



Safer and Stronger Communities Overview and Scrutiny Committee

Date **Monday 26 February 2024**

Time **9.30 am**

Venue **Committee Room 2, County Hall, Durham**

Business

Part A

**Items which are open to the Public and Press
Members of the public can ask questions with the Chair's agreement,
and if registered to speak.**

1. Apologies for Absence
2. Substitute Members
3. Minutes of the Meeting held on 11 December 2023 (Pages 3 - 10)
4. Declarations of Interest, if any
5. Any items from Co-opted Members or Interested Parties
6. Combating Drugs and Alcohol Update Quarter 4 2023/24 - Report of the Director of Public Health (Pages 11 - 36)
7. Community Risk Management Plan (CRMP), formerly known as the Integrated Risk Management Plan, Annual Consultation - Report of the Deputy Chief Fire Officer (Pages 37 - 58)
8. Community Protection Service - Enforcement and Intervention Activity - Report of the Corporate Director of Neighbourhoods and Climate Change (Pages 59 - 80)
9. Quarter Two, 2023/24 Performance Management Report - Report of the Chief Executive (Pages 81 - 108)

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

Helen Bradley
Head of Legal and Democratic Services

County Hall
Durham
16 February 2024

To: **The Members of the Safer and Stronger Communities Overview and Scrutiny Committee**

Councillor P Heaviside (Chair)
Councillor J Charlton (Vice-Chair)

Councillors V Andrews, P Atkinson, D Boyes, R Crute, M Currah, L Fenwick, C Hampson, K Hawley, N Jones, C Lines, D McKenna, L Maddison, E Mavin, J Miller, D Nicholls, R Potts, J Quinn, A Simpson and D Sutton-Lloyd

Co-opted Members: Mr D Balls and Mrs A Paterson

Co-opted Employees/Officers: Chief Fire Officer S Helps, Superintendent N Bickford and Chief Superintendent R Allen

Contact: Amanda Stephenson Tel: 03000 269703

DURHAM COUNTY COUNCIL

SAFER AND STRONGER COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE

At a Meeting of **Safer and Stronger Communities Overview and Scrutiny Committee** held in **Committee Room 2, County Hall, Durham** on **Monday 11 December 2023** at **9.30 am**

Present:

Councillor P Heaviside (Chair)

Members of the Committee:

Councillors J Charlton, V Andrews, P Atkinson, R Crute, L Fenwick, C Hampson, D McKenna, D Nicholls, E Peeke (substitute for D Sutton-Lloyd), R Potts, J Quinn and A Simpson

Co-opted Members:

Mr D Balls

Co-opted Employees/Officers:

Chief Fire Officer S Helps, Superintendent N Bickford and Chief Superintendent R Allen

1 Apologies for Absence

Apologies for absence were received from Councillors M Currah, C Lines, E Mavin and D Sutton-Lloyd.

2 Substitute Members

Councillor E Peeke as substitute Member for Councillor D Sutton-Lloyd.

3 Minutes

The minutes of the meeting held on 2 November 2023 were confirmed as a correct record and signed by the Chair.

4 Declarations of Interest

There were no declarations of interest.

5 Any items from Co-opted Members or Interested Parties

There were no items from Co-opted Members or Interested Parties.

It was agreed that the order of business be amended so that Agenda Item No. 7 was considered first

6 County Durham Youth Justice Service

The Committee considered a report of the Corporate Director of Children and Young People's Services which presented an overview of County Durham Youth Justice Service, including the latest Service/Partnership performance. The report also highlighted key achievements during the previous year, along with areas for improvement and development which the service would be focussed upon during the next year (for copy of report, see file of Minutes).

Mr D Summers, Youth Justice Service Manager was in attendance to present the report and deliver a presentation that provided information on performance; service improvement plan; recognition and service developments 2023-2024 (for copy of presentation, see file of Minutes).

Councillor Quinn referred to the rate of young people receiving a custodial sentence and noted the rate of 0.06 per thousand for 10 -17 years seemed relatively low and asked if this was normal.

The Youth Justice Service Manager responded that it was lower than the regional and national figures and commented that some areas had zero and some areas had significantly higher than a rate of 0.06. He stated that every time a young person was in custody, a review was carried out on the appropriateness of the action taken by the Service. The Youth and Justice Service believed that some young people do need to go into custody if there was a need to protect the public.

Councillor Quinn referred to the re-offending rate of 36.8% and asked for some data on how this compared with other areas regionally and nationally.

The Youth Justice Service Manager responded that he would ensure any reports going forward would include more detail and indicated that the service was on a par with the regional and national rate for re-offending.

Mr Balls indicated that the information would be more useful if they had some comparison figures and indicated that it may have been useful to have last year's figures.

Councillor Charlton referred to offending and asked if the offences were becoming more violent. She commented that in her division there had been some serious offences involving young people and asked if this was the norm and if offenders were becoming more complex to deal with.

The Youth Justice Service Manager confirmed that offenders were now more complex. In terms of violent crimes, he indicated that County Durham did not have the issues that were seen in some urban areas that dominated the news. He added that County Durham's violence problem was mostly lower-level violence but it was getting worse with more serious levels of violence used. They had a potential developing issue with girls and violence and their willingness to use higher levels of violence. He stated that girls commit around 17% of all offences and 33% of violent offences. He continued that County Durham does not have a gang culture and does not have large-scale use of very serious violence.

Councillor Charlton responded that she wanted County Durham to be a safe place to live. She then referred to the new officers appointed to work exclusively with young people referred for anti-social behaviour and asked if a cap on the numbers of children they would be dealing with. She was concerned on the impact on staff dealing with complex cases and asked if the Service were looking after staff and case levels.

The Youth Justice Service Manager responded that the inspection that had taken place in August 2022 and looked at caseload levels and in their view, these were appropriate and the numbers were not too demanding. The Service has a detailed and full staff care process. They recognise that members of staff particularly those dealing with sex offenders may require support. The Service is a multi-agency partnership made up of 57 members of staff with no cap on caseload numbers. Caseloads are managed within the whole of the partnership's resources.

Councillor Potts indicated that it did not feel like anything was improving in his area and referred to improving resources in neighbourhoods at the first point of contact with the police.

The Youth Justice Service Manager responded that they take their youth offending referrals from Durham Constabulary. They do not have an input in the police's initial stages but do have in terms of supervision working jointly with the police in the local neighbourhood with multi-agency planning. The service does not have involvement in relation to the allocation of police resources.

Resolved: That the report and presentation be noted.

7 Serious Violence Duty

The Committee considered a report of the Corporate Director of Resources which provided Members with an update on the Serious Violence Duty (for copy of report, see file of minutes).

Chief Superintendent Richie Allen, Senior Responsible Officer County Durham and Darlington Serious Violence Duty was in attendance to deliver a presentation that provided details of the partner workshops; agreement for strategic priorities; reporting mechanisms and structures set against the priorities; strategic needs assessment update and violence prevention fund (for copy of presentation, see file of minutes).

The Chief Superintendent reported that serious violence within the Partnership area remained stable for 2021/22 and 2022/23 with a 0.06 reduction. He added this cost each resident £208 for the partnership costs to tackle serious violence. He advised that the partnership area was below the national average for serious violence. Any serious violence was largely concentrated in urban areas such as Durham City and Darlington relating to the night-time economy. The majority of perpetrators were males under 25 with alcohol being one of the primary influencing factors in three out of ten cases and in terms of domestic abuse is four out of ten.

Councillor Potts referred to the data provided in the Youth Justice Service presentation that indicated that there was an increase in violence that contradicts the data from the police that was saying that the incidence of serious violence remained static and asked if there was a reason for this.

The Chief Superintendent responded it was partner data and indicated that the police data was possibly influenced as they are the first port of call but he wasn't sure. He added that serious crime was more likely to come in on a 999 call when happening. He referred to the broad range of voices by having members who were not statutory bodies as part of the strategic partnership.

Councillor Potts referred to the HMIC report that downgraded the force to requiring improvement. He stated one of the reasons was that Durham had the worst repeat domestic violence statistics in England. He indicated that money would be better spent at the front end rather than a panel set up to look at this.

The Chief Superintendent responded that funding was based on activity and not panel-based work. He continued that by targeting funding in a positive way, where the data had highlighted they were able to target to reduce offending.

Councillor Potts referred to the newly recruited police officers and expressed concern that they would be placed within either communications or the newly proposed centralised custody suite rather than going into neighbourhoods where they would be, in his opinion, more effective. He didn't think it would stop crime. His worry was that their money was not going to operational front line policing but instead to people to look at statistics.

The Chief Superintendent responded that the £700,000 allocated to the Police and Crime Commissioner was from the Home Office for the partnership activity and not the police although the Police could bid into this resource. The money would be spent on areas such as advocacy work, education etc.

Councillor Andrews referred to the increase in knife crime and people carrying knives and asked if part of their work would be looking at why it had become the norm for young people to carry knives.

The Chief Superintendent responded that they had early intervention programmes to change behaviours but needed evidence based data.

Councillor Charlton referred to the Strategic Needs Assessment Update and asked if they had been able to rectify the data that was difficult to obtain.

The Chief Superintendent responded that they had struggled with some NHS data and the differences in language used. He gave an example for data on location, the consultant would write upper arm where they required the location of the incident. He indicated that they were getting better and would keep developing and improving data. He stated there were some gaps in the data.

Councillor Charlton asked if this impacted their work.

The Chief Superintendent responded that it would be better if the data was complete. He stated that he had confidence in the police data.

Resolved: That the report and presentation be noted.

8 Anti-Social Behaviour (ASB) Strategic Group Update

The Committee considered a report of the Corporate Director of Neighbourhoods and Climate Change, which provided an update on the ongoing work of the Anti-Social Behaviour Strategic Group (for copy of report, see file of Minutes).

The Head of Community Protection Services was in attendance to present the report and deliver a presentation which provided Members with the performance update on the Anti-Social Behaviour Strategic Group (for copy of presentation, see file of Minutes).

Councillor Charlton referred to the increase in stray animals and asked how they were dealing with this as it was a large cost to the Council.

The Head of Community Protection Services responded that the Council wardens deal with any stray animals. They were encouraging reporting so there would be an increase in some areas due to this. She understood that the Neighbourhood Protection Manager would be attending a future meeting to discuss environmental issues and she would ask him to provide more detail on stray animals and trends.

Councillor Atkinson referred to the reporting of anti-social behaviour and stated that some residents were reluctant to report issues. If they did, that might lead to figures being higher than what are shown and asked if this was something that they found.

The Head of Community Protection Services responded that they did know there were more problems than was reported formally. She indicated that there was an elevated level of tolerance in some areas for fear of repercussions or they did not know how to report it. There was also the big issue of fear of reprisal but they do offer confidential reporting lines so people can report anonymously and indicated that this was one of the key areas that they needed to work on. She continued by referring to the Trail blazer funding that brought in £2m funding for hot spot policing. The drive for where this resource should be targeted came from intelligence, so they needed to know they were putting resources into the right place.

Councillor McKenna referred to the statistics and asked about the category for off road bikes.

The Head of Community Protection Services responded that this was in the unknown category and would feed this back to colleagues to see if they could pick out this information.

Councillor Potts referred to the breakdown of reports by area and that Durham had 15% of reports, East had 24% of reports, North had 25% of reports and the South had 36% of reports and asked what the breakdown of staff was for those areas.

The Head of Community Protection Services indicated that she did not have the staffing breakdown and commented that it was a partnership. She continued that some work had been carried out around the volume of work from the local neighbourhood police teams and it may be useful to look at this across the partnership as well.

The Superintendent stated that resources were allocated where they needed to be within the financial restraints they had.

Councillor Potts referred to reporting and the 25,000 missed 101 calls in the first six months of this year. His residents had indicated that they did not report incidents anymore as no one came out and asked what improvements they were carrying out to improve the system.

The Head of Community Protection Services responded that this had been identified as an issue in the action plan. She stated that there was no wrong front door for people to contact. They are streamlining the reporting process as much as they can and encourage reporting in a number of different routes. She explained when the partnership receives a report it is passed onto the relevant service and they do not rely on 101 calls. She did feel there was an issue with apathy and were hearing that there was a different picture on the ground than what was reported. Some things were easier to tackle than others and a single back-office system was not going to happen overnight and they needed to look at what they could do in the short term to make it more effective.

They needed to restore confidence and trust and they were starting to have conversations within the community without the need to report. Hopefully early intervention approach without the need for someone having to report and conversations with the community was key.

Councillor Nicholls indicated that he was concerned about dog fouling in his area and rubbish in general. He had seen an increase and commented when reported, particularly dog fouling was not cleaned up in a timely manner and asked if there was any reason for the increase.

The Head of Community Protection Services responded that it was evident in the performance report and was a high demand area. She would ask colleagues to do a future report to focus on environmental conditions and more clarity around what was going on.

In response to a further question from Councillor Nicholls, the Head of Community Protection Services indicated that the Council did have powers for the removal of rubbish but they had to establish if the rubbish was a hazard. She advised that they had a new team in Environmental Services who carry out yard clearances so this was dealt with quicker and advised Members that void properties were a target for rubbish and was the responsibility of the homeowner.

Councillor Andrews asked if they had inadequately resourced services and would it make a difference if they had the resources.

The Head of Community Protection Services responded with regard to anti-social behaviour you have to look at it from a partnership perspective and all partners do not have the resources that they need. The Trailblazing Pilot was not just about the police it was also about wardens etc. and indicated that they would never have enough resources but the key was partnership working. Reports were not always received from the worst areas. She suggested areas where resources were needed had to report incidents. They needed to be proactive as well as reactive and be early with intervention.

Councillor Charlton asked if anti-social behaviour was worse in the winter than summer and if they could breakdown the data in particular in relation to dog fouling.

The Head of Community Protection Services responded that this was the case in particular with noise and fires that spike in the school holidays and advised that she could provide this breakdown on a quarterly basis.

Resolved: That the report and presentation be noted.

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**Safer and Stronger Communities
Overview and Scrutiny Committee**

**Combating Drugs and Alcohol Update
Quarter 4 2023/24**

26 February 2024



Amanda Healy, Director of Public Health, Durham County Council

Purpose of the Report

- 1 This report provides Safer and Stronger Communities Overview and Scrutiny Committee with an update on the Dame Carol Black substance misuse grant funding awarded to Durham County Council (DCC). This funding is being used to support the implementation of the new national drugs strategy.
- 2 The report also highlights the outcomes of the Drugs and Alcohol Recovery Service for 2022/23.

Executive summary

- 3 The County Durham Joint Local Health and Wellbeing Strategy (JLHWS) outlines the vision for improving health and wellbeing and tackling inequalities across the county. County Durham has a long history of commitment to delivering system-wide approaches to address escalating levels of substance misuse within our place-based communities.
- 4 Following a two-phase independent drugs review by Dame Carol Black in 2021/22, the government published a new drugs strategy '*From harm to hope: A 10-year drugs plan to cut crime and save lives*' in December 2021.
- 5 The collective ambition for the strategy is to achieve a generational shift in the country's relationship with drugs and alcohol, reduce overall substance misuse towards a historic 30-year low and reduce the harms that drug addiction and supply cause to individuals and neighbourhoods.

- 6 The three key priorities of the national strategy are:
 - (a) to break the drugs supply chain;
 - (b) deliver world-class treatment and recovery systems;
 - (c) achieve the shift in demand for recreational drugs.
- 7 To implement the recommendations from the Dame Carol Black review, the government has made available several funding streams to support local authorities to enhance recovery and treatment services.
- 8 DCC has been successful in securing grant funding from government to support the new national drugs strategy. For 2023/24, the total funding available for County Durham is £3,586,807:
 - (a) supplementary substance misuse treatment and recovery grant (SSMTRG): £2,380,175;
 - (b) in patient Detox (IPD Grant: £113,898;
 - (c) rough sleepers treatment and recovery grant (RSDATG): £308,869;
 - (d) individual placement support (IPS) grant: £199,865;
 - (e) housing support (HS) grant: £584,000.
- 9 Plans have been developed for expenditure during 2024/25 which have either previously been approved by OHID or, for the SSMTRG and IPD, were submitted in January 2024. The plans for 2023/24 are detailed within this report.
- 10 Nationally in 2022-23, there were 290,635 adults in contact with drug and alcohol services between April 2022 and March 2023. This is a small rise compared to the previous year (289,215) (National Drug Treatment Monitoring System (NDTMS) 2023).
- 11 The national number of adults entering treatment in 2022 to 2023 was 137,749, which is higher than the previous 2 years' figures (130,490 and 133,704). The numbers of people entering treatment was relatively stable from 2016 to 2017 up to 2021 to 2022. This trend is reflected in the numbers in treatment in County Durham which have remained above 3,000 clients, even during the COVID pandemic.

- 12 The prevalence estimate for Opiate and Crack users in County Durham is 3,477, of which 55% are not accessing treatment. This is compared to the England average of 57.9% (341,032) which is higher than the rate in County Durham.
- 13 For alcohol, the unmet treatment need is 76.5%, which is lower than the percentage in England (79.1%), but still reflects a prevalence of 7,029 of people with an alcohol dependency not accessing treatment. County Durham continues to implement a range of approaches to help reduce the impact of alcohol and substance misuse on local residents.
- 14 There remains a keen focus on reducing substance misuse related deaths in the county, including increasing naloxone provision to reverse the effects of an opiate overdose. County Durham has one of the lowest rates of drug related deaths in the North East region, but rates remain higher than England.
- 15 Nationally, the Office for Health Improvement and Disparities (OHID) collects information about the outcomes for people who use local drug and alcohol recovery services. This includes monitoring the change and progress in important areas of their lives. The measurement for Successful Completions for those in treatment is defined by when individuals no longer need structured treatment having:
 - (a) achieved all the goals in their care plan;
 - (b) overcome dependent use of the substance that brought them into treatment;
 - (c) ceased any pharmacological intervention.
- 16 County Durham continues to make good progress on rates for Successful Completions for opiate clients in September 2023 (5.9%), which is above the rate for England (5.0%). The rate for Successful Completions for Non-Opiate clients County Durham is 33.2% which is above the rate for England (30.8%). County Durham has a rate of 34.1% for Successful Completing for Alcohol clients which is only slightly below the rate for England (34.9%) in September 2023.
- 17 2024/2025, will be used to review the performance outcomes of the Drug and Alcohol Recovery service (DARS) with a view to considering the appropriateness for the contract to be extended. As part of this process, an evaluation of the effectiveness of the approaches initiated by the Dame Carol Black funding will be undertaken to support the planning for service delivery until March 2025.

Recommendation(s)

18 OSC is recommended to:

- (a) note the content of the report;
- (b) continue to support the work of the Combatting Drugs and Alcohol Partnership and implementation of the Dame Carol Black funded workstreams;
- (c) promote the positive outcomes of the DARS and affiliated partners to encourage more people to access the service and making reducing the harms from drugs and alcohol part of everyone's business.

Background

County Durham

- 19 The County Durham Joint Local Health and Wellbeing Strategy (JLHWS) outlines the vision for improving health and wellbeing and tackling inequalities across the county. The strategy informs and influences decisions about health and social care services in County Durham, to ensure they are focused on the needs of the people and tackle the major risk factors that affect health and wellbeing. The JLHWS has prioritised, reducing harms from alcohol, tobacco control, mental health, resilience and wellbeing, and healthy weight as the key priorities for action.
- 20 As part of the Joint Strategic Needs and Assets Assessment (JSNAA) work, alcohol misuse remains a significant area of concern when working to address health inequalities. County Durham has a long history of commitment to delivering system-wide approaches to address escalating levels of substance misuse within our place-based communities. The negative impact of Covid-19 has escalated levels of alcohol intake in high-risk drinkers and may impact on substance misuse related deaths, which remain higher than national averages.

From Harm to Hope 10-year Drugs Plan

- 21 Following a two-phase independent drugs review by Dame Carol Black in 2021/22, the government published a new drugs strategy '*From harm to hope: A 10-year drugs plan to cut crime and save lives*' in December 2021. The national strategy is underpinned by a clear recognition that illegal drugs and alcohol use damage society.
- 22 The collective ambition is to achieve a generational shift in the country's relationship with drugs and alcohol, reduce overall substance misuse towards a historic 30-year low and reduce the harms that drug addiction and supply cause to individuals and neighbourhoods.
- 23 The three key priorities of the national strategy are:
 - (a) to break the drugs supply chain;
 - (b) deliver world-class treatment and recovery systems;
 - (c) achieve the shift in demand for recreational drugs.

- 24 In response to government guidance, a new Combating Drugs and Alcohol Partnership working across County Durham and Darlington was initiated to coordinate the work of the police, local authority, NHS, probation, social care and the community and voluntary sector to deliver a local plan for action.
- 25 The Combating Drugs and Alcohol Strategic Partnership is chaired by the Police and Crime Commissioner and is accountable to the County Durham Safe Durham Partnership and Darlington Borough Council's Community Safety Partnership. The operational partnership group helps the system respond to the findings and recommendations from the County Durham and Darlington Needs Assessment undertaken in September 2022.
- 26 A Power BI dashboard has been developed to monitor outcomes for the work of the partnership over time.

https://www.durhaminsight.info/combating_drugs_alcohol/

- 27 To implement the recommendations from the Dame Carol Black review, the government has made available several funding streams to support local authorities to enhance recovery and treatment services. This brings added value to the core work of the DARS, delivered by Humankind, Spectrum CIC, and the Basement Recovery Project.
- 28 The current DARS contract has been in place since 2018 and is due to end in July 2024. The service received its most recent Care Quality Commission inspection in February 2022 and was rated Outstanding.

Dame Carol Black Funding

- 29 The information highlighted below gives an overview of the various funding streams successfully applied for by Durham County Council and wider partners.

Supplementary Substance Misuse Treatment and Recovery Grant (SSMTRG) 2022-25

- 30 The SSMTRG replaced the additional drug treatment crime and harm reduction funding ('Universal Grant') that was available to all upper tier and unitary local authorities in 2021/22, except those selected to be Addiction, Diversion, Disruption, Enforcement and Recovery (ADDER) Accelerator areas. DCC received £580,000 for the period July 2021 to June 2022.

- 31 In February 2022, OHID informed local authorities of their intention to award every local authority at least as much additional funding as in 2021/22 plus enhanced funding to support improvements in the quality and capacity of local drug and alcohol treatment systems in 2022/23 to 2024/25. County Durham was one of 50 areas selected to receive additional funding starting in 2022/23.
- 32 The SSMTRG allocations for County Durham are set out in Table 1.

Table 1: SSMTRG 2022-25 allocations for County Durham

Year	Allocation
2022/23	£1,452,381
2023/24	£2,380,175
2024/25	£4,593,370

- 33 During 2022/23, work was undertaken to allocate spend from the SSMTRG. Posts and interventions that were originally funded from the Universal Grant in 2021/22 continued to be funded by the SSMTRG in 2022/23. This included:
- (a) additional commissioning support of 0.5 whole-time equivalent (WTE) Grade 12 Commissioning Policy and Planning Officer.
 - (b) 14 posts that were incorporated within the DARS: a Harm Reduction Lead Practitioner and a Worker, two Criminal Justice Intervention Team workers, three Harm Minimisation Police Liaison Workers, three Integrated Offender Management (IOM)/Checkpoint Link Workers, a Women’s Recovery Worker, a Peer Led Communities Development Worker, a Lived Experience Peer Apprentice, and a Making Every Adult Matter (MEAM) Community Outreach Worker.
 - (c) allocations for the supply of Naloxone and Buvidal by the DARS.
 - (d) additional funding for residential rehabilitation placements was set to respond to the government’s trajectory of 2% of the treatment population starting a residential rehabilitation placement per annum.
 - (e) funding for the Women’s Recovery Academy Durham (WRAD).

- 34 Internal bids were also approved for:
- (a) two social worker assistants within the Adult Care Substance Misuse Team at a cost of £67,954 from July 2022.
 - (b) an additional nurse provided by the 0-25 Family Health Service to support County Durham Youth Justice Service, with a specific focus on drugs and alcohol. The cost for Harrogate and District NHS Foundation Trust to employ the post from October 2023 to March 2025 is £98,929"

35 A procurement exercise was carried out and a contract awarded to Humankind for the period July 2022 to March 2025. Table 2 contains the contract cost and annual breakdown.

Table 2 SSMTRG contract with Humankind

Year	Cost
2022/23	£699,199
2023/24	£1,314,777
2024/25	£2,670,107
TOTAL	£4,684,083

- 36 During 2022/23 and 2023/24 there have been ongoing challenges with recruitment that resulted in underspends being reported to OHID, however DCC has been able to agree proposals with OHID to re-profile any underspend to try to ensure that as much of the SSMTRG allocation for the current financial year can be spent.
- 37 The ongoing work funded by the SSMTRG has enabled the DARS to significantly expand its capacity by funding a number of workstreams designed to address health inequalities by addressing identified local issues/unmet need and maximising opportunities for system-wide improvement. Delivery now includes:
- (a) reducing drug/alcohol-related deaths: recruiting a Vulnerable Persons Coordinator to embed the Mortality Risk Assessment tool to identify individuals at increased risk, manage a Vulnerable Persons Register and providing dedicated support to vulnerable groups;
 - (b) reducing alcohol-related mortality/alcohol-attributable hospital admissions: developing a Drug and Alcohol Care Team with Tees Esk and Wear Valley NHS Trust (TEWV) providing enhanced drug and alcohol support, increased community detox provision, prescribing and wraparound care;

- (c) reducing antisocial behaviour/violence affecting communities: enhancing young people's criminal justice outreach, and building Alcohol Treatment Requirement (ATR) and Drug Rehabilitation Requirement (DRR) and prison pathways through our Prison Link/Pre-Sentence Worker roles;
- (d) improving support for people with mental health needs: developing a Peer Support pathway and increasing engagement/targeted support, working collaboratively with TEWV to embed pathways;
- (e) meeting unmet need amongst under-represented/under-served groups: targeted additional workforce/resources and dedicated pathways (e.g., tailored veterans' provision, increasing capacity/coverage within our Women's Recovery Academy Durham (WRAD));
- (f) development of campaign materials regarding non-opiates and their associated harms was launched in January 2024.

38 Work into 2023/24 has extended delivery of interventions that were previously approved by OHID. Examples include:

- (a) increasing the workforce to continue to lead on Naloxone distribution, pharmacy harm reduction initiatives and increasing the provision of Naloxone to service users, family, friends, carers, police for supply in custody suites, pharmacies providing opioid substitution treatment, and to a wider range of providers such as Housing and wider accommodation providers;
- (b) three WTE Harm Minimisation Police Liaison Workers to work closely with front line police to offer additional harm minimisation advice, support and guidance for individuals caught with drugs but insufficient to prosecute;
- (c) use of the DARS' outreach vehicle to go out into communities to engage those with a treatment need who are currently not engaging to reduce unmet need and offer fibroscanning;
- (d) an increase in the numbers of Children and Young People Outreach Workers to support more children and young people into treatment, working alongside Youth Justice and Anti-Social Behaviour Teams to encourage more people into services;

- (e) one WTE Prison Link Worker to provide capacity to support an additional 40 clients with prison-to-community transitions, which will include in-reach wrap around support, links into treatment and sustained recovery services to improve engagement and retention of individuals leaving the secure estate.

In-Patient Detoxification (IPD) Grant 2022-25

- 39 In February 2021, the Department of Health and Social Care wrote to all Directors of Public Health to advise that grants were to be provided to regional or sub-regional consortia of local authorities for commissioning IPD beds. It was agreed locally that DCC would lead a sub-regional group of four local authorities (the “LA4” consortium), including Gateshead Council, South Tyneside Council and Sunderland Council.
- 40 The LA4 consortium commenced in November 2021. As DCC had recently procured a new provider panel for IPD, which commenced June 2021, it was agreed that the other three members of the LA4 consortium would access DCC’s provider panel to arrange placements. This arrangement however, meant that service users still had to travel outside of the North East to gain access to IPD facilities.
- 41 The IPD Grant was initially provided for 2021/22 and Quarter 1 2022/23 but subsequently extended to 31st March 2025 in line with the SSMTRG. The annual allocation for the LA4 consortium is shown in Table 3.

Table 3 LA4 Consortium IPD Grant Annual Allocation

Local Authority Area	Allocation
County Durham	£113,898
Gateshead	£62,984
South Tyneside	£35,317
Sunderland	£64,226
TOTAL	£276,425

Activity and spend during 2022/23

- 42 Table 4 shows the number of placements that started from 1 April 2022 to 31 March 2023 and the estimated total cost.

Table 4 IPD Placements 2022/23

Local Authority Area	Number	Estimated Cost*
County Durham	14	£52,201
Gateshead	15	£36,835
South Tyneside	10	£22,500
Sunderland	30	£72,706**

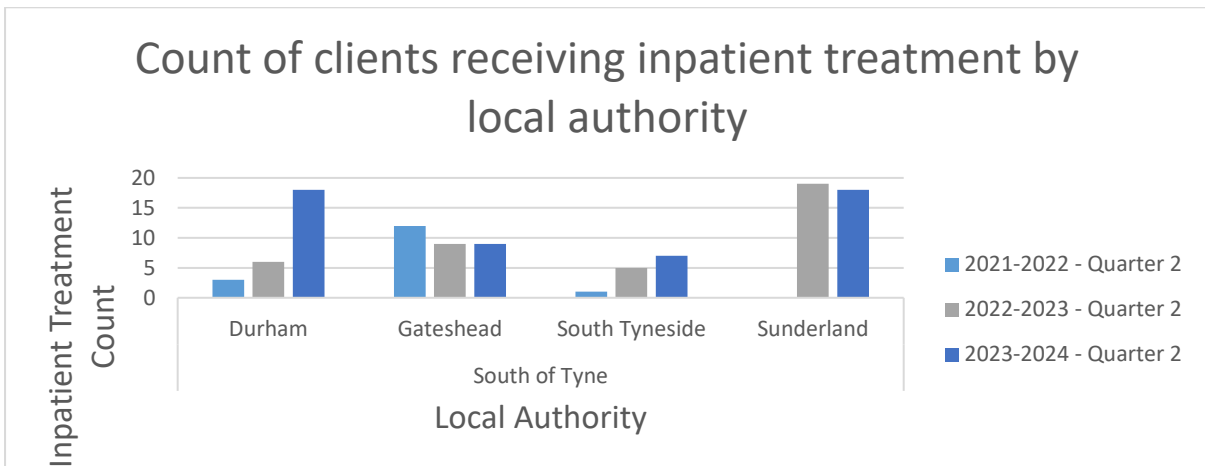
TOTAL	69	£184,242
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*Estimated costs as, where placements are still in progress, the cost may change if a service user leaves early or requires a longer-term placement.

**Sunderland Council's spend during 2022/23 exceeded their annual allocation by £8,480. The authority is to reimburse DCC for this additional expenditure.

- 43 In 2023/24, work commenced to develop a North East regional community detox unit for the LA4 Consortium and Tees local authorities. Home Group have identified a building in Brotton, Redcar which will become the new IPD unit for treating both drugs and alcohol. The procurement for the new provision will be undertaken in February 2024, with the first clients accessing support in July 2024. This is a very positive development for service users in County Durham meaning they will no longer need to access care and support from outside the NE region.

Table 5 Count of Clients Receiving Inpatient Detoxification across the South of Tyne Consortia (2021-2023)



The table above references annual totals linked to when services began in Q2 2021/22

Rough Sleepers Drug and Alcohol Treatment Grant (RSDATG) 2022-25

- 44 DCC was informed in October 2021 that the authority was to receive RSDATG funding for 2021/22 and 2022/23 for wraparound and engagement teams to support the reduction of homelessness and rough sleeping within the drug and alcohol treatment population. A bid was submitted to OHID with funding plans for 2021/22 and 2022/23.
- 45 A contract variation was agreed with Humankind in January 2022 to incorporate the following posts that included one WTE Band 6 Mental Health Nurse, two WTE Recovery Outreach Workers (Rough Sleepers), one WTE Domestic Abuse DARS Worker, one WTE Workforce Development Worker.

- 46 In May 2022, local authorities were able to review their plans for 2022/23 and submit proposals for 2023/24. DCC's plans were for the continuation of the above five posts plus an additional WTE Recovery Outreach Worker that was originally funded by Housing Solutions.
- 47 For 2022/23, DCC was allocated £224,463 for wraparound and engagement and community treatment, which increased to £259,537 for 2023/24 and 2024/25. Additionally, DCC was informed in September 2022 that a further £49,332 was being provided for IPD and residential rehabilitation in 2022/23, which was subsequently confirmed to continue in 2023/24 and 2024/25.

Individual Placement Support (IPS) Grant 2022-25

- 48 DCC was informed in August 2022 that funding was being provided via OHID from the Department of Work and Pensions for the delivery of IPS employment support in community drug and alcohol treatment services. Table 6 contains the allocations for County Durham.

Table 6 IPS Grant 2022-25 allocations for County Durham

Year	Allocation
2022/23	£145,245
2023/24	£199,865
2024/25	£205,269

- 49 A contract variation was agreed with Humankind in September 2022 to incorporate the following posts within the DARS which included one WTE Senior Employment Specialist and three WTE Employment Specialists.
- 50 The IPS team 'went live' in February 2023 and had received 15 referrals by 15 March 2023. The team has to ensure that, within four weeks of a DARS client accessing IPS support, contact with an employer will be arranged for the client.
- 51 In the short time that the programme has been operational, the following has been achieved:
- (a) one participant is to engage on the DARS' Ambassador Programme in June 2023, which will lead to a job outcome;
 - (b) one participant has been offered a 9-week volunteer programme until they have finished the Recovery Academy Durham (RAD) programme and will then start paid employment;
 - (c) the team has attended jobs fairs to promote the service and begin to build relationships with local employers;

- (d) one participant has decided to apply to Beamish Museum after the Employment Specialist attended a job fair and was able to speak to the employer directly to help them understand the aim of the programme;
- (e) the IPS team worked in partnership with Employment Specialists from Humankind’s South Tyneside service to facilitate a workshop on writing CVs.

SSMTR Housing Support Grant 2022-25

- 52 DCC was informed in August 2022 by OHID and the Department for Levelling Up, Housing and Communities that County Durham had been identified as one of 28 areas eligible to receive funding for a programme of housing support interventions under the Drug Strategy.
- 53 County Durham was identified from the National Drug Treatment Monitoring System (NDTMS) as an area with a comparatively high rate of housing need in the treatment population. Middlesbrough was the only other area in the North East region to receive the SSMTR Housing Support Grant. Table 7 contains the allocations for County Durham.

Table 7 Housing Support Grant 2022-25 allocations for County Durham

Year	Allocation
2022/23	£379,760.21
2023/24	£584,000
2024/25	£584,246.47

- 54 The Housing Support Grant is a programme to test and evaluate models of housing support for people in treatment in a targeted number of areas, and is provided in addition to the SSMTRG, to deliver a programme of interventions for people in drug and alcohol treatment with a housing need.
- 55 DCC submitted a bid in October 2022 and the grant was awarded in January 2023. Due to the confirmation of the grant being so late in the financial year, DCC was unable to generate much spend during 2022/23, although the allocation was £379,760.21.
- 56 The bid included the following for 2023/24:
 - (a) one WTE Housing and Recovery Coordinator to provide oversight over nine posts which will work within Housing Solutions, Drug and Alcohol Recovery Service and Exempt Accommodation;

- (b) three WTE Housing and Recovery Workers (HRW) to address the substance misuse needs of those accessing Housing Solutions for housing support (especially for those who are treatment naïve);
- (c) three WTE HRW to liaise with Exempt Accommodation providers/private landlords and clients to address substance misuse issues in their accommodation and encourage people to access the DARS;
- (d) three WTE HRW staff to support within the DARS to identify those with a housing need and provide support to address this need;
- (e) two WTE Social Workers within Adult Care to work closely with substance misuse providers to manage an expected increase in vulnerable adult and safeguarding concerns as new clients are brought into services;
- (f) promotional materials, IT costs, mileage expenses, and personalised budgets.

57 See Appendix 2 for a case study that highlights the complexity of this area of work.

National Performance Outcome Data for Substance Misuse 2022 - 2023

- 58 Nationally in 2022-23, there were 290,635 adults in contact with drug and alcohol services between April 2022 and March 2023. This is a small rise compared to the previous year (289,215).
- 59 The number of adults entering treatment in 2022 to 2023 was 137,749, which is higher than the previous 2 years' figures (130,490 and 133,704). The numbers of people entering treatment was relatively stable from 2016 to 2017 up to 2021 to 2022.
- 60 Nearly half (48%) the adults in treatment were there for problems with opiates. Despite the number of people in treatment for opiate use slightly decreasing from last year (from 140,558 to 138,604), this remains the largest substance group. However, people in treatment for alcohol alone make up the next largest group (30%) of all adults in treatment.

- 61 After seeing a decline in the previous 2 years, there has been a rise in the overall number of adults entering treatment for crack cocaine. This rise includes people who are using crack with opiates (18,832 to 20,158) and those who are using crack without opiates (4,711 to 5,444).
- 62 New entrants to treatment with cannabis problems increased again in 2022-23, which saw a 2% rise (from 28,263 in 2021 to 2022 to 28,845 this year). New entrants with benzodiazepine problems fell 6% (from 3,848 in 2021 to 2022 to 3,620 this year), after increasing every year since 2018 to 2019 up until 2021 to 2022.
- 63 Although the numbers are relatively low, there was an increase in adults entering treatment in 2022 to 2023 with ketamine problems (from 1,551 in 2021 to 2022 to 2,211 this year). This is part of a trend in rising numbers entering treatment over the last 9 years. The total is now over 5 times higher than it was in 2014 to 2015.
- 64 In County Durham the most commonly cited substances in drug treatment are cannabis, cocaine, and alcohol. Work progresses to help engage no-opiate users as part of a wider non-opiate campaign which was launched by Humankind in January 2024.

Table 8 Most commonly cited substances used by adults in drug treatment in County Durham (NDTMS)

8.2 Most commonly cited substances by adults in drug treatment

Opiate Non-opiate Alcohol and non-opiate All drugs

Table 8.2.4 Most commonly cited substance(s) of all adults in treatment for problems with all drugs for Durham and England, 2020-21.

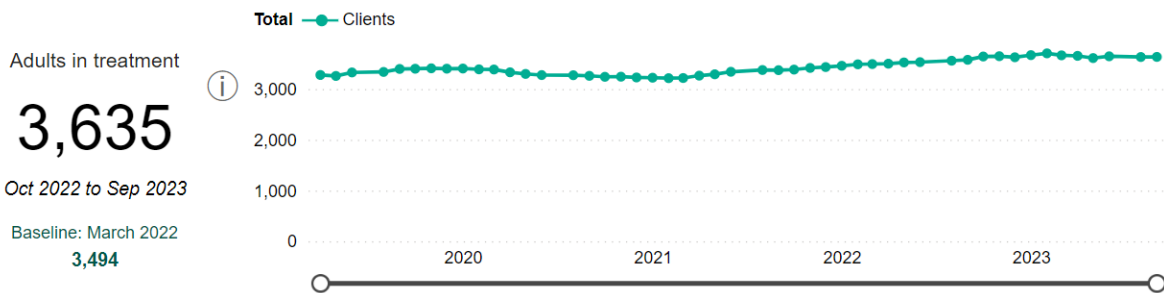
Substances	Local (n)	Proportion of treatment population	England (n)	Proportion of treatment population
Alcohol	500	22%	54,651	27%
Amphetamine (other than ecstasy)	145	6%	7,569	4%
Benzodiazepines	238	11%	15,229	8%
Cannabis	615	28%	54,009	27%
Cocaine	518	23%	32,339	16%
Crack cocaine	228	10%	77,041	39%
Ectasy	9	0%	1,297	1%
Hallucinogens	9	0%	2,382	1%
New psychoactive substances	5	0%	2,394	1%

Performance Outcomes for the DARS

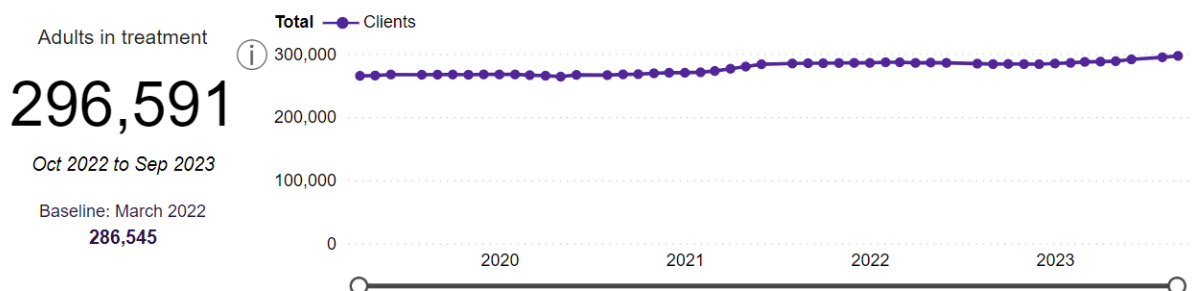
65 The treatment population remains stable in County Durham with monitoring submitted to the NDTMS on a monthly basis. The number of clients in treatment at any one time has been maintained at over 3,000 with a slight uplift from June 2022 until July 2023.

Fig. 1 Total Numbers of adults in treatment July 2022 – September 2023

Durham

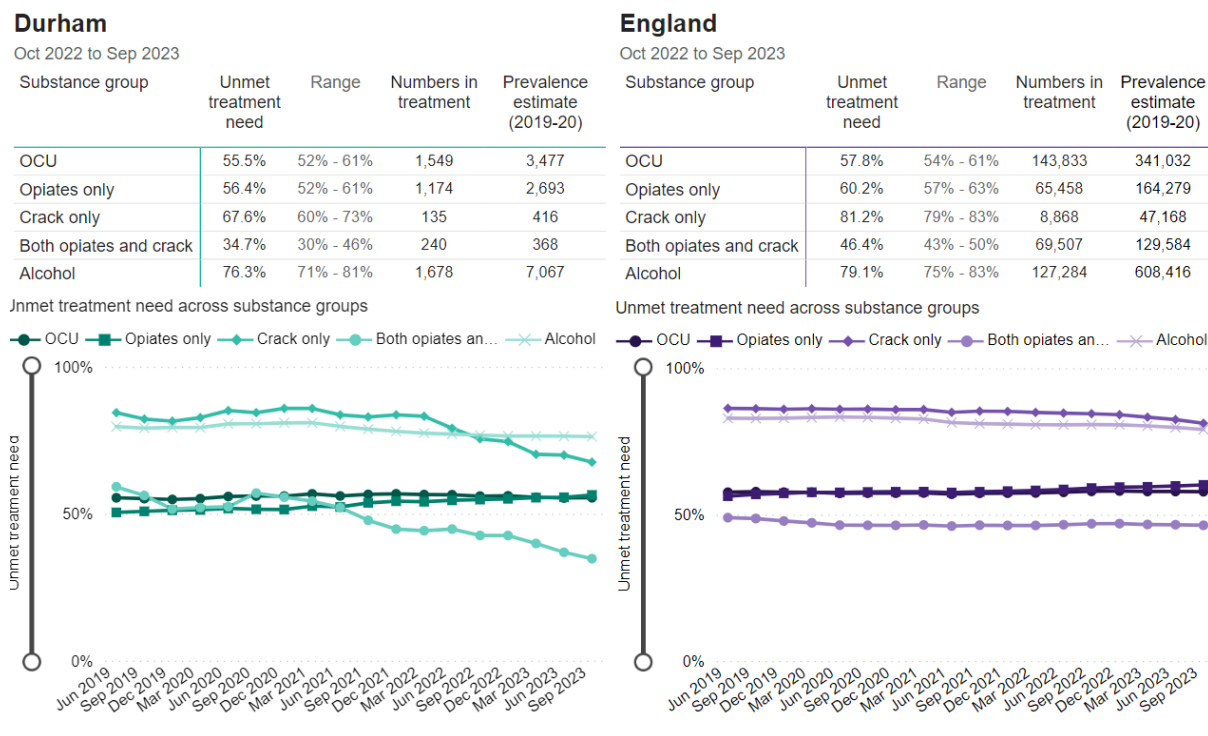


England



66 The table below highlights the prevalence of drug and alcohol use within the county and those levels of unmet need in County Durham for Opiates and Crack Users (OCU), Opiates-only, Crack only and Alcohol only. This refers to those who do not currently access the DARS.

Fig. 2 Unmet treatment need in County Durham July 2022 to June 2023.



- 67 Prevalence estimates for Opiate and Crack users in County Durham is estimated to be 3,477, of which 55.5% are not accessing treatment. This is compared to the England number of 57.8% (341,032), which is higher than rates in County Durham.
- 68 For alcohol, the unmet treatment need is 76.3%, which is lower than the percentage in England (79.1%), but still reflects a prevalence of 7,067 of people with an alcohol dependency not accessing treatment.
- 69 County Durham continues to implement a range of approaches to help reduce the impact of alcohol and substance misuse on local residents. The ongoing commissioning of Balance, as our alcohol office is overseen by County Durham on behalf of seven Local Authority areas in the NE. Campaign materials from Balance continue to be adopted by County Durham and cascaded to partners to maximise impact at a local level. Balance continues to work with Public Protection to utilise innovative approaches to licensing, which promote public health objectives including the vision of an Alcohol-Free Childhood.

Substance Misuse Related Deaths

- 70 There remains a keen focus on reducing substance misuse related deaths in the county, including increasing naloxone provision to reverse the effects of an opiate overdose. Extra emphasis on harm reduction approaches and the use of a Local Drug information System (LDIS) also helps to target identified areas of need, supported by the DARS outreach vehicle. County Durham has lower rates of drug related deaths (13.9) when compared to North East averages (15.2), but rate remains higher than the England rate (8.1)

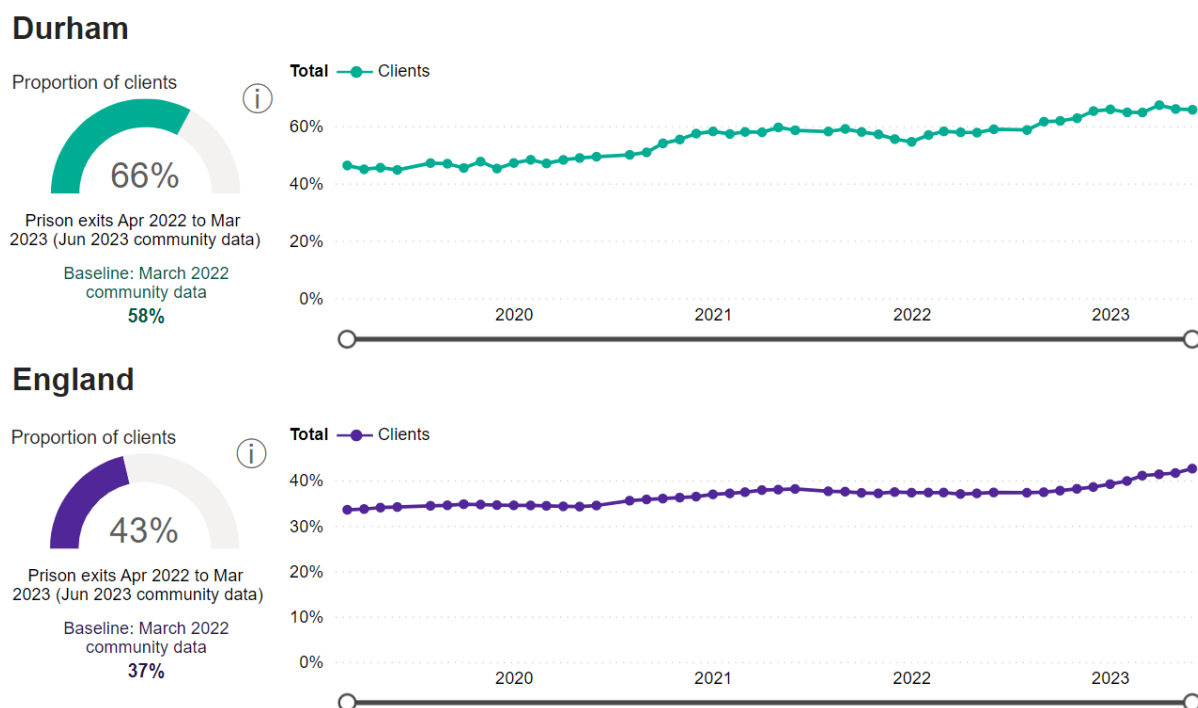
Table 9 death rates related to drug poisoning 2020-22

Area Codes	Area Names	2020-22			
		Deaths	Rate ¹	Lower Confidence Limit ²	Upper Confidence Limit ²
E92000001	ENGLAND	13,416	8.1	8.0	8.3
E12000001	NORTH EAST	1,123	15.2	14.3	16.1
E06000047	County Durham	199	13.9	12.0	15.9
E06000005	Darlington	44	14.2	10.3	19.1
E06000001	Hartlepool	63	24.9	19.1	31.9
E06000002	Middlesbrough	104	26.6	21.5	31.8
E06000057	Northumberland	101	11.5	9.2	13.7
E06000003	Redcar and Cleveland	65	17.3	13.3	22.1
E06000004	Stockton-on-Tees	93	16.8	13.6	20.6
E11000007	Tyne and Wear (Met County)	454	14.1	12.8	15.4
E08000037	Gateshead	93	16.6	13.4	20.3
E08000021	Newcastle upon Tyne	131	15.9	13.1	18.7
E08000022	North Tyneside	74	12.3	9.6	15.5
E08000023	South Tyneside	51	12.3	9.1	16.2
E08000024	Sunderland	105	13.6	11.0	16.2

Taken from OHID, NDTMS (2022/23)

- 71 Work is ongoing to engage more people into treatment, including improving the rates for the Continuation of Care for those leaving prison and accessing the DARS based within the community. This performance indicator is a new outcome for monitoring the outcome of services and will help to further reduce the potential for those leaving prison to die of an overdose after release.
- 72 The table below highlights the increasing trend of those leaving prison being maintained within community treatment and recovery services.

Fig. 3 Continuation of Care data April 2022 – June 2023 (NDTMS)



Successful Completions

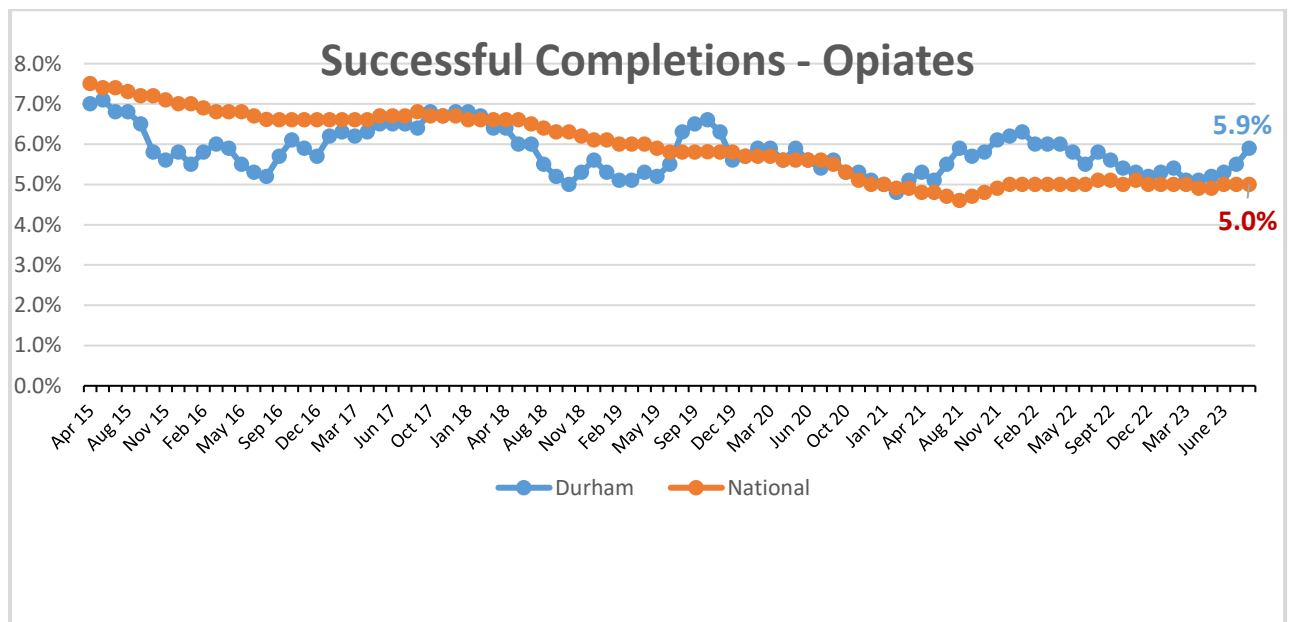
- 73 The Office for Health Improvement and Disparities (OHID) collects information about the outcomes for people who use drug and alcohol treatment services. This includes the [treatment outcome profile](#), which measures change and progress in important areas of their lives.
- 74 On a national basis, people in treatment for opiate problems reported a fall in the number of days they used opiates. When they started treatment, they reported an average of 23 days using opiates in the previous 28 days. At their 6-month treatment review, this number had fallen to 8.6 days.
- 75 The alcohol only group reported a fall in the number of days that they used alcohol. When they started treatment, they reported an average of 21.3 days drinking in the previous 28 days, but at their 6-month review, this number had fallen to 11.9 days.

76 The Successful Completion outcome is broadly defined as a successful response to drug and alcohol related issues stated in a clients' treatment plan. This outcome is determined by clinical judgement that the individual no longer needs structured treatment having:

- (a) achieved all the goals in their care plan;
- (b) overcome dependent use of the substance that brought them into treatment;
- (c) ceased any pharmacological intervention.

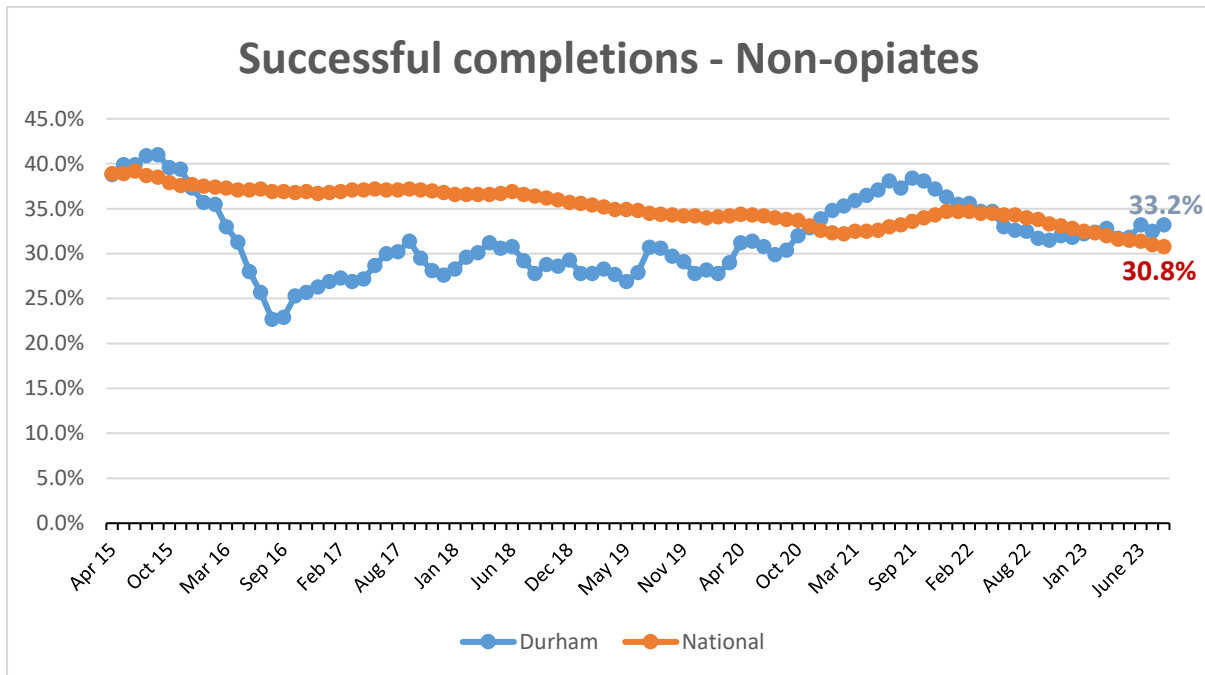
77 The following tables below highlight the rate of Successful Completions for Opiates, Non-opiates, and Alcohol Only in County Durham.

Table 10 Successful Completions for Opiate Clients (August 2015-September 2023)



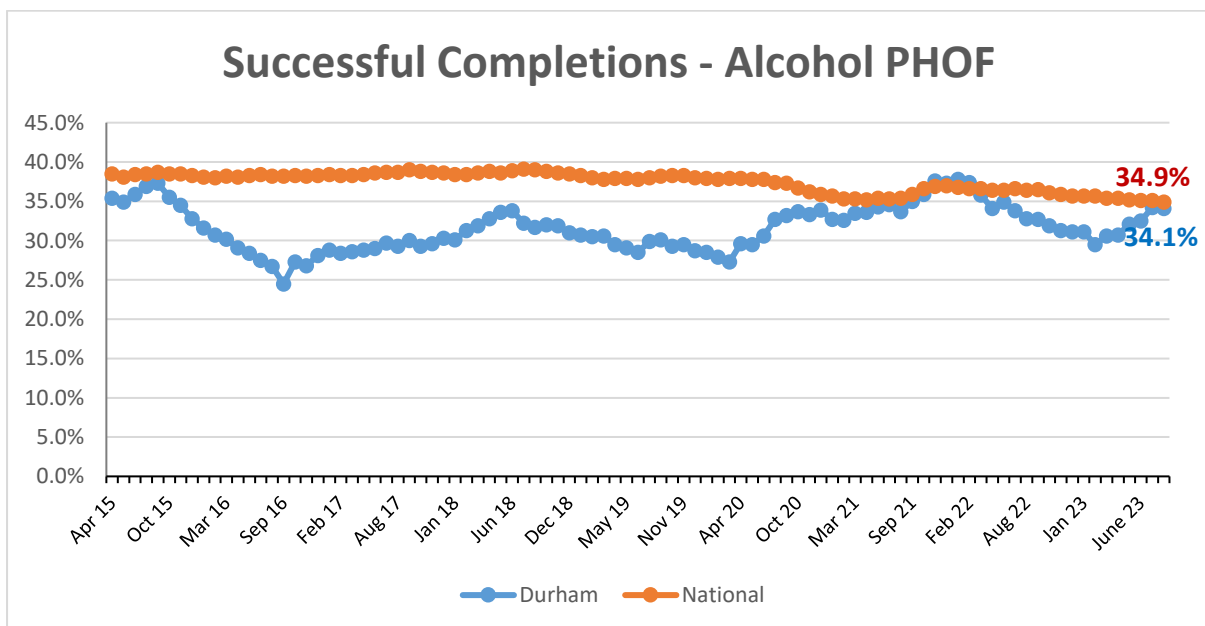
78 County Durham has a rate of 5.9% for Successful Completing for Opiate clients in September 2023 which is above the rate for England (5.0%).

Table 11 Successful Completions Non-opiates (August 2015-September 2023)



79 County Durham has a rate of 33.2% for Successful Completing for Non-Opiate clients in September 2023 which is above the rate for England (30.8%)

Table 12 Successful Completions Alcohol only (August 2015-September 2023)



80 County Durham has a rate of 34.1% for Successful Completing for Alcohol clients in September 2023 which is slightly below the rate for England (34.9%).

Conclusion

81 There has been significant change in the field of substance misuse with the advent of the 10-year drug plan from Harm to Hope (2021). This new strategy has been accompanied by the availability of new funding to support the 3 key priorities of breaking the drugs supply chain, delivering world-class treatment and recovery systems, and striving to achieve the shift in demand for recreational drugs.

82 A new Combating Drugs and Alcohol Partnership working across County Durham and Darlington has been initiated to coordinate the work of the police, local authority, NHS, probation, social care and the community and voluntary sector to deliver a local plan for action.

83 The core work of Humankind, Spectrum CIC and The Basement Recovery project as the providers of the DARS has been amplified by the SSMTRG funding, IPD provision, initiatives to support Rough Sleepers and increase housing support for those with substance misuse issues in our local communities.

84 Numbers in treatment have remained stable over time, however the unmet need for opiate and crack users (55%) and people with alcohol dependency (76%), whilst lower than England rates requires a sustained focus to support more people into treatment.

85 Substance misuse related death rates in County Durham have reduced to the second lowest in the NE (7.7) but remains higher than England (5.1). The Dame Carol Black funding has been used to increase the use of Naloxone (an antidote to opiate overdose) within communities and the ability for the DARS to increase mobile outreach provision in areas of high need.

86 County Durham continues to make good progress on rates for Successful Completions rates for Opiate clients in September 2023 (5.9%), which is above the rate for England (5.0%). The rate for Successful Completions for Non-Opiate clients County Durham is 33.2% which is above the rate for England (30.8%). County Durham has a rate of 34.1% for Successful Completing for Alcohol clients which is only slightly below the rate for England (34.9%) in September 2023.

87 2024/2025, will be used to review the performance outcomes of the DARS with a view to consider the appropriateness for the contract to be extended as part of the Provider selection regime. As part of this process and evaluation of the effectiveness of the approaches initiated by the Dame Carol Black funding will also be undertaken to support the planning for service delivery after 2025/26, depending on future funding allocations, as part of the ten-year strategy.

Background papers

- List any papers required by law / None

Other useful documents

- Previous reports / None

Author(s)

Jane Sunter

Tel: 07837060140

Appendix 1: Implications

Legal Implications

Sign off for the continuing plans submitted to OHID for the Dame Carol Black (DCB) grant funding requires authorisation from the Director of Public Health. There is also a stipulation that funding supplied by the DCB grants cannot be used to reduce any allocation in the core budget funded by the Public Health grant.

Finance

Core funding for the DARS has been maintained throughout 2021/22, 2022/23 Future SSMTR funding has been confirmed for 2024/25, but we still require confirmation of the amounts, although indicative allocations have been given within a rolling programme.

Consultation and Engagement

Public Health will continue to consult with partners in the development and delivery of the actions identified as part of the DCB funding. The voice of service users is within client satisfaction questionnaires is engaged with on an annual basis. A recent review of the DARS also used staff and client focus groups to understand the effectiveness of pathways linked to outcomes. The CQC outcome reflects the culture of the service user being embedded within the decision-making process of the DARS.

Equality and Diversity / Public Sector Equality Duty

Actions from this report are targeted to reduce the health inequalities of these people suffering from or impacted by alcohol and drug related health harm.

Human Rights

No issues Identified.

Crime and Disorder

Actions highlighted in this report are targeted to reduce alcohol and drug related crime and disorder.

Staffing

The ability of the DARS to deliver on the DCB funded workstreams model has been dependent on the ability of the service to recruit to posts. This has been

highlighted within Humankind's risk register and will be monitored over time within contract monitoring arrangements.

Accommodation

No other venues have been required to deliver on the DCB workstreams.

Risk

No corporate risk issues Identified.

Procurement

The work of the DARS continually encourages working to economies of scale and make the best use of available resource and capacity.

Appendix 2

Case Study

Paul (not his real name) had previously been in treatment with the DARS but, through living a chaotic lifestyle, had fallen off prescription and out of treatment. Paul had no fixed abode and was 'sofa surfing' or rough sleeping at times. Through links with Integrated Offender Management (IOM) officers at Bishop Auckland, it was arranged that Paul would be brought to the DARS' outreach vehicle at Seaham. Paul was supported to attend the outreach vehicle and was provided with a rapid pathway back into treatment by completing triage immediately; assessment was booked for the following day and Paul was allocated a worker.

While at the outreach vehicle, Paul was given food and a drink, harm reduction advice, and completed a blood borne virus (BBV) test. The instant BBV test showed positive for Hepatitis C, which triggered a dried blood spot (DBS) test that was sent for screening the same day.

Discussions with Paul, the IOM officer and the manager of a housing provider led to Paul being assessed and entered into their programme (which offers supported accommodation the same day). An assessment was then completed the next day with the DARS where Paul was put back into clinical treatment.

Following support from Paul's DARS worker over the next couple of months, he was able to successfully exit treatment with the DARS and finished a Methadone prescription whilst maintaining successful tenancy.

Following closure, Paul's test result came back with a current infection for Hepatitis C, which meant that treatment was required. Paul's worker arranged an appointment with the Freeman nurses who supply treatment for County Durham Hepatitis C infections. Paul attended a planned appointment with the Freeman Nurse at a recovery centre where he was provided with harm reduction advice, information about the medication, and the treatment. A follow up appointment is planned for three months' time for a BBV test to check that the medication has been effective, and the infection has cleared.

County Durham and Darlington
Fire and Rescue Authority



Safest People, Safest Places

Safer, Stronger Communities Overview and Scrutiny Committee

26 February 2024

Community Risk Management Plan (CRMP), formerly known as the Integrated Risk Management Plan, Annual Consultation

Report of Keith Carruthers, Deputy Chief Fire Officer

Purpose of the Report

1. To provide the Safer, Stronger Communities Overview and Scrutiny Committee with background to the Fire Authority's CRMP annual action plan for 2024-2027. The Committee will be provided with a presentation setting out details of the plan and consultation process.

Background

2. The Fire and Rescue Services Act 2004 requires the Secretary of State to prepare a Fire and Rescue National Framework. The Framework sets out priorities and objectives for fire and rescue authorities who must have regard to the Framework in carrying out their duties.
3. The Fire and Rescue Service National Framework document places a responsibility on all fire and rescue authorities to produce and consult on an Integrated Risk Management Plan. The Service uses the CRMP title to align the document with the recommendations from the National Fire Chiefs' Council (NFCC). The Framework directs fire and rescue authorities to:
 - be accountable to communities for the service they provide;
 - identify and assess the full range of foreseeable fire and rescue related risks their areas face;

- make appropriate provision for fire prevention and protection activities and the response to fire and rescue related incidents;
 - develop and maintain a workforce that is professional, resilient, skilled, flexible and diverse;
 - collaborate with emergency services and other local and national partners to increase the efficiency and effectiveness of the service they provide.
4. Specifically, the National Framework states that we have a statutory responsibility to include a number of areas within the CRMP. These duties are summarised below:
- Reflect up-to-date risk analyses of all foreseeable fire and rescue related risks that could affect the area of the authority;
 - Demonstrate how prevention, protection and response activities will best be used to prevent fires and other incidents and mitigate the impact of identified risks on its communities;
 - Outline required service delivery outcomes including the allocation of resources for the mitigation of risks;
 - Set out its management strategy and risk-based programme for enforcing the provisions of the Regulatory Reform (Fire Safety) Order (RRO) 2005;
 - Cover at least a three-year time span and be reviewed and revised as often as is necessary;
 - Reflect effective consultation throughout its development and at all review stages with the community, its workforce and representative bodies and partners; and
 - Be easily accessible and publicly available.
5. The Service's CRMP is a three-year strategic plan. This is reviewed annually to assess the effectiveness of existing arrangements. Following this review an annual CRMP Action Plan is developed.

CRMP Content

6. The CRMP contains profile information regarding the Service area, performance data, governance arrangements and how the Service identifies, manages and responds to risk in County Durham and Darlington.
7. Linking directly to the Community Risk Profile (CRP) and Station Plan, the CRMP sets out the key risks found and what proactive and reactive measures will be in place relating to each identified risk.
8. Each of the main Strategies (Community Safety; Business Fire Safety and Fire Investigation; Emergency Response; People and Organisational Development; Collaboration, Estates, ICT, and Environmental Sustainability and Climate Change) and the Medium-Term Financial Plan (MTFP) is directly referenced with regard to how they are affected by risk.

9. We have included an overview of what we introduced following last year's consultation together with the proposed options for Year 1, 2 and 3 of the 2024-2027 CRMP period.
10. In 2023-2024 we consulted on and delivered the following:

We asked	You said	We did
We propose to crew all our Wholetime fire engines with four firefighters. Do you agree with this proposal?	Yes	We implemented the new crewing arrangement from 1 July 2023.
We propose to review the Risk Based Inspection Programme (RBIP) for business premises to ensure our proactive protection and enforcement activities are aligned to identified risks, to maintain the reduction of non-domestic fires and ensure the continued safety, from fire, of employees and visitors to these premises.	Yes	We have reviewed the RBIP and a new version will be introduced on 1 April 2024 focusing on higher risk type premises.

Monitor and review the Service's response standards

11. We have continually monitored our performance against the response standards through our Performance Board, Service Leadership Team, Performance Committee and the CFA. Any response to an incident that fails to meet the relevant standard is scrutinised to identify which component of the response is responsible – call handling time, time of crews to mobilise or time to drive to the incident. Any learning or good practice identified is implemented to improve future response times.
12. The response times were designed to be challenging standards to ensure we continually strive to improve our response times. Throughout the year, performance of all three standards has fluctuated between 65 – 75%. CDDFRS remains one of the fastest services to answer emergency calls and deploy fire appliances, and we are the fastest to respond amongst all predominately rural FRSs. By maintaining the current response standards, we will strive to maintain our current high performance compared to the rest of the fire sector.

Evaluate the staffing arrangements and application of Targeted Response Vehicles (TRVs)

13. We carried out an evaluation exercise on the use of TRVs within the Service which resulted in a recommended model for future use and deployment of the vehicles. The results clearly showed that TRVs were best suited to respond to secondary fires and automatic fire alarms (AFAs) as well as the vehicle being used as an additional resource at all other incident types, delivering community safety messages and assisting with productivity.

14. We continue to deploy TRV's based on risk and during periods of high activity.

Evaluate the changes through collaboration projects with local FRS and key partners.

15. We introduced a system of evaluating our collaboration projects and the outcomes are monitored by our Service Leadership Team. This enables us to check how projects are working and whether they are providing good value in terms of costs, resources, relationships and learning.

16. For collaboration projects which no longer provide value or benefit we take action and seek to learn from the opportunity.

Medium Term Financial Plan

17. The Service faces the ongoing challenge of balancing our resources against the risks we face. We are under considerable financial pressure due to cost pressures arising from inflation which is resulting in demands for higher pay awards. The financial pressures faced by the Service are compounded by uncertainty surrounding the level of government funding beyond 2024/25.

18. Our 2023/24 annual budget is £32.1M and to set a balanced budget for 2024/25 it has been necessary to continue to closely monitor our spend and funding from central government. 2023/24 saw the implementation of our option to reduce the overall operational workforce so that fire appliances always have 4 crew members of trained staff on them (we call this 'riding with 4').

19. Historically, we have received an equal amount of our funding from direct government grants and Council Tax. However, over time this has changed, with two thirds of our funding now being received from Council Tax, of which increases are subject to strict limits. Fire and Rescue Authorities will have flexibility to increase Band D Council Tax by up to 3% in 2024/25. Any Fire and Rescue Authority that wishes to increase Band D Council Tax in 2024/25 by 3% or more will be required to hold a referendum. Reliance on Council Tax also brings with it challenges in an area such as ours where a significant number of the properties are in Council Tax Band A or Band B. A 1% increase in Council Tax raises an additional £207,000 for the Authority whereas in other areas 1% raises significantly more. To further illustrate the problem a 1%, pay award costs us over £270,000 per year and other inflationary pressures are adding significant costs to the Service.

Our Plans

20. In 2024/25 the following options will be considered:

- Monitor the crewing of Wholetime fire engines.
- Implement the findings following the review of the Risk Based Inspection Programme.
- Continue to monitor the staffing arrangements and application of TRVs.

- Continue to explore opportunities and evaluate changes introduced through collaboration projects.

21. In 2025/26 the following options will be considered

- Review the newly implemented Service Risk-Based Inspection Programme
- Continue to explore opportunities and evaluate changes introduced through collaboration projects.

22. In 2026/27 the following options will be considered

- Continue to explore opportunities and evaluate changes introduced through collaboration projects.

Our Commitments

23. The Service makes a series of commitments throughout the CRMP. These have now been streamlined and reworded as follows:

Be the Best

Recruit and retain a diverse workforce and continually assess their performance and behaviours.

Prevent

Target at least 80% of our HFSVs to the most vulnerable people, taking referrals from and making them to our supporting partners.

Protect

Work with local businesses to keep people safe from fire and take enforcement action when we need to.

Respond

In an emergency we will be fully prepared to respond and will strive to reduce the impact.

Improve

We will constantly endeavour to improve by monitoring our performance and encourage our staff to be innovative.

Learn

We will learn and improve following scrutiny from HMICFRS, the CFA, external audit bodies and our consultation process

Plan

We will identify the risks you face and plan ways to reduce their impact using our staff and resources effectively.

Budget

We will use our budget, people and equipment effectively to tackle our risks and keep you safe.

Consultation

24. The consultation for 2024/25 will begin on 16 February 2024 and will run for 12 weeks. To ensure that a wide range of views can be gathered the Communications Teams will lead on disseminating a consultation document containing the specific questions regarding the future plans of the Service. The consultation questions are set out at paragraph 26 of this report.
25. The approach to the consultation will include making the CRMP available on the CDDFRS website; organising community events to discuss the plan with the public; liaising with politicians and other local community leaders to disseminate the consultation document and using social media to promote it. We will attend public meetings organised through the Local Authorities, and stage bespoke events. There will be an online survey that people can complete and a paper booklet to support this.

Consultation Questions

26. At the Strategic Planning Day on 16 November 2023 the Combined Fire Authority (CFA) considered the range of options which could be put to the public. Based on the feedback from this day and the Service analysis it is suggested the following questions be put to the public:
- 26.1 Q1 Do you agree with the Service's approach to keeping you safe?
- 26.2 Q2 Do you agree with our commitments outlined in the plan?
- 26.3 Q3 Do you have any comments on our plans for 2024-27?

Recommendations

27. Members are requested to:
- (i) **Consider and note** the content of the CRMP action plan and consultation which will be presented at the meeting.

Contact:	Alison Baxter, Policy Support Officer County Durham & Darlington Fire and Rescue Service	
Tel:	0191 3755571	E-mail: alison.baxter@ddfire.gov.uk

County Durham and Darlington Fire and Rescue Authority

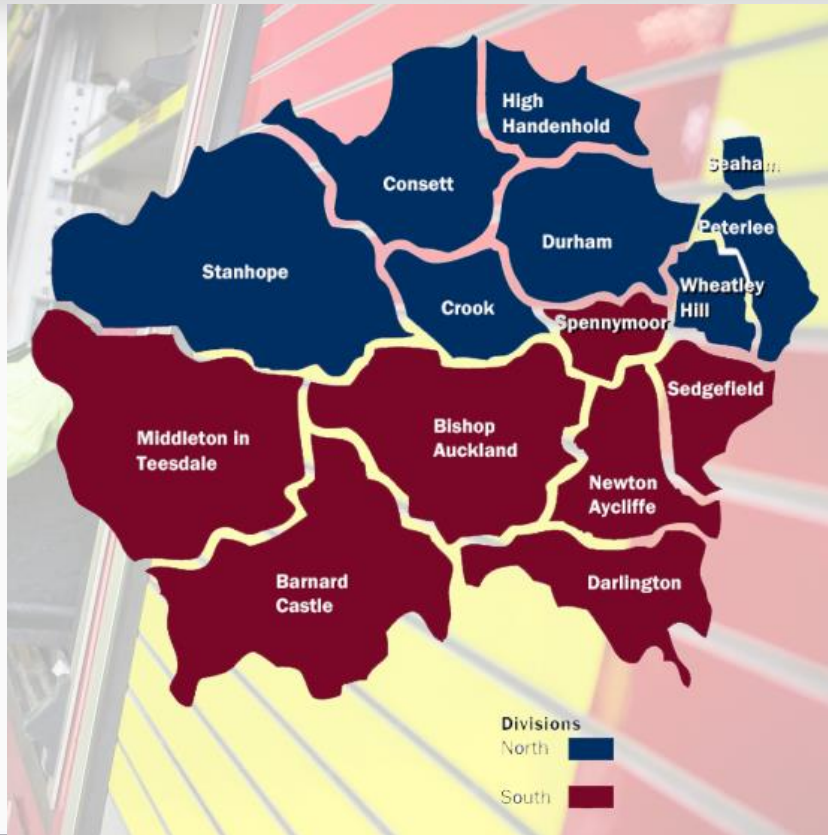
Fire and Rescue Service

Community Risk Management Plan 2024-2027

   @CDDFRS
www.ddfire.gov.uk



About Us



- We serve approx. 630,000 people across an area of 939 square miles
- We protect 302,500 households and 20,150 businesses
- We have 15 fire stations
- We have 299 Wholetime firefighters, 168 On Call Firefighters, 18 Fire Control Operators and 98 Support Staff in HQ, Training and Technical Services

Our Achievements

- In our most recent HMICFRS inspection we achieved Good in all three categories of effectiveness, efficiency and people.
- We won Fire and Rescue Service of the year at the Public Sector Transformation Awards in 2022 and 2023
- We have an award winning apprenticeship programme
- We are leading the way in Firefighters' safety with a state of the art decontamination facility
- We are a Disability Confident Leader



Our Performance

1. We have the fastest response times for a predominantly rural fire and rescue service
2. We attend the 3rd lowest number of Accidental Dwelling Fires in England and the 11th lowest number of fires in non-domestic premises
3. Last year we delivered 18,382 Home Fire Safety Visits, a rate of 28.8 per 1,000 population (England rate is 9.4 per 1,000)
4. Last year we delivered 1,927 Fire Safety Audits, a rate of 11.2 per 100 known premises (England rate is 3.7 per 100)



Have Your Say

- We want to know what you think about our plans

- From 16th February 2024 to 10th May 2024 you can take part in our consultation
- We will be gathering views from our communities both online and face to face



Have Your Say



The image shows the cover of a 'Community Risk Management Plan 2024 - 2027' for the County Durham and Darlington Fire and Rescue Service. The top half features a close-up of a firefighter's yellow helmet with a clear visor. The bottom half is a collage of four smaller images: an elderly couple sitting on a sofa, a person working at a computer in a call center, a female firefighter in uniform, and a fire engine. The text 'Safest People, Safest Places' is at the bottom left of the collage.

Community Risk Management Plan
2024 - 2027

County Durham and Darlington
Fire and Rescue Service

Safest People, Safest Places

What is a Community Risk Management Plan (CRMP)?

How do we know what risks our communities face?

How will we manage these risks to keep you safe?

Have Your Say

- We want to know what you think about our plans

Why do we consult?

We plan how to tackle the risks our communities face every year.

Our plans include deciding where and how to use our resources.

It is important to us to take into account what you think about the impact of any changes.




Have Your Say

Our Finances


The Medium Term Financial Plan

- Current MTFP covers 2024/25 to 2027/28
- Financial pressures mean we have to closely monitor our spending and look at different ways of delivering our services
- The MTFP was approved by the CFA in February 2024

Consultation question from 2023

We asked	Public Said	We did
<p>Question 1</p> <p>We propose to crew all of our Wholetime fire engines with four firefighters. Do you agree with this proposal?</p>		<p>In our last consultation we sought your views on crewing our fire engines with four firefighters and you agreed that we should introduce this proposal. We therefore implemented the crewing with four firefighters for all our wholetime fire engines on 1 July 2023. We will continue to monitor the crewing of wholetime fire engines throughout 2024/25.</p>

Consultation question from 2023

We asked	Public Said	We did
<p>Question 2</p> <p>We propose to review the Risk Based Inspection Programme (RBIP) for business premises to ensure our proactive protection and enforcement activities are aligned to identified risks, to maintain the reduction of non-domestic fires and ensure the continued safety, from fire, of employees and visitors to these premises.</p>		<p>You agreed that we should carry out a review of our business fire safety programme using risk as its guiding principle therefore we have utilised the developing work of the NFCC in collaboration with Operational Research in Health, into the likelihood, consequence and risk of fires in non domestic premises. This review has produced an updated RBIP starting on 1 April 2024 which has an increased focus on those premises types identified as a higher risk through this new research. This updated programme will be implemented and monitored through 2024/25 and reviewed during 2025/26.</p>

Have Your Say 2024 Question 1

Community Risk Management Plan

You can read the full
Plan and our
Community Risk Profile
at:

<https://www.ddfire.gov.uk/service-plans>

Do you agree with the
Service's approach to
keeping you safe?



Our Commitments

Be the Best

Recruit and retain a diverse workforce and continually assess their performance and behaviours.

Protect

Work with local businesses to keep people safe from fire and take enforcement action when we need to.

Improve

We will constantly endeavour to improve by monitoring our performance and encourage our staff to be innovative.

Plan

We will identify the risks you face and plan ways to reduce their impact using our staff and resources effectively.

Prevent

Target at least 80% of our HFSVs to the most vulnerable people, taking referrals from and making them to our supporting partners.

Respond

In an emergency we will be fully prepared to respond and will strive to reduce the impact

Learn

We will learn and improve following scrutiny from HMICFRS, the CFA, external audit bodies and our consultation process

Budget

We will use our budget, people and equipment effectively to tackle our risks and keep you safe.



Have Your Say 2024 Question 2

Community Risk Management Plan

You can read the full
Plan and our
Community Risk Profile
at:

<https://www.ddfire.gov.uk/service-plans>

Do you agree with our
commitments outlined
in the plan?



Have Your Say 2024 Question 3

Community Risk Management Plan

You can read the full
Plan and our
Community Risk Profile
at:

<https://www.ddfire.gov.uk/service-plans>



Do you have any
comments on our plans
for 2024-2027?



Have Your Say

How do I share my views?

- Visit our website and fill in our online survey www.ddfire.gov.uk
- Check out our twitter feed @CDDFRS and look for our survey link
- Take a look at our Facebook page @County Durham and Darlington Fire and Rescue Service and follow the link to our survey



Thank You

Any questions?



**Safer and Stronger Communities
Overview and Scrutiny Committee**

26th February 2024



**Community Protection Service -
Enforcement and Intervention Activity**

**Report of Alan Patrickson, Corporate Director of Neighbourhoods
and Climate Change**

Electoral division(s) affected:

Countywide

Purpose of the Report

- 1 To provide the Safer and Stronger Communities Overview and Scrutiny Committee with background information in advance of a presentation on enforcement and intervention activity by the Council's Community Protection Service.

Executive summary

- 2 The presentation attached in appendix 2 will aim to provide Members with an overview for comment on activities of the Trading Standards, Environmental Health and Licensing functions within the Community Protection Service.

Recommendation

- 3 Members of the Committee are asked to note information contained within this report and presentation and comment accordingly.

Background

- 4 At its meeting in June 2022, the Committee agreed its work programme to include presentations on enforcement activity by the Council's Community Protection Team.
- 5 The Community Protection Service consists of three main service teams - Business Compliance, Strategic Regulation and Safer Places.
- 6 The presentation attached in appendix 2 provides members with an overview of the regulatory activity undertaken by the Service in relation to activities such as door step crime, illicit tobacco, food safety, environmental protection and licensing enforcement.

- 7 Ian Harrison, Business Compliance Strategic Manager, is scheduled to attend the Committee's meeting to deliver the presentation.

Main implications

Crime and Disorder

- 8 Information within this report highlights the regulatory and enforcement roles, responsibilities, and activities of the Community Protection Service.

Conclusion

- 9 The attached presentation provides an update and opportunity for Members to comment on enforcement and intervention activity undertaken by the Council's Community Protection Service.

- 10 Background papers

- None

Other useful documents

- None

Contact: Ian Harrison

Tel: 03000 263866

Appendix 1: Implications

Legal Implications

None.

Finance

None.

Consultation

None.

Equality and Diversity / Public Sector Equality Duty

None.

Human Rights

None.

Climate Change

None.

Crime and Disorder

Information within this report highlights the regulatory and enforcement roles, responsibilities, and activities of the Community Protection Service.

Staffing

None.

Accommodation

None.

Risk

None.

Procurement

None.

Appendix 2: Presentation

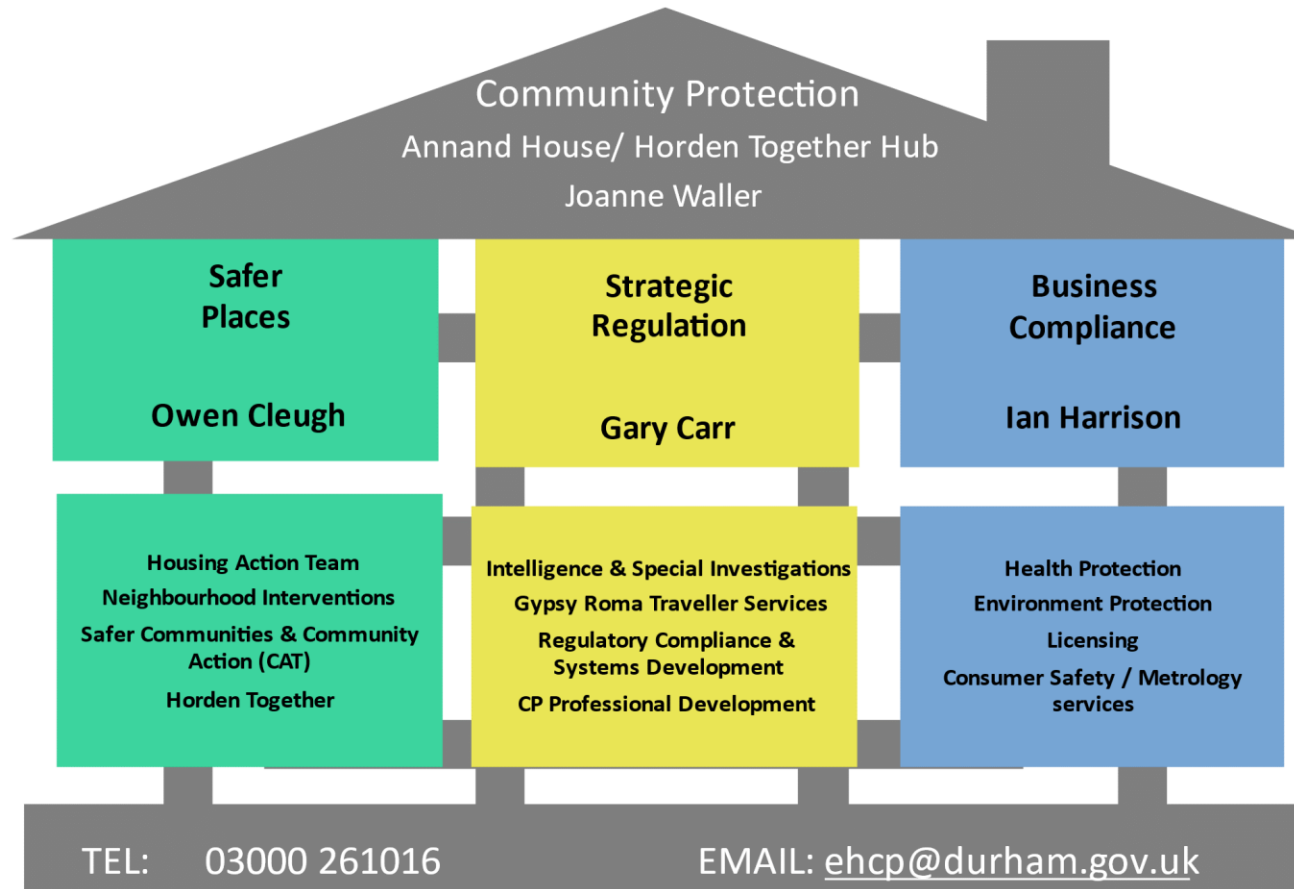
Community Protection Services Consumer Protection

Appendix 2

Ian Harrison, Business Compliance Strategic Manager



Community Protection Services



Consumer Protection

- Consumer Safety – Rogue traders, underage sales, product safety, animal health & welfare
- Special Investigations – Complex criminal investigations & projects
- Health Protection – Food hygiene and food standards, Health & Safety at work, Safety Advisory Group
- Environmental Protection – Air Quality, Private Water Supplies
- Licensing – Alcohol, Entertainment, Gambling, Taxis

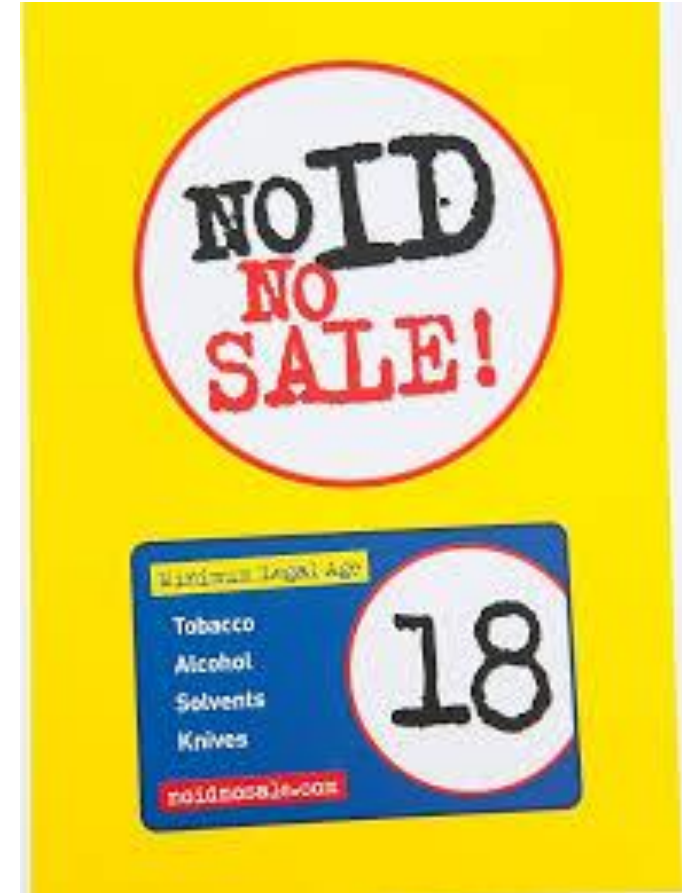
Protecting the Vulnerable

- Rogue traders, cowboy builders
- False claims of trade association membership
- Scams & Cons
- Misleading adverts
- Protecting consumers AND legitimate businesses



Underage Sales

- Alcohol, tobacco, vapes, gambling, solvents, knives
- Advice and guidance is offered to all premises to ensure compliance
- Officers use underage volunteers to identify premises willing to sell to children



Illicit Tobacco & Vapes

- 24 enforcement operations in last 18 months
- 430,000 illegal cigarettes seized
- 163Kg of illegal hand rolling tobacco seized
- Almost 8000 illegal vapes seized – valued at £95,000 in last 18 months
- Closure Orders obtained for ten premises
- Licence reviews for licensed premises



Animal Welfare

- Farms are visited to: -
 - Ensure animal welfare
 - Prevent disease outbreak
 - Sample and test animal feed



Animal Licensing

- To ensure animal welfare, all premises are inspected prior to licences being granted
- Unannounced inspections mid-term
- 45 licensed dog breeders in County Durham
- 118 licensed animal boarding establishments



Food Safety

- 5149 food businesses in Durham
- All food premises inspected on a risk assessed basis
- Food Hygiene Rating Scheme



Food Safety

- Santinos, Sacriston
- Decomposing rat found under food preparation area
- Premises was dirty
- Staff not properly trained
- Fines and Costs of £600



Natasha's Law

- Food team is working with manufacturers and retailers to ensure food is correctly allergen marked
- Peanut allergy death in Newcastle recently reported



Health & Safety at Work

- Targeted projects are undertaken each year to ensure the safety of employees and the public
- Recent conviction of Stonegate Pub co. following death of Olivia Burt in Durham City in 2018
- £1.5 million fine



Environmental Protection

- 185 permits issued regulating 204 activities – 2nd highest in the UK
- Important consultee for many planning applications – 2809 considered in past 12 months



Air Quality

- An Air Quality Action Plan is being prepared for Durham City
- 21 actions proposed to improve air quality
- Vehicle engines are biggest contributor
- DEFRA must sign off our plan. If they don't, we must do more



Private Water Supplies

- There are 377 Private Water Supplies in County Durham
- All supplies must be risk assessed, sampled and tested



Licensing Act 2003

- 2232 licensed premises and private member clubs
- 755 Temporary Event Notices in 12 months



Taxis

- 1170 hackney carriages and private hire vehicles
- 1282 licensed drivers
- All drivers must pass strict criteria to ensure they are safe and suitable to carry the public
- All vehicles are subjected to at least two mechanical inspections per year



- Thank you. Any Questions?

Safer and Stronger Overview and Scrutiny Committee

26 February 2024

Quarter Two, 2023/24
Performance Management Report

Ordinary Decision



Report of John Hewitt, Chief Executive

Electoral division(s) affected:

Countywide.

Purpose of the Report

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

Executive Summary

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

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

- 4 We have set out how the council will effectively deliver its services and its contribution to achieving this vision in our [Council Plan](#). The Council Plan is structured around five thematic areas: our economy, our environment, our people, our communities, and our council. We monitor our success through a suite of Key Performance Indicators (our corporate performance framework), which forms the basis of this report.
- 5 During quarter one, to allow greater clarity of performance against our objectives, we introduced a new easy-read report format structured around a suite of dashboards (attached at appendix two). Greater data visualisation has provided more focus and greater transparency on trends, direction of travel, benchmarking and performance to target. The new format has been reviewed by scrutiny and feedback has been universally positive.

- 6 We want to be a well-functioning local authority in relation to performance, and continue to work to achieve the best practice model as set out by the Department for Levelling Up, Housing and Communities (DLUHC)¹. We will continue to develop the following through our performance management processes and the wider Corporate Business Intelligence Review:
- (a) An organisational-wide approach to continuous improvement, with frequent monitoring, performance reporting and updating of the corporate and improvement plans.
 - (b) A corporate plan which is evidence based, current, realistic and enables the whole organisation's performance to be measured and held to account.
 - (c) Clear and effective mechanisms for scrutinising performance across all service areas. Performance is regularly reported to the public to ensure that citizens are informed of the quality of services being delivered.

Context

- 7 The council is a large organisation providing a broad range of services, and our operating environment can at times be challenging. However, we continue to show strong performance across our key outcomes.

Recommendation

- 8 Safer and Stronger Overview and Scrutiny Committee is recommended to:
- (a) note the overall position and direction of travel in relation to quarter two performance, and the actions being taken to address areas of challenge.

¹ [Best Value standards and intervention](#)

Background papers

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

Other useful documents

- Council Plan 2023 to 2027 (current plan)
<https://www.durham.gov.uk/media/34954/Durham-County-Council-Plan-2023-2027/pdf/CouncilPlan2023-2027.pdf?m=638221688616370000>
- Quarter One, 2023/24 Performance Management Report
<https://democracy.durham.gov.uk/documents/s178933/Q1%202023-24%20Corporate%20Performance%20Report%20-%20Cabinet%2013.09.23.pdf>
- Quarter Four, 2022/23 Performance Management Report
<https://democracy.durham.gov.uk/documents/s174900/Item%204%20Q4%202022-23%202%201.pdf>
- Quarter Three, 2022/23 Performance Management Report
<https://democracy.durham.gov.uk/documents/s166398/Corporate%20Performance%20Report%20Q2%202022-23%20v2.1.pdf>
- Quarter Two, 2022/23 Performance Management Report
<https://democracy.durham.gov.uk/documents/s166398/Corporate%20Performance%20Report%20Q2%202022-23%20v2.1.pdf>

Author

Steve Evans

Contact: steve.evans@durham.gov.uk

Appendix 1: Implications

Legal Implications

Not applicable.

Finance

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

Consultation

Not applicable.

Equality and Diversity / Public Sector Equality Duty

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

Climate Change

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

Human Rights

Not applicable.

Crime and Disorder

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



Corporate Performance Report

Quarter Two, 2023/24



Contents (blue text links to sections of the report)

	➤ Executive Summary	
Our Communities	➤ Our Communities Performance Report	
	Performance Dashboards	➤ Road safety
		➤ Crime
		➤ Protecting vulnerable people from harm
		➤ Anti-social behaviour
	➤ Data Tables	
	➤ Glossary	

Executive Summary

- 1 This performance report covers the second quarter of the 2023/24 financial year (July to September 2023). It sets out our progress towards delivering the key priorities set out within our [Council Plan 2023-27](#).
- 2 Performance is reported on an exception basis with key messages structured around the five thematic areas of, our economy, our environment, our people, our communities, and our council.
- 3 In any given quarter, we will only include key performance indicators which have been updated during that quarter, for example, educational attainment will be updated annually in quarter three.

Our communities

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

Going Well

- 5 A greater proportion of properties covered by our selective licensing scheme are now licenced or have had legal proceedings instigated against them (37% compared to 34% reported last quarter). We are continuing to target private rented sector properties not yet licenced, through increasing checks with the Land Registry, and are instigating enforcement proceedings where required.
- 6 Fewer domestic abuse incidents are being reported to the police, but more victims are being referred to Harbour Support Services. Of those referred, at case closure, 85% stated they felt more confident in themselves and 84% said they had an improved quality of life.

Issues we are addressing

- 7 Over the last 12 months, overall theft has increased. This is mainly due to an increase in shoplifting, which has now returned to pre-pandemic levels and is most likely linked to the cost-of-living crisis.

Risk Management

- 8 The government's statutory guidance for best value authorities sets out the characteristics of a well-functioning authority. This details the arrangements that councils should have in place for robust governance and scrutiny including how risk awareness and management should inform decision making. The latest risk management progress report can be found [here](#).

Our Communities

Priority Aims:

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

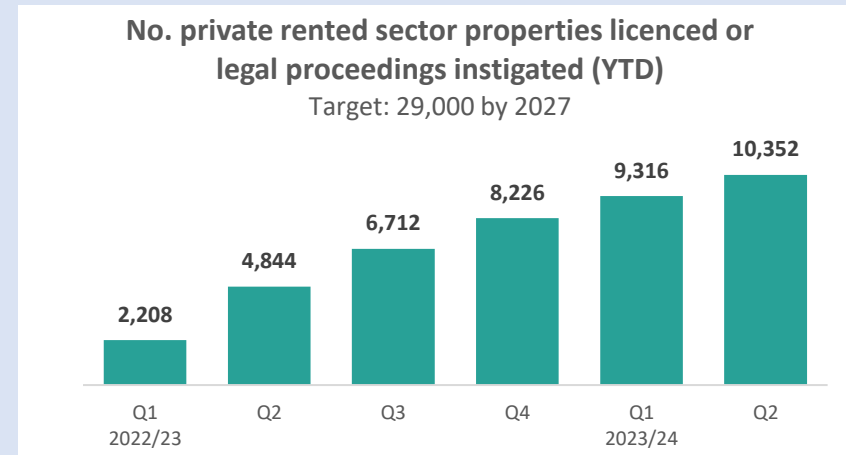
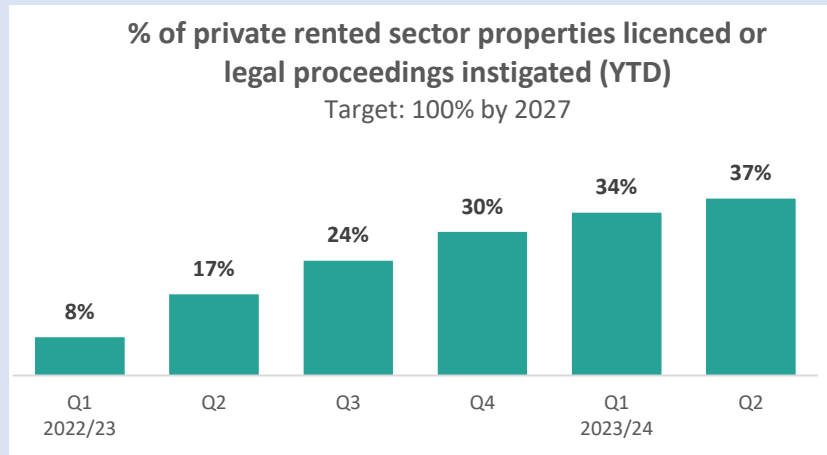
- ensure standards will be maintained or improved across County Durham's housing stock
- have towns and villages which are vibrant, well-used, clean, attractive and safe
- ensure people will have good access to workplaces, services, retail and leisure opportunities
- ensure communities will be able to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

Housing Standards Dashboard

(quarterly data as at 30 September 2023)

Selective Licensing

- A further 1,782 (6%) applications currently being processed; 288 exemptions in place and 120 enforcement cases have either started or in process of being actioned, one of which has now lead to a successful prosecution.
- Tenures calculated via 2020 modelling have been refreshed that has provided a 98% confidence in the original modelling.
- Enforcement team continue to target all private rented sector modelled properties not yet licenced, concentrating on increasing checks through Land Registry.



Selective Licensing

- 9 10,352 (37%) of the 29,000 (approx.) modelled private sector properties are now fully licenced or have had legal proceedings instigated against them. A further 1,782 applications are currently being processed which equates to a further 6% of properties covered by the scheme. At the end of the quarter, 23 live temporary exemptions are in place and 265 family exemptions. 120 enforcement cases for not having a licence have either started or are in the process of being actioned, including:
- six prosecution files being progressed, one of which has now resulted in a successful prosecution
 - six notices of intent being issued
 - 30 police and criminal evidence interviews being scheduled.
- 10 An internal modelling refresh has been undertaken to verify the tenures calculated in 2020. To date, 20,500 properties have been verified against the 79,000 properties within a designated area that has provided a 98% confidence in the original modelling. Therefore, the enforcement team will continue to target all private rented sector modelled properties not yet licenced, concentrating on increasing checks through Land Registry.

ASB in Selective Licensing Areas

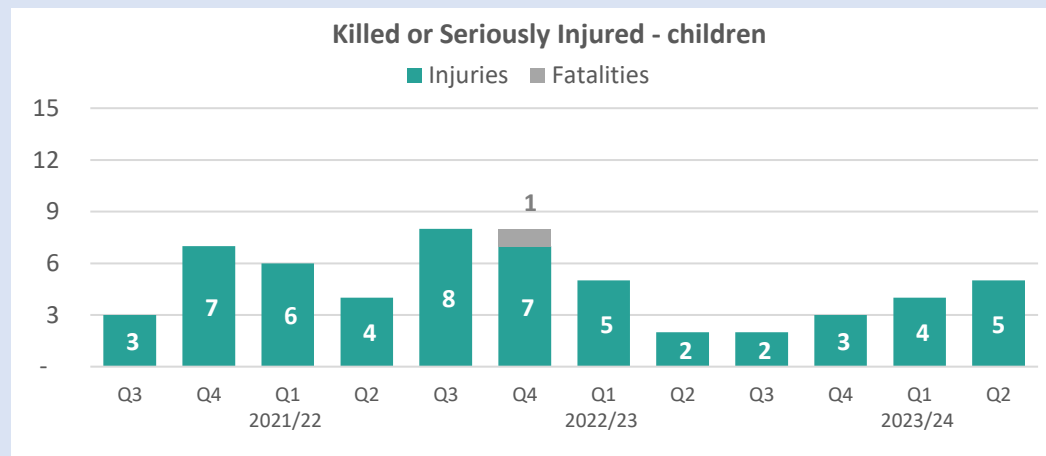
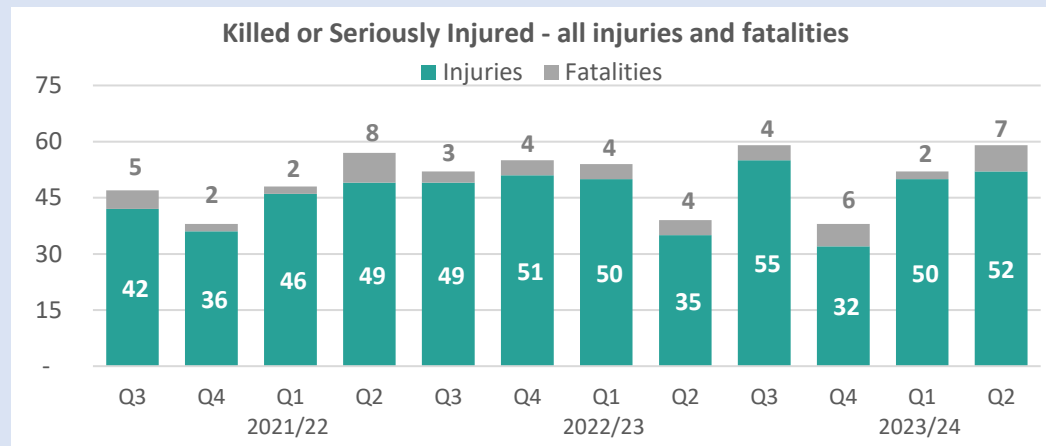
- 11 It has not been possible to report on the total number of ASB incidents (per 10,000) head of population for April-June 2023 due to a recording error on one of the IT systems used to record ASB. Discussions are ongoing with relevant teams to try and rectify the issue and a further update will be provided at quarter three.

Road Safety Dashboard

(quarterly data as at 30 September 2023)

Road Safety

- Road Safety Team undertake targeted road safety education in schools and communities including:
 - Child pedestrian training
 - Safer driving with age
 - Young Driver Passenger Safety Training
- Partnership work continues with the County Durham & Darlington Road Safety Partnership with planning underway for a joint initiative supporting BRAKE Road Safety Week 19-25 November 2023. This year's theme is 'Let's talk about speed'.

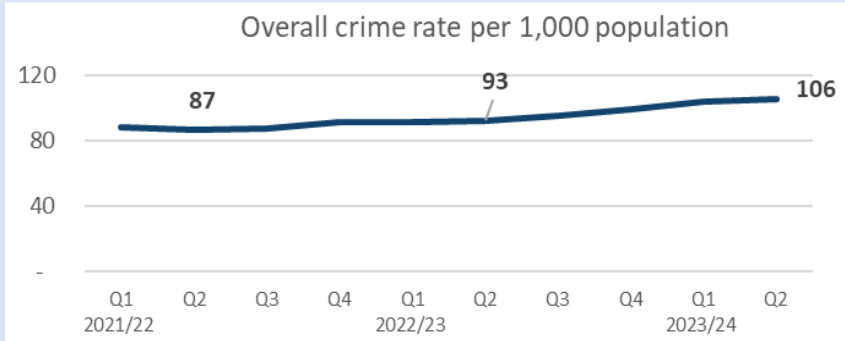


All data from the current and previous year are provisional and are subject to change.

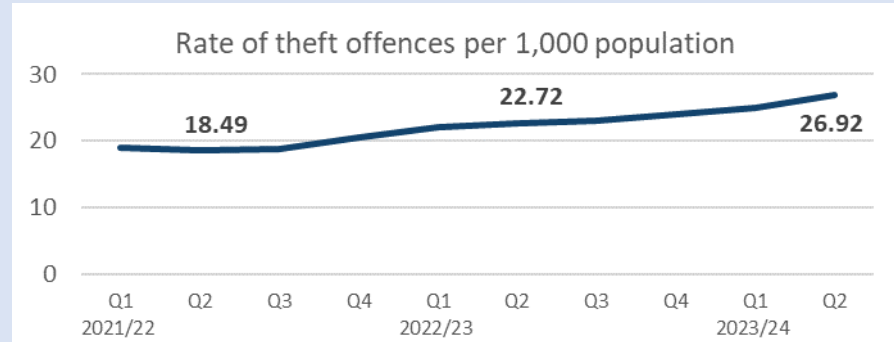
Crime Dashboard

(12 months ending 30 September 2023)

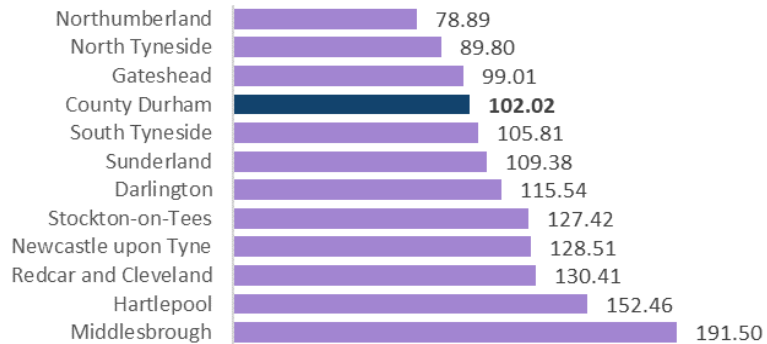
Overall Crime Rate per 1,000 population



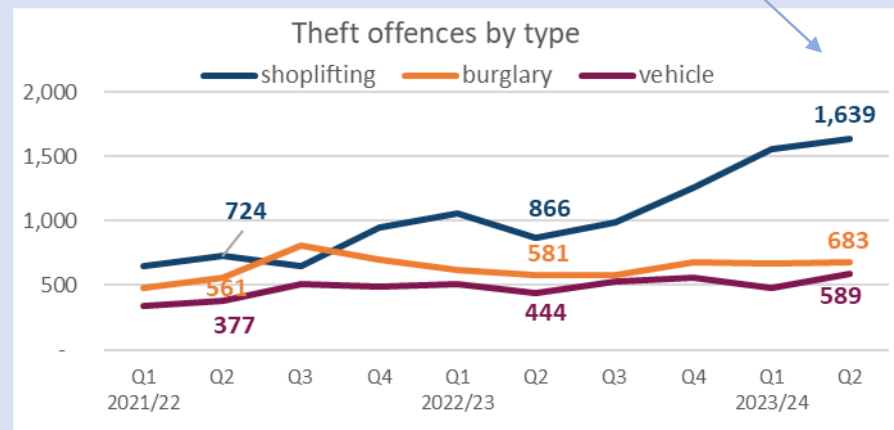
Theft Offences



North East benchmarking : overall crime rate per 1,000 population (12 months ending June 2023)



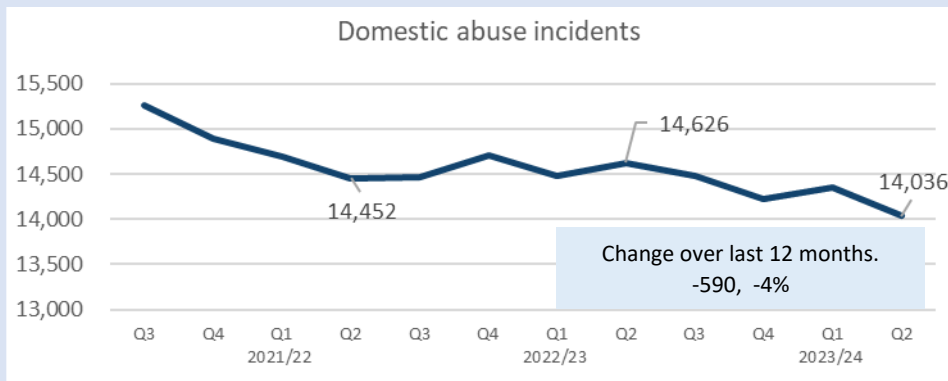
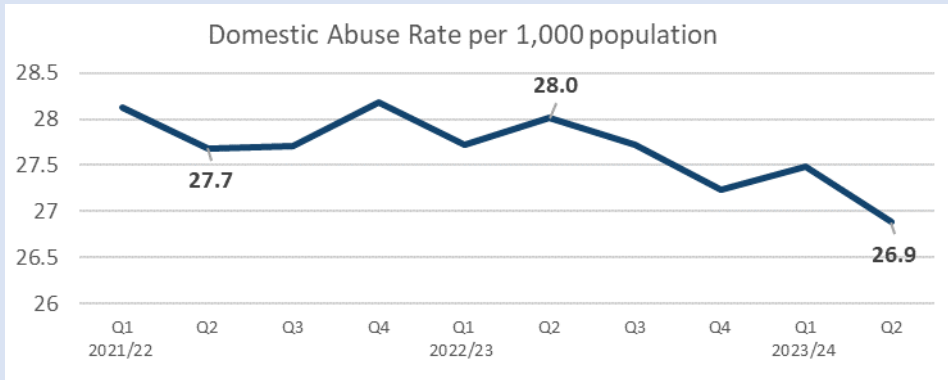
Shoplifting offences have increased by 89% in the last 12 months



Protecting Vulnerable People from Harm Dashboard

(12 months ending 30 September 2023)

Domestic Abuse Incidents reported to the police.

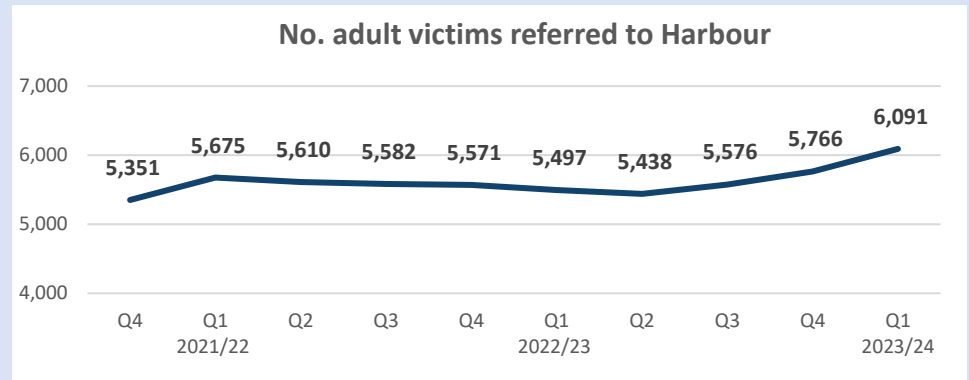


Harbour Support Services

Although fewer domestic abuse incidents were reported to the police in the 12 months ending 31 July 2023, more victims were referred to Harbour Support Services (+594, +11%).

Of the 1,644 victims referred during quarter one (Apr to Jun), 73 were considered at a high risk and 248 had been referred to Harbour at least twice in the last 12 months.

On average, victims experience abuse for 4 years before accessing help from Harbour.



At case closure, 85% of victims feel more confident in themselves and 84% have an improved quality of life.



Crime

- 12 During the last 12 months, there has been an increase in recorded crime with volumes now returning to pre-pandemic levels. However, certain crime types have seen a real increase, and these include:
 - Violence without injury (including harassment crime)
 - Shoplifting
 - Public Order.
- 13 Following recommendations from His Majesty's Inspectorate of Constabulary and Fire & Rescue Services, Durham Constabulary reviewed its approach to logging incidents of personal and nuisance anti-social behaviour, with re-training and education of command and control staff and response officers to record Harassment (section 4 only) and Public Order crimes instead. This represents a 'transfer' of incidents logged as anti-social behaviour to being recorded as a crime, producing an increase in crime volumes accordingly.
- 14 Since April 2023, all police forces have been instructed to stop recording Public Order (section 5 - harassment, alarm or distress) offences and so we would expect to see a decrease in recorded crime in this category during 2023 before levelling out by the end of the calendar year.
- 15 With regards to shoplifting, there has been a notable increase in recorded crime volumes which has received attention nationally. Whilst linking this to the pressures of cost-of-living is one possible reason, Durham Constabulary in-house research has also pointed to a surge in vulnerable adults with 'drug-dependency' issues to partly explain this increase. There is also the suggestion that organised criminality, as distinct from organised crime groups, is playing a part. Shoplifting was identified at the last Operational Policing Performance (OPP) meeting in October for special attention and a problem profile was a recommendation moving forward, identifying those retailers who are experiencing the greatest overall volume of crime as the focus for intervention. This will be monitored by the OPP and locality level meetings over the coming months.

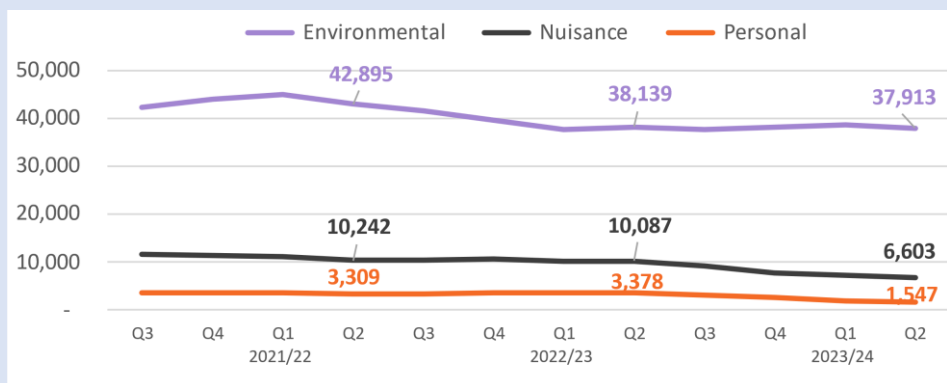
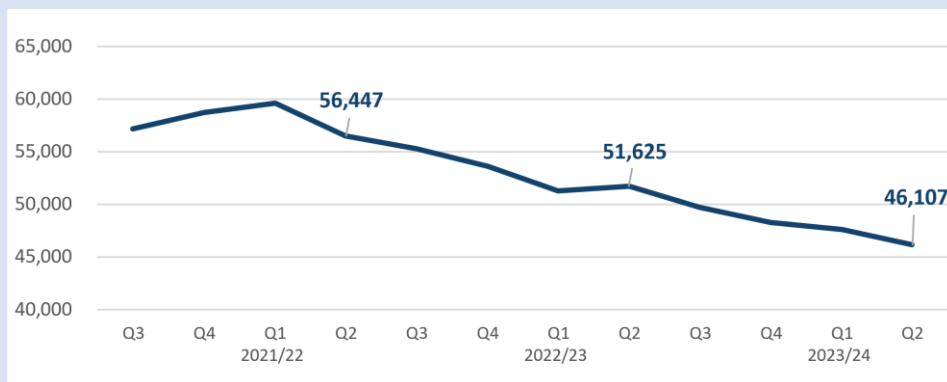
Domestic Abuse

- 16 Although fewer domestic abuse incidents were reported to the police in the 12 months ending July 2023, 11% more victims were referred to Harbour Support Services.
- 17 Of the 1,644 victims referred during quarter one (Apr-Jun), 73 were considered at a high risk and 248 had been referred to Harbour at least twice in the last 12 months.
- 18 On average, victims experience abuse for 4 years before accessing help from Harbour.

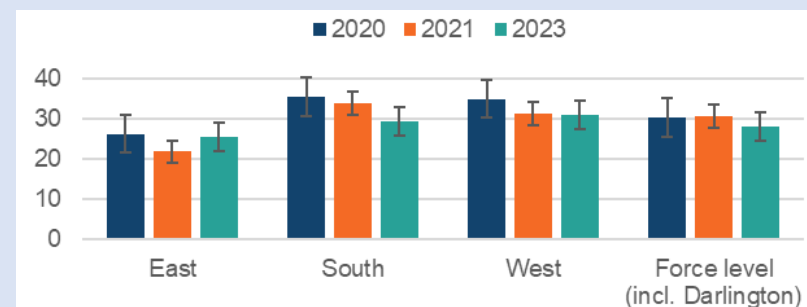
Anti-Social Behaviour Dashboard

(12 months ending 30 September 2023)

	Last year	This year	change	
Environment ASB	38,160	37,957	-203	-0.5%
Nuisance ASB	10,087	6,603	-3,484	-35%
Personal ASB	3,378	1,547	-1,831	-54%
All ASB	51,625	46,107	-5,071	-11%



Proportion of respondents who agree that the police and local authority are dealing with anti-social behaviour and crime issues that matter to them



No significant change

Q: What do you feel is the single, biggest issue, negatively impacting on your local community at this time?

The main theme was ASB (including youth-related and drug-related). The top three issues identified as having the greatest negative impact on individuals were speeding and driver related ASB, general negative view of the police and police behaviour, and off-road bikes.

Incidents of Anti-Social Behaviour (ASB)

- 19 Decreases in Police ASB incidents are because of improved compliance with National Crime Recording Standards, with ASB incidents increasingly categorised as a crime, leading to a reduction of traditional ASB data indicators. Essentially, reports that were previously categorised as an ASB incident are now being categorised as a crime, for example harassment or public order, and therefore do not appear in ASB incident data statistics.

Public confidence that the Police and Local Authorities are dealing with anti-social behaviour and crime issues that matter to them

- 20 Data from the most recent survey shows a smaller proportion of respondents agree that the police and local authority are dealing with anti-social behaviour and crime issues that matter to them. However, the rate is an estimate from a sample survey and as it is within the estimated confidence intervals of +/-3.5pp it is possible the decrease is due to random sample variation.
- 21 East, South and West are the three police localities that make up County Durham. With the exception of the East in 2021, there has been no significant difference between each of these areas over the last three years.
- 22 The latest survey also asked residents, 'What do you feel is the single, biggest issue, negatively impacting on your local community at this time?'. The main themes identified at force level were ASB, youth-related ASB and drug-related ASB. However, the top three issues identified as having the greatest negative impact on individuals were speeding and driver related ASB, general negative view of the police and police behaviour and off-road bikes.

Community Action Team (CAT) and Community Safety Teams

- 23 To respond to issues of anti-social behaviour in Deneside, Seaham, utilising community engagement and partner intelligence, the CAT prioritised dealing with rubbish accumulations in gardens and on streets; dog fouling and anti-social behaviour/drugs. Our response included:
- 174 pieces of casework were actioned following resident reports and proactive walkabouts – 5 cases are ongoing
 - 12 legal notices were issued on 4 properties to remedy defective state of premises and for the removal of noxious matter
 - Neighbourhood Wardens issued 13 Community Protection Warnings, four Community Protection Notices and one Fixed Penalty Notice and carried out extra patrols
 - Free dog bag offer at the leisure centre and local community centres
 - Fire safety undertook Safe and Wellbeing Visits to 119 properties
 - Focused activity from Public Health including signposting to local drug support and advice
 - Other actions undertaken included focused weekly walkabouts, community litter picks, school visits, replacement signage, a door knock by the Private Initiative

Team, cutting back of overgrown bushes and removal of obstructions from pathways.

- 24 Our community safety teams have also been in local communities addressing residents' concerns about a range of anti-social behaviour issues or concerns. Liaising with residents and partners issues have included carrying out work to limit access to off-road bikes, carrying out work to deal with access to empty properties, dealing with reports of loan sharks, dealing with reports of fires and criminal damage, tension monitoring, dealing with reports of exploitation of vulnerable persons, supporting rough sleepers and vulnerable people.
- 25 We are tackling increased reports of stray dogs and abandoned vehicles across the County. In the last 12 months the number of reports of stray dogs 1,216 and abandoned vehicles 1,792 has increased by over 50% and 40% respectively from the previous year. 63 FPNs have been issued for abandoning a vehicle in the last 12 months. It is believed that the cost-of-living crisis is impacting on these areas.

Horde Together

- 26 An extension to September 2025 has been agreed for the Horde Together project, which is a place-based partnership project aiming to improve public safety by offering support with a broad range of issues, including emotional health, crime, anti-social behaviour, housing, drugs and alcohol and environmental issues.
- 27 We have responded to a range of reports of properties being open to access, drainage issues, noise, accumulation of needles, pests, public health, housing and other accumulations. As a result of further investigations during the quarter we have issued:
- 22 notices served on properties that were open to access
 - 22 notices served in relation to pest control and
 - 13 in relation to properties requiring works to be done.
- 28 The Warm Hubs and Community Provision Group are planning food provision over the winter months, 8 residents have registered to become volunteers with the programme.
- 29 A series of thematic Rapid Improvement Events are to be held during October – December 2023 to gain a greater understanding between the partner organisations on issues and improve service delivery.

Data Tables

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	National average	NE average	updated	Oflog PI
					Major planning applications determined within 13 weeks	Jul-Sep 23	76.2%	90%	73.7%	86%	81%	Yes	No

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

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

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

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

Our Communities: summary data tables

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	National average	NE average	updated	Oflog PI
					Properties covered by Selective Licence Scheme that are licensed, or legal proceedings instigated	Jul-Sep 23	37%	100%	17%			Yes	No
					ASB incidents per 10,000 population within the Selective Licensing Scheme	Jul-Jun 23	212.97	224.28	261			No	No

Road Safety KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	National average	NE average	updated	Oflog PI
					Road traffic accidents: fatalities	Jul-Sep 23	7	Tracker	4			Yes	No
					Road traffic accidents: seriously injured	Jul-Sep 23	52	Tracker	35			Yes	No
					Road traffic accidents: fatalities (children)	Jul-Sep 23	0	Tracker	0			Yes	No
					Road traffic accidents: seriously injured (children)	Jul-Sep 23	5	Tracker	2			Yes	No

Protecting Vulnerable People from harm KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	National average	NE average	updated	Oflog PI
					Domestic Abuse incidents reported to the Police per 1,000 population	Oct 22-Sep 23	26.9	Tracker	28			Yes	No
					Harbour clients feeling more confident on case closure	Jul-Sep 23	85%	Tracker	86%			Yes	No
					Harbour clients feeling their quality of life has improved on case closure	Jul-Sep 23	81%	Tracker	88%			Yes	No
					Children and young people completing an intervention with Harbour and reporting feeling safer	Jul-Sep 23	96%	Tracker	79%			Yes	No
					Children and young people reviewed as at risk to Child Sexual Exploitation			Tracker				No	No

Prime KPIs

100	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	National average	NE average	updated	Oflog PI
					Respondents who agree that police and LA are dealing with ASB and crime issues that matter to them. <i>(confidence intervals +/-3.5pp)</i>	2023	28.2%	30.7%	30.7%			No	No
					Crime rate per 1,000 population	Oct 22-Sep 23	105.74	Tracker	92.51			Yes	No
					Theft offences per 1,000 population	Oct 22-Sep 23	26.92	Tracker	22.72			Yes	No
					Offenders who re-offend in a 12 month period	Oct 20-Sep 21	28.2%	Tracker	29.1%	24.3%	28.1%	Yes	No
					Proven re-offending by young people	Oct 20-Sep 21	36.8%	Tracker	43.4%	30.5%	31.4%	Yes	No
					First time entrants to the youth justice system aged 10 to 17 per 100,000 population aged 10 to 17	2022	146	Tracker	141	148	155	No	No
					Violent crime incidents which were alcohol related	July-Sep 23	31.6%	Tracker	32.6%			Yes	No

Anti-Social Behaviour KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	National average	NE average	updated	Oflog PI
					Reports of anti-social behaviour	Oct 22-Sep 23	46,107	Tracker	51,625			Yes	No
					Reports of environmental anti-social behaviour	Oct 22-Sep 23	37,913	Tracker	38,139			Yes	No
					Reports of nuisance anti-social behaviour	Oct 22-Sep 23	6,603	Tracker	10,087			Yes	No
					Reports of personal anti-social behaviour	Oct 22-Sep 23	1,547	Tracker	3,378			Yes	No
					Anti-social behaviour incidents which were alcohol related	Oct 22-Sep 23	11.22%	Tracker	12.12%			Yes	No
					ASB enforcement action taken	Jul 22-Jun 23	6,069	Tracker	5,057			No	No

Our People: summary data tables

Adult Social Care KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	National average	NE average	updated	Oflog PI
					Older people still at home 91 days after discharge from hospital into reablement / rehabilitation services	Oct 22-Sep 23	85.7%	84.0%	89.5%	82.7%	81.6%	Yes	No

Public Health KPIs

	D	T	C	G	Performance Indicator	Period	Performance	Target	12 months earlier	National average	NE average	updated	Oflog PI
					Suicide rate per 100,000 population	2019-21	15.8	Tracker	14.3	10.4	13	No	No
					Successful completions of those in alcohol treatment	Jul 22-Jun 23	32.5%	Tracker	33.8%	35.1%	29.1%	Yes	No
					Successful completions of those in drug treatment: opiates	Jul 22-Jun 23	5.3%	Tracker	5.5%	5.0%	4.0%	Yes	No
					Successful completions of those in drug treatment: non-opiates	Jul 22-Jun 23	33.2%	Tracker	32.6%	31.4%	27.1%	Yes	No

Glossary

Term	Definition
ACD	Automatic Call Distribution Telephone calls are received either through our Automatic Call Distribution system, which routes calls to groups of agents based on a first-in-first-answered criteria, or directly to a telephone extension (non-ACD). Only calls received via our ACD system are included in our telephone statistics.
AQMA	Air Quality Management Area A geographical area where air pollution levels are, or are likely to, exceed national air quality objectives at relevant locations (where the public may be exposed to harmful air pollution over a period of time e.g., residential homes, schools etc.).
ASB	Anti-social behaviour
ASCOF	Adult Social Care Outcomes Framework measures how well care and support services achieve the outcomes that matter most to people (link)
BATH	Bishop Auckland Town Hall A multi-purpose cultural venue situated in Bishop Auckland market place. It offers regular art exhibitions, live music, cinema screenings and theatre performances, as well as a library service.
BCF	Better Care Fund A national programme that supports local systems to successfully deliver the integration of health and social care.
CAP	Customer Access Point A location where residents can get face-to-face help and information about council services. There are eight CAPs across County Durham.
CAT	Community Action Team A project team which includes members of our community protection service, planning, neighbourhood wardens and housing teams, who work alongside police and community support officers and fire and rescue teams and residents to tackle housing and environmental issues in a specific area by identifying local priorities and making best use of resources.
CDP	County Durham Plan Sets out the council's vision for housing, jobs and the environment until 2035, as well as the transport, schools and healthcare to support it (link)
CED	Community Economic Development
CERP	Climate Emergency Response Plan A community-wide call to action to help align all sectors on the actions required to further reduce greenhouse gas emissions and improve our resilience to the impacts of climate change.
CNIS	Child Not In School

Term	Definition
CRM	Customer Relationship Management system
CS&T	Culture, Sport and Tourism
CTR	Council Tax Reduction Reduces council tax bills for those on low incomes
DCC	Durham County Council
DEFRA	Department for the Environment, Food and Rural Affairs A ministerial department, supported by 34 agencies and public bodies responsible for improving and protecting the environment. It aims to grow a green economy and sustain thriving rural communities. It also supports our world-leading food, farming and fishing industries (link)
DHP	Discretionary Housing Payments Short term payments which can be made to tenants in receipt of the housing benefit element of Universal Credit, to help sort out housing and money problems in the longer term.
DLE	Daily Living Expenses Available for those whose circumstances have changed unexpectedly. Payments can be made for up to seven days to help with food, travel and some clothing (restrictions apply).
DoLS	Deprivation of Liberty Safeguards A set of checks that are part of the Mental Capacity Act 2005, which applies in England and Wales. The DoLS procedure protects a person receiving care whose liberty has been limited by checking that this is appropriate and is in their best interests.
EAP	Employee Assistance Programme A confidential employee benefit designed to help staff deal with personal and professional problems that could be affecting their home or work life, health, and general wellbeing.
EET	Employment, Education or Training Most often used in relation to young people aged 16 to 24, it measures the number employed, in education or in training.
EHCP	Education, Health Care Plan A legal document which describes a child or young person's (aged up to 25) special educational needs, the support they need, and the outcomes they would like to achieve.
ERDF	European Regional Development Fund Funding that helps to create economic development and growth; it gives support to businesses, encourages new ideas and supports regeneration. Although the United Kingdom has now left the European Union, under the terms of the Withdrawal Agreement, EU programmes will continue to operate in the UK until their closure in 2023-24.

Term	Definition
EHE	<p>Elective Home Education</p> <p>A term used to describe a choice by parents to provide education for their children at home or in some other way they desire, instead of sending them to school full-time.</p>
ETA	<p>Extension of Time Agreement</p> <p>An agreement between the council and the customer submitting a planning application to extend the usual deadline beyond 13 weeks due to the complex nature of the application.</p>
FTE	<p>Full Time Equivalent</p> <p>Total number of full-time employees working across the organisation. It is a way of adding up the hours of full-time, part-time and various other types of employees and converting into measurable 'full-time' units.</p>
GVA	<p>Gross Value Added</p> <p><i>The measure of the value of goods and services produced in an area, industry or sector of an economy.</i></p>
HSF	<p>Household Support Fund</p> <p>Payments support low income households struggling with energy and food costs, or who need essential household items.</p>
ICO	<p>Information Commissioner's Office</p> <p>The UK's independent body's role is to uphold information rights in the public interest (link)</p>
IES	<p>Inclusive Economic Strategy</p> <p>Sets a clear, long-term vision for the area's economy up to 2035, with an overarching aim to create more and better jobs in an inclusive, green economy (link)</p>
JLHWS	<p>Joint Local Health and Wellbeing Strategy</p> <p>The Strategy (2023-28) supports the vision that County Durham is a healthy place where people live well for longer (link)</p>
KS2	<p>Key Stage 2</p> <p>The national curriculum is organised into blocks of years called 'key stages'. At the end of each key stage, the teacher will formally assess each child's performance. KS2 refers to children in year 3, 4, 5 and 6 when pupils are aged between 7 and 11.</p>
KS3	<p>Key Stage 3</p> <p>The national curriculum is organised into blocks of years called 'key stages'. At the end of each key stage, the teacher will formally assess each child's performance. KS3 refers to children in year 7, 8 and 9 when pupils are aged between 11 and 14.</p>
LGA	<p>Local Government Association</p> <p>The national membership body for local authorities which works on behalf of its member councils to support, promote and improve local government (link).</p>

Term	Definition
L!NKCD	A programme that brings together a number of delivery partners to support people with multiple barriers to address these underlying issues and to move them closer to or into the labour market or re-engage with education or training.
LNRS	Local Nature Recovery Strategies Propose how and where to recover nature and improve the wider environment across England.
MMB	Managing Money Better A service offered by the council which involves visiting residents' homes to carry out a free home energy assessment. In addition to providing advice on energy bills, the service can provide financial advice through referrals to Benefits advice or help with a benefits appeal and other services for advice on benefit entitlements.
MTFP	Medium Term Financial Plan A document that sets out the council's financial strategy over a four year period
NESWA	North East Social Work Alliance A social work teaching partnership made up of 12 north east local authorities and six Higher Education Institutes. The Alliance is one of several teaching partnerships across the country which were created to improve the quality of practice, learning and continuous professional development amongst trainee and practicing social workers.
NQSW	Newly Qualified Social Workers a social worker who is registered with Social Work England and is in their first year of post qualifying practice.
NVQ	National Vocational Qualification The NVQ is a work-based qualification that recognises the skills and knowledge a person needs to do a job.
Oflog	Office For Local Government The vision for Oflog is for it to provide authoritative and accessible data and analysis about the performance of local government, and support its improvement. Oflog is part of the Department for Levelling Up, Housing and Communities .
PDR	Performance and Development Review Is an annual process which provides all staff with the valuable opportunity to reflect on their performance, potential and development needs.
PRS	Private Rented Sector This classification of housing relates to property owned by a landlord and leased to a tenant. The landlord could be an individual, a property company or an institutional investor. The tenants would either deal directly with an individual landlord, or alternatively with a management company or estate agency caring for the property on behalf of the landlord.
QoL	Quality of Life

Term	Definition
RIDDOR	<p>Reporting of Injuries, Diseases and Dangerous Occurrences Regulations</p> <p>A RIDDOR report is required for work-related accidents which result in a reportable injury. The definition of a reportable injury can be found here</p>
RQF	<p>Regulated Qualifications Framework</p> <p>The RQF helps people understand all the qualifications regulated by the government and how they relate to each other. It covers general and vocational in England, and vocational in Northern Ireland. Link</p>
SEN	<p>Special Educational Needs</p> <p>The term is used to describe learning difficulties or disabilities that make it harder for children to learn than most children of the same age. Children with SEN are likely to need extra or different help from that given to other children their age.</p>
SEND	<p>Special Educational Needs and Disabilities</p> <p>SEND can affect a child or young person's ability to learn and can affect their;</p> <ul style="list-style-type: none"> ▪ behaviour or ability to socialise (e.g., they struggle to make friends) ▪ reading and writing (e.g., because they have dyslexia), ▪ ability to understand things, ▪ concentration levels (e.g., because they have attention deficit hyperactivity disorder) ▪ physical ability
SG	<p>Settlement Grants</p> <p>Help people stay in their home, or move back into housing after living in supported or unsettled accommodation (such as leaving care or being homeless). They provide help towards furniture, white goods, flooring, curtains, bedding, kitchen equipment, removal costs etc.</p>
SME	<p>Small to Medium Sized Enterprise</p> <p>A company with no more than 500 employees.</p>
Statistical nearest neighbours	<p>A group of local authorities that are similar across a wide range of socio-economic.</p> <p>Durham County Council uses the CIPFA nearest neighbours model which compares us to Northumberland, North Tyneside, Barnsley, Rotherham, Wakefield, Doncaster, Redcar and Cleveland, Wigan, St Helens, Dudley, Sefton, Sunderland, Wirral, Kirklees and Calderdale</p>
UASC	<p>Unaccompanied Asylum Seeking Children</p> <p>Children and young people who are seeking asylum in the UK but who have been separated from their parents or carers. While their claim is processed, they are cared for by a local authority.</p>
UKSPF	<p>UK Shared Prosperity Fund</p> <p>Part of the government's Levelling Up agenda that provides funding for local investment to March 2025. All areas of the UK receive an allocation from the Fund to enable local decision making and better target the priorities of places within the UK that will lead to tangible improvements to the places where people work and live.</p>

Term	Definition
WEEE	<p>Waste Electrical and Electronic Equipment</p> <p>Any electrical or electronic waste, whether whole or broken, that is destined for disposal. The definition includes household appliances such as washing machines and cookers, IT and telecommunications equipment, electrical and electronic tools, toys and leisure equipment and certain medical devices.</p>
Yield	Proportion of potential income achieved

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