March 2031)	54	2017	Tracker	52.3					No	
				N/a	<b>GREEN</b>						
100	% change in CO <sub>2</sub> emissions from local authority operations	-7	2018/19	Tracker	-9					No	
				N/a	<b>RED</b>						
101	% of municipal waste diverted from landfill	97.8	2019	95	96.3	87.3	92	96.1	Q4 2018/19	Yes	
102	% of household waste that is re-used, recycled or composted	41.2	2019	Tracker	42.4	43.2	34.5			2017/18	Yes
				N/a	<b>AMBER</b>	<b>AMBER</b>	<b>GREEN</b>				

## CONNECTED COMMUNITIES – SUSTAINABILITY

### 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	
103	Number of properties improved, adapted or brought back into use	2,046	2019/20	Tracker	1,914					Yes
				N/a	GREEN					
104	Number of empty properties brought back into use as a result of local authority intervention	212	2019/20	150	186					Yes
				GREEN	GREEN					
105	Number of net homes completed	1,642	2019/20	Tracker	1,465					Yes
				N/a	GREEN					
106	Number of affordable homes delivered	532	2018/19	200	473					No
				GREEN	N/a					
107	Number of households accessing the Housing Solutions Service	13,118	2019/20	Tracker	12,264					Yes
				N/a	GREEN					
108	Number of households helped to stay in their home	1,388	2019/20	Tracker	1,007					Yes
				N/a	GREEN					
109	Number of households helped to move to alternative accommodation	1,090	2019/20	Tracker	1,036					Yes
				N/a	GREEN					

## CONNECTED COMMUNITIES – SUSTAINABILITY

### Page 140 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	
110	% of A roads where maintenance is recommended	2.6	2018	Tracker	2.6	3	2	3	2018	No
				N/a	GREEN	GREEN	GREEN	AMBER		
111	% of B and C roads where maintenance is recommended	4.7	2018	Tracker	4.7	6	3	4	2018	No
				N/a	GREEN	GREEN	AMBER	AMBER		
112	% of unclassified roads where maintenance is recommended	21	2018	Tracker	20	17	16	18	2018	No
				N/a	AMBER	RED	RED	RED		
113	Highways maintenance backlog (£millions)	179.7	2018	Tracker	187.6					No
				N/a	GREEN					
114	Bridge Stock Condition – Principal Roads*	80.7	2018	Tracker	80.0					No
				N/a	GREEN					
115	Bridge Stock Condition – Non-Principal Roads*	79.9	2018	Tracker	81.0					No
				N/a	AMBER					

\* Bridge Stock Condition (>=90 very good condition / >=80 good condition / >=65 fair condition / >=40 poor condition / <40 very poor condition)

## EXCELLENT COUNCIL

### 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 on current posts in rolling year period (excluding schools)***	N/a*	-	N/a	N/a					N/a NA
				N/a	N/a					
117	Days / shifts lost to sickness absence (all services excluding schools)	10.87	2019/20	11.20	11.10	9.2**			2017/18	Yes
				<b>GREEN</b>	<b>GREEN</b>	<b>RED</b>				
118	% posts with no absence in rolling year (excluding schools)	57.42	2019	Tracker	59.40					Yes
				N/a	<b>RED</b>					
119	% of sickness absence which is short term	14.67	Jan-Mar 2020	Tracker	14.52					Yes
				N/a	N/a					
120	% of sickness absence which is medium term	14.04	Jan-Mar 2020	Tracker	16.59					Yes
				N/a	N/a					
121	% of sickness absence which is long term	69.44	Jan-Mar 2020	Tracker	69.89					Yes
				N/a	N/a					
122	% of employees having five days or less sickness per 12 month period	78.28	2019/20	Tracker	79					Yes
				N/a	<b>GREEN</b>					

\*Due to new system introduction

\*\*includes school support staff but excludes teachers. All single/upper tier councils [Local Government Workforce Survey 2017/18](#)

\*\*\* Having put all Personal Development Reviews on hold due to COVID-19, we are now reinstating the process, starting with our leaders in October 2020. Managers will follow in January 2021 and all other employees in April 2021.

**EXCELLENT COUNCIL**

**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	96.37	2019/20	96.9	96.65	97.02	95.31	95.46		Yes
				<b>AMBER</b>	<b>AMBER</b>	<b>AMBER</b>	<b>GREEN</b>	<b>GREEN</b>		
124	% of business rates collected in-year	97.91	2019/20	98.2	97.9	98.07	98.29	97.37		Yes
				<b>AMBER</b>	<b>GREEN</b>	<b>AMBER</b>	<b>AMBER</b>	<b>GREEN</b>		

**EXCELLENT COUNCIL**

**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	86	Jan-Mar 2020	90	83					Yes
				<b>RED</b>	<b>GREEN</b>					
126	Customer contacts: telephone	1,223,144	2019-20	Tracker	927,941*					Yes
				N/a	N/a					
127	Customer contacts: face to face	116,711	2019-20	Tracker	137,136					Yes
				N/a	N/a					
128	Customer contacts: web forms	177,662	2019-20	Tracker	123,803					Yes
				N/a	N/a					
129	Customer contacts: emails	48,873	2019-20	Tracker	40,271					Yes

## EXCELLENT COUNCIL

### 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	
				N/a	N/a					
130	Customer contacts: social media	3,166	2019-20	Tracker	3,374					Yes
				N/a	N/a					
131	% of calls answered	94	2019-20	Tracker	95*					Yes
				N/a	N/a					
132	% of calls answered within 3 minutes	90	2019-20	Tracker	90*					Yes
				N/a	N/a					

\*it should be noted that data is not comparable as new telephony lines are continuing to be added to ACD

## 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 ambition are detailed against each ambition 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. On 31 May 2020, there were 28 risks on the corporate strategic risk register, one more than as at 31 December 2019. During this period, one risk was added, and none were removed. The following matrix categorises the strategic risks according to their net risk evaluation as at 31 May 2020. The number of risks as at 31 December 2019 is shown in brackets.

**Figure 4: Corporate Risk Heat Map**

Impact					
Critical	1 (1)		4 (3)		1 (1)
Major		5 (5)	4 (5)	1 (0)	
Moderate			9 (9)	3 (3)	
Minor					
Insignificant					
Likelihood	Remote	Unlikely	Possible	Probable	Highly Probable

Key risks



4. One risk was added:

*'Failure to respond to and recover from the COVID-19 pandemic, leading to delayed economic recovery and adverse impacts on the safety and welfare of the wider community'.*

5. The Council's response is being led by the Director of Public Health, supported by an internal planning group, which is linked to planning arrangements at local, regional and national levels. Formal internal governance arrangements to oversee and manage risk are in place. Longer-term risks will be identified and managed, including recovery of service delivery back to business as usual, dealing with the impact on future local government funding from central government and the economic impact on County Durham. This risk is long term.
6. As part of the council's response to the COVID-19 pandemic, the council has developed register of COVID-19 related risks. These risks are managed and kept under constant review with dedicated meetings being held fortnightly. The Audit Committee which has responsibility for oversight of the council's risk management framework has also been provided with assurance on 29 June 2020.
7. The COVID-19 risk register feeds into the council's overall Strategic Risk Register. Officers are required to identify and assess the significant risks to both the council and the wider community as a result of the pandemic.
8. At a strategic level, key risks to the Council, with their respective net risk evaluations shown in brackets, are:
  - (a) Failure to respond to and recover from the COVID-19 pandemic, leading to delayed economic recovery and adverse impacts on the safety and welfare of the wider community (Critical / Possible);
  - (b) If timely and comprehensive savings plans are not in place across the council, required savings may not be achieved, requiring extensive utilisation of reserves which may have been depleted during the COVID-19 outbreak, to balance future years budgets (Critical / Possible);
  - (c) There is significant uncertainty in relation to future funding settlements from government, which will be impacted by the upcoming Comprehensive Spending Review and the Fair Funding Review (Critical / Highly Probable);
  - (d) Serious injury or loss of life due to the Council failing to meet its statutory, regulatory and best practice responsibilities for property and land (Major / Probable);
  - (e) Failure to protect a child from death or serious harm (where service failure is a factor or issue) (Critical / Possible);
  - (f) Failure to protect a vulnerable adult from death or serious harm (where service failure is a factor or issue) (Critical / Possible).
9. The implementation of additional mitigation on several risks has enabled the Council to improve performance, decision-making and governance, and this is detailed in the relevant sections of the report.

## **More and Better Jobs: Overview**

The key risk to successfully delivering this ambition is: -

*Failure to respond to and recover from the COVID-19 pandemic, leading to delayed economic recovery and adverse impacts on the safety and welfare of the wider community.* Management consider it is possible that this risk could occur and have a critical impact on the economy within County Durham. A COVID-19 Recovery Plan is being developed to help support businesses being released from lockdown, manage the transition to stabilisation and then to rebuild and grow our places, services and industries. A pipeline of projects is also being developed to deliver investment plans to help stimulate the economy. Employability support programmes are also being developed to help those who have lost their jobs as a result of the pandemic, back into employment.

## **Long and Independent Lives: Overview**

The key risk to successfully delivering this ambition is: -

*Failure to respond to and recover from the COVID-19 pandemic, leading to delayed economic recovery and adverse impacts on the safety and welfare of the wider community.* Management consider it is possible that this risk could occur and have a critical impact on the health of our employees and people within County Durham. Plans are in place to ensure that we protect the safety of our employees and mechanisms are in place for surveillance, early detection and management of viral outbreaks in our communities.

## **Connected Communities: Overview**

The key risks to successfully delivering this ambition are: -

- a. *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 Durham Safeguarding Children Partnership. 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.
- b. *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.

## **Excellent Council: Overview**

The key risks to successfully delivering this ambition are: -

- a. *'Failure to respond to and recover from the COVID-19 pandemic, leading to delayed economic recovery and adverse impacts on the safety and welfare of the wider community'*. The Council's response is being led by the Director of Public Health, supported by an internal planning group, which is linked to planning arrangements at local, regional and national levels. Formal internal governance arrangements to oversee and manage risk are in place. Longer-term risks will be identified and managed, including recovery of service delivery back to business as usual, dealing with the impact on future local government funding from central government and the economic impact on County Durham. This risk is long term.
- b. *If timely and comprehensive savings plans are not in place across the council, required savings may not be achieved, requiring extensive utilisation of reserves which may have been depleted during the COVID-19 outbreak, to balance future years budgets.* The Delivery plan implementation will be monitored by CMT and Cabinet. This will be a significant risk for at least the next 4 years.
- c. *There is significant uncertainty in relation to future funding settlements from government, which will be impacted by the upcoming Comprehensive Spending Review and the Fair Funding Review.* Management consider it highly probable that this risk could occur, and to mitigate the risk, sound financial forecasting is in place based on thorough examination of the Government's "red book" plans. This will also be a significant risk for at least the next 4 years.
- d. *Serious injury or loss of life due to the Council failing to meet its statutory, regulatory and best practice responsibilities for property and land.* Management of the Council's estate has been unitised under the recently appointed Head of Corporate Property and Land, and a new Corporate Landlord Service Delivery Model is being implemented during 2020/21. It is anticipated that this risk will be managed down to an acceptable level during 2020 and 2021.

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**Corporate Overview and Scrutiny  
Management Board**

**29 October 2020**



**Resources – Quarter 1 June 2020:  
Forecast of Revenue and Capital  
Outturn 2020/21**

**Ordinary Decision**

---

**Report of John Hewitt, Corporate Director Resources**

**Electoral division(s) affected:**

Countywide

**Purpose of the Report**

- 1 To provide details of the forecast revenue and capital outturn budget position for the Resources service grouping, highlighting major variances in comparison with the budget based on the position to the end of June 2020.

**Executive summary**

- 2 The initial forecast position shows that the service is forecasting a cash limit variance (underspend) of £0.960 million against a revised budget of £25.728 million.
- 3 The revised Resources capital budget is £8.006 million for 2020/21, with a total expenditure to 30 June 2020 of £1.174 million (14.7%). The profiled budget for this period is £0.181 million, therefore expenditure is above profiled / expected spend in the year to date.
- 4 In arriving at the cash limit position, Covid-19 related expenditure of £3.012 million, offset by Covid-19 related savings of £0.302 million within Resources have been excluded from the forecasts. Covid-19 related costs are being treated corporately and offset by Government funding so far as is possible, though forecast net costs currently exceed the grant that has been made available.

**Recommendation(s)**

- 5 Corporate Overview and Scrutiny Management Board is recommended to note the forecast of outturn position.

## Background

6 County Council approved the Revenue and Capital budgets for 2020/21 at its meeting on 26 February 2020. These budgets have subsequently been revised to account for grant additions/reductions, corporate savings/adjustments, budget transfers between service groupings and budget profiling between years. This report covers the financial position for the following major accounts maintained by the Resources service grouping:

- Revenue Budget - £25.728 million (original £25.705 million)
- Capital Programme - £8.006 million (original £8.206 million)

7 The original Resources General Fund budget has been revised in year to incorporate a number of budget adjustments as follows:

	<u>£,000s</u>
Transfer to NCC – Policy Officers	(71)
Transfer from CYPs (Ed) – Research Post	94
<b>TOTAL</b>	<hr/> <b>23</b> <hr/>

The revised General Fund Budget for Resources is £25.728 million

8 The summary financial statements contained in the report cover the financial year 2020/21 and show:

- The approved annual budget;
- The actual income and expenditure as recorded in the Council's financial management system;
- The variance between the annual budget and the forecast outturn;
- For the Resources revenue budget, adjustments for items outside of the cash limit to take into account such items as redundancies met from the strategic reserve, capital charges not controlled by services and use of / or contributions to earmarked reserves.

9 The service is forecasting a cash limit variance (underspend) of £0.960 million against a revised budget of £25.728 million.

10 The tables below compare the actual expenditure with the budget. The first table is analysed by Subjective Analysis (i.e. type of expense), and the second by Head of Service.

### Type of Expenditure (Subjective Analysis) (£000's)

	2020/21 Budget	YTD Actual	Forecast of outturn	Variance (under) / over spend	Items Outside Cash Limit	COVID- 19 Outside Cash Limit	Cash Limit Variance
Employees	64,929	15,045	64,533	(396)	152	(15)	(259)
Premises	6,045	56	6,026	(19)	-	-	(19)
Transport	839	61	618	(221)	25	192	(4)
Supplies and Services	16,700	7,854	16,071	(629)	13	176	(440)
Third Party Payments	50	11	42	(8)	-	-	(8)
Central Support and Capital	25,045	5	25,067	22	-	-	22
<b>Gross Expenditure</b>	<b>113,608</b>	<b>23,032</b>	<b>112,356</b>	<b>(1,251)</b>	<b>190</b>	<b>353</b>	<b>(708)</b>
Income	(88,380)	(8,570)	(85,567)	2,812	(1)	(3,063)	(252)
<b>Net Expenditure</b>	<b>25,228</b>	<b>14,462</b>	<b>26,789</b>	<b>1,561</b>	<b>(189)</b>	<b>(2,710)</b>	<b>(960)</b>
HB Transfer payments	116,263	29,485	116,263	-	-	-	-
HB Central Support and Capital	300	-	300	-	-	-	-
HB Income	(116,063)	(373)	(116,063)	-	-	--	-
<b>HB Net Expenditure</b>	<b>500</b>	<b>29,112</b>	<b>500</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Total Net Exp</b>	<b>25,728</b>	<b>43,574</b>	<b>27,289</b>	<b>1,561</b>	<b>189</b>	<b>(2,710)</b>	<b>(960)</b>

## By Head of Service (£000's)

	2020/21 Budget	YTD Actual	Forecast of outturn	Variance (under) / over spend	Total Items Outside Cash Limit	COVID-19 Outside Cash Limit	Cash Limit Variance
Central Establishment Recharges	(21,773)	-	(21,773)	0	-	-	0
Corporate Finance & Commercial Services	3,330	1,089	3,348	18	(8)	7	17
Financial & Transactional Services	10,066	700	10,684	618	(82)	(1,086)	(550)
Digital & Customer Services	16,670	4,956	17,286	616	83	(939)	(240)
Internal Audit and Insurance	1,042	247	973	(69)	1	3	(65)
Legal & Democratic Services	7,023	2,655	7,697	674	(37)	(680)	(43)
Service Management / Central Charges	(11,713)	270	(11,713)	0	-	-	0
People & Talent Management	2,225	312	2,174	(51)	(2)	(12)	(65)
Business Support	14,769	3,462	14,678	(91)	100	(9)	0
Transformation	1,899	292	1,777	(122)	88	2	(32)
Strategy	1,690	479	1,658	(32)	46	4	18
<b>Net Expenditure Excluding HB</b>	<b>25,228</b>	<b>14,462</b>	<b>26,789</b>	<b>1,561</b>	<b>189</b>	<b>(2,710)</b>	<b>(960)</b>
Housing Benefit	500	29,112	500	0	-	-	-
<b>Net Expenditure</b>	<b>25,728</b>	<b>43,574</b>	<b>27,289</b>	<b>1,561</b>	<b>189</b>	<b>(2,710)</b>	<b>(960)</b>

- 11 The table below provides a brief commentary on the variances against the revised budget analysed by Head of Service. The table identifies variances in the core budget only and excludes items outside of the cash limit (e.g. redundancy costs) and technical accounting adjustments (e.g. capital charges):

Head of Service	Service Area	Description	Year End (under) / overbudget £000s	Year End (under) / overbudget £000s
Central Establishment Recharges	Central Establishment Recharges	No material variances	0	0
Corporate Finance & Commercial Services	Management	No material variances	0	
	Financial Systems	£19,000 underbudget on employees. £11,000 overbudget on supplies & services.	(8)	
	Procurement	£30,000 overbudget on employees. £11,000 underbudget on supplies & Services. £14,000 additional income.	5	
	Pensions	No material variances.	0	
	Strategic Finance	£30,000 overbudget on employees.	30	
	Occupational Health	£11,000 overbudget on employees. £2,000 underbudget on transport. £50,000 underbudget on supplies & services £75,000 underachievement on income.	34	
	Health and Safety	£21,000 overbudget on employees. £7,000 underbudget on transport. £2,000 underbudget on supplies & services. £56,000 additional income.	(44)	
People & Talent Management	People & Talent Management	£96,000 underbudget on employees. £48,000 overbudget on supplies & services. £17,000 additional income.	(65)	(65)
Finance & Transactional Services	Management	No material variances.	0	
	Payroll & Employee Services	£7,000 underbudget on employees. £1,000 underbudget on supplies & services. £31,000 underachieved income.	23	

Head of Service	Service Area	Description	Year End (under) / overbudget £000s	Year End (under) / overbudget £000s
	Financial Management	£37,000 overbudget on employees. £3,000 additional income.	34	
	Revenues and Benefits	£240,000 underbudget on employees. £44,000 underbudget on supplies & services. £8,000 underbudget on third party payments £315,000 additional income.	(607)	<b>(550)</b>
Digital and Customer Services	Digital and Customer Services	£109,000 underbudget on employees. £2,000 underbudget on transport £295,000 underbudget on supplies & services £21,000 overbudget on central expenses £145,000 underachieved income.	(240)	<b>(240)</b>
Internal Audit and Risk	Insurance and Risk	£5,000 overbudget on employees.	5	
	Internal Audit	£5,000 underbudget on employees. £5,000 underbudget on supplies & services. £26,000 additional income	(36)	
	Corporate Fraud	£8,000 overbudget on employees. £42,000 additional income.	(34)	<b>(65)</b>
Legal and Democratic Services	Corporate and Democratic Core	£39,000 underbudget on employees. £42,000 underbudget on supplies & services. £10,000 additional income.	(91)	
	Legal and Other Services	£61,000 overbudget on employees. £20,000 underbudget on premises. £44,000 underbudget on supplies & services. £51,000 underachieved on income.	48	<b>(43)</b>

Head of Service	Service Area	Description	Year End (under) / overbudget £000s	Year End (under) / overbudget £000s
Service Management	Service Management	No significant variances	0	0
Strategy		£28,000 overbudget on employees. £10,000 underbudget on supplies & services	18	18
Transformation		£26,000 overbudget on employees. £9,000 overbudget on supplies & services. £67,000 additional income.	(32)	(32)
Business Support		No significant variances	0	0
Benefits Payments and Subsidy	Benefits	No material variances reported in quarter 1	0	0
<b>TOTAL</b>				<b>(960)</b>

- 12 In summary, the service grouping is on track to maintain spending within its cash limit.
- 13 The council has faced significant additional costs in relation to the Covid-19 outbreak and significant loss of income. In many areas the costs and loss of income for the first quarter are known. The likely impact over the remainder of the year however is much more uncertain. All additional costs and loss of income, net of Covid-19 related underspending, is being treated corporately and is therefore excluded from the cash limit.
- 14 The major areas of forecast additional cost and loss of income in respect of Resources are as follows:
- (a) £0.639 million lost income in respect of the Registration Service;
  - (b) £0.928 million shortfall in income in respect of court fees;
  - (c) £0.480 million lost income in respect of Design & Print Services;
  - (d) £0.342 million lost income in respect of traded ICT services;
  - (e) £0.100 million lost income in respect of the new In-House Enforcement Service;

- (f) £0.241 million additional ICT costs; and
  - (g) £0.112 additional costs in respect of Coroners Inquests.
- 15 The major areas of forecast Covid-19 related savings in respect of Resources are as follows:
- (a) £16,000 in respect of employee related costs;
  - (b) £196,000 in respect of vehicles and staff travelling;
  - (c) £57,000 in respect of Members' activities; and
  - (d) £19,000 in respect of office printing.

### Capital Programme

- 16 The original Resources capital programme was £8.206 million, and this has been revised for additions/reductions, budget transfers and budget profiling. The revised budget now stands at £8.006 million.
- 17 Summary financial performance to the end of June 2020 is shown below:

	Original Annual Budget 2020/21 £000	Revised Annual Budget 2020/21 £000	Profiled Budget 2020/21 £000	Actual Spend 30/06/2020 £000	Remaining Budget £000
Digital & Customer Services	7,124	6,924	172	1,121	5,803
Corporate Finance & Commercial Services and Finance & Transactional Services	82	82	9	(1)	83
Durham History Centre	1,000	1,000	0	54	946
<b>Total</b>	<b>8,206</b>	<b>8,006</b>	<b>181</b>	<b>1,174</b>	<b>6,832</b>

- 18 The revised Resources capital budget is £8.006 million with a total expenditure to 30 June 2020 of £1.174 million (14.7%). The profiled budget for this period is £0.181 million, therefore spend is above profiled / expected spend in the year to date. A full breakdown of

schemes and actual expenditure to 30 June 2020 is given in Appendix 2.

- 19 At year end the actual outturn performance will be compared against the revised budgets and at that time service and project managers will need to account for any budget variance.

### **Background papers**

- County Council Report (26 February 2020) – Medium Term Financial Plan 2020/21 to 2023/24 and Revenue and Capital Budget 2020/21.
- Cabinet Report (16 September 2020) - Forecast of Revenue and Capital Outturn – Period to 30 June 2020

### **Other useful documents**

- None

### **Author(s)**

Ian Herberson

Tel: 03000 261861

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## **Appendix 1: Implications**

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### **Legal Implications**

The consideration of regular budgetary control reports is a key component of the Council's Corporate and Financial Governance arrangements. This report shows the forecast spend against budgets agreed by the Council in February 2020 in relation to the 2020/21 financial year.

### **Finance**

Financial implications are detailed throughout the report which provides an analysis of the revenue and capital outturn position.

### **Consultation**

Not applicable.

### **Equality and Diversity / Public Sector Equality Duty**

Not applicable.

### **Climate Change**

Not applicable.

### **Human Rights**

Not applicable.

### **Crime and Disorder**

Not applicable.

### **Staffing**

Not applicable.

### **Accommodation**

Not applicable.

### **Risk**

The consideration of regular budgetary control reports is a key component of the Councils Corporate and Financial Governance arrangements.

## **Procurement**

The outcome of procurement activity is factored into the financial projections included in the report.

## Appendix 2 Resources Capital Programme 2020/21 – Detailed Monitoring Statement to 30 June 2020

Resources	Revised Annual Budget	Profiled Budget	Actual Spend	Remaining Budget
	2020/21	2020/21	30-Jun-20	2020/21
	£000	£000	£000	£000
Big Data	122	-	41	81
Broadband / Digital Durham	1,725	-	490	1,235
Code of Connection Compliance	161	151	150	11
Corporate Mail Fulfilment	55	19	19	36
Dark Fibre installations and Circuit/Microwave Upgrades	1	-	-	1
Homeworking	841	2	11	830
ICT Business Continuity	17	-	13	4
Mobile Device Management	184	-	-	184
Ongoing Server replacement	123	-	-	123
Replacement of Desktop ICT Equipment	1,641	-	391	1,250
Sharepoint Architecture	23	-	-	23
Tanfield Datacentre LAN Switching Replacement	30	-	-	30
Applications and Development	15	-	9	6
Archiving Of Obsolete Systems Based On Non Supported Hardware	-	-	-	-
Customer Relation Management System	836	-	6	830
Switch Replacement -Hardware	27	-	-	27
Middleware Software - Enterprise Application Integration	250	-	-	250
Integrated Customer Service Programme	220	-	(9)	229
End Device Patching	152	-	-	152
ICT Performance Management	200	-	-	200
Learning Gateway	-	-	-	-
Technical Services	-	-	-	-
ICT Service Desk Replacement	300	-	-	300
<b>ICT Services Include Design and Print Total</b>	<b>6,923</b>	<b>172</b>	<b>1,121</b>	<b>5,802</b>
Civica Pension Fund Administration System	-	-	-	-
Migration of HR/Payroll Functionality	82	9	(1)	83
<b>Financing Resources Total</b>	<b>82</b>	<b>9</b>	<b>(1)</b>	<b>83</b>
Durham History Centre	1,000	-	54	946
<b>Durham History Centre Total</b>	<b>1,000</b>	<b>-</b>	<b>54</b>	<b>946</b>
<b>RESOURCES TOTAL</b>	<b>8,005</b>	<b>181</b>	<b>1,174</b>	<b>6,831</b>

**Corporate Overview and Scrutiny  
Management Board**

**29 October 2020**

**Overview and Scrutiny Annual Report  
2019/20**



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**Report of Corporate Management Team**

**John Hewitt, Corporate Director of Resources**

**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 2019/20 for comment and approval prior to submission to the County Council meeting on 2 December 2020. 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 2019/20.
  - (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 and crime and disorder.

### **Background papers**

- None

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<b>Contact:</b>	Jenny Haworth	Tel: 03000 268071
	Clare Luery	Tel: 03000 265978

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## **Appendix 1: Implications**

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### **Legal Implications**

None

### **Finance**

None

### **Consultation**

None

### **Equality and Diversity / Public Sector Equality Duty**

None

### **Climate Change**

None

### **Human Rights**

None

### **Crime and Disorder**

None

### **Staffing**

None

### **Accommodation**

None

### **Risk**

None

### **Procurement**

None

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**Appendix 2: Annual report 2019/20** (attached as a separate item)

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# Overview and Scrutiny Annual Report 2019-2020

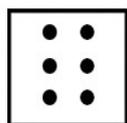
Resources

Durham County Council

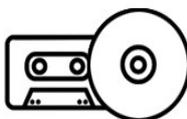
**2020**

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

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# Contents

Introduction .....	2
Scrutiny in County Durham .....	4
Overview and Scrutiny Committees .....	6
Scrutiny in 2020.....	7
Overview and Scrutiny Review Activity 2019/20 .....	10
Planned Overview and Scrutiny in 2020/21 .....	16
Work Programme 2020/21 .....	17
New statutory guidance on scrutiny arrangements .....	18
Training .....	19
Site visits .....	20
Impact of Overview and Scrutiny in County Durham .....	23
Co-optees and engagement.....	28
Constitutional Responsibilities of Overview and Scrutiny .....	29
Corporate Overview and Scrutiny Management Board.....	31
Adults, Wellbeing and Health Overview and Scrutiny Committee.....	32
Children and Young People’s Overview and Scrutiny Committee .....	33
Economy and Enterprise Overview and Scrutiny Committee .....	34
Environment and Sustainable Communities Overview and Scrutiny Committee	35
Safer and Stronger Communities Overview and Scrutiny Committee .....	36
Regional Scrutiny .....	37
Key contacts:.....	41

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

The COVID-19 pandemic has dominated our lives this year and Durham County Council is working extremely hard to help and support our residents and businesses through this unprecedented emergency. The challenge of overview and scrutiny has always been crucial in supporting high quality public service delivery in County Durham. The COVID-19 pandemic has meant that we paused our planned scrutiny work programme for 2019/20 from March 2020 to enable members to concentrate on working to support our communities. The scrutiny team operated a skeleton service and rescheduled much of our work.

New emergency legislation enabled our formal meetings to be held remotely and in June we were able to hold our first scrutiny meeting. We have all had to work flexibly and quickly to adapt to new ways of working.

This report covers the 2019/20 year but also includes references to our remote meetings held in June and July 2020 before the usual summer recess. Work programmes for 2020/21 were agreed by most of the scrutiny committees at a later stage than usual due to the delays caused as a result of the cancellation of meetings.

Durham County Council had already been facing the challenges of continuing austerity and financial uncertainty. A key priority for the authority will be to continue to work hard to protect frontline services whilst meeting savings targets and managing the additional considerable pressures resulting from the pandemic. Overview and scrutiny will contribute in a constructive way to support the council in meeting these significant challenges. Scrutiny provides a valuable tool to review and challenge how the Council and partners deliver public services and drive improvement.

We are supported by a dedicated scrutiny team and senior and specialist officers across the council which has helped develop a strong scrutiny culture and adds value to the work of the council.

This annual report sets out details of work undertaken by scrutiny in the past year and anticipates work we will be doing in the coming year. As the COVID-19 pandemic continues we will review our work programmes and identifying areas of the county's response appropriate for further overview and scrutiny review.

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

All scrutiny committee meetings are open to the public and if you would like to get involved, the scrutiny team's contact details are at the end of this report. Remote scrutiny meetings are available to view on the council's YouTube channel if you would like to see the sort of work we do.

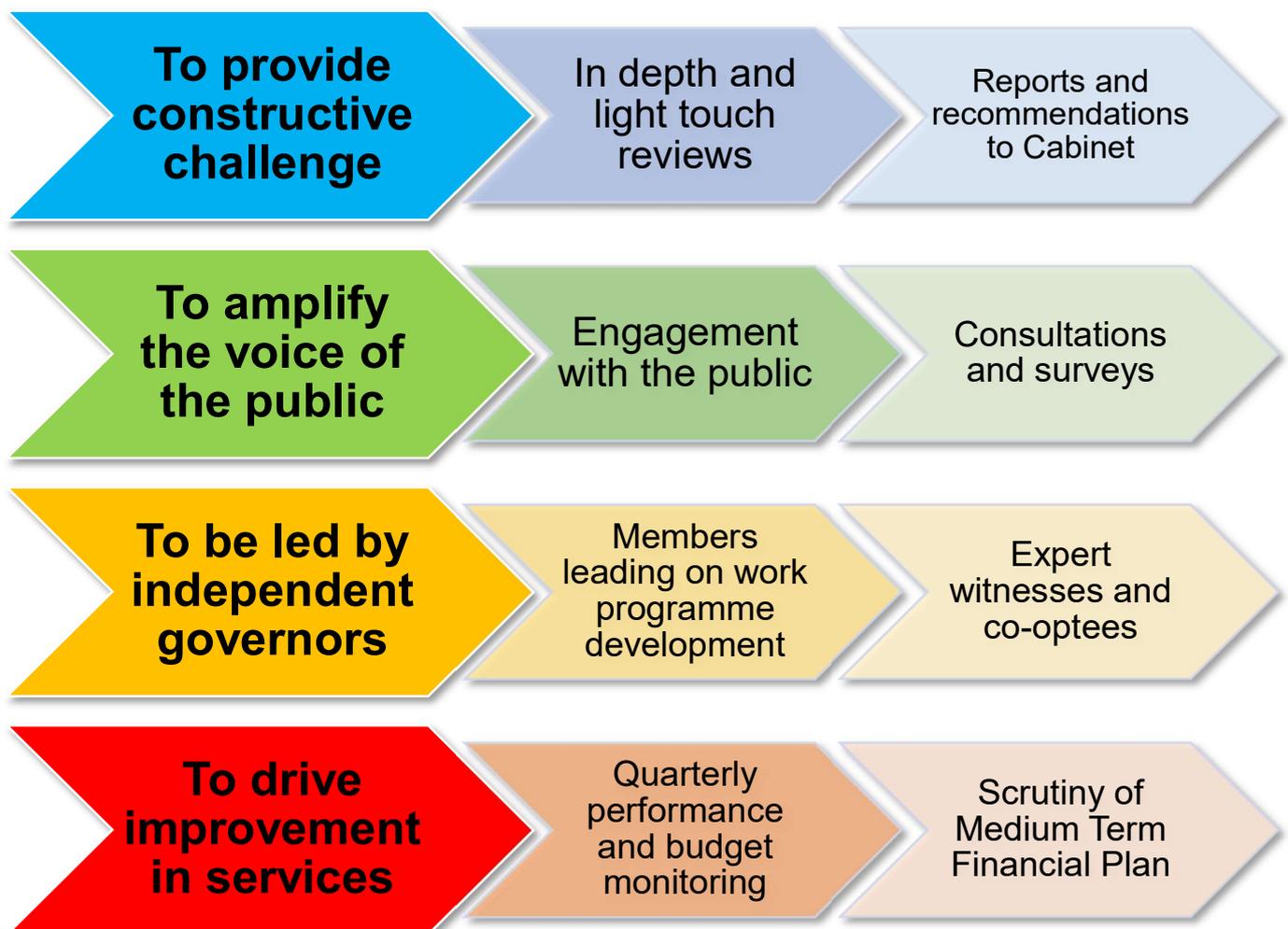
Councillor Rob Crute

Chair of Corporate Overview and Scrutiny Management Board

# Scrutiny in County Durham

Durham County Council has embedded the four principles of good scrutiny, developed by the Centre for Public Scrutiny, in all our work. These are:

- 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.



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

We also promote engagement with local expert and academic researchers in overview and scrutiny where they can add to our work.

The scrutiny team works with colleagues in communications to publicise any matters within the work programme which may be of particular public interest. Meetings considering items such as the climate emergency and changes to the delivery of health services have provoked a great deal of interest.

Scrutiny has welcomed the introduction of Local Democracy reporters who are in attendance at most scrutiny meetings. Their coverage is helping to raise the public profile of scrutiny and for specific issues it has encouraged increased public participation in the scrutiny process. The overview and scrutiny process provides an opportunity for members of the public and local communities to comment upon any service

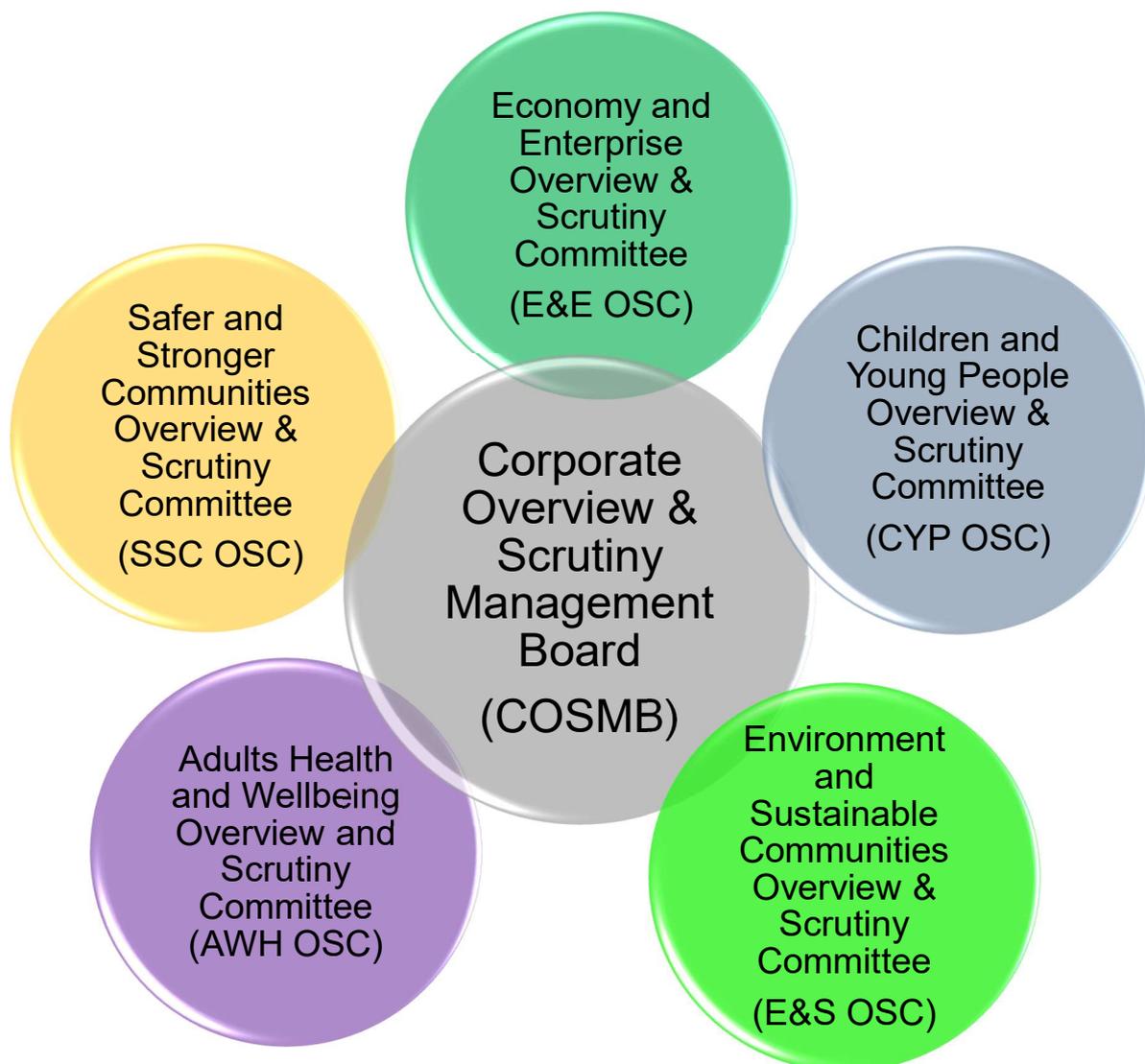
During the year, chairs and vice-chairs have focused on how to bring the public voice into overview and scrutiny review activity and meetings. This has been achieved through building public feedback strongly into review work such as with the Elective Home Education Review undertaken by Children and Young People's Overview and Scrutiny Committee (OSC). Parents who had chosen to home educate their children were surveyed for their views on how DCC supported them. The results of the survey were fed into the review and helped shape the recommendations.

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.

This ownership of the work programme and strong organisational culture underpins scrutiny's legitimacy as an effective and strategic function.

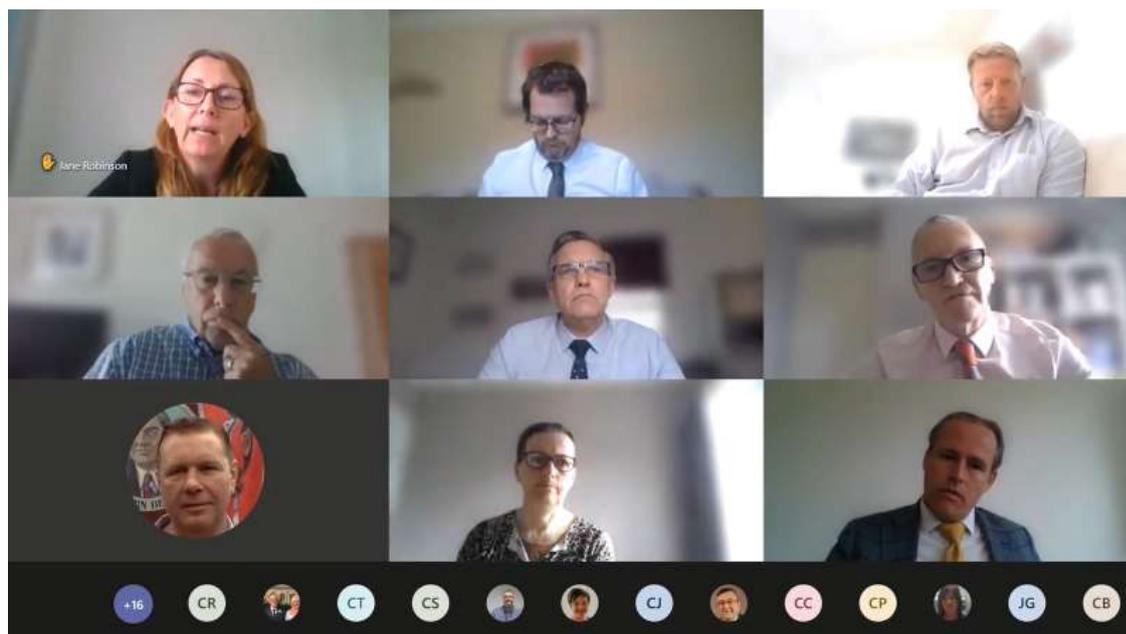
# Overview and Scrutiny Committees

Overview and scrutiny is a valuable part of local democracy and has important statutory roles in the scrutiny of health and crime and disorder. All scrutiny work is carried out by our Corporate Overview and Scrutiny Management Board and five thematic scrutiny committees as below. In addition, all committees have the power to form temporary task and finish groups to focus on a specific topic for in depth review, in line with their work programmes, as the need arises.



# Scrutiny in 2020

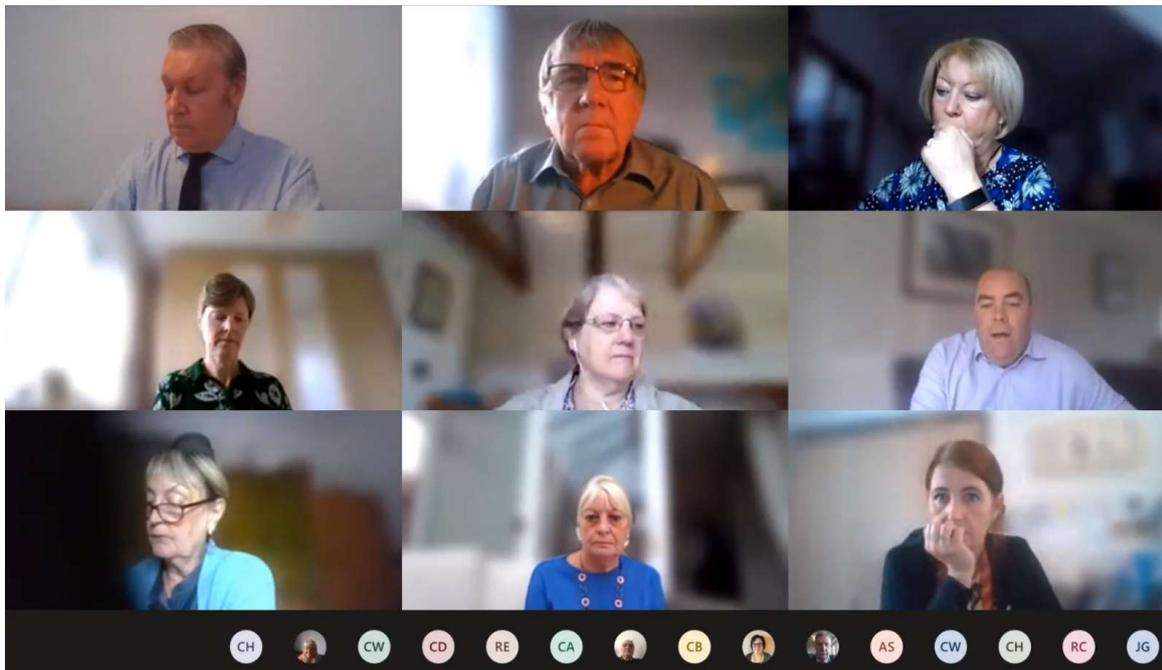
New emergency legislation came into force in 2020 to enable local authority meetings to be held virtually. Corporate Overview and Scrutiny Management Board was the first virtual scrutiny committee to be held by Durham County Council in June.



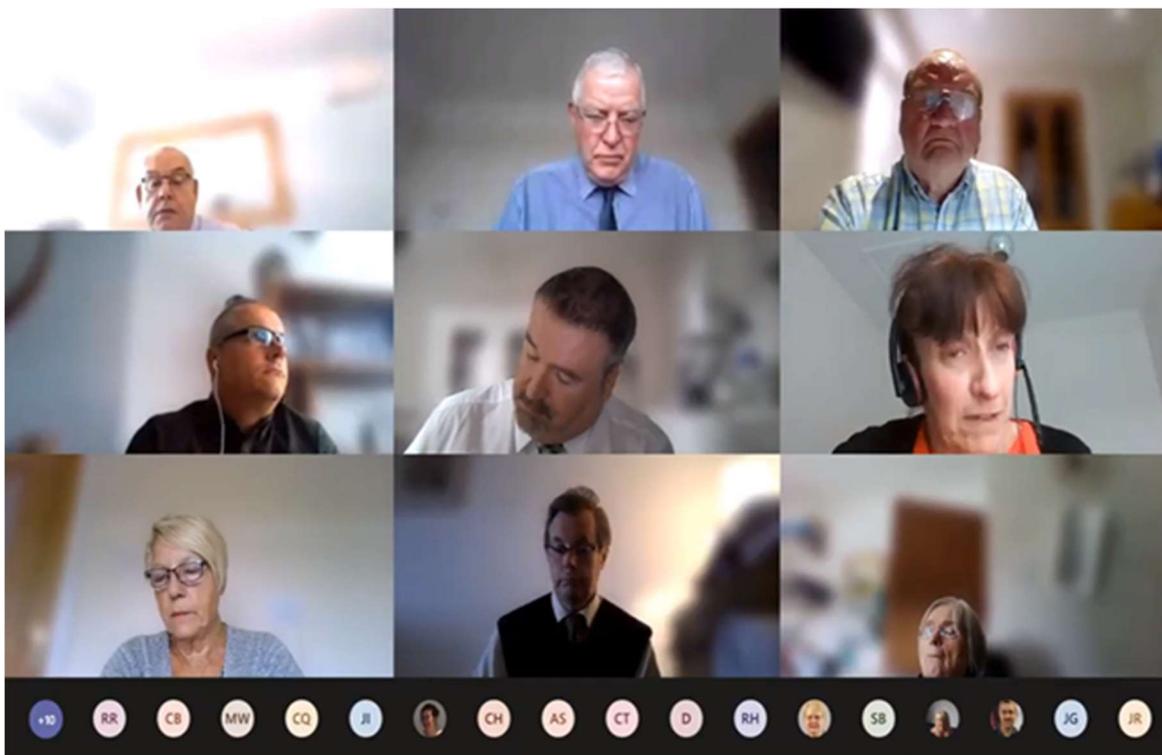
Members questioned the Chief Executive and the Corporate Management Team on the work undertaken nationally, regionally and locally to protect our communities and maintain services in response to COVID-19. A huge amount of work had been undertaken in partnership with agencies and organisations including Durham Constabulary, County Durham and Darlington Fire and Rescue Service, the local NHS and Clinical Commissioning Groups, Area Action Partnerships, the Community and Voluntary Sector and Trade Unions.

The immense contribution local communities had made to the response and the cooperation of County Durham residents throughout the unprecedented situation together with the contribution the Council's employees and strategic partners had made to the response was acknowledged.

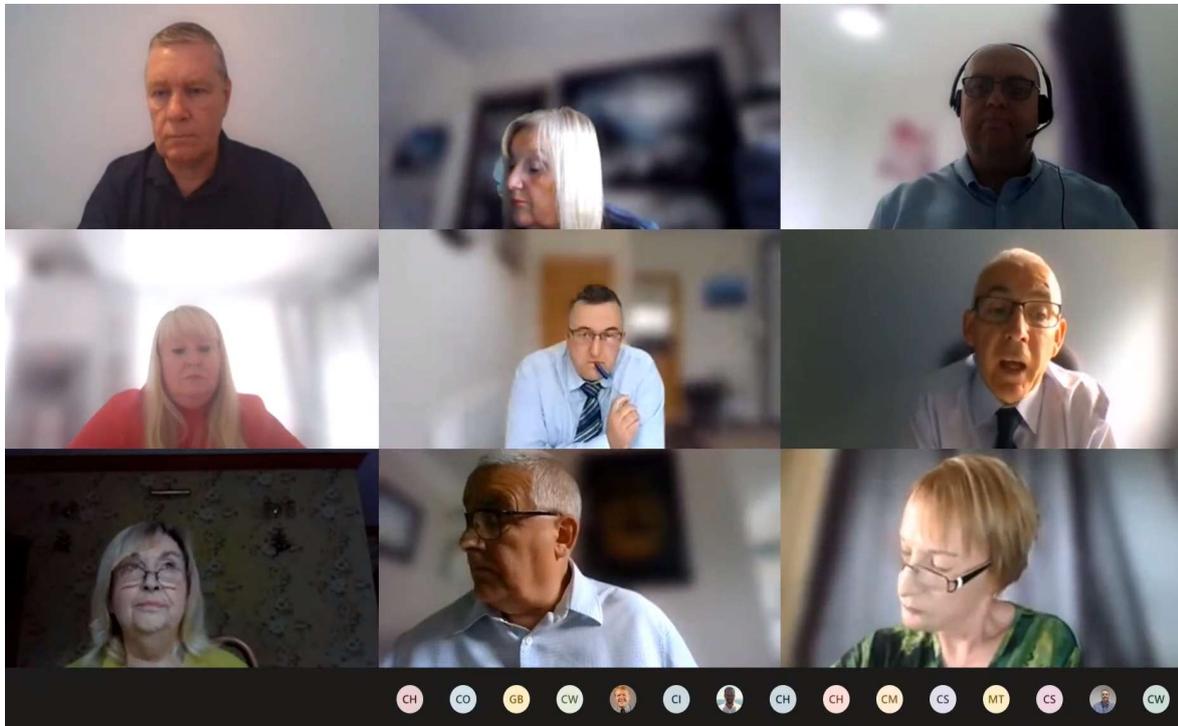
The CYP OSC in July focused on an update on the impact of COVID-19 on children and young people's services and specifically on vulnerable children, children in receipt of free school meals, child poverty, education and the reduction in safeguarding referrals.



The Corporate Director for Children and Young People Services and the Head of Education and Skills answered questions from members of the committee on how services had needed to change to continue to deliver services to children, young people and their families.



The AWH OSC meeting in July enabled members to hear from the Director of Public Health on the public health planning, response and current recovery position to the COVID-19 pandemic. The County Durham Care Partnership System response to the pandemic was also presented to members.



The E&E OSC met in July and received an update on the support that Durham County Council and Business Durham had delivered during the COVID-19 crisis to help businesses and the economy.

# Overview and Scrutiny Review Activity 2019/20

Each year the scrutiny work programme is developed to ensure a balanced programme. Alongside considering overview reports and updates, we plan focussed review work throughout the year. These reviews can be light touch or in depth and are usually reported to Cabinet and the appropriate thematic partnership. Due to the pause in the work programmes this year, some reviews will be completed in 2020/21

Three in depth evidence-based reviews below have been completed this year with two further reviews continuing into next year.



## Joint Review of Residential Children's Homes

A joint review of children's residential care homes was undertaken by the Children and Young People's and Safer and Stronger Communities Overview and Scrutiny Committees. The aim of the review was to gain an understanding of concerns associated with the impact of private children's residential care homes demand on services. The review also explored approaches to lobby government/national bodies for tighter legislation.

Six recommendations were made by the review. These are, in summary:

- The Durham Safeguarding Children Partnership (DSCP) receive a further report on the timeliness and accuracy of information received from placing authorities to the Council and partner agencies for out of area children looked after residing within a children's residential care home within the county.
- The demand placed upon the Local Authority Designated Officer be monitored and ensure that all private children's residential care homes receive information about courses provided by DSCP relating to residential care
- The DSCP monitor the number of incidents reported to Durham Constabulary from all residential children's care homes within the county and action taken to reduce demand.
- The Council's Corporate Parenting Panel receive regular information on reported incidents to Durham Constabulary, for County Durham children looked after who reside within any residential children's care home within County Durham with a specific focus on reports of missing from home.
- Following an evaluation of the accreditation scheme, proposals for a revised scheme tare taken to the Corporate Parenting Panel. The revised scheme should be promoted with all children's residential care homes within County Durham.
- The DSCP consider lobbying regionally and nationally for agreement to explore an accreditation scheme for residential children's homes nationally.



## Review of Durham County Council's Allotment Policy

The Environment and Sustainable Communities Overview and Scrutiny Committee undertook a scrutiny review looking at Durham County Council's proposed future allotment policy. Nine recommendations were made by the review of the future policy. These are summarised below:

- Concerning the housing of large animals no longer permitted on allotment plots, the five year period identified in the proposed transition arrangements should apply.
- All DCC directly managed allotment sites in the county are managed by one DCC service team
- A review group is established to undertake a complete review of allotment sites not used for purpose and that the review group
  - Considers each site on an individual basis
  - Undertakes site based consultation meetings
  - Considers whether tenancy agreements on retained sites are transferred to match the purpose for which the plot is used
  - Ensures that the sale of sites is handled under the Land Disposal Policy subject to necessary approval where the site is a statutory allotment.
- Area allotment associations are established where appropriate to take over day to day management and control where appropriate.
- Discussions take place with Town and Parish Councils that have expressed an interest in taking over the management of allotment sites and where they do take over management, advice and support should be provided by DCC for an agreed period
- Reconsideration be given to the process for the allocation of plots to co-workers by acknowledging previous contributions whilst not registered, subject to any legal advice. In addition, the need for co-workers to register is publicised.
- The provision of smaller sized allotment plots be considered if there is demand.
- That consideration is given to a rental review of DCC's allotment portfolio with recognition given to the health and wellbeing benefits of cultivating allotment plots. Any increase in rent could be managed via annual increments.
- A review of progress of these recommendations be undertaken six months after the report is considered by Cabinet.



# Elective Home Education - Children and Young People OSC

Members of CYPOSC undertook a review of Elective Home Education following members concerns about the rise in numbers of children in County Durham who are educated at home. Members wanted to examine the standard of education for children who are home educated, how relationships with partners protect children from harm, relationships with schools and support available for children and families. Their recommendations in summary:

- Cabinet lobby for a common framework to improve oversight of the quality of education and safeguarding of children and young people who are Elective Home Educated. The framework should include a national register of all children and young people who are home educated and reasons why they are.
- Work continues with the Principals of Further Education Colleges in County Durham to provide places to enable access to vocational and core GCSE courses for year 10 and 11 pupils who are electively home educated. Capacity is developed to ensure all children and young people who are electively home educated have access to the courses.
- A high understanding of Special Educational Needs and Disabilities including autism be promoted. All schools be encouraged to provide appropriate training to staff so that children and young people with a special educational need or disability receive the appropriate level of support whichever school they attend.
- A reporting model be developed to encourage all schools to include within their annual Head Teacher report to the Governing Body:
  - Discussion of reasons given for Elective Home Education
  - Where bullying is cited as a reason that this is discussed
  - Ensure that anti-bullying policies are continuously reviewed.
- An annual event be held for families who home educate their children to engage with the service and meet other families in a similar position to themselves. The event to give children an opportunity to interact and socialise with other children who are home educated.





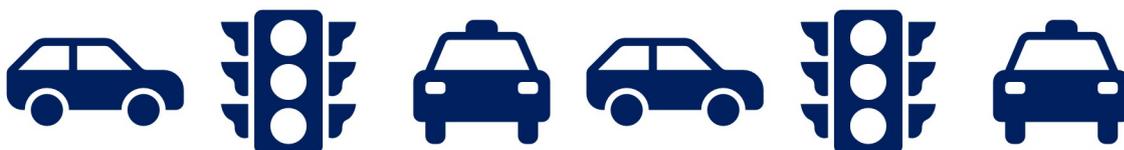
## Road Safety – Stronger and Safer Communities OSC

The aim of the review is to provide comment on the development of a County Durham Road Safety Strategy. The Committee has a statutory role to scrutinise work of the Council and the Safe Durham Partnership. Implementing measures to promote a safe environment is one of the priority objectives within the existing Council and Safe Durham Partnership plans. ‘Ensuring a safer road environment’ is a focus within this objective.

Road Safety is an area in which the Committee has previously undertaken review work, holding a focussed session on the “fatal four” being the four most common causes of casualties and fatalities in road traffic accidents (inappropriate speed, using a mobile phone while driving, not wearing a seatbelt and drink/drug driving). The Committee has also received annual reports on activity of the Durham and Darlington Casualty Reduction Forum and monitored quarterly performance against road safety performance indicators.

Within its work programme, the Committee agreed to undertake further review activity looking at road safety performance, specifically the number of people killed or seriously injured in road traffic collisions within County Durham. In preparing for this review activity, a request was received from the Council’s Head of Technical Services for the Committee to undertake a policy development review and provide comment on development of a new County Durham Road Safety Strategy.

The strategy will set out how the council will work with partners to improve road safety within the County and will also contribute to activity undertaken by the County Durham & Darlington Road Casualty Reduction Forum who report to the Safe Durham Partnership Board.



## GP Service Provision in County Durham – Adults, Health and Wellbeing OSC

This review is looking at the extent of GP coverage across County Durham and the range of services offered by GP practices. It is considering the issues and barriers facing patients in accessing their GP including the availability of branch sites across individual practices

The Adults Wellbeing and Health Overview and Scrutiny Committee have been engaged in a number of consultation and engagement processes undertaken by GP practices which involve a range of issues including reductions in practice branch sites, reductions in pharmacy/dispensing provision and branch closures.

During these processes, the Committee have become increasingly concerned about challenges in GP recruitment, retention, retirement and other workforce related pressures that are impacting on the level of service provision available to residents within County Durham.

There are concerns, nationally, regionally and locally about the falling number of GPs, the availability of GP appointments, the number of GP practices that are accepting new patients, the range of services available from GP practices, and the reduction in the number of GP branch sites.

It is expected the review on GP provision in County Durham will be completed in October 2020.



# Planned Overview and Scrutiny in 2020/21

The work programmes for overview and scrutiny are developed in the context of the current Council Plan, the Cabinet's Forward Plan of decisions, the County Durham Vision 2035, partnership plans and strategies, performance and budgetary control data and changes in government legislation.

Importantly in this next year, we will also be focussing on County Durham's response to the COVID-19 pandemic and reflecting on performance within that context.

The process for developing the Council's overview and scrutiny work programmes is consultative and comprehensive. Initial proposals are influenced by legislation, plans and strategies, performance reports and include engagement with the executive, partners and officers. Each overview and scrutiny committee has an experienced chair to ensure there is a clear focus on the committee's role and forward plan of work. Where there are any cross-cutting matters, joint meetings are held to avoid duplication and make the best use of capacity of both members and officers

Work programmes are usually 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. Work programmes for 2019/20 have had to be cut short or rescheduled due to the need to prioritise work on the response and recovery to COVID-19.

A summary of the planned programme for 2020/21 is shown overleaf. The Safer and Stronger Communities and the Environment and Sustainable Communities Overview and Scrutiny Committees will be agreeing their work programmes in September as it had not been possible to meet earlier.

# Work Programme 2020/21

## COSMB

- Budget and MTFP Process reflecting response and recovery process to COVID-19
- RIPA
- Performance and budget outturn
- Customer Feedback
- Welfare Reform and Poverty
- Transformation Programme
  - Transformation and ICT
  - Business Support Services
  - Digital Transformation
  - Organisational Development

## Children and Young People OSC

- Impact of COVID-19
- Child Poverty
- Neglect in County Durham
- Children & Young People's Mental Health & Emotional Wellbeing
- Care Leavers
- Special Educational Needs & Disabilities
- Young Carers
- CAMHS
- Educational Outcomes
- Best Start in Life

## Adults, Wellbeing & 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
- Monitoring of the Council's COVID-19 Local Outbreak Management Plan

## Economy OSC

- Economic impact of COVID-19
- DurhamWorks Programme
- Business Durham activity undertaken
- Housing Strategy
- Homelessness Strategy
- Selective Licensing Scheme
- Transport (regional and local)
- Tourism and Visit County Durham Activity
- Retail support provided and detail of the Town and Village Centres report

## Environment OSC

- Impact of COVID-19
- Air Quality in County Durham
- Emerging Climate Emergency Response Plan
- Carbon Management Plan
- Refuse and recycling collections
- Fly Tipping
- Fuel Poverty
- Highways and bridge maintenance
- Bereavement services
- Flood Risk Management Authorities

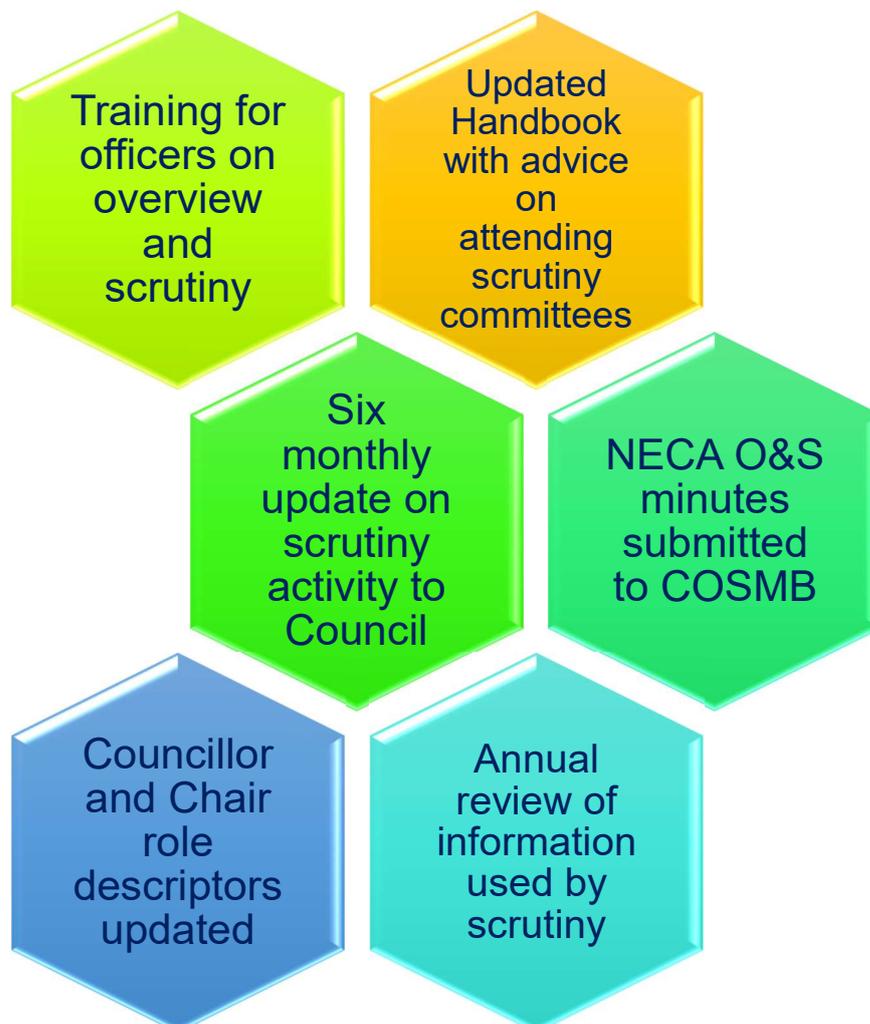
## Safer & Stronger Communities OSC

- Domestic Violence & Sexual Abuse
- Prevent - Counter Terrorism and Prevention of Violent Extremism
- Arson and Secondary Fires
- Hate Crime
- Impact of COVID-19 on Community Safety Partners
- Youth Justice Plan
- Reform of Probation Services
- Reducing Reoffending
- Anti-Social Behaviour
- Cybercrime

# New statutory guidance on scrutiny arrangements

New statutory guidance on overview and scrutiny in local and combined authorities was published in May 2019 by the Ministry of Housing, Communities and Local Government. The guidance covered six areas – culture, resourcing, selecting committee members, power to access information, planning work and evidence sessions.

We carried out detailed work to consider and reflect on how our scrutiny function operates and whether we needed to make any changes in the light of the guidance. We concluded that our scrutiny arrangements are robust and effective and already incorporate much that was recommended. However, we took the opportunity to implement some changes to further enhance our work:



# Training

Training and development for overview and scrutiny has been identified as an essential element of the council's member development programme.

In the summer of 2019, chairs and vice chairs of committees undertook media and social media training delivered by the Communications team. The training reflected one of the key principals of good scrutiny to amplify the voice of the public. This was also underlined by the statutory scrutiny guidance published in May 2019 which stated that authorities should ensure that scrutiny has a profile in the wider community and confirmed the need to understand how to get messages across.

The training sessions covered the changing media landscape, dealing with media requests, social media hints and tips and some practical exercises. Members are increasing engaging with residents using social media and the training was a valuable opportunity to learn from the communications team.



Scrutiny members involved in scrutinising budget monitoring reports received financial awareness sessions from the Head of Finance and Transactional Services. These detailed sessions included an overview of how our budgets are constructed, what we mean by cash limits, an overview of the format and the content of budgetary control reports. The role and responsibilities of scrutiny members in relation to scrutinising financial information were discussed with reference made to the recent statutory scrutiny guidance about the clear division of responsibility between the audit and scrutiny functions. Practical advice and guidance was given on reviewing reports and the Head of Finance and Transactional Services answered questions from members.



# Site visits

Unfortunately, several scrutiny visits were cancelled this year due to the COVID-19 pandemic. Instead, evidence gathering has had to use other methods and be sensitive to social distancing.

Visits are invaluable in helping to engage with external partners and local residents to enable their views to be taken into account for reviews and issues on scrutiny agendas. We have considered carrying out virtual site visits as an alternative to visits in person however these bring their own difficulties as many sites place restrictions on filming and photography. We continue to explore new ways to carry out this important aspect of scrutiny.

Two of the scrutiny committees were able to hold site visits before restrictions were put in place.



Members of the Children and Young People's OSC continued their practice of holding one of their meetings in a local school. This practice began in 2015 with a meeting being held at Consett Academy and a visit around the school building.

The committee puts great importance on engaging with young people and by holding a meeting in a school this helps young people to understand how scrutiny works in County Durham and gives them an opportunity to ask questions of both senior officers and politicians.

In March 2020 the committee had a very successful visit to the Durham Johnson School.

The agenda items for the meeting included Schools Engagement in Tackling the Climate Emergency; Education and Attainment Standards and What is there for Young People to do in County Durham. An additional presentation was given at the start of the meeting to explain how scrutiny operates in Durham County Council that took the form of a question and answer session for the students who attended the meeting.



The school was represented by two pupils from every year group, the Head Girl and Head Boy, members of the school's environment and climate change group and an invitation was given to any other pupils who wanted to attend. In total there was approximately 30 pupils in attendance at the meeting. The pupils showed excellent knowledge of the Cabinet and Scrutiny system and were given comparisons with the government's cabinet select committee model. The pupils took advantage of the opportunity to ask questions of all of the presenters at the meeting.



Members of the Safer and Stronger Communities OSC attended a series of events to gain an insight to road safety activity delivered by the Council and partner agencies.

During 2019/20 members attended the following events:

- Bikeability training session with primary school pupils at Framwellgate Moor Junior School
- Year 9 safety carousel event at Seaham High School

- Young Driver seminar with apprentices at the Learning Curve in Spennymoor.

The Bikeability session enabled Members to observe a session delivered by the Council's Road Safety Team to primary school pupils on bike safety, road safety awareness and how to safely undertake manoeuvres at junctions near to the school.

The Safety Carousel event focused on safer road choices aimed at secondary age pupils that included the potential risks of mobile phones as a pedestrian or cyclist and road safety within vehicles. Members also attended carousel sessions linked to the Committee's work programme on Anti-Social Behaviour and Arson.



The young driver seminar with apprentices was delivered by the Council and Durham Constabulary and focused on education on road safety and the fatal four areas of speeding, mobile phones, not wearing seatbelts and driving whilst under the influence of alcohol or drugs. The session also sought views of young drivers on these areas and included an interactive virtual reality exercise to experience the impact of a road traffic collision and the response by emergency services to extricate people from the vehicle.

The field study exercises undertaken by Members provided a great insight into these approaches and highlighted proactive work being undertaken by partners to deliver key road safety messages.

# Impact of Overview and Scrutiny in County Durham

Overview and scrutiny can have a real impact in contributing to and helping to shape public service policies and practice. It is integral to the improvement of services and plays an important role in linking in with regulation and inspection regimes.

## Oral Health Strategy

In July 2019, Durham County Council's Oral Health Strategy was examined by the Adults Wellbeing and Health OSC. During its consideration, members noted proposals for extending the Community Water Fluoridation Scheme in conjunction with a number of regional partner local authorities. In view of the wide-ranging implications for the proposals, a joint OSC consisting of members of the Adults Wellbeing and Health, Children and Young Peoples and Environment and Sustainable Communities OSCs was set up.

It met in February 2020, following an initial postponement due to the calling of the December 2019 General Election, and was attended by a number of public and community groups together with representatives of the dental profession to consider evidence regarding the perceived benefits of community water fluoridation schemes and also listen to concerns of anti-fluoridation campaigners.

Further meetings of the Joint OSC will be held once arrangements for the proposals are finalised and public and stakeholder consultation plans can be safely established in the current COVID-19 pandemic.

## Raising awareness of the consequences of cybercrime

In 2017, the Safer and Stronger Communities Overview and Scrutiny Committee led a review exploring methods to prevent young people engaging in or continuing to commit cybercrime.

One of its recommendations was for Durham Safer Cyber Group to work with young people to produce a film

HACK is a hard-hitting film written and produced by college students to highlight the dangers of cybercrime.



It was officially launched in July 2019 at New College Durham, as part of the Safe Durham Partnership's work to prevent young people from engaging in illegal online activity. Filmed on location in the North East, the production was created entirely by New College media students.

## Climate Change Emergency

Durham County Council declared a climate change emergency following a motion to Council in February 2019, adopting a target for the Council to reduce carbon emissions by 60% from 2008/09 levels by 2030. The Council also resolved to investigate what further actions were necessary to make County Durham carbon neutral by 2050.

Environment and Sustainable Communities Overview and Scrutiny Committee have a crucial role to monitor progress of these aims and identify barriers.

In October 2019, the Committee provided a comprehensive response to the Climate Emergency Consultation that included recommendations to:

- Fit solar panels and LED lighting on DCC buildings where appropriate and to encourage and support this process in community owned buildings.

- Encourage drivers to switch off engine's whist waiting at school gates.
- Highlight issues associated with climate change in communities.

In addition, the committee felt there was a need to consider:

- The use of all new technologies
- Rolling out advice and support to all town and parish councils across the County on energy efficiency measures
- Developing a suite of measures to report against progress regularly, breaking down the climate change targets into constituent elements.

The Environment and Sustainable Overview and Scrutiny Committee recommended giving greater focus to increasing woodland and restoration of peatlands in the County to increase carbon absorption.

The Environment and Sustainable Communities Overview and Scrutiny Committee takes its role to monitor the Climate Emergency Response Plan very seriously and has received information on the following areas during the last twelve months:

- DCC's Fleet
- Air Quality
- DCC's Carbon Management Plan
- Fuel Poverty
- Woodlands.

Members of the committee have also attended Economy and Enterprise Overview and Scrutiny Committee to jointly consider Ultra Low Emission Vehicles.

## Scrutiny of the Council's Medium Term Financial Plan

Detailed scrutiny of the Medium Term Financial Plan (MTFP) is undertaken each year by the Corporate Overview and Scrutiny Management Board. In 2019/20 the Board considered the MTFP 2020/21 to 2023/24 and Revenue and Capital Budget at their meetings in September and again in February 2020. COSMB raised several points which were subsequently considered by Council as part of its budget discussion. These included:

(a) The Committee expressed concern about future financial uncertainties given the results of the Government's Comprehensive Spending Review and Fair Funding Review would not be known until Autumn 2020. Members stated that in

view of the significant future potential financial pressures there was a need to continue to lobby Government for a better share of national funding.

(b) Members were particularly concerned about the potential threat to the current levels of public health funding linked to the national Fair Funding Review which could dramatically affect the County.

c) Members welcomed the additional £10 million investment in the Towns and Villages Fund and hoped it will be used to drive improvements in the local economy. The Board added that there should be local member input into how it is allocated, that funding should be prioritised according to need and that there is a need to include a focus on villages.

(d) The Board considered the funding in relation to flood relief. The Chair of the Environment and Sustainable Communities Scrutiny Committee highlighted a six year investment programme of £127 million across agencies which his committee had considered. Members highlighted the need for continuing proactive investment.

(e) COSMB welcomed the additional revenue investments proposed by Cabinet in providing new services and highlighted that some would be important for consideration in future thematic scrutiny work programmes, such as the youth parliament and tree planning proposals.

(f) Additional funding to repair potholes was welcomed, but some members emphasised the need for more investment in highways in future years.

(g) The proposed capital investments in better facilities for County Durham were also welcomed by the Board.

(h) Some concerns were expressed by members of the Board about utilisation of Budget Support Reserve when it needs to be available to meet the significant future financial pressures that MTFP(10) sets out. However, members were assured that reasonable contingency has been built into plans.

## Informing Emerging Plans

### - Safe Durham Partnership Plan

The Safer and Stronger Communities Overview and Scrutiny Committee considered the priorities and actions within the draft Safe Durham Partnership

Plan. In response, whilst acknowledging ongoing partnership work, Members commented on the importance of road safety and that a performance report to the Committee's meeting highlighted an increase in the number of people killed or seriously injured within the county compared to the previous year.

Within this context, the Committee requested that consideration be given for road safety to be included within the Safe Durham Partnership Plan. This request was agreed by the Safe Durham Partnership Board and is included within the Partnership plan.

## - Selective Licensing

Durham County Council has decided to apply to the Secretary of State for permission to introduce a Selective Licensing Scheme in County Durham. The scheme will allow DCC to designate areas of the county for Selective Licensing to support the improvement of privately rented properties, providing certain conditions are met.

In areas designated, landlords must apply for a licence if they want to rent out a property and this includes landlords who rely on lettings agents to manage their properties on their behalf. This allows the council to check whether they are a 'fit and proper person' to be a landlord or letting agent, as well as making other stipulations concerning management of property and appropriate safety conditions.

The Economy and Enterprise Overview and Scrutiny Committee has received regular reports monitoring the progress of the proposed scheme. In addition, at a special meeting of the committee held on the 11 March 2020 to which all Overview and Scrutiny members were invited providing an opportunity for members to comment on the proposed scheme. The meeting confirmed members support for the proposed scheme with members making the following additional comments:

- Ensuring that the income from the proposed scheme is sufficient to fund all individual elements of the scheme.
- Ensuring that information is available as to how the £16m income will be utilised in funding the proposed scheme.
- Need to monitor any dispersal incidents occurring in the county.
- DCC continuing to engage with landlords to promote the benefits of the scheme including the support, advice and training provided.
- Support for a range of options in relation to the payment of the fee.

- Need to monitor rent levels in the designated Selective Licensing areas to determine whether landlords are increasing rents to pay the Selective Licensing fee.
- That DCC continues to provide support and advice in relation to housing issues in those areas of the county not included in the Selective Licensing Scheme.

The comments made by Overview and Scrutiny members were incorporated into an overview and scrutiny response and fed into the extensive consultation process undertaken for the proposed scheme. The committee will receive feedback from the consultation and consider the business case as part of its 2020/21 work programme.

## 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.

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

We value the different perspectives and challenge our co-optees bring to our work. Co-optees:

- Act as an independent 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.



# Constitutional Responsibilities of Overview and Scrutiny

The constitutional responsibilities of the scrutiny committees are based on the themes within the current council plan. A new council plan is under development following the agreement of a County Durham Vision 2035. The new plan will reflect the priorities in the Vision and there are expected to be some changes to the roles and responsibilities of scrutiny committees in due course.

## 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 OSC

- 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

## Children and Young People OSC

- 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

## Adults, Wellbeing and Health OSC

- 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



## Economy & Enterprise OSC

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



## Safer and Stronger Communities OSC

- 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



# Corporate Overview and Scrutiny Management Board



Cllr Rob Crute  
Chair



Cllr Alison Batey  
Vice chair

Corporate Overview and Scrutiny Management Board (COSMB) provides a strategic direction for the work of all the overview and scrutiny committees.

COSMB reports and presentations scrutinised during 2019/20 include:

Attendance Management- Review of recommendations	MTFP (10) 2020/21 2023/24 and Budget 2020/21	Regulation of Investigative Powers Act (RIPA) 2000	Quarterly Performance Management
Quarterly Budget Outturn reports	Transformation Programme	MTFP Delivery reports	Customer Feedback - Complaints, Compliments & Suggestions
Digital Strategy	New County Durham Vision 2035	Welfare Reform	Updates on Petitions
Council Tax Empty Homes consultation	County Durham Partnership	Chairs Updates	Notice of Key Decisions

# 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

AWH OSC reports and presentations scrutinised during 2019/20 include:

Future of Stroke Rehab in County Durham & Darlington	Future of Ward 6 Bishop Auckland Hospital	Consultations on NHS reviews	North East Ambulance Service performance
Public Health updates	Integrated Sexual Health Services	NHS Foundation Trusts Quality Accounts	Durham Health and Wellbeing Plan 2019/20 - Adults
Community Hospitals in County Durham	Interated Care System/Partnerships Development	Changes to Delivery of GP Services	Engagement and Communication Plans - Shotley Bridge Hospital
County Durham Healthwatch	Local Safeguarding Adults Board	Health and Wellbeing Strategy 2020	Review of Enhanced and Extended Primary Care

# Children and Young People's Overview and Scrutiny Committee



Cllr Heather Smith  
Chair



Cllr Christine Potts  
Vice chair

Children and Young People Overview and Scrutiny Committee (CYP OSC)

Children and Young People OSC reports and presentations scrutinised during 2019/20 include:

Annual Report Director of Public Health	Joint Targeted Area Inspection Action Plan	Update on Free School Meals and holiday provision review	School Funding
Healthy Weight Alliance	Educational Attainment	Growing Healthy 0 -19	Ofsted results - Durham Maintained Schools
Children and Families Partnership minutes	Visit to Durham Learning Resource	Child Protection Offer	Participation in Learning
Child Poverty	SEND Inclusion and Exclusion	CYP Mental Health Local Transformation Plan	Edge of Care and Pre Birth teams

# Economy and Enterprise Overview and Scrutiny Committee



Cllr Malcolm Clarke  
Chair



Cllr Richard Manchester  
Vice chair

Economy and Enterprise Overview and Scrutiny Committee (Economy OSC)

Economy and Enterprise OSC reports and presentations scrutinised during 2019/20 include:

Regional Funding and Investment Pipeline	Regional and Local Transport Provision	Homelessness in the county	DurhamWorks Programme
Skills Advisory Panel (NELEP)	Employment in the County	EU Funding programme	Tackling Empty Properties
Business Enterprise Group of the CDEP	Selective Licensing Scheme	Local Industrial Strategy	Engagement with Social Housing Providers
Housing Strategy	Visit County Durham	Business Durham	County Durham Economic Partnership

# Environment and Sustainable Communities Overview and Scrutiny Committee



Cllr Eddy Adam  
Chair



Cllr Olga Milburn  
Vice chair

Environment and Sustainable Communities Overview and Scrutiny Committee (Env&Sust OSC)

Environment & Sustainable OSC reports and presentations scrutinised during 2019/20 include:

Single Use Plastics	Highways and Bridge Maintenance	Sustainable Heating	Climate Change
Leisure Centres Transformation	Tree Management Policy	Heritage Coast and the Tourism Offer	Carbon Management Plan
Gala Theatre	Flood Risk Management Authorities for County Durham	Fly-tipping	Management of DCC's fleet
European Structure & Investment Funding	Environmental Schemes	Fuel Poverty	Winter Maintenance

# Safer and Stronger Communities Overview and Scrutiny Committee



Cllr David Boyes  
Chair



Cllr Heather Liddle  
Vice chair

SSC OSC has powers under the Police & Justice Act 2006, as amended, to scrutinise work being undertaken by the statutory crime and disorder reduction partnership - the Safe Durham Partnership

Safer and Stronger OSC Reports and presentations scrutinised during 2019/20 include:

Durham Police and Crime Panel	Youth Justice Plan	Hate Crime	Consumer Protection Enforcement & Intervention Activity
Drug and Alcohol Recovery Service	Safe Durham Partnership	Counter Terrorism & Security Act 2015	Consumer Protection Enforcement Activity
ERASE Child Sexual Exploitation	Safer Durham Partnership Board	Fire Service Integrated Risk management Plan	Arson and Deliberate Fires
Modern Slavery	Open Water Safety & City Safety Group	Cybercrime	Domestic Abuse

# Regional Scrutiny

Durham County Council contributes to the scrutiny of important regional issues such as transport, health, economic development and regeneration through membership of the following:

- North East Joint Scrutiny Member / Officer Network
- North East Combined Authority Overview and Scrutiny Committee
- North East Joint Transport Committee Overview and Scrutiny Committee
- North East and North Cumbria ICS and Northern and Central ICP Joint OSC
- North East and North Cumbria ICS and Central and Southern ICP Joint OSC
- South Tyneside and Sunderland Health Partnership Path to Excellence Phase 2 Joint OSC

## North East Joint Scrutiny Member / Officer Network

The North East Regional Employers' Organisation supports a region-wide North East Joint Scrutiny Member/Officer network where all North East local authority scrutiny leads discuss national developments in scrutiny. Durham County Council chairs the network which provides an opportunity to share work programmes and priorities and consider emerging issues that have an impact across local authority boundaries.

During 2019/20 the officer network has met to discuss the new scrutiny guidance, future health scrutiny arrangements, combined authorities, work programmes and future topics. Unfortunately, due to the calling of the general election in 2019 and then COVID-19 the member network had been unable to meet during 2019/20. Virtual meeting arrangements are now being explored.

## North East Combined Authority scrutiny arrangements

We continue to work with other regional authorities as the North East Combined Authority (NECA) which is comprised of the four councils of Durham, Gateshead, South Tyneside and Sunderland.

NECA has three broad areas of focus:

- Transport

- Employability and Inclusion
- Economic Development and Regeneration

We have representation on the NECA Overview and Scrutiny Committee to scrutinise and challenge decision-making on behalf of our communities. 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 Alison Batey, the Chair and Vice-Chair of COSMB. Councillors Malcolm Clarke and Richard Manchester, the Chair and Vice-Chair of Economy Overview and Scrutiny Committee are the nominated substitute members.

## North East Joint Transport Committee Overview and Scrutiny Committee

Transport is of strategic importance to the north east and both NECA and the North of Tyne Combined Authority (Newcastle, North Tyneside and Northumberland councils) (NoTCA) work collaboratively to ensure effective decision making takes place across the region.

We work with NECA and NoTCA on a North East Joint Transport Committee Overview and Scrutiny Committee established with representatives from all seven authorities. Councillors Rob Crute and Alison Batey, the Chair and Vice-Chair of COSMB represent Durham County Council. Councillors Malcolm Clarke and Richard Manchester are the nominated substitute members.

Both scrutiny committees normally meet at varying locations across the NECA area and meetings are open to the public. During the pandemic, meetings have been held virtually.

Further details on NECA can be found at [www.northeastca.gov.uk](http://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.

The North East Regional Joint Health OSC has not met during 2019/20 because of the emergence of the North East and North Cumbria Integrated Care System and associated Integrated Care Partnerships. The development of these systems has resulted in the establishment of two Integrated Care System/Integrated Care Partnerships Joint OSCs.

## North East and North Cumbria ICS and Northern and Central ICP Joint OSC

This Joint OSC comprises representatives from Durham County Council; Gateshead BC; Newcastle City Council; North Tyneside BC; Northumberland CC; South Tyneside BC and Sunderland City Council

The committee has examined:

- South Tyneside and Sunderland NHS Foundation Trust service updates
- Primary care and the development of Primary care networks
- Integrated Care update
- Revised terms of reference and protocol for the Joint OSC to reflect the development of an Integrated Care System for North East and North Cumbria;
- The development of an Integrated Care System for North East and North Cumbria and associated clinical priorities;
- ICS Partnership arrangements;
- ICS Communications and engagement update;
- Workforce updates
- Updated joint OSC work programme.
- North East and North Cumbria (NENC) Mental Health ISC Programme Update
- Optimising Health Services and Child Health and Wellbeing NENC ICS Update

## North East and North Cumbria ICS and Central and Southern ICP Joint OSC

This Joint OSC comprises representatives from Darlington BC; Durham County Council; Hartlepool BC; Middlesbrough BC; Redcar and Cleveland BC; North Yorkshire County Council and Stockton on Tees BC

The committee has examined:

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

Durham County Council is the only North East Council with representatives that sit on both ICS/ICP Joint OSCs.

The regional and sub-regional joint scrutiny overview and scrutiny arrangements will be used to scrutinise the development of the ICS/ICPs and any associated proposals for substantial developments or significant variations in services.

## South Tyneside and Sunderland Health Partnership Path to Excellence Phase 2 Joint OSC

Arrangements have been made for Durham County Council to join a Joint OSC to consider South Tyneside and Sunderland Health Partnership's Path to Excellence programme Phase 2. This involves a review of services across South Tyneside and Sunderland in respect of Acute medicine and emergency care; Emergency surgery and planned care (including surgery and outpatient care).

The Joint OSC has yet to meet due to General Election 2019 purdah restrictions and the current COVID-19 pandemic.

# Overview and Scrutiny Team

The Overview and Scrutiny team is part of the Resources Directorate. 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.

## Key contacts:

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Website: <http://www.durham.gov.uk/scrutiny>  
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### Children & Young People OSC

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### Environment & Sustainable Communities OSC

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**Corporate Overview and  
Scrutiny Management Board**



**29 October 2020**

**Notice of Key Decisions**

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**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 18 November 2020. It also contained information on those key decisions that are currently scheduled to be considered by the Executive up to 28 February 2021.

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<b>Contact:</b>	Ros Layfield	Tel: 03000 269708
	Jenny Haworth	Tel: 03000 268071

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## **Appendix 1: Implications**

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### **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.

### **Climate Change**

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	Scrutiny involvement
CORP/R/20/02	16/12/20	MTFP (11) - Outcome of Fair Funding Review		Cabinet Portfolio Holder for Finance and Leader of the Council		Jeff Garfoot, Head of Corporate Finance & Commercial Services. Tel 03000 261946	Scrutiny members will have the opportunity to comment on the outcome of the Fair Funding Review at Corporate Overview and Scrutiny Management Board meetings

**SECTION ONE - CORPORATE**

CORP/R/20/02	13/01/21	MTFP (11) - Details of Provisional Finance Settlement		Cabinet Portfolio Holder for Finance and Leader of the Council		Jeff Garfoot, Head of Corporate Finance & Commercial Services. Tel 03000 261946	Scrutiny members will have input into the formulation of MTFP 11 through Corporate Overview and Scrutiny Management Board meetings
CORP/R/20/03	18/11/20	Council Tax Base 2021/22 and Forecast Surplus on the Council Tax Collection Fund as at 31 March 2021		Cabinet Portfolio Holder for Finance and Leader of the Council		Paul Darby, Head of Finance & Transactional Services. Tel 03000 261930	
CORP/R/20/05	18/11/20	Local Council Tax Reduction Scheme 2021/22 and Council Tax Covid-19 Hardship Fund Payments		Cabinet Portfolio Holder for Finance and Leader of the Council		Paul Darby, Head of Finance & Transactional Services. Tel 03000 261930	Scrutiny members will consider this as part of the scrutiny of MTFP 11 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
CYPS/07/2020	18 Nov 2020	Proposal to amalgamate Ox Close Primary and Oxclose Nursery Schools into a single primary school in a new build school from 1 September 2023.		Cabinet Portfolio Holder for Children and Young People		Graeme Plews, School Places and Admissions Manager, Tel: 03000 265777

**SECTION THREE - ADULT AND HEALTH SERVICES**

<b>Ref. No.</b>	<b>Date of Decision (i.e. date of Cabinet meeting)</b>	<b>Description of Decision to be Made</b>	<b>Background Documents</b>	<b>Lead Cabinet Member</b>	<b>Main Consultees &amp; Means of Consultation</b>	<b>Contact details for further information</b>
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**SECTION FOUR - REGENERATION, ECONOMY AND GROWTH**

<b>Ref. No.</b>	<b>Date of Decision (i.e. date of Cabinet meeting)</b>	<b>Description of Decision to be Made</b>	<b>Background Documents</b>	<b>Lead Cabinet Member</b>	<b>Main Consultees &amp; Means of Consultation</b>	<b>Contact details for further information</b>
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**SECTION FIVE - NEIGHBOURHOODS AND CLIMATE CHANGE**

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