



**Economy and Enterprise
Overview and Scrutiny Committee**

Date Friday 6 July 2012
Time 10.00 am
Venue Committee Room 2 - County Hall, Durham

Business

Part A

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

1. Minutes of the meetings held 12 March 2012 and 29 March 2012 (Pages 1 - 18)
2. Declarations of Interest, if any
3. Items from Co-opted Members or Interested Parties, if any
4. Media Relations:
Update on Press Coverage.
5. Quarter 4, 2011/12 Performance Management Report: (Pages 19 - 42)
Report of the Assistant Chief Executive – presented by Graham Tebbutt, Customer and Services Intelligence Manager, Regeneration and Economic Development.
6. Overview of Homelessness Strategy: (Pages 43 - 48)
 - (i) Report of the Corporate Director of Regeneration and Economic Development.
 - (ii) Presentation by Andrew Burnip, Core Team Manager, Housing Solutions, Regeneration and Economic Development.
7. Update on the work of the County Durham Economic Partnership: (Pages 49 - 52)
 - (i) Joint Report of the Assistant Chief Executive and Corporate Director of Regeneration and Economic Development.
 - (ii) Discussion with Ken Jarrold, Chair of the County Durham Economic Partnership.

P.T.O.

8. Durham Key Options - Lettings - Policy Changes: (Pages 53 - 56)
Report of the Corporate Director of Regeneration and Economic Development, presented by David Randall, Senior Policy Officer, Regeneration and Economic Development.
9. Stock Options Appraisal - Update: (Pages 57 - 62)
 - (i) Joint Report of the Assistant Chief Executive and Corporate Director of Regeneration and Economic Development.
 - (ii) Presentation by Marie Roe, Housing Stock Options Manager, Durham County Council.
10. Refresh of the Committee's Work Programme: (Pages 63 - 72)
Report of the Assistant Chief Executive, presented by Diane Close, Overview and Scrutiny Officer.
11. Minutes of the meeting of the County Durham Economic Partnership held 30 April 2012 (Pages 73 - 80)
12. Such other business as, in the opinion of the Chair of the meeting, is of sufficient urgency to warrant consideration

Colette Longbottom
Head of Legal and Democratic Services

County Hall
Durham
28 June 2012

To: **The Members of the Economy and Enterprise Overview and Scrutiny Committee:**

Councillor J Moran (Chair)
Councillor A Naylor (Vice-Chair)

Councillors J Armstrong, B Arthur, A Barker, B Brunskill, C Carr, J Cordon, B Graham, J Hunter, P Jopling, R Liddle, C Potts, J Rowlandson, P Stradling, Andy Turner, M Wilkes, M Williams and A Willis

Co-opted Members:

Mr T Batson, Mrs O Brown, Mrs A Harrison, Mr A Kitching, Mr D Lavin and Mr JB Walker

DURHAM COUNTY COUNCIL

**SAFER AND STRONGER COMMUNITIES OVERVIEW AND SCRUTINY COMMITTEE
AND ECONOMY AND ENTERPRISE OVERVIEW AND SCRUTINY COMMITTEE**

At a Special Joint Meeting of **Safer and Stronger Communities Overview and Scrutiny Committee and Economy and Enterprise Overview and Scrutiny Committee** held in Committee Room 2 - County Hall, Durham on **Monday 12 March 2012 at 11.00 am**

Present:

Councillor D Boyes (Chairman)

Members of the Safer and Stronger Communities Committee:

Councillors B Arthur, B Bainbridge, M Campbell, M Hodgson, C Magee, E Mavin, J Nicholson, P Stradling, J Turnbull and A Wright

Co-opted Members:

Mr A Cooke, Ms M English and Mr M Iveson

Co-opted Employees/Officers:

Mr J Hewitt.

Members of the Economy and Enterprise Committee:

Councillors C Carr, J Cordon, B Graham, J Hunter, P Jopling, J Moran, A Naylor, C Potts, M Wilkes, M Williams and A Willis.

Co-opted Members:

Mr T Batson, Mrs O Brown, Mr D Lavin and Mr JB Walker.

Also Present:

Mr D Kinch and Councillors B Avery, A Bainbridge, J Blakey, J Chaplow, G Holland, S Iveson and M Plews.

Apologies:

Apologies for absence were received from Councillors J Armstrong, A Barker, D Bowman, B Myers, Supt. P Beddow, Mrs Harrison, Mr Kitching and Mr T Thompson.

A1 Declarations of Interest, if any

There were no Declarations of Interest.

A2 To develop an Overview and Scrutiny response to the County Council's Library Strategy Consultation

The Chair welcomed Members of both Committees to the joint Committee meeting and identified that the purpose of the meeting was to develop an overview and scrutiny response to the Library Strategy Consultation.

The topic of libraries is cross cutting between both Committees in terms of areas within the Altogether Wealthier element of the Council Plan and previous work undertaken by Safer and Stronger Communities Overview and Scrutiny Committee.

A joint report of the Assistant Chief Executive and the Head of Social Inclusion which provided Members with supporting information ahead of a presentation regarding Durham County Council's Library Strategy Consultation (for copy see file of Minutes).

The Head of Social Inclusion was in attendance to deliver the presentation (for copy of slides see file of Minutes) and Members were advised that the presentation was also being delivered to all 14 Area Action Partnerships.

Following the presentation, the Chair suggested that with having the knowledge and advice of specialist Officers and the Cabinet Portfolio holder in attendance did Members prefer to have one discussion on the Consultation questionnaire or work in small groups to develop the response. Members supported the suggestion to stay as a large group and the Chair advised that discussion should take place on each consultation question, Members views would be noted following which a response to the consultation would be submitted on behalf of the Committees.

The Overview and Scrutiny Manager advised Members that Public Consultation questionnaire attached within Appendix 2 included 12 questions and that the first three questions related to an individual response so was not required to be considered by the Committees within their response to the Consultation.

Consideration was given to question 4 of the consultation which asked whether the new vision for the library service was supported. The vision read as follows:

“Libraries in County Durham will provide books and access to information and services. They will work with their local communities to ensure that they meet the needs of the people they serve. They will be welcoming, accessible, vibrant and safe places for all”.

Members commented that the vision was comprehensive and full support was given to it. Members found the vision to be inspiring and inclusive, and was fitting to the direction in which Members envisaged the library service would take.

Consideration was given to question 5 of the consultation asked whether the proposed aims of the library strategy were supported. The aims read as follows:

- **To inspire a community of reading and learning**
- **To create community library hubs, involving local people**
- **To be modern and responsive**
- **A well managed and efficient service**

Members supported the proposed aims of the library strategy were in keeping with the vision. Members found the aims reflected the importance of libraries being multi purpose facilities and responsive to their user, while at the same time reflecting the importance of the promotion of reading and literacy.

Consideration was given to question 6 of the consultation which asked whether the proposed need for library services was supported.

The Chair commented that Members' support to the proposal would be recorded, based on the comments made when consideration had been given to questions 4 and 5 of the consultation.

Consideration was given to question 7 of the consultation regarding whether it would be better to reduce opening hours generally rather than close some libraries.

Members commented that they felt the Council had done very well in making proposals which would not see any of the County's libraries close. There was broad agreement amongst Members that reducing opening hours in general was much more preferable than closing library facilities.

Consideration was given to question 8 of the consultation, which asked whether library opening hours should be more consistent across the County.

The Head of Social Inclusion clarified that the question meant whether every town centre library should open for 36 hours per week and every community library open for 20 hours per week. The question was not seeking views on how those hours should be used, merely whether each library should operate the same hours of opening in a week.

Members expressed concerns in relation to the style and wording of the consultation document. In particular relation to question 8, Members found the wording to be ambiguous.

The majority of Members supported a consistency in opening hours across the county.

Consideration was given to question 9 of the consultation, which asked whether town centre libraries should be open longer hours than community libraries.

In response to a query from a Member, the Head of Social Inclusion clarified that the proposal to operate longer hours of opening at Clayport library was as a direct reflection of the fact that Clayport was the busiest and most accessible library within the county, furthermore the county's specialist collections were housed there.

Furthermore he highlighted that Clayport library had already seen a reduction in opening hours, as it no longer opened on Sundays.

Following that explanation, a significant number of Members were supportive to the opening hours proposed for Clayport library, acknowledging that it was within a cosmopolitan city and also generated a lot of footfall from University students.

There was consensus from Members that because of larger population levels which generated increased usage, operating longer opening hours at town centre libraries was supported.

Consideration was given to question 10 of the consultation which sought views on the proposed criteria for those communities who would be served by mobile libraries.

Concerns were raised in relation to potential implications for areas where the proposals were to remove the mobile library facility and reduce the opening hours of the community library.

Further concerns were raised in relation to rural areas where bus services had already been reduced and proposals were such that there would be a reduction in the number of stops made by the mobile library.

There was a suggestion from Members that a phone in service could be developed to facilitate the public to ring and request that specific items be available on the mobile library for collection.

The Head of Social Inclusion advised that accessibility mapping had been conducted to aid development of the proposals and Members were informed that, based on the evidence gathered, the majority of households within the county would remain within 20 minutes travel time of a library. Furthermore, Members were advised that for many mobile library halts that were being removed, the evidence indicated that there was a lack of use.

The Cabinet Portfolio Holder for Leisure, Libraries and Lifelong Learning highlighted that the council already had an online library where books could be renewed or reserved for collection at either a branch or mobile library and for people who were housebound there was a 'books on wheels' service.

Members emphasised that it would be important to effectively communicate to the public any changes made to the routes and stops which the Mobile Library service would be undertaking. Such communications would need to be clear, concise and understandable. Members also requested that should the proposed changes to the Mobile service be implemented, then a review should be conducted six months following implementation. The review should assess the impact and effectiveness of the changes. The changes would need to be flexible to ensure that, upon review should more viable options become apparent, then changes to routes and stops could be made accordingly. For example should the review indicate that some stops were being under utilised, then flexibility to the scheme would allow necessary changes to be made.

In response to Members queries, the Head of Social Inclusion clarified that should the proposals ultimately be approved, continual monitoring would be conducted on the usage at all mobile library halts, for viability. The Head of Social Inclusion further concurred that consideration would be given to the suggestion to review the situation once a review of bus services had been conducted, to ascertain whether resources needed to be deployed differently.

Consideration was given to question 11 of the consultation, which sought views on whether local communities should have a say in the opening hours of their local library.

The majority of Members were in agreement that this should be the case, and that there should be flexibility across the county in order that library opening hours were responsive to local need. Communities should be afforded the opportunity to utilise the library service according to need.

Members highlighted that community libraries would be multi use facilities and as such should be particularly flexible in accordance with local demand.

It was suggested that where need dictated, flexible work patterns should also be considered, in order to cater directly to local need, and ensure accessibility and maximum usage of all facilities.

In conclusion Members placed significant emphasis on the need to consult with local communities.

Consideration was given to question 12 of the consultation which sought any additional comments on the proposals including any impact that the changes might have.

In response to a query from a Member, the Head of Social Inclusion clarified that all Parish and Town Councils were represented on Area Action Partnerships, as such consultation and communication was being held directly with the AAP's rather than with each individual town and parish council of which there were many. Members were informed that all Parish and Town Councils had been written to, to advise of the consultation.

Further information was requested, namely a list of all current mobile library stops and a list of all which were proposed to be removed. (Head of Social Inclusion to action)

Following conclusion of the discussions on the Library Strategy consultation, the Chair clarified that Members comments would be incorporated into a direct submission from the Safer and Stronger Overview and Scrutiny Committee and the Economy and Enterprise Overview and Scrutiny Committee.

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DURHAM COUNTY COUNCIL

ECONOMY AND ENTERPRISE OVERVIEW AND SCRUTINY COMMITTEE

At a Meeting of the **Economy and Enterprise Overview and Scrutiny Committee** held in **Committee Room 2 - County Hall, Durham** on **Thursday 29 March 2012 at 10.00 am**

Present:

Councillor J Moran (Chair)

Members of the Committee:

Councillors A Naylor, J Armstrong, B Arthur, J Hunter, P Stradling and M Wilkes

Co-opted Members:

Mr T Batson, Mrs A Harrison and Mr D Lavin

Apologies:

Apologies for absence were received from Councillor(s) A Barker, C Carr, P Jopling, Andy Turner, Mrs O Brown and Mr A Kitching

A1 Minutes

The Minutes of the meeting held on 13 February 2012 were agreed by the Committee as a correct record and signed by the Chair. The Minutes of the meeting held 27 February 2012 were agreed by the Committee as a correct record and signed by the Chair, subject to an amendment for accuracy, put forward by Councillor M Wilkes, to the second paragraph on page 19 of the agenda pack so that it would read:

“Councillor M Wilkes added that at a budget meeting it was explained to Members that the Authority received around £1.3 Million in respect of the New Homes Bonus and that this was fed into the General Fund rather than ringfenced to Housing. Whilst recognising the financial position of the Council, Councillor M Wilkes added that he felt the Committee should recommend that the New Homes Bonus be ringfenced to Housing”.

Councillor J Armstrong added that any potential recommendation by Members on the subject would be discussed at future meetings of the Committee, or any Working Group set up by the Committee looking at those issues, and Members agreed the amendment to the Minutes as suggested.

A2 Declarations of Interest

There were no Declarations of Interest.

A3 Items from Co-opted Members or Interested Parties

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

A4 Media Relations

The Overview and Scrutiny Officer, Diane Close referred Members to the recent prominent articles and news stories relating to the remit of the Economy and Enterprise Overview and Scrutiny Committee (for copy of slide see file of minutes), namely articles relating to the ongoing Review of Library Services and the Council's Consultation; Housing Development at Cockfield; a visit by Year 7 students to Carillion highlighting career opportunities in the sector; and an apprenticeship scheme by the Coalfields Regeneration Trust that was providing training for 65 local young people.

The Chair noted that there had been approximately 5,000 responses to the Council's Consultation on Library Services to date.

Resolved:

That the presentation be noted.

A5 Quarter 3, 2011/12 Performance Management Report

The Chair introduced the Customer and Services Intelligence Manager, Graham Tebbutt who was in attendance to speak to Members in relation to the Quarter 3, 2011/12 Performance Management Report (for copy see file of minutes).

The Customer and Services Intelligence Manager noted the table set out on page 23 of the papers that highlighted the performance indicators and performance of actions against target, 25 actions being on track.

The Committee learned that the key achievements in Quarter 3 were:

- A steady reduction in the number of "non-decent" homes down to 31% from 34% the previous quarter, down from 39% the same period last year.
- The success of the Lumiere Festival in November 2011, set to exceed the £1.5 Million generated for the local economy in 2009.
- The number of private rented properties being improved by Local Authority intervention having exceeded target, 858 against a target of 366.

The Customer and Services Intelligence Manager explained that three key performance issues going forward were:

- A dip in the performance of the processing of major planning applications within a 13 week period, from 78.4% in Quarter 2 to 59.4% in Quarter 3 against a target of 79.9%. Members noted that during the restructuring of the section there had been a lot of staff moving offices; many applications were long term strategic issues which were unable to be determined within 13 weeks; and a revised approach to development management was to be introduced from April 2012.
- The number of empty properties being brought back into use as a result of Local Authority intervention being 27 against a target of 60, Members having had a recent meeting highlighting the associated issues.

- The percentage of bus services running on time, 88.1% with the target being 95%. It was explained that it was thought that was due to lower than average results at two of the bus stations, Durham and Bishop Auckland on the survey day.
- The occupancy rates of Council Owned Factories and Business Support Centres was at 75%, below the target of 78%. Members noted a Business Space Strategy was approved by Cabinet in December 2012 and future years funding would be considered for approval.
- The Council Plan Action relating to the marketing of the business park at Hawthorn, scheduled to be achieved in October 2011 was on hold due to economic conditions, however, the Local Enterprise Partnership (LEP) was very interested in the site due to its close proximity to the A19 and the LEP was keen to cooperate with the Council in this regard.
- The Cycling Strategy was open to consultation on the Council's website until 2 May 2012.
- The Review of Markets was delayed, implementation to scheduled for September 2012.

Members noted the Tracker Indicators set out at paragraph 7 of the report in relation to the rise in the number of 18-24 year olds claiming Job Seekers Allowance (JSA); the latest figures from the National Apprenticeship Service; the number of people claiming JSA for one year or more; a continued reduction in the employment rate an increase in the number of homelessness preventions; and the reduction in the number of homes completed near major settlements as a proportion of all completions. In respect of those receiving JSA for 1 year or more, it was noted that the figures were 1,645 of a total of 16,000 JSA claimants, the highest amount since the late 1990s even when adjusted for seasonality. The Customer and Services Intelligence Manager noted that as of February 2012 there were 2,300 vacancies for the County, of 14,000 for the wider region and this represented an increase of 600 for the County over the previous month albeit 200 less than the same period last year. It was explained to the Committee that the total number of "untaken" vacancies for the County was approximately 2,800 (16,000 for the region) and this was comparable to the figures from the previous year. Members noted that these did not necessarily represent full time jobs, and many could be part-time vacancies as little as 5 hours per week affecting the take up of the vacancies as they may not be suitable for all jobseekers. Members noted that the numbers of vacancies by occupation showed that a number were from traditional trades and manufacturing though 1,000 of the 2,300 were in finance, banking, administration and call centres. The Customer and Services Intelligence Manager explained that jobseekers did not value call centre jobs as highly as those within sales, administration, plant operation and manufacturing as it was often felt they were "better" jobs.

The Committee learned that the Park and Ride sites had demonstrated year on year increases with over 350,000 journeys recorded in the period October to December 2011, the highest volume being during the extended period around the Lumiere Festival and in December. Members were informed of the ringfenced interview process in relation to the rationalisation of the Care Connect service and that the process for the Regeneration and Economic Development (RED) Directorate in general would be around 98% completed by the end of April 2012. Members were reminded progress at the Amazon Park site, Newton Aycliffe, relating to the Hitachi development, had been delayed due to slippage of the signing off of the final contract, with further information to be given to Members in the Quarter 4 update.

The Customer and Services Intelligence Manager concluded by explaining that the significant risks to the delivery of the objectives of the Altogether Wealthier theme included the loss of Area Based Grant (ABG) funding as previously reported to Members; and an increased demand for the Housing Solution Service beyond the current staffing capacity as a result of changes in Government Welfare legislation. The Committee noted that other significant risks were as previously reported in Quarter 2, namely the worsening condition of private housing stock and the adverse economic implications of this; a reduced allocation of deprivation based grants due to the Council's new deprivations status; and diminishing capital resources, continuing depressed land values and slow growth in the private sector.

The Chair thanked the Customer and Services Intelligence Manager and asked Members for their questions.

Mr T Batson noted the decrease in the turnaround of major planning applications and asked whether opportunities were being missed in attracting investment in large scale businesses and infrastructure projects as a result. The Customer and Services Intelligence Manager noted that the types of application did not lend themselves to quick turnaround and that this coupled with the restructure for the planning section, had resulted in a drop in the Performance Indicator (PI). Members were also advised that the Durham County Council (DCC) target was a particularly high target when compared regionally, given the usual complex nature of those types of application, and that the Quarter 4 figures would show whether the drop was a "blip".

Councillor M Wilkes asked whether there was an issue relating to the relative business rates of DCC business unit compared to private business units and whether this was affecting the occupancy rates of the DCC units. The Customer and Services Intelligence Manager noted that there was the DCC Business Space Strategy that had been approved and this could be circulated to Members for information setting out around £2 million for capital projects. It was added that the NNDR database inferred an average occupancy rate in the County of around 80%, comparable to the PI presented. It was stressed that the types of business unit that DCC offered was quite different to those offered by the private sector. Councillor M Wilkes asked whether the increase in the number Job Seekers Allowance (JSA) Claimants was a genuine increase or linked to Welfare Reform, with a comparable number decreasing for benefits such as Incapacity Benefit, Employment Support Allowance and so on.

Mrs A Harrison, External Relations Manager, JobCentre Plus explained that there had been some move from other benefits onto JSA and that issues of lone parents and people having moved from full-time employment to only part-time employment was perhaps also an issue worth noting.

Councillor B Arthur asked as regards an Action Plan noted for completion in October 2011 for the proposed development at Hawthorn. The Customer and Services Intelligence Manager explained that it was not an "Action Plan", and as per the report plans were on hold pending an improvement in economic conditions.

Resolved:

That the report be noted.

A6 Regeneration and Economic Development Service - Quarter 3 Revenue and Capital Forecast Outturn 2011/12

The Chair introduced the Principal Accountant, Strategic Finance, Ed Thompson who was in attendance to speak to Members in relation to the Quarter 3, Revenue and Capital Forecast Outturn 2011/12 Report (for copy see file of minutes).

Members noted that the RED General Fund had several adjustments as set out in the report, with the overall Revenue Budget being £43.166 Million revised from the original budget of £39.617 Million). Councillors noted that there was an effective underspend of around £1.319 Million against this new budget, with the year to date spend being £41.847 Million. The Principal Accountant explained that the main variances were associated with Economic Development and Transport, with the main savings having been made in relating to staffing, in line with the Medium Term Financial Plan (MTFP) targets and the variances within Building Control and Business Services owing to the current economic climate.

The Committee learned that the Housing Revenue Account was broadly in line, with the main variances as set out in the report balancing out across the HRA. The Principal Accountant explained that the Capital Programme revised budget was £92.421 Million, £49.267 Million being in respect of the General Fund and £43.154 Million being for the HRA. Members noted the amendments to various schemes and that the projected outturn was such that there would be an approximate 89% spend for the year, leaving approximately 10-11% to be carried over to next year's budget.

The Chair thanked the Principal Accountant and asked Members for their questions.

Councillor M Wilkes asked whether the underspends on staff posts were unfilled posts and wondered whether the number of vacancies pointed to the reduction in staffing levels being carried out too quickly and if savings were being made early in respect of staffing savings, was the Authority at risk of not being able to deliver services effectively.

Councillor J Armstrong noted that the MTFP identified that around 1,600 posts would need to be deleted from the establishment and that when staff applied for Early Retirement or Voluntary Redundancy (ER/VR) then a business case must be proven before it can be granted, taking into account maintaining service levels.

The Head of Policy, RED, Andy Palmer explained that at the beginning of the year, RED had zero vacant posts and that there were around 170 posts to go under the MTFP, with a lot of those being associated with loss of funding such as ABG and so on. Members were also informed that the new structure for RED looked to remove duplication and make savings from management and the back office, not from frontline service provision.

Councillor M Wilkes asked how many posts were currently vacant within RED and whether it would be possible for Members to have information as regards which posts were vacant so Members may judge whether these vacancies were an issue effective services. The Head of Policy explained that finance would build in a factor of around 3% so the figure was around 20 posts and that posts that were critical were filled or extended wherever possible should ABG funding or such end.

Members were given the examples of a Capital Development Officer post being extended to oversee the completion of URRI projects and 2 posts associated with the Capital Programme.

Resolved:

That the report be noted.

A7 Durham Key Options - Update of Choice Based Lettings

The Chair introduced the Core Team Manager, Housing Solutions, Andrew Burnip who was in attendance to speak to Members in relation to Durham Key Options (for copy of presentation see file of minutes).

The Core Team Manager reminded that the last time the Committee had heard from Officers as regards the review of Durham Key Options (DKO) by the Housing Quality Network (HQN) and that now 100% of formal partner organisations advertised their properties via DKO.

Members were reminded of the Band system running from A to F, with A being the highest need, and F being a reduced priority and figures were set out within the presentation for the letting according to each band, which housing types these represented and which providers were letting in each band. The Committee noted that most lets were within Band C as per the quotas set out in policy, although Band B did not have many lets in comparison to its quota. Councillors noted 20,973 lets in total, with Derwentside homes being the single largest provider. It was explained that there were several methods for DKO bids to be submitted and that via the internet was the most used, followed by the telephone line and the Abritas automated system being the third most utilised, giving in total around 103,071 bids for the period April 2011 to March 2012.

The Committee noted the HQN Review of DKO had set out five main actions:

- Review and evaluation of the administration of DKO.
- Review the performance management framework.
- Ensure that policy complies with legislation and addresses local housing need.
- Extend the DKO scheme.
- Raise awareness and promote equal access.

In relation to the first action, The Core Team Manager explained that a Steering Group had been established, a mapping of functions had been completed and Options Report with cost analysis had been reported to the Housing Forum and the Forum had noted that no further actions were required in this regard, other than to ensure consistency across all partners such as in the Banding of applications. Members noted that the HQN noted that there could be scope to make improvements via centralisation of some administration tasks.

The Committee learned that a Project Group was established as regards Performance Management and that a Performance Framework was agreed with 13 DKO PIs, as set out within the presentation document.

The Core Team Manager explained that the third action related to the changes in Government legislation in respect of Localism and Welfare Reform and that the main issues were Tenure Reform; affordable rents; restricted access (Department for Communities and Local Government, DCLG criteria, i.e. if earning over £40,000 per annum); exclude transfers; inclusion of additional groups where skills were identified for economic growth; the exclusion of those registered on DKO, but who were not in housing need (approximately 8,000); homelessness duties and; the many complex issues associated with Welfare Reform.

Members were reminded that Welfare Reform would include reductions in Housing Benefit for those with “spare” bedrooms, with this to come into effect in April 2013, though it was known several private landlords had already begun to write to tenants as regards moving them so not to face a shortfall in the rents they were able to collect. Accordingly, DKO were making customers aware that changes were coming in relation to benefits and that they should be prepared in respect of how they may affect their circumstances.

The Core Team Manager noted that there would be consultation in the summer as regards a revised banding system that would run A – E, be simplified and would see the “underoccupiers” go into a new Band B. Members were asked to note direction from Government as regards preference for members of the Armed Forces and the potential to delete people from DKO if they did not bid within a 12 month period. Councillors noted that there would be consultation on a new Tenancy Strategy and that some changes may be brought forward in order to help customers that maybe facing issues associated with under-occupancy as described.

In relation to the extension of the DKO scheme, a pilot scheme will be ran from 1 April 2012 with Accent in the east of the County, approximately 1,700 properties, representing 100% of the allocations for Accent. Members noted a private sector pilot was being developed and would aim to stimulate the private sector in line with demand. The Core Team Manager explained that in respect of the fifth action, there was an update Equality and Diversity Impact Assessment and a review of the options for the weekly DKO paper was being undertaken to improve value for money and customer service. The Committee noted that via a Digital TV channel and a “smart phone” application, DKO had received over 17,500 hits and had received 552 bids, with 5 people being re-housed.

The Core Team Manager explained that DCC received £150,000 from DCLG to tackle under-occupancy by “older people” and that the funding had been used to help 45 “assisted moves” since August 2011, with help in moving furniture and appliances being part of the assistance offered.

The Chair thanked the Core Team Manager and asked Members for their questions.

Councillor M Wilkes noted he was impressed with how the various issues were being addressed and asked whether the large volume of telephone calls as stated, over 6,000, was a drain on staff time and if Officers had any ideas of how Members could help. The Core Team Manager thanked Councillor M Wilkes and noted that the figure of 6,000 included partner providers and therefore was not a direct drain on DCC resources as such. Members were also informed of plans to move a number of services, including DKO to the “Looking Local” digital channel for ease of reference for the public.

Councillor P Stradling noted that several of the changes that were taking place were imposed by central Government and there was a need to be careful in handling issues so that the Authority's reputation was not tarnished. The Core Team Manager agreed that there were several challenges facing housing, especially with matching the housing stock we have to the future demands and the transitional arrangements in moving to new legislation. Members were reminded of proposals for people to take in a lodger, however they were informed that some groups were exempt from some of the changes, such as pensioners. The Committee learned that should customers "stay and not pay" in larger properties there was potential lost income for providers, citing around £750,000 for East Durham Homes, perhaps leading to a return to the days of Rent Collectors going door-to-door.

Councillor J Hunter expressed concern as often older family members with a large property take on the role of child care for grandchildren in later life and changes may affect how they provide support for their children, allowing them to go to work. The Core Team Manager admitted that there were a number of scenarios in which people may be negatively impacted. An example was given where a divorced man in a rented 2 bedroom property, who has visits from his 2 daughters at weekends would have only approximately half-rent being paid to the landlord. It was noted that if the landlord suggested a lodger to be taken in to balance out the rent, the ex-wife could question whether her daughters should be staying in a house with a stranger possibly affecting custody arrangements, or affecting whether the father may be able to work and so on.

The Chair asked whether there would be any legal redress made available to people should changes have such negative impacts. The Core Team Manager explained that Courts would be in a difficult position as if Tenancy Agreements are in place, they are effectively a contract.

Councillor M Wilkes asked how the loss of income for providers as described would come about. The Core Team Manager explained that the figure as noted was a worse case scenario on the basis of from April 2012 not 1 person were to pay to make up any rent shortfall. Councillor M Wilkes asked what measures were being undertaken as regards the preparing and bolstering the DCC response to homelessness. The Core Team Manager explained that the issue had been raised and was now an item on the Risk Register, with Officers looking at the areas that would have the highest impact from Welfare Reform. Members noted that Officers from the Welfare Rights Section and Housing Solutions were liaising with the Citizens' Advice Bureau (CAB) as regards options that may be available to help people that may be negatively affected by Welfare Reform changes. Councillors were also made aware of a discretionary fund that may be available via Revenue and Benefits for a defined period; £170,000 for DCC, increasing to £380,000 from April 2012 including a contribution from Housing Solutions of £100,000.

Councillor M Wilkes asked whether there was potential for migration to the County from other areas in the country. The Core Team Manager noted that the figure for under-occupancy was 52% for the Registered Social Landlords (RSLs) in the North East compared to 30% in the south East, and 29% in London.

It was added that while there was potential for such migration, the issues of lack of family, friends and a support network could be a factor preventing such migration and that areas such as the East of the County and on the areas bordering other Authorities there could be a potential for a more transient population.

Resolved:

That the report be noted.

A8 Progress Report on the Introduction of Multi-disciplinary Teams for dealing with Empty Homes

The Chair introduced the Housing Renewal and Improvement Manager, Kathryn Heathcote who was in attendance to speak to Members in relation to the introduction of Multi-disciplinary Teams for dealing with Empty Homes (for copy of presentation see file of minutes).

The Housing Renewal and Improvement Manager thanked Members for the chance to speak and referred to the report within the Agenda papers. The Committee was reminded that performance relating to Empty Homes had been reported to Councillors in October 2011 and that information relating to how the move to Multi-disciplinary Teams had impacted upon performance would be explained.

Members were referred to staff structure diagrams and noted that for the period 2009/10 that with a staffing compliment of 4.5 full-time equivalents (FTEs), 20 empty homes were brought back into use (approximately 4 per member of staff) and for the period 2010/11, 48 empty homes were brought back into use (approximately 11 per member of staff). Councillors noted that this was against targets of 80 properties to be brought back into use each year.

The Housing Renewal and Improvement Manager explained that following the adoption of the Durham Housing Strategy in November 2010 a lengthy review of how DCC dealt with private sector housing culminated in the adoption of a Private Sector Housing Strategy in 2011. Members were reminded that DCC had taken a brave decision to focus on the delivery of key services and not to continue offering of all services, taking into account staffing, deliverability and a need to prioritise those services. It was noted that a two-tier approach was utilised working to the understanding that there was a finite staffing resource and there was no reasonable way of providing a "blanket" service across the whole area. Councillors learned that the approach was to focus work in the 8 identified housing regeneration areas, those with the worst housing stock conditions and highest levels of deprivation. It was noted however, that a "safety net" provision would be maintained for those empty homes outside of the 8 regeneration areas, where properties reached a level that they were deemed to be contribution to issues of blight, anti-social behaviour (ASB) and so on. The Housing Renewal and Improvement Manager explained that the target for 2011/12 was still 80 properties to be brought back into use, 67 within the 8 regeneration areas, 13 in the "safety net" category. Members noted the tension between the need to be reactive to issues that may occur and to be able to focus Officers' time on planned work to bring empty homes back into use.

The Committee were reminded of the needs under the MTFP to make savings, RED undertook a formal restructuring process to be implemented in April 2012, however, it was recognised that there had been a need to bring into effect an interim arrangement that would mirror as much as possible the proposed future structure in delivering area-based Housing Regeneration, as shown by further structure diagrams within the report.

Members noted that the area-based multi-disciplinary teams had been effectively in place since partway through Quarter 2 2011/12 and that figures showed that for Quarter 2, 9 properties had been brought back into use, and in Quarter 3, 7 properties had been brought back into use, 6 in regeneration areas, 1 being a "safety net" property. It was noted that this demonstrated that the policy and approach were working, giving a 6:1 ratio of regeneration area to "safety net" properties being brought back into use. Members noted that the projected performance was 8 properties being brought back into use per member of staff, though this was with there being 3 vacant posts within the section. The Housing Renewal and Improvement Manager added that this showed a higher relative performance per member of staff and that the area in which a Project Manager was in post had the highest level of performance. It was noted that there was a need to ensure robust figures that were directly attributable to the actions of Officers so that the effectiveness and "value for money" of the teams could be measured. The Housing Renewal and Improvement Manager added that attempts to benchmark performance against other Local Authorities had proven difficult as there was no "like-for-like" comparison.

The Committee were informed that work was being undertaken to fill the three vacant posts and to continue to embed the performance culture within the service. Members noted that performance equated to a cost to DCC of £4,000 per empty home brought back into use and that a funding from the Homes and Community Agency (HCA) had been secured to bringing empty homes back into use, a sum of £656,000 for the period 2012-2015. The Housing Renewal and Improvement Manager explained that a comparative figure of other regeneration schemes carried out be that had brought empty homes showed that the cost per property was around £17,000 (a HCA figure), not as cost effective as those brought back into use by DCC.

Members learned that other funding was available for "clusters" of a minimum of 100 homes and in areas where vacancy rates were 10% or more, however, there was a requirement for 100% match funding from DCC. It was explained that areas of high vacancy had been looked at such as Easington Colliery, Chilton, Deans Bank, Craghead, Coundon Grange and so on.

The Housing Renewal and Improvement Manager added that the private sector leasing scheme was ongoing, though little interest had been shown and that there had been 12 enquires as regards the DCC Financial Assistance loan, with one 1 loan actually going ahead. Members were informed that this could be seen as an area that would need reviewing.

The Housing Renewal and Improvement Manager explained that 2 Empty Dwelling Management Orders (EDMOs) had been applied for to the Residential Property Tribunal, which had prompted works on behalf of the owners. The Committee were informed of the Public Relations Strategy for the identified regeneration areas to highlight where DCC has improved housing stock and the street scene so that these areas attract more tenants, with Members being shown examples of properties at Craghead.

The Chair thanked the Housing Renewal and Improvement Manager and asked Members for their questions.

Councillor M Wilkes thanked the Housing Renewal and Improvement Manager for a very good presentation and asked whether targets were for 640 properties being brought back into use over 20 years, with the County Durham Plan (CDP) stating 2,000 empty properties back into use; whether the new structure had more management posts relative to Officers and when, or indeed if, the 3 vacant posts on the establishment would be filled. The Housing Renewal and Improvement Manager explained that prior to the area based approach, there were 5 management positions, and this had reduced to 3 in the new approach. It was added that the three vacant posts were not being carried for future savings, they had been built into the new structure as posts required for the service and they were currently out to advert and hopefully all 3 posts would be filled presently.

Councillor M Wilkes added that as empty properties would now be eligible for a “full” council tax bill, would it be cost effective to send information as regards the financial assistance available via DCC together with the council tax bill. The Housing Renewal and Improvement Manager noted that this was a good idea, information regarding Housing Benefit, Council Tax and Financial Assistance could all be included in that mail out. As regards the CDP target of 2,000 empty homes being brought back into use, the Housing Renewal and Improvement Manager noted that the key to meeting this figure would be in achieving good levels of economic growth within the County which was partly an issue for DCC, partly due to larger economic forces.

Resolved:

- (i) That Members continue to monitor the performance of the “multi-disciplinary teams”, allowing more time for the new arrangements to fully bed-in before making a final determination as to whether or not they are improving the Council’s performance on empty homes.
- (ii) That Members direct Officers within the service to complete a robust benchmarking exercise to determine whether the current targets for empty homes are achievable, and to measure and report performance against that of other high performing authorities.
- (iii) That future reports include data on the vacancy rates in each of the Council’s priority regeneration areas (given that there is an indisputable link between vacancy rates and the sustainability of neighbourhoods) to determine whether the Council’s regeneration efforts are having a positive influence on vacancy rates in addition to continuing to measure the positive outcomes from direct intervention the Empty Homes and Private Landlord Initiatives Officers.

A9 Refresh of the Work Programme for the Committee, 2012-14

The Chair asked the Overview and Scrutiny Officer, Diane Close to speak as regards the Work Programme for the Committee for the period 2012-14 (for copy see file of minutes).

The Overview and Scrutiny Officer explained that the Work Programme report followed a similar format to that from the previous year and was aligned to the Altogether Wealthier theme.

Members noted the identification of cross-cutting issues over several themes and that the report looked for a steer from the Committee as regards areas Members would wish to focus their efforts.

The Chair noted that the topic of Empty Homes had already been noted as an area for review and asked in Members had any further thought regarding the Work Programme.

Councillor B Arthur added that issues of ASB and safety at Aged Miners Homes, and East Durham Homes properties in Seaham were of concern to local residents. Councillor J Armstrong noted that this was a cross-cutting issue with the Safer and Stronger Communities Overview and Scrutiny Committee.

Councillor M Wilkes felt that the issue of the Adult Learning Strategy was vitally important as were all steps to encourage growth in the economy and supporting business. Councillor M Wilkes added that the DCC website appeared to have no information relating to Business Support and that emails he had sent to the County Durham Development Company (CDDC) e-mail address were “bouncing back” as undeliverable. The Principal Overview and Scrutiny Officer, Stephen Gwilym noted the point raised and Councillor J Armstrong noted that Members should be aware of the purdah period that would precede the elections next year and this should be taken into account when looking at being able to complete review timely.

Resolved:

- (i) That the Economy and Enterprise Overview and Scrutiny Committee note the information contained in Appendix 2 to the report.
- (ii) That the Economy and Enterprise Overview and Scrutiny Committee refresh the Work Programme for 2012-14 by discussing and considering those actions identified, under “Altogether Wealthier” priority theme of the Council Plan 2012-16.
- (iii) That the Economy and Enterprise Overview and Scrutiny Committee at it’s meeting on the 6 July 2012, receive a further report detailing the Committee’s Work Programme for 2012-14.

**Economy and Enterprise
Overview and Scrutiny Committee**



6 July 2012

**Quarter 4 2011/12 Performance Management
Report**

**Report of Corporate Management Team
Lorraine O'Donnell, Assistant Chief Executive
Simon Henig, Leader**

Purpose of the Report

1. To present progress against the council's corporate basket of performance indicators (PIs) and report other significant performance issues for the fourth quarter of 2011/12 for the Altogether Wealthier theme.

Background

2. This is the fourth quarterly corporate performance report of 2011/12 for the council highlighting performance for the period January 2012 to March 2012. The report contains information on key performance indicators, risks and Council Plan progress.
3. The report sets out an overview of performance and progress by Altogether priority theme. Key performance indicator progress is reported against two indicator types which comprise of:
 - a. Key target indicators – targets are set for indicators where improvements can be measured regularly and where improvement can be actively influenced by the council and its partners; and
 - b. Key tracker indicators – performance will be tracked but no targets are set for indicators which are long-term and/or which the council and its partners only partially influence.
4. A summary of key performance indicators is provided at Appendix 3. More detailed performance information and Altogether theme analyses are available on request from performance@durham.gov.uk.

Developments since Quarter 3

5. A new corporate basket of indicators for County Durham for 2012/13 and 4-year targets are available at Appendix 4. Extensive work has been undertaken by all services to develop the set of measures based around our six 'Altogether' priority themes. It will be used to measure the performance of both the council and the County Durham Partnership. Members have had input into this process through an Overview and Scrutiny Management Board (OSMB) workshop held on 2 May 2012. The key outcomes from the OSMB workshop are provided at Appendix 5. The new basket of performance indicators together with targets will form the basis of the quarterly monitoring reports from quarter 1 2012/13.
6. Appendix 6 provides a 4-year trend overview of the 2011/12 corporate indicator set as requested by Corporate Issues Overview and Scrutiny Committee.

Altogether Wealthier: Overview

Performance indicators				
	Red	Amber	Green	N/A
Direction of travel	4 (40%)	0 (0%)	3 (30%)	3 (30%)
Performance against target	4 (40%)	0 (0%)	4 (40%)	2 (20%)

Actions				
	Red	Green	White	Deleted actions
Performance against target	0 (0%)	24 (51%)	22 (47%)	1 (2%)

Council Performance

7. Key achievements this quarter include:

- a. The percentage of council homes that are non-decent continues to show a steady reduction. 28% of council homes remain non-decent which is an improvement from 31% at quarter 3 and 36% at the same period last year. The capital programme for major repairs for the council's housing stock is driven by the three providers responsible for the management of the stock, Durham City Homes, Dale and Valley Homes and East Durham Homes. Each provider's stock is at different levels of non-decency; however all have seen considerable success in 2011/12 against the delivery of this programme.
 - i. Durham City Homes have maintained the 0% non-decency achieved in 2010/11 by addressing the 664 properties within their housing stock which would have become non-decent in 2011/12;
 - ii. Dale and Valley Homes have surpassed their target of 2.5% for 2011/12 by achieving a level of 2.3% non-decency in quarter 4;
 - iii. East Durham Homes have succeeded in achieving a non-decency level of 61.5% at the end of quarter 4 compared to 77% at same period last year, surpassing their target for the year end. This is as a result of a revised Homes and Communities Agency backlog award, incorporating an additional £3m of capital investment work into this year's programme.
- b. The number of private rented sector properties improved through local authority intervention has exceeded the annual target of 490. Over 2011/12, 1,100 properties have been improved through local authority intervention. Work has progressed well in relation to demolitions and group repair.
- c. Good progress has been made with establishing individual 'whole town' approach regeneration frameworks for key towns to target internal resources, external funding, partner resources and appropriate private sector activity and investment. Details on this are as follows:
 - The Stanley Regeneration Framework was finalised and endorsed by Cabinet in March 2012. Short term projects identified in the plan include a targeted commercial buildings improvement grant scheme, public realm improvements to Clifford Road and the creation of a new Customer Access Point.
 - Following completion of phase two of the regeneration of North Dock, Seaham in quarter 2; a Heritage Lottery Fund application for phase three has been prepared and is being assessed. Entrance works have been completed and the site will open to the public at the end of June 2012.
 - Design proposals have been completed in relation to North Bondgate, Bishop Auckland following completion of the feasibility study of the development options for the site and a phased town centre improvement plan has been drafted for Newton Aycliffe which includes the town centre owner's development plan.

- d. The number of tourism businesses supported has increased significantly since the beginning of the year from 37 in quarter one to 140 in quarter four, bringing the annual total to 358.
 - e. £1.8 million of funding to improve temporary accommodation has been secured from the Homes and Communities Agency through their Homelessness Change programme.
 - f. The number of households prevented from becoming homeless has consistently increased through out the year peaking at 280 in quarter four. As a proportion of the total number of households presenting as homeless this shows favourably at a figure of 20% in comparison to a year end figure of 16% in 2010/11.
 - g. Phase one of the capital refurbishment of business sites is now completed and work has commenced on the survey and designs for phase two, which is due to be complete in March 2013.
8. The key performance improvement issues for this theme are:
- a. The number of empty properties brought back into use as a result of local authority intervention remains below the annual target. There have been 44 long term empty properties brought back into use within 2011/12 which is below the annual target of 80. This under performance is mainly attributed to the impact of the restructure on this service which is reflected in lower figures in the first three quarters. Two key Registered Social Landlords (RSLs) have successfully been awarded a grant to return in total 38 properties back into use over the 2012/2015 period. Key milestone meetings have been set up with the RSLs in order to monitor performance and to establish innovative approaches in order to bring empty properties back into use.
 - b. The processing of major planning applications has shown a slight improvement during quarter 4 with 64% of applications determined within the 13 week duration compared with 59.4% at quarter 3. However, performance remains below the 79.9% target. Steps to improve future performance include commencing work on a new integrated Planning IT system that, together with the consolidation of area offices, will considerably enhance organisational efficiency. There is also the intention to adopt a more project managed approach to dealing with major proposals through the use of Planning Performance Agreements.
 - c. Over the quarter 4 period, 88.1% of bus services ran on time which remains below the 95% target and lower than the same period last year (96.5%). Performance remains unchanged from the previous quarter although the distribution of figures across all surveys was smaller i.e. all survey values were over 80% compared to last quarter where some figures were as low as 75%. Performance can be affected by local traffic problems on the day of the survey affecting specific routes and bus stations which results in poor punctuality at particular bus stations (such as Durham and Bishop Auckland in quarter 3). In addition, from quarter 2 of 2011/12 the number of surveys at each location was doubled which has given a more representative sample and therefore more accurate data. Dialogue has commenced with Arriva on how punctuality can be improved on specific services and timetable changes are anticipated to address this.
 - d. It has been necessary to delete a key action from the Council Plan. Works were to include a programme of major/minor improvements to the A692 corridor as set out in Local Transport Plan to improve accessibility to the Bradley Opencast site. Following consideration of the planning appeal, the project has now been withdrawn.

9. Tracker indicators for this priority theme (see Appendix 3, table 2) show:

- a. Latest estimated figures for August 2011 show the proportion of children in poverty in County Durham has risen to 24.4% since May 2011. It remains higher than the England average (20.5%) but lower than the North East average (25.8%). The proportion of children in poverty is likely to increase further over the next two quarters as unemployment has increased over this period. At the reference point for these data (August 2011) the JSA claimant rate was 4.2%. However, latest data (from February 2012) indicates that the JSA claimant rate has increased to 4.8% higher than at any point during the recent recession.
- b. The number of passenger journeys undertaken on the Park and Ride Service during quarter 4 was 279,934 bringing the total for the year to 1,167,758. This is both an increase over the same period in 2010/11 of 7.5% and an annual increase of 14.3%, which is reflective of the Park and Ride service's increasing year on year growth.
- c. Recent housing monitoring activity has demonstrated that there are a substantial number of units in the pipeline with planning permission (on both sites under construction and not started) but the rate of completions overall this quarter is very low. Whilst overall completions have fallen dramatically this quarter across the county, 20 units have been completed in Durham City since quarter 3, bringing the total for the year to 81. Delivery in Durham City continues to represent a substantial proportion of new housing delivered overall (around 25%).
- d. There is a continued rise in the number of 18-24 year olds claiming Job Seekers Allowance (JSA). For March 2012 this figure was 5,565 of 18-24 years olds claiming JSA compared with 5,265 at quarter 3 and 4,770 at the same period last year. Quarter 4 has seen consistent increases in youth unemployment both countywide and nationally. The impacts of localised initiatives such as the County Durham apprenticeship programme will begin to positively influence these figures as will the emergence of a new package of measures announced by the Government, the Youth Contract (due to commence April 2012) and providing financial incentives to employers for the recruitment of unemployed young people.
- e. The number claiming JSA for one year or more currently stands at 2,855 for the quarter 4 period, a considerable rise from quarter 3 (1,645) and the same period last year (1,120). Monthly figures for this period highlight the increase during January 2012 (2,160); February 2012 (2,505) and; March 2012 (2,855). Unemployment continues to be an issue at all geographic levels. The Government's flagship programme 'The Work Programme' aimed at supporting unemployed individuals back into work has been active for around 9 months with numbers of referrals regionally almost 30% increased on forecast. The rate of job conversions needs to improve, given that clients are provided with support over a two year period, although the ratio of claimants to jobs advertised via the Job Centre remains higher than national levels.
- f. The impacts of the long term unemployed are starting to show in the employment rate statistics. Latest data for the period October 2010 to September 2011 (which relate to quarter 2 2011/12 as the rate is reported 8 months in arrears) show the employment rate has reduced to 66.7% from the increased level reported at the previous quarter (67.2%). Latest benchmarking available shows that County Durham is worse than national (70%) but better than regional (64.9%) rates. It is anticipated that the employment rate is likely to decline in the next few months in line with reported increases in the numbers of Job Seekers Allowance claimants.

- g. The National Apprenticeship Agency figures for the period November 2011 to February 2012 show that 1,050 young people have started an apprenticeship in County Durham. In addition, the council's County Durham Apprenticeship Programme has begun to deliver apprenticeship starts with 54 new starts supported by the end of March. An equivalent number of opportunities are being advertised at present with a further 100 opportunities under development. This programme comes on top of a continued government push to ensure an increase in apprenticeship starts and the National Apprenticeship Week in February 2012 involving both national and provider generated press articles. Further measures announced as part of the Youth Contract (scheduled to commence April 2012) will see additional resources for companies to take on their first apprentice.
10. A further performance issue relates to the signing of the contracts between Hitachi and the Government. This has been delayed and is now expected before the end of June 2012. Officers have continued to work closely with Hitachi and work on site is expected to start late 2012/early 2013. Hitachi Rail and Merchant Place Developments have begun engagement with the potential local supply chain and were represented at the Oktoberfest event held at the Xcelc Centre in Newton Aycliffe. 919 business registrations of supply chain interest had been posted on the Hitachi website at the end of December 2011.
11. Key risks to successfully delivering the objectives of this theme are:
- a. *'The loss of Area Based Grant funding'*, resulting in the County Durham Partnership failing to narrow inequality and deprivation gaps. Management consider it probable that this risk will occur, which will have a major impact in terms of increasing social and economic deprivation in the County. An action plan is being developed to mitigate this risk as far as possible, although it should be recognised that this will remain a significant risk for at least the next 4 years.
 - b. *'Recent specialist report states that Seaham North Pier is beyond the life of the structure and could be breached due to adverse weather conditions or sea bed erosion'*. Management consider it possible that this risk may occur, which will have an adverse impact on the community and economic regeneration in the area. To mitigate the risk, funds are being investigated as part of the 2013/14 budget for the design of repairs to the structure.
12. Other significant risks include:
- a. Private housing stock condition worsens with adverse implications for local economy, health and neighbourhood sustainability;
 - b. Diminishing capital resources, continuing depressed land values and slow growth in the private sector will impact on the ability to deliver major projects and town initiatives within proposed timescales.

Recommendation

13. That the Economy and Enterprise Overview and Scrutiny Committee receive the report and consider any performance issues arising there from.

Appendix 1: Implications

Finance

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

Staffing

Performance against a number of relevant corporate health PIs has been included to monitor staffing levels and absence rates.

Risk

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

Equality and Diversity

Corporate health PIs and key actions relating to equality and diversity issues are monitored as part of the performance monitoring process.

Accommodation

Not applicable

Crime and Disorder

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

Human Rights

Not applicable

Consultation

Not applicable

Procurement

Not applicable

Disability

Corporate health PIs and key actions relating to accessibility issues and employees with a disability are monitored as part of the performance monitoring process.

Legal Implications

Not applicable

Appendix 2: Key to symbols used within the report

Where icons appear in this report, they have been applied to the most recently available information.

Direction of travel

Latest reported data has improved from comparable period

GREEN

Latest reported data remains the same as comparable period

AMBER

Latest reported data has deteriorated from comparable period

RED

Performance against target

Performance better than target

Getting there - performance approaching target (within 2%)

Performance >2% behind target

Actions

WHITE

Complete. (Action achieved by deadline/achieved ahead of deadline)

GREEN

Action on track to be achieved by the deadline

RED

Action not achieved by the deadline/unlikely to be achieved by the deadline

Benchmarking

GREEN

Performance better than other authorities based on latest benchmarking information available

AMBER

Performance in line with other authorities based on latest benchmarking information available

RED

Performance worse than other authorities based on latest benchmarking information available

Appendix 3: Summary of Key Performance Indicators

Table 1: Key Target Indicators

Ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Wealthier										
1	Processing of Major planning applications (former NI 157a)	64.00%	Q4 2011/12	79.90%	RED	75.90%	RED	57.00%		Q2 11/12
2	Number of private rented sector properties improved as a direct consequence of local authority intervention	1100	2011/12	490	GREEN	New indicator	N/A			
3	Number of empty properties brought back into use as a result of local authority intervention	44	2011/12	80	RED	New indicator	N/A			
4	Percentage of non-decent council homes (former NI 158)	28%	Q4 2011/12	Not set for 2011/12	N/A	36%	GREEN	11.10%	8.4%**	2010/11
5	Bus services running on time (former NI178/LTP2/T14)	88.1%	Q4 2011/12	95.0%	RED	96.5%	RED	80.20%	78.02%*	2009/10
6	Occupancy rates of council owned factories and business support centres (former REDPI16)	75%	Q4 2011/12	78%	RED	New indicator	N/A			
7	Percentage of enrolments on Adult Learning courses leading to qualifications	92.3%	2010/11 ac year	90%	GREEN	90.1%	GREEN			

Ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
8	Percentage of users who felt the cultural events were "good" or "very good" (former AWHAS9)	90%	Jul 2011	90%	GREEN	97.6%	RED			
9	Local authority tenant satisfaction with landlord services (Dale Valley Homes only)	78.0%	Apr-11	Not set for 2011/12	N/A	80.0%	RED			
10	Percentage increase in people engaged in cultural events (former AWHAS10)	56,138 (7% increase)	Jul 2011	54,560 (5% increase)	GREEN	51,961 (12% increase)	GREEN			

Table 2: Key Tracker Indicators

Ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Wealthier										
106	New homes completed in Durham City	81	2011/12	61 [1]	Not comparable	281	RED			
107	Number of top retailer representation in Durham City	15	Q4 2011/12	15	GREEN	13	GREEN			
108	Traffic flows in Durham City (New indicator using licence plate recognition. Under development. Expected during 2011)	Data not available until 2012/13		N/A	N/A	New indicator	N/A			
109	Access to services & facilities- % households accessible to Durham City within 1 hour journey by public transport before 8.30am (former REDPI12)	75.82%	Q4 2011/12	75.82%	GREEN	74.9	GREEN			
110	Total number of visitors to main attractions	257,194	Q3 2011/12	646,094 [1]	Not comparable	New indicator	N/A			
111	All homes completed in and near all major settlements as a proportion of total completions (completed as per NI 154 guidance)	73.86%	Q4 2011/12	51.23%	N/A	New indicator	N/A			
112	% properties in band D and above for Council Tax	14.69%	Q4 2011/12	14.67%	GREEN	New indicator	N/A			

Ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
113	18 - 24 year olds claiming JSA	5565	Q4 2011/12	5265	RED	4770	RED			
114	JSA claimants claiming for one year or more	2855	Q4 2011/12	1645	RED	1120	RED			
115	Employment rate of the working age population (former NI 151)	66.70%	Oct 10 - Sept 11	67.20%	RED	66.50%	GREEN	70.00%	64.9%*	Oct 10 - Sep 11
116	Number of apprenticeships – started	1050	Nov 11- Feb 12	1875	RED	New indicator	N/A			
117	Child Poverty (former NI116) Also included in Altogether Better for Children & Young People	24.41%	Aug-11	23.86%	RED	24.47%	AMBER	20.50%	25.8%*	Aug-11
118	Affordable homes provided as a proportion of the total net homes completed (former NI154 & NI155)	79.54%	Q4 2011/12	57.7% (amended figure)	N/A	33.00%	GREEN	33.20%	N/A	2008/9
119	Accessibility of Newton Aycliffe within one hour using public transport and arriving by 8.30am (former LTP3/4c)	31.53%	Apr-Sept 2011	30.3%	GREEN	New indicator	N/A			
120	New enterprise start ups (businesses assisted)	103	Apr-Sept 2011	67 [1]	Not comparable	571	RED			
121	Business registration rate (former NI 171)	34.9	Dec-08	42.1	RED	42.1	RED	52.60%	28.1%*	2010
								Not comparable	Not comparable	

Page 300 Ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
122	Number of tourism businesses actively engaged with Visit County Durham	140	2011/12	37	GREEN	37	GREEN			
123	Number of passenger journeys on Park and Ride (former LTP3/L17b)	279,934	Q4 2011/12	350,241 [1]	Not comparable	260,455	GREEN			
124	Total planning applications received	814	Q4 2011/12	826	RED	New indicator	N/A	360	413**	Q4 2010/11
								Not comparable	Not comparable	
125	No. of people rehoused through Durham Key Options system	975	Q4 2011/12	932	GREEN	New indicator	N/A			
126	No. of preventions as a proportion of the total no. of homelessness presentations (former HH LP15a)	280 (20%)	Q4 2011/12	227 (19.7%)	GREEN	257 (16.4%)	GREEN			
127	No. of statutory applications as a proportion of the total no. of homelessness presentations (former HH LP15b)	242 (17.3%)	Q4 2011/12	241 (20.9%)	RED	293	GREEN			
128	No. of acceptances (of a statutory duty) as a proportion of the total no. of homelessness presentations (former HH LP15c)	91 (6.5%)	Q4 2011/12	95 (8.3%)	GREEN	New indicator	N/A			

Ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
129	Total no. of homelessness presentations (former HH LP15d)	1402	Q4 2011/12	1149	Not comparable	1570	Not comparable			
130	Business enquiries	1045	2011/12	915 [1]	Not comparable	1685	RED			

[\[1\] This data is cumulative and the figure is based on 12 months data for the year end so comparisons are not applicable.](#)

Appendix 4: 2012/13 Proposed Corporate Basket

Indicator Type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Performance		2011/12 target	Proposed targets				National comparison
					2010/11	2011/12 (YTD)		2012 / 13	2013 / 14	2014 / 15	2015 / 16	
Altogether Wealthier												
Tracker	REDPI1	The number of the top 20 retailers represented in Durham City	RED	Annual Q1	13	15						
Tracker	REDPI3	No of all new homes completed in Durham City per financial year	RED	Quarterly	281	61 (to Q3)						
Tracker	REDPI22	The % of households within County Durham who can access Durham city market place by 8.30am, using public transport with a total journey time of 1 hour, including walking time.	RED	6 monthly Q2 and Q4	74.9%	75.82 %						
Input	REDPI38	The number of passenger journeys recorded by the operator of the 3 Durham City Park and Ride sites.	RED	Quarterly	1,021, 848	887, 824 (to Q3)						
Tracker	REDPI 23b	Number of visitors to the main attractions in Durham City	RED	Quarterly	N/A	N/A						
Satisfaction	AWH AW1	Percentage of users who felt the cultural events were "good" or "very good"	AWH	Quarterly	97.6%	90%	90%	85%	85%	85%	85%	
Input	AWH AW2	Attendance figures at cultural activities (museums, Gala, BRASS, Book Festival)	AWH	Annual	297, 024 (Apr-Dec)			493, 200	Not set	Not set	Not set	
Tracker	REDPI24	All homes completed in and near all major settlements, as defined in the County Durham Plan, as a proportion of total completions.	RED	Quarterly	N/A	57.4% (to Q3)						
Input	REDPI35	Total number of planning	RED	Quarterly	3,089	2,373						360 (Q4

Indicator Type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Performance		2011/12 target	Proposed targets				National comparison
					2010/11	2011/12 (YTD)		2012 / 13	2013 / 14	2014 / 15	2015 / 16	
		applications received against all categories				(to Q3)						2010/11) – not comparable
Input	REDPI 41a	The total number of major planning applications received	RED	Quarterly	112	90 (to Q3)						
Tracker	REDPI26	The proportion of properties within the County that are within Council Tax Band D and above as provided by the District Valuation Office	RED	Quarterly	14.59 %	14.67 %						
Tracker	REDPI7a	The number of JSA claimants aged 18-24	RED	Quarterly	4,770 (Mar 2011)	5,265 (Dec 2011)						
Tracker	REDPI7b	The proportion of all JSA claimants that are aged 18-24	RED	Quarterly	36.2% (Mar 2011)	35.2% (Dec 2011)						
Tracker	REDPI28	The number of apprenticeships started by young people resident in County Durham as recorded by the National Apprenticeship Service	RED	Quarterly	2009/10 1,496	2010/11 1,875						
Target	REDPI62	Apprenticeships started through County Council funded schemes	RED	Quarterly	N/A			148	Pending funding decision			
Tracker	REDPI8a	The number of JSA claimants claiming for 1 year or more	RED	Quarterly	1,120 (Mar 2011)	1,875 (Dec 2011)						177875 (not comparable)
Tracker	REDPI8b	The proportion of all JSA claimants that have claimed for one year or more	RED	Quarterly	8.5% (Mar 2011)	12.5% (Dec 2011)						14.3%
Tracker	REDPI40	The proportion of the working age population defined as in employment	RED	Quarterly	66.2%	67.2%						71.8% (Jun 11)
Tracker	REDPI73	The proportion of the working age population currently not in work who want a job	RED	Quarterly		13.3%						

Indicator Type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Performance		2011/12 target	Proposed targets				National comparison
					2010/11	2011/12 (YTD)		2012 / 13	2013 / 14	2014 / 15	2015 / 16	
Efficiency	AWH AW3	Percentage of enrolments on accredited Adult Learning courses leading to qualifications	AWH	Annual	90.1% (2009/10 Ac Year)	92.3% (2010/11 Ac Year)	90%	92%	92%	92%	92%	
Tracker	REDPI74	The proportion of the working age population who are qualified to NVQ level 3 or equivalent	RED	Annual		49% (2010)						
Tracker	REDPI 10	The proportion of affordable homes provided as a proportion of total net homes completed	RED	Quarterly	32.92%	53.3%						
Target	REDPI42 a, b and c	% non decent council homes (by provider) a) The proportion of Dale and Valley Homes properties currently not meeting decency criteria b) The proportion of Durham City Homes properties currently not meeting decency criteria c) The proportion of East Durham Homes properties currently not meeting decency criteria	RED	Quarterly	5.73%	4.1%		1.8%	0%	0%	0%	11.1% 2010/11
					0%	0.96%		0%	0%	0%	0%	
					77%	66.81%		54%	44%	22%	Not set	
Target	REDPI29	The number of private sector properties improved as a direct consequence of local authority intervention.	RED	Quarterly	812	858 (to Q3)	490	282	250	250	250	
Target	REDPI30	The number of empty properties brought back into use as a result of local authority intervention, excluding empty properties demolished as part of an area based housing renewal	RED	Quarterly	48	27 (to Q3)	80	70	70	70	70	

Indicator Type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Performance		2011/12 target	Proposed targets				National comparison
					2010/11	2011/12 (YTD)		2012 / 13	2013 / 14	2014 / 15	2015 / 16	
		intervention.										
Satisfaction	REDPI37a	Local authority tenant satisfaction with landlord services (Dale and Valley Homes)	RED	Annual	N/A	88.3%		89.0%	89.5%	90.0%	90.5%	
Satisfaction	REDPI37b	Local authority tenant satisfaction with landlord services (Durham City Homes)	RED	Annual	N/A	Avail Q4		80%	82%	84%	85%	
Satisfaction	REDPI37c	Local authority tenant satisfaction with landlord services (East Durham Homes)	RED	Every 2 years	77%	83.7%		85%	85%	90%	90%	
Input	REDPI34	The total number of those registered on the Durham Key options system who have been rehoused (includes existing tenants and new tenants)	RED	Quarterly	3,270	2,779 (toQ3)						
Input	REDPI36	'The number of (a) preventions, (b) statutory applications and (c) acceptances (of a statutory duty) as a proportion of the (d) total number of homelessness presentations	RED	Quarterly	a) 15.5% b) 19.9% c) 7.1% d) 5,378	a) 17.7% b) 22.6% c) 9% d) 3,711 (to Q3)						
Tracker		Child poverty indicator	ACE	Annual	22.7 (2008)	23.5 (2009)						21.9 (2009)
Tracker	ACE016	Child poverty proxy measure	ACE	Quarterly	23.84	23.86 (Q1)						20.43 (May 2011)
Tracker	REDPI72	The number of local passenger journeys on the bus network	RED	Quarterly	25,880,600 (2009/10)	N/A						
Tracker	REDPI63	The number of passenger	RED	Quarterly	11,03	N/A						

Indicator Type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Performance		2011/12 target	Proposed targets				National comparison
					2010/11	2011/12 (YTD)		2012 / 13	2013 / 14	2014 / 15	2015 / 16	
		journeys made by concessionary bus pass holders			2,451 (2009/10)							
Tracker	REDPI64	The number of passenger journeys made on the Link2 service	RED	Quarterly	N/A	N/A						
Tracker	REDPI65	The number trips made using council funded community transport	RED	Quarterly	N/A	N/A						
Tracker	REDPI12	Accessibility of Newton Aycliffe Industrial Estate within one hour using public transport	RED	6 monthly	30.3%	31.53 %						
Target	REDPI33	The % of Council owned factories and business support centre floorspace that is fully occupied	RED	Quarterly	76.62%	74.5%	78%	76%	78%	80%	80%	
Tracker	REDPI 23a	Number of visitors to the main attractions in County Durham	RED	Quarterly	N/A	1,271,998 (to Q2)						
Tracker	REDPI32	Number of tourism businesses actively engaged with Visit County Durham	RED	Quarterly	N/A	218						
Input	REDPI66	Businesses engaged with/assisted (all sectors)	RED	Quarterly	N/A	N/A						
Tracker	REDPI9	The number of new business start ups receiving business assistance	RED	Quarterly	2300	170 (Q3)						
Input	REDPI16	The number of enquiries received for new business start ups	RED	Quarterly	1685	915 (Q3)						

Please note that where target information has been greyed out these are tracker indicators and no targets are required

Areas in bold highlight changes requested by members at OSMB workshop held 2 May 2012

Appendix 5: Outcome of OSMB workshop held 2 May 2012

Ref	Member comment/query	Outcome/measures to address
Economy & Enterprise Overview & Scrutiny Committee (Altogether Wealthier)		
1	For 2012/13 there may be a need / desire to develop PIs associated with the Capital Programme, linking to key issues such as job creation etc.	Regeneration & Economic Development (RED) will be monitoring new PIs against the capital programme during this year but these will not be reported through corporate performance reporting to begin with. They will be reported to the Assets officer group who will look to incorporate them in service based reporting with the possibility of including some of the headlines into corporate reporting once the process is established and any data quality issues have been resolved.
2	Tourism – should include focus re. looking to bring in people to spend money, invest to create jobs – suggest that figures are included re. how our local attractions are performing?	RED already report visitors attending main attractions through the corporate report but there are no plans to include anything additional.
3	PIs seem to be “Durham-centric” so more info re. other major towns / villages are suggested, showing a breakdown geographically	RED are working on a geographic breakdown for some PIs but the focus on Durham City is a result of the strategic policy and thus some PIs will be reported for that area but not others.




Appendix 6: Trend Analysis 2011-12 Corporate basket of indicators

PI ref	Description	Data 2008/09	Data 2009/10	Data 2010/11	Data 2011/12	Data relates to
Altogether Wealthier						
REDPI41	Processing of Major planning applications (former NI 157a)	64.71	79.40%	75.90%	64.00%	Q4
REDPI29	Number of private rented sector properties improved as a direct consequence of local authority intervention				1,100	year end
REDPI30	Number of empty properties brought back into use as a result of local authority intervention				44	year end
REDPI42	Percentage of non-decent council homes (former NI 158)	41	43	36	28	year end
REDPI43	Bus services running on time (former NI178/LTP2/T14)	94.70%	95.30%	96.50%	88.10%	year end
REDPI33	Occupancy rates of council owned factories and business support centres (former REDPI16)				75	year end
AWH AW3	Percentage of enrolments on Adult Learning courses leading to qualifications			90.10%	92.30%	year end
AWH AW1	Percentage of users who felt the cultural events were "good" or "very good" (former AWHAS9)			97.00%	90%	Q2
REDPI37	Service users receiving an ongoing service (continuously) for at least 1 year who have had a review (or re-assessment)			80.00%	78.00%	year end
AWH AW2	Percentage increase in people engaged in cultural events (former AWHAS10)			12%	7%	year end

Tracker indicators

PI ref	Description	Data 2008/09	Data 2010/11	Data 2010/11	Data 2011/12	Data relates to
Altogether Wealthier						
REDPI3	New homes completed in Durham City			281	↓ 81	year end
REDPI1	Number of top retailer representation in Durham City			13	↑ 15	year end
REDPI20	Traffic flows in Durham City (New indicator using licence plate recognition. Under development.					no data
REDPI22	Access to services & facilities- % households accessible to Durham City within 1 hour journey by public transport before 8.30am (former REDPI12)			74.9	↑ 75.8	year end
REDPI23	Number of visitors – attraction numbers			813,489	(Q3) 257,194	year end
REDPI24	All homes completed in and near all major settlements as a proportion of total completions (completed as per NI 154 guidance)				73.86	Q4
REDPI26	% properties in band D and above for Council Tax				14.69	year end
REDPI7	18 - 24 year olds claiming JSA	4995	↑ 4605	↓ 4770	↓ 5,565	year end
REDPI8	JSA claimants claiming for one year or more	670	↓ 2,090	↑ 1120	↓ 2,855	year end
REDPI40	Employment rate of the working age population (former NI 151)	70.4	↓ 67.70%	↓ 66.50%	↑ 66.70%	Q2
REDPI28	Number of apprenticeships – started				1,050	Nov - Feb
ACE016	Child Poverty (former NI116) Also included in Altogether Better for Children & Young People	21.99	↓ 24.22	↓ 24.47	↑ 24.41	Q2

REDPI10	Affordable homes provided as a proportion of the total net homes completed (former NI154 & NI155)	12	↑ 19	↑ 33	↑ 79.5	Q4
REDPI12	Accessibility of Newton Aycliffe within one hour using public transport and arriving by 8.30am (former LTP3/4c)			30.3 (Oct-Nov)	↑ 31.5 (Apr-Sep)	
REDPI9	New enterprise start ups (businesses assisted)			571	↓ 103	Q2
REDPI31	Business registration rate (former NI 171)		42.1 (2007)	↓ 34.9 (2008)		year end
REDPI32	Tourism businesses engaged by Visit County Durham			37	↑ 140	year end
REDPI38	Number of passenger journeys on Park and Ride (former LTP3/L17b)	959,684	↑ 1,022,836	↑ 1,043,836	↑ 1,167,758	annual total
REDPI35	Total planning applications received	4,066	↓ 3,620	↓ 3,089	↓ 3,056	annual total
REDPI34	No. of people rehoused through Durham Key Options system				3,754	annual total
REDPI 36a	No. of preventions as a proportion of the total no. of homelessness presentations (former HH LP15a)			16.4% (257)	↑ 20% (280)	Q4
REDPI 36b	No. of statutory applications as a proportion of the total no. of homelessness presentations (former HH LP15b)			20% (293)	↑ 17.3% (242)	Q4
REDPI 36c	No. of acceptances (of a statutory duty) as a proportion of the total no. of homelessness presentations (former HH LP15c)			9%	↑ 6.5% (91)	Q4
REDPI 36d	Total no. of homelessness presentations (former HH LP15d)			1,570	↑ 1,402	Q4
REDPI16	Business enquiries		3,011	↓ 1,685	↓ 1,045	year end

Key to symbols used	
	Performance has improved from comparable period
	Performance remains same as comparable period
	Performance has deteriorated from comparable period

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**Economy and Enterprise
Overview and Scrutiny Committee**

6 July 2012



Homelessness Strategy Update

**Report of Ian Thompson, Corporate Director, Regeneration and
Economic Development**

Purpose of the Report

- 1 To provide members of the Economy and Enterprise Overview and Scrutiny Committee with an update on progress made by the Housing Solutions Service in the delivery of County Durham Homelessness Strategy 2008 -13.

Background

- 2 The Homelessness Act 2002 placed a duty on every local authority to produce a Homelessness Strategy. The strategy must include a review of current services and performance over the preceding five years against the action plan put in place following the first strategy in 2003. The strategy must also predict future levels of need and demand based on research findings and consultation with partners and service users.
- 3 Prior to Local Government Reorganisation each of the seven District Councils within County Durham worked within their strategy action plan to meet the housing needs of customers over the previous five years. In addition, the seven districts, the County Council and other partners worked together through the County Durham Homelessness Action Partnership to further improve and develop services.
- 4 In 2008 and in preparation for the commencement of a unified authority the County Durham Homelessness Action Partnership agreed to develop a Homelessness Strategy. This document represented the strategic vision for services across the new unitary authority from April 2009 to meet housing needs across a diverse geographical and demographic area. As a consequence of this work, Durham County Council had in place a single Homelessness Strategy from vesting day, 1 April 2009.

Legal context

- 5 Local housing authorities have a statutory duty to provide assistance to all households who are homeless or threatened with homelessness, regardless of whether there is any duty to accommodate.
- 6 Over recent years central government has emphasised the need for local authorities to take a more proactive approach to the prevention of homelessness to all in housing need and to work in partnership across sectors to meet housing, support and advice needs.

- 7 Part VII of the Housing Act 1996 – provides the statutory under-pinning for action to tackle homelessness. This legislation places a general duty on housing authorities to ensure that advice and information about homelessness, and its prevention, is available free of charge to everyone in their area. The legislation also requires authorities to assist individuals and families who are homeless or threatened with homelessness to apply for help.

The County Durham Homelessness Strategy has 3 main strategic objectives:

- To prevent homelessness by delivering prevention and housing options focused service across County Durham that delivers advice and assistance to all in housing need.
- To ensure that sufficient, appropriate and affordable accommodation is available for people who are homeless or at risk.
- To support people who are homeless or who are at risk of repeat homelessness.

Identified Priorities

- 8 The review of existing homelessness strategies prior to LGR identified a range of needs across the County. The challenge was to respond to emerging trends and threats to meet the needs of customers who are homeless or threatened with the loss of their home, whilst bringing together seven services from the current district councils. In doing so, we needed to ensure that our focus was to align service provision to replicate good practice where it existed, and resource service development within budgetary constraints to meet identified need.
- 9 In response to these challenges it was recommended that the following core themes drove the development of a co-ordinated, prevention focused Housing Solutions Service, working across statutory and voluntary sector partners:
- **Bringing together services to respond to housing, advice and support needs:** to enable housing options to be effective and consistent in responding to the needs of customers, services must have comprehensive procedures aligned to good practice in delivering advice services to those in need. This will include issues of client care, supervision of casework, customer satisfaction, training and resources of services across the County. There was also a need to consider how services will interact with users across a wide geographic area to ensure access to services for all. A review of service delivery therefore considered the needs of a wide and diverse demographic and geographic county with areas of high deprivation and customers with multiple needs.
 - **Partnership working:** services must respond to meet the housing needs of customers. However, we must also ensure we assess and address the underlying causes of homelessness and this can only be done by working in partnership across all sectors.

- **Working with Registered Social Landlords:** Registered Social Landlords are major partners in delivering on new affordable homes and also by helping people at risk of homelessness to maintain their tenancies. Many work actively across the County to prevent homelessness and deliver affordable housing to those in need. We needed to build and strengthen these links to improve customer outcomes and tenancy sustainability.
- **Smarter working:** investment has been required in service development to respond to housing need. We needed to develop smarter working practises across all sectors to respond to vulnerable customers with multiple needs. Early identification of risks or triggers, which if left unchecked may result in homelessness, resulting in early intervention to respond to accommodation, advice and support needs, could avoid crisis presentation to front line services. By developing smarter working practices, we aimed to reduce crisis presentations by offering early intervention and solutions.

By linking and expanding housing options to include advice on training and employment, there is an increased opportunity to break the cycle of 'no home, no job'. We therefore needed to develop links with training providers, employment agencies and social enterprise organisations to offer solutions to customers beyond that of securing accommodation.

- **Prevention tools:** a range of prevention tools were already available in some parts of County Durham. For example, family mediation, Bond Guarantee Schemes, Prevention Funds, Peer Education, Sanctuary Schemes, Floating Support and other tenancy support services. Prevention tools enable the Housing Solutions Team to deliver the housing solutions customers need to prevent homelessness. Without initiatives to prevent homelessness, housing options are a blunt tool unable to empower customers to exercise choice in resolving housing need. There was therefore an urgent need to ensure prevention tools were accessible to all in housing need across the new authority.
- **Planning for future need:** with increasing pressures placed on household budgets and utilities and fuel bills, there is a risk of increased repossessions and possessions across the housing sector. Advice and early intervention services need to ensure customers have access to advice and information to make informed choices about their housing options and to prevent the loss of their home.

We therefore needed to develop partnerships with lenders to ensure customers are made aware of the services available offering advice on issues of debt, consumer rights, welfare benefits, training and employment opportunities. This included a greater role for the Housing Solutions Service to ensure an effective marketing and communications strategy was developed enabling communities to be fully aware of the prevention services and advice available.

Further links were needed to be developed with debt advice services to promote financial inclusion and partnership working, in addition to consider developing cheaper forms of credit, such as credit unions.

- **Increasing supply of accommodation options:** in addition to encouraging the private rented sector to engage with vulnerable groups, we also needed to work with partners to enable the development of direct access supported housing to meet the needs of homeless-people, and support with strong links to employment and training options.

Current position

- 10 The presentation to Members on the 6 July 2012 will provide an overview of progress made by the Housing Solutions Service in the delivery of the above key priorities for the County.

Recommendation

- 11 That the Economy and Enterprise Overview and Scrutiny Committee note the contents of the above report and presentation.

Background Paper(s)

Presentation to Economy and Enterprise Overview and Scrutiny Committee on 6 July 2012.

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Appendix 1: Implications

Finance – None

Staffing – None

Risk – None

Equality and Diversity –. Impact assessment completed.

Accommodation -. None

Crime and Disorder – None

Human Rights – None

Consultation – None

Procurement – None

Disability Discrimination Act –None

Legal Implications – None

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**Economy and Enterprise
Overview and Scrutiny Committee**

6 July 2012



**County Durham Economic
Partnership**

**Joint Report of Lorraine O'Donnell, Assistant Chief Executive and
Ian Thompson, Corporate Director, Regeneration and Economic
Development**

Purpose of the Report

- 1 To provide Members of the Economy and Enterprise Overview and Scrutiny Committee with background information in advance of the discussion with Ken Jarrold, Chairman of the County Durham Economic Partnership (CDEP) focusing on changes in the economy, delivering regeneration and economic development, opportunities and collaboration on the Scrutiny work programme.

Background

- 2 The work programme for the Economy and Enterprise Overview and Scrutiny Committee focuses on the priority areas identified within the context of the Council Plan, Cabinet's Forward Plan of decisions, Sustainable Community Strategy, various plans and strategies, performance and budgetary control data and changes in Government legislation.
- 3 In addition, the Committee invites on an annual basis the Chairman of the County Durham Economic Partnership (CDEP) to discuss with Members of the Committee the priorities of the CDEP, changes to the economy, challenges faced within County Durham and opportunities. This discussion has previously provided the ideal opportunity for collaboration, identifying areas of future focus for the Partnership and the Economy and Enterprise Overview and Scrutiny Committee.
- 4 Currently the work programme for the Economy and Enterprise Overview and Scrutiny Committee is in the process of being refreshed for 2012 – 2014 and it was thought timely that the Chairman of the CDEP be invited to attend the meeting on the 6 July 2012 providing an opportunity to identify additional areas for inclusion in the Committee's work programme.

Current position

- 5 The discussion on the 6 July 2012 will focus on the following key themes:
- Changes in the Economy.
 - Delivering regeneration and economic development.
 - Collaboration on the Economy and Enterprise Overview and Scrutiny work programme.
 - Opportunities.

Recommendation

- 6 Members of the Economy and Enterprise Overview and Scrutiny Committee are asked to consider the information provided during the discussion to identify any additional areas of focus for inclusion in the Committee's work programme for 2012 - 2014.

Background Paper(s)

Economy and Enterprise Overview and Scrutiny Report –
Refresh of the Work Programme 2012-2014 – 29 March 2012.

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Appendix 1: Implications

Finance - None

Staffing - None

Risk - None

Equality and Diversity - None

Accommodation - None

Crime and Disorder - None

Human Rights - None

Consultation - None

Procurement - None

Disability Discrimination Act - None

Legal Implications - None

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**Economy and Enterprise
Overview and Scrutiny Committee**

6 July 2012

**Durham Key Options Lettings
Policy Changes**



**Report of Ian Thompson, Corporate Director, Regeneration and
Economic Development**

Purpose of the Report

- 1 This report is to provide Members of the Economy and Enterprise Overview and Scrutiny Committee with more detail of the proposed changes to the Durham Key Options Lettings Policy.

Background

- 2 Durham Key Options (DKO) is a choice based lettings scheme. The Choice Based Lettings Scheme enables people looking for a home to bid for available properties that are advertised in their chosen areas.
- 3 An earlier presentation to the Economy and Enterprise Overview and Scrutiny Committee on the 29 March 2012 outlined the proposed changes to the Policy. The changes reflected in this report are in line with the Localism Act 2011 and Welfare Reform Act 2012.
- 4 The DKO Policy Subgroup has been meeting to work out the details of the changes to be agreed by the DKO Board before going out to consultation.

Proposed changes

- 5 Banding - Currently there are nine Bands into which applicants are placed. These are bands A to F with band F being reduced priority. Bands A+, B+ and C+ were originally designed to give further priority to some applicants however in reality this has simply led to a certain amount of confusion.
- 6 The proposal is to have five Bands only in the future, A to E. Band E, is at present, for those people who are currently adequately housed and therefore have no housing need. As they are adequately housed consideration is being given to taking people off the register if they haven't put in a bid for over a year. It has been agreed to keep Band E even though the Localism Act would allow it to be removed, because it helps the harder to let properties get occupied.

7 Those people who are currently in Band F typically have rent arrears or have been guilty of unacceptable behaviour and it is considered that they do not qualify to be on the list. Partners will be working with these applicants to see if they should remain disqualified or if their circumstances have changed sufficiently to allow them onto the register. It is proposed that people with 8 weeks rent or mortgage arrears should be considered for disqualification from the register. Distinctions will be made between those who pay full rent and those who pay reduced rent as a result of claiming housing benefit.

8 The only people who can be excluded from the list are those whose immigration status means that by law they are not eligible to apply for housing.

9 Preference Groups - There are three new preference groups or variations on existing groups which have come about due to changes in legislation. These are as follows:

- Priority Transfers

The proposed wording is: Tenants of DKO partner organisations may be eligible for Band A placement for an initial period of 12 months to assist them to move more quickly and will be reviewed at the end of that period.

Any property released under a priority transfer should be of exceptionally high demand. This enables landlords to make best use of housing stock (for example where the property is under-occupied and is considered to be in exceptionally high demand).

- Armed Forces

Currently members of the armed forces with a housing need who have been in the forces within the last five years are placed in Band C. Government proposals may mean that former members of the armed forces get a higher priority or banding. DKO partners are waiting for further guidance from the Government on the detail behind this.

- Positive Contribution

The proposed wording is: Applicants making a positive contribution to the community through:

- Full time employment that will address skill shortages within County Durham
- Voluntary employment
- Training towards an accredited qualification towards employment that will address skill shortages within County Durham.

- 10 Discharge of Homelessness Duty - Partners have agreed to amend the homeless duty so that the time given to bid for a property within the scheme will be reduced from 12 to 4 weeks. The duty will be brought to an end if the applicant secures a DKO offer, a registered provider makes a direct let or a suitable offer of private accommodation is made.
- 11 Applicants who are vulnerable would be able to refuse an offer of private rented accommodation and retain their main housing duty priority. Vulnerable groups would include:
- Those with dependent children subject to care proceedings;
 - Applicants subject to MAPPA arrangements;
 - Those with long term disabilities;
 - Those who are elderly or assessed as vulnerable for other special reason;
 - Those with enduring mental health problems;
 - Care leavers;
 - Those fleeing domestic violence.

Consultation

- 12 The DKO partners are consulting with their tenants and applicants about the proposed changes. The consultation will run until the end of August. At the same time the Housing Solutions Core Team will consult the Third Sector organisations which are better dealt with as a group.
- 13 The DKO Board agreed that the appropriate role for the Council is to draw attention to the consultation that Partners are doing but not to undertake consultation itself. It is considered that an open public response is not needed as the issue will mainly affect existing tenants and applicants.
- 14 When the Consultation has finished the final version of the Policy will be prepared and a report will go to Cabinet in November and the various Partner Board meetings.

Recommendations

- 15 That Members of the Economy and Enterprise Overview and Scrutiny Committee note the above information and comment on the proposed changes to the DKO Lettings Policy.

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Appendix 1: Implications

Finance – There are no financial implications.

Staffing – There are no staffing implications.

Risk - Risks should be minimal as these are minor changes to an existing policy.

Equality and Diversity – An EIA of the CBL scheme has recently been undertaken.

Accommodation - None.

Crime and Disorder - None.

Human Rights - None.

Consultation - Consultation is to be undertaken with key stakeholders.

Procurement - None.

Disability Issues – None.

Legal Implications - Legal implications of the proposed changes have been taken on board in the development of the proposals.

**Economy and Enterprise
Overview and Scrutiny Committee**



6 July 2012

**Housing Stock Options Appraisal
Project**

**Joint Report of Lorraine O'Donnell, Assistant Chief Executive
and Ian Thompson, Corporate Director Regeneration and
Economic Development**

Purpose of the Report

- 1 To provide Members of the Economy and Enterprise Overview and Scrutiny Committee with a further update in relation to the progress of the Stock Options Appraisal Project.

Background

- 2 Members will recall that at the Economy and Enterprise Overview and Scrutiny Committee on the 4 April 2011 a report and presentation was considered providing information on the key drivers for the Council's decision to undertake an appraisal, the options available to it for future financing, management and ownership of its housing stock. In addition information was also shared at the meeting detailing the process followed to appraise the options and an update on progress in delivering the project to date. It was agreed by Members at the meeting that they would receive further reports detailing the progress made in relation to the appraisal and providing Members with further opportunities to make comments in relation to the appraisal process.
- 3 A special meeting of the Economy and Enterprise Overview and Scrutiny Committee was arranged for the 28 September 2011 to provide Members with the opportunity to respond/comment upon the progress to date, potential options and next steps in relation to the Stock Options Appraisal as part of the consultation process. At the meeting the following comments were made by Members:
 - The Communication and Consultation Plan is robust, inclusive and widespread. The Committee was particularly pleased with the number of consultation events undertaken and the range of stakeholders engaged in the process including the Economy and Enterprise Overview and Scrutiny Committee.
 - The Committee endorsed the work undertaken to date as part of the Stock Options Appraisal process, particularly that of the project lead and the expert advisors CIH and Trowers and Hamlins.

- In relation to the preferred option, the Committee emphasised the importance of ensuring that whatever the preferred option agreed upon for consultation by Cabinet/ Council this model must ensure that there are opportunities for community involvement and engagement within the organisational operating processes of that model.
 - In addition, the Committee accepted that significant levels of investment are needed in the thirty year business plan and that a significant proportion of this needs to be made in the first ten years. It is imperative that early negotiations with the Government need to take place on the possibility of stock transfer and also the conditions associated with self-financing.
- 4 Members of the Economy and Enterprise Overview and Scrutiny Committee received a further update at the meeting held on the 14 November 2011 focusing on stakeholder involvement within the options appraisal process, consultation undertaken, key messages from the consultation exercise including comments received from Overview and Scrutiny and next steps. It was also confirmed at this meeting that a report would be considered by Cabinet at the meeting on the 14 December 2011 advising of the outcome of financial analysis and consultation on potential options for the future financing, ownership and management of Durham County Council's housing stock.
- 5 The Stock Options Appraisal Project report was considered by Cabinet at the meeting on the 14 December 2011, when the following recommendations were agreed by Members:
- The Council should continue to make arrangements for the implementation of self financing, including continued discussions regarding a potential stock retention scenario.
 - During this process the Council should continue to explore options for the transfer of its housing stock.
- 6 A further update was provided at the Economy and Enterprise Overview and Scrutiny Committee meeting on the 13 February 2012 providing a recap of the process to date and outcomes, detail of governance arrangements, progress of appraisal process, engagement with key stakeholders and next steps.

Current position

- 7 The option appraisal's governance arrangements were revised in February 2012 to ensure that all stakeholders are provided with a variety of opportunities to contribute to the direction, management and outcomes of the option appraisal project.

8 The aim was to create a series of groups (while strengthen existing engagement groups) to lead and take part in discussions on the future of Council housing; take decisions; and ensure a regular flow of information between individuals, groups and organisations. The Governance groups include:

- **Project Board:** Responsible for monitoring the project's progress against its action plan.
- **Project Team:** Brings together experience from across the Council and its housing provider organisations to contribute to the achievement of milestones set out in the option appraisal project plan.
- **Steering Group:** A major consultative group that brings tenants, staff and Councillors together to review options and consider their implications for stakeholders.
- **Customer Working Group:** Responsible for assisting in the development, implementation and monitoring of a Communication and Consultation Strategy and a Tenant Empowerment Statement and leading the appointment and management of an Independent Tenant Adviser.
- **Housing Provider Group:** Another major consultative group that brings together Board members, Councillors and officers from the Council's three housing management organisations.
- **Three Task and Finish Groups:** Time limited groups of Council staff, housing management organisation staff, advisers and other stakeholders who are working together to fulfil a specific project brief and conduct in depth review of services or issues.

9 All groups have worked in partnership with the Council's advisers and stakeholders to:

- Appoint Open Communities to act as Independent Tenant Adviser (ITA) and provide tenants and leaseholders with independent and impartial advice on options.
- Complete a series of visits to Council's and other housing organisations to explore options, their implementation and outcomes.
- Collate evidence of the financial performance of the housing stock.
- Develop a comprehensive County wide sustainability matrix to test the sustainability of housing and neighbourhoods in a consistent way.

- Start to draft an Asset Management Strategy and Investment Plan for the Council's housing stock.
 - Identify and achieve £1.3M of efficiency savings to invest back into the improvement of the housing stock through better procurement, restructure and the joining up of services.
 - Review existing housing management arrangements and identify potential changes to ensure affordability and sustainability in the long term.
 - Complete financial projections of the long term investment needs of the housing stock and compare these to available financial capital investment.
 - Develop a comprehensive risk assessment for the project and for potential options for the future of the housing stock.
 - Agree and prioritise objectives for the option appraisal and developed these into a series of tests for the suitability of options.
 - Identify a selection of suitable options and started to consult with key stakeholders on the implications of options, advantages and disadvantages and potential risks.
- 10 The project's Communication and Consultation Strategy was reviewed at the same time as governance arrangements. This was to ensure that groups that aren't directly involved in the project or with their local housing management organisation are regularly updated on progress in appraising options and provided with opportunities to engage with the appraisal of options. The revised Strategy now focuses on four main communication themes which are:
- Explaining the findings of the extensive consultation completed with stakeholders in 2011 and illustrating how stakeholder views have influenced decision making.
 - The options the Council are considering.
 - Progress in the identifying and appraising options and likely options for consideration by Cabinet.
 - The Council's decision on the future financing, ownership and management of the housing stock, next steps and implications for stakeholder groups.

Next steps

- 11 A presentation to the Economy and Enterprise Overview and Scrutiny Committee on the 6 July 2012 will provide a further progress update in relation to the Stock Options Appraisal project and an opportunity for additional comments to be made by Members.
- 12 The Economy and Enterprise Overview and Scrutiny Committee will continue to receive on a regular basis further updates in relation to the Stock Options Appraisal project.
- 13 A report will go to the Council's Cabinet in November 2012 that sets out the findings of the option appraisal, outcomes of consultation and makes a recommendation on the most suitable option for the future of the housing stock.

Conclusion

- 14 The option appraisal process has progressed significantly since the project was considered by Overview and Scrutiny Committee in February 2012.
- 15 The project has become one of the Council's major strategic projects and governance arrangements have been formalised to reflect this.
- 16 The project continues to engage with stakeholders across County Durham. This will help the Council to ensure that its final decision on the future of its homes is informed by the views of its communities.

Recommendations

- 17 That the Members of the Economy and Enterprise Overview and Scrutiny Committee note the information provided in the presentation and comment upon the progress and next steps in relation to the Stock Options Appraisal Project
- 18 That the Economy and Enterprise Overview and Scrutiny Committee receive a further progress update in relation to the Stock Options Appraisal project at the meeting on the 19 November 2012.

Background Papers

Housing Stock Options Appraisal (Economy and Enterprise Overview and Scrutiny Report – 15 July 2011).

Contact:	Feisal Jassat	
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Author:	Diane Close	
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Appendix 1: Implications

Finance - The stock options appraisal project will be funded from the housing revenue account.

Staffing - The project will be managed by Marie Roe, Housing Stock Options Appraisal Manager.

Risk - The Authority is running a significant risk of poor quality homes and services if it does not identify an appropriate solution for the long term financing of improvements to its stock.

Equality and Diversity - One of the stock options appraisal project's key objectives will be to address inequality in the quality of housing.

Accommodation - None.

Crime and Disorder - Crime and disorder reduction targets will be reflected in the stock option appraisal's objectives.

Human Rights - None.

Consultation - Extensive consultation is to be undertaken with key stakeholders.

Procurement - An independent Tenant Adviser has been appointed via the procurement process for the duration of the project.

Disability Issues - Appropriate opportunities for all stakeholders to contribute to the stock options appraisal will be provided.

Legal Implications - Significant legal implications for the Council in terms of the future management and ownership of its housing stock.

**Economy and Enterprise
Overview and Scrutiny Committee**

6 July 2012



**Refresh of the Committee's
Work Programme**

Report of Lorraine O'Donnell, Assistant Chief Executive

Purpose of the Report

- 1 To provide for Members consideration an updated work programme for the Economy and Enterprise Overview and Scrutiny Committee for 2012-2014.

Background

- 2 At the meeting of the Economy and Enterprise Overview and Scrutiny Committee held on the 29 March 2012 Members considered the actions identified within the Council Plan 2012-2016 for the Altogether Wealthier priority theme and agreed to refresh its work programme to include a number of these actions. In addition topics have been identified that are in-line with the Cabinet's Forward Plan of decisions, Sustainable Community Strategy, forthcoming Government legislation, outcomes of quarterly performance reports and other plans and strategies accordingly.

Detail

- 3 In accordance with this decision, a Work Programme for 2012-2014 has been prepared and attached in Appendix 2.
- 4 Members are also encouraged to identify areas for scrutiny investigation (in depth reviews) from the Work Programme.

Recommendation

- 5 Members of the Committee are asked to agree the new Work Programme as detailed for 2012-2014.

Background Paper(s)

Council Plan 2012-2016, Economy and Enterprise Overview and Scrutiny Report – Refresh of the Work Programme 2012-2014 – 29 March 2012

Contact:	Feisal Jassat	
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Author:	Diane Close	
Tel:	0191 3836506	E-mail: diane.close@durham.gov.uk

Appendix 1: Implications

Finance – The Council Plan sets out the corporate priorities of the Council for the next 4 years. The Medium Term Financial Plan (MTFP) aligns revenue and capital investment to priorities within the Council.

Staffing – None

Risk – None

Equality and Diversity – None

Accommodation - None

Crime and Disorder – None

Human Rights – None

Consultation – None

Procurement – None

Disability Discrimination Act –None

Legal Implications – None

OVERVIEW AND SCRUTINY WORK PROGRAMME 2012 TO 2014 Economy and Enterprise OSC		Note: O/S Review - A systematic 6 monthly review of progress against recommendations/Action Plan Scrutiny/Working Group – In depth Review Overview/progress – information on an issue; opportunity to comment, shape, influence, progress with a scrutiny review Performance – ongoing monitoring (quarterly) performance reports/budgets				
Lead Officer: Diane Close IPG contact: Andy Palmer		Start Date	End Date	Who	Outcome	Comment
O/S Review Increasing the employment opportunities of young people (18 – 24) in County Durham.	October 2011	February, 2012	Graham Wood (RED)	Review is to focus on increasing the employment opportunities of young people (18 – 24) in County Durham by improving partnership working. Working Group report considered by Cabinet at the meeting on the 20 th June, 2012. Update on progress against recommendations to be provided at January, 2013 meeting.	Looking at how we can improve our partnership working in engaging with employers. Members will be aware of the progress made against the recommendations contained in the report.	
Empty Homes Review	Overview presentation given to members on the 27 th February, 2012.	TBC	Kath Heathcote (RED)	Review is to focus on current national policy, DCC strategy, funding, benefits of schemes, examples of schemes in other LAs, options for future intervention.	Will provide an opportunity for O&S to comment upon and input into the Empty Homes Strategy.	

Overview/Progress	Start Date	End Date	Who	Outcome	Comment
Refresh of the Regeneration Strategy - Overview.	E&E 19th November, 2012.	TBC	Ray Brewis (RED)	To further update members in relation to the refresh of the Regeneration Strategy.	Members will be provided with information on the refresh of the Regeneration Strategy.
Business Support Service (Business start ups) - Overview.	October 2009 Update received by E&E on the 4 th April, 2011 on review of business support service. Overview of Business Support to be provided at the meeting on the 19 th November, 2012.	TBC	Sarah Robson (RED)	Update on progress of review of business support provided to E&E Scrutiny Committee on 5 th October 2009 & 8 th February 2010 with the final report considered at the E&E Scrutiny Committee on the 4 th April, 2011. The overview will provide members with information on the business support arrangements available within County Durham currently.	Members have been kept updated with the review of Business Support throughout 2009/2010 with a detailed report considered at the E&E Scrutiny Committee at the April 2011. The overview will provide information on the current support available, number of business start ups etc linking into the appropriate performance indicator.

Overview/progress	Start Date	End Date	Who	Outcome	Comment
County Durham Plan – Implications of the NPPF on the CDP/County Durham.	<p>An update was received by the Committee in February and June 2011 with a special. Joint meeting (E&E and ENV) on 6th July, 2011, allowing members to feed comments into the consultation exercise.</p> <p>A further update was provided at the meeting in November, 2011.</p> <p>A special joint meeting will be held on 4th October, 2012 during the consultation process which will also highlight the implications of NPPF on the CDP/County Durham.</p>	Ongoing	Stuart Timmiss/ Mike Allum (RED)	<p>Following updates members were given an opportunity to contribute to the consultation process via a joint meeting in July 2011.</p> <p>A further joint meeting (E&E and ENV)Overview and Scrutiny Committees is to be arranged for 4th October 2012 to allow O&S comments to be fed into the ongoing consultation process and to provide members with an update on the impact of the NPPF in relation to County Durham.</p>	Members will be given the opportunity to continue to feed into the various consultation exercises undertaken for the CDP and also have an understanding of the implications of the NPPF on the CDP/ County Durham.
Transit 15 – update.	<p>E&E 19th December, 2011.</p> <p>Update to be provided 14th January, 2013.</p>	Ongoing	Andrew Leadbeater (RED)	<p>Members were provided with information in relation to the progress of Transit 15.</p> <p>An update is to be provided to Committee in 2013.</p>	Members will be further updated in relation to the progress of the Transit 15 programme.

Overview/Progress	Start Date	End Date	Who	Outcome	Comment
Public Transport Improvements - overview.	E&E 14 th January, 2013.	TBC	Andrew Leadbeater (RED)	An overview will be provided in relation to Public Transport Improvements.	Members will be informed of the public transport improvements planned for County Durham.
Overview of the work of the CDEP	E&E 6 th July, 2012.	6 th July, 2012.	Ken Jarrold (Chair - CDEP)	Members received a presentation providing an overview of the work of the CDEP.	Members will be aware of the priorities of the CDEP in County Durham.
Tourism - Presentation on the structure of Tourism within County Durham and proposals to strengthen the Tourism offer.	E&E 24 th September, 2012.	TBC	Melanie Sensicle – Visit County Durham- (RED)	Members will be provided with an overview of tourism within the County and plans to strengthen the Tourism offer.	Members will be informed of the Tourism offer in County Durham together with proposals for future development.
Adult Learning Strategy- Overview.	E&E 24 th September, 2012.	TBC	Jeanette Stephenson (AWH).	An overview will be provided to members of the Adult Learning Strategy.	Members will be aware of the priorities identified within the Adult learning strategy and how they are to be delivered within County Durham.
Welfare Reform – Overview of implications for the economy of County Durham	E&E 24 th September, 2012.	TBC	Feisal Jassat (ACE)	An overview will be provided to members of the implications of Welfare Reform on the economy of County Durham.	Members will be aware of the impact of welfare Reform on the economy of County Durham

Overview/Progress	Start Date	End Date	Who	Outcome	Comment
Digital Durham Programme- update.	E&E 19th Dec, 2011. Update to be provided at the E&E meeting on the 5 th April, 2013.	Ongoing	Phil Jackman (RED)	Members have been provided with an overview in relation to the Digital Durham Programme. An update will be provided to Committee in 2013.	Members are already aware of the Digital Durham Programme and how it will improve the economic performance of the County. The update will ensure that members are kept engaged during the development of the programme.
Market Strategy for County Durham – Overview.	E&E 5 th April, 2013.	TBC	Sarah Robson/ Graham Wood/ Joanne Waller (RED)	Members will receive information on an overview of the Market Strategy for County Durham.	Members will be informed of the Market Strategy for County Durham.
Geographical profiles at AAP level – Overview.	E&E 19 th November, 2012.	TBC	Stephen Tracey (ACE)	The Committee will be aware of the information kept on a geographical basis by the AAPs.	Member's knowledge will be developed of the information available on a geographical basis.
Housing - Overview/Progress	Start Date	End Date	Who	Outcome	Comment
Performance Monitoring of the 2 ALMO's and Durham City Homes.	Special E&E Committee on the 14 November, 2011. Update to be provided at special meeting on 29 th November, 2012.	Ongoing	Sarah Robson (RED)/DCH, EDH and Dale and Valley Homes.	Presentation to OSC of performance data in relation to ALMO's and Durham City Homes will allow O&S to continue to monitor performance.	The E&E Scrutiny Committee will be kept informed of the performance of our housing providers continuing the ongoing performance monitoring process.

Housing – Overview/Progress	Start Date	End Date	Who	Outcome	Comment
Durham Key Options Consultation on new policy	Update on DKO provided at E&E meeting on the 29 th March, 2012. E&E on 6 th July, 2012 will receive a report outlining the consultation process in relation to the new policy.	Ongoing	Andrew Burnip/ David Randall (RED)	Members have the opportunity to feed into the consultation process for the new policy.	Members will be aware of and commented upon the new policy.
Affordable Homes - overview.	Considered by E&E on the 4 th April, 2011. Further update to be provided on 19 th November, 2012.	Ongoing	David Siddle (RED)	The Committee will be aware of the current policy of the Authority in relation to affordable homes.	Members will have a more detailed knowledge of the current policy in relation to affordable homes which will allow them to better monitor the performance of the Authority in relation to this indicator.
Housing Stock Options Appraisals.	Updates were provided to Committee on 4 th Feb, 15 th July, 14 th Nov, 2011 and 13 th Feb, 2012. A special meeting on 28 th Sept, 2011 allowed members the opportunity to feed into the consultation process. Further updates to be provided on the 6 th July and 19 th November, 2012.	Ongoing	Marie Roe	Members have been and will continue to be engaged throughout the Stock Options Appraisal process	The Committee has been engaged throughout the process providing a response during the consultation exercise. Engagement will continue in 2012.

Housing – Overview/Progress	Start Date	End Date	Who	Outcome	Comment
Family Intervention Project (FIP) - Update	E&E 14 th January, 2013.	TBC	Lynn Hall (RED)	Members will be aware of the current developments in relation to the FIP project.	Members will be aware of the current developments in relation to the FIP project in County Durham.
Housing Solutions - Overview	E&E 5 th April, 2013.	TBC	Andrew Burnip (RED)	The overview will provide members with information on changes to the Housing Solutions service.	Members will be aware of the changes to the Housing Solutions service as a result of changes in Government policy..
Homelessness - Overview	6 th July, 2012 – overview presentation on Homelessness Strategy	Ongoing	Andrew Burnip (RED)	Members will be provided with information detailing the homelessness strategy within County Durham.	Members will be aware of the homelessness situation within County Durham and will therefore be better able to monitor performance in relation to the relevant indicator.
Performance Report	Start Date	End Date	Who	Outcome	Comment
Quarter 4	July, 2012.	Ongoing	Graham Tebbutt (RED)	Members using performance management information to inform the work programmes and Review activity.	Summary information to Members.
Quarter 1	September, 2012.				
Quarter 2	January, 2013.				
Quarter 3	April, 2013.				
Quarter 4	TBC				

Budget Report	Start Date	End Date	Who	Outcome	Comment
Quarter 4 & Quarter 1	September, 2012.	Ongoing	Azhar Rafiq	Members using budget	Summary information to Members.
Quarter 2	November, 2012		(RED - Finance)	Information to inform the development of the 2012/13 Budget and subsequent work programme activity.	
Quarter 3	April, 2013.				
Quarter 4	TBC				



MINUTES

Meeting	County Durham Economic Partnership Board
Date of Meeting	Monday 30 April 2012
Time of Meeting	13.00 – 16.00
Venue	Committee Room 1B, County Hall

Attendees:

Ken Jarrold	Chair
Tarryn Lloyd Payne	DCC, Principal Strategy & Partnerships Officer
Angela Brown	DCC, Partnership Support Officer
CLlr Eddie Tomlinson	Chair of Rural Working Group
CLlr Neil Foster	Cabinet Portfolio Holder for Economic Development and Regeneration
Stewart Watkins	Business Durham
Paul Chapman	Jobcentre Plus
Stuart Thompson	Federation of Small Businesses
Jonathan Walker	North East Chamber of Commerce
Brian Manning	Esh Group/Chair of Employment and Skills Group
Melanie Sensicle	Visit County Durham
Sue Parkinson	Chair of the Business and Enterprise Working Group
Sarah Robson	Chair of Place Shaping Working Group
Ian Thompson	Director of Regeneration and Economic Development
Nick Whitton	Cultural Partnership representative
Graham Wood	Economic Regeneration Manager
Andy Palmer	DCC, Strategy, Programmes & Performance
Barbara Gubbins	County Durham Community Foundation
Adrian White	Durham County Council, Head of Transport

Guest Speaker

Brian Dormand/Colum Smith Business Coaching for Growth

1. Welcome

Ken Jarrold welcomed everyone to meeting.

2. Apologies

John Widdowson	Chair of the Employment and Skills Executive Group
Ray Hudson	Durham University
Ivor Stoliday	Visit Durham

2. Minutes of the last meeting

Attendees – Barbara Gubbins County Durham Community Federation not County Durham Federation

Page 5 – Place Shaping Porters Review should be Portas Review

Page 6 – Tourism – 5th bullet point – the economic impact of Tourism was £659m and not £259m and the figures are recorded regionally and not nationally.

Page 6 – Tourism – 6th bullet point - ANE website and not ONE website

The rest of the minutes were **agreed** as a true record.

3. Matters Arising

Page 4 Item 10 Autumn Statement – Private Sector Report Sarah Robson informed the Board that she had met with Brian Manning and will be giving regular updates and feedback to the Chamber of Commerce and other business representative bodies.

Ken Jarrold asked Brian Manning if he was content with the outcome of discussion, his reply was that he supported increased dialogue with business but time would tell in regard to positive results. Brian also commented that it was important we understand how all the working groups linked together and that we were not duplicating work areas. Brian also suggested that we consider the number of groups involved in coordinating a business response.

Sue Parkinson suggested that across the Working Groups there already is some excellent examples of working together and supported continued linking together to stop duplication. However, Sue was unsure if this should translate into fewer groups.

Ian Thompson mentioned the Durham County Council Stock Options appraisal as an example of current dialogue with partners and a good example of best practice in terms of working towards new business led delivery models. Brian Manning mentioned the Northumberland Arch project as an example of best practice in this area.

Action:

Northumberland Arch and other examples of good practice will be examined

4. Chairs Remarks

Ken Jarrold made the following remarks:

The economic situation both nationally and internationally remains extremely worrying for school leavers, welfare recipients and the vulnerable. However, despite this some small local firms are trying hard to succeed and demonstrating entrepreneurial spirit in these difficult times. Ken reported on a recent visit to a local enterprise of which the business owner was extremely complimentary about Durham & Chester-Le-Street Enterprise Agency and the support which they have received from them.

Ken welcomed positive news in the form of the NEFRAN announcement on the Rural Growth Pilot being approved as part of a national scheme.

Further congratulations were also offered to Prof. Brian Tanner from Durham University, who has received the Queen's Award for Enterprise Promotion.

Stuart Thompson commented on the Chairs remarks by emphasising local positive messages from Chamber members, which despite national headlines are more optimistic than at any point in recent times. This was supported by Jonathan Walker who mentioned the recent positive findings from the NECC business barometer.

Ken said that his preferred mindset was well founded optimism and he welcomed reasons for being optimistic.

5. LEP and Growing Places

Ian Thompson provided an update:

Edward Twiddy has been appointed as director of NELEP; he was Head of Local Government at HM Treasury.

The Growing Places fund meeting will take place on 11th May, there are 26 proposals worth £50 million to be looked at by the LEP panel; this will be the first time that investment will be allocated by the LEP.

Regional Growth Fund – Round 3 is now open and £1bn is available for this round. Completed application forms and supported documentation must be submitted before closing date of 13th June. Sue Parkinson mentioned that the BEWG are developing a bid on behalf of the CDEP.

Cllr Neil Foster mentioned that the LEP will soon be making decision about the Enterprise Zones plan for proposed sites.

6. Employment Report

Paul Chapman presented a report and highlighted some key messages:-

- The need to maximise opportunity.
- An excellent mentoring support service exists (New Enterprise Allowance) and Paul would like to work through the B&EWG to support increased access to the service, including reduced attrition rates and examination of the evidence base for potentially increasing eligibility.
- Partners were also reminded that the total vacancies available are only approx 30% of all available vacancies with companies putting adverts directly onto their websites.
- JSA is to move online, with additional partner opportunities through the "Monster" website. A future discussion with partners involved in compiling the report has been arranged to discuss how this additional intelligence can be incorporated.
- Work Programme colleagues would present a performance update in July

Action:

B&EWG to examine increased support for New Enterprise Allowance

Ken Jarrold thanked Paul and welcomed the report as excellent best practice.

7. Employability & Apprenticeships

Graham Wood updated the Board on the apprenticeship programme. There were :-

- 180 expressions of interest
- 62 live vacancies (businesses which are in the process of recruiting)
- 75 apprenticeships have already commenced

Work is also currently underway with Jobcentre Plus and other providers to better coordinate a single business offer. AAP's are also being approached to hopefully contribute further funding for companies that have not received apprenticeships in the last 3 years

Action:

Graham Wood will report back to the next Board meeting with the number of companies who have been successful.

8. Welfare Reform

Andy Palmer updated the Board on progress on the anticipated impact of Welfare Reform. The Government wants to reduce the £56bn spent on welfare reform. The April budget indicated £11bn savings, but early indications are this number is set to rise.

Combined with these savings is a comprehensive reorganisation of welfare support programmes with the introduction of Universal Credit to replace many of the traditional benefit payments; Working Tax Credit, Child Tax Credit, Housing Benefit (HB), Income Support (IS), Job Seekers Allowance (JSA) and Employment Support Allowance (ESA). Universal Credit (UC) will replace new claims beginning in October 2013 with migration to UC by October 2017.

The analysis suggests that £809.1m is spent annually in County Durham on benefits, that in turn equates to approximately payments of over £2m a day (£2.4m), with a consequential risk of loss of money to the local economy through direct expenditure and the local multiplier effect.

Further discussion was held on the actions being put in place as a consequence of the above information. A key lead in this is the Housing Welfare Reform group that has been meeting for over a year. Actions being taken forward include; Communication with tenants and perspective tenants who will be affected by the proposals, staff training, review of the Durham Key Options lettings policy, various payment support initiatives and analysis of the areas worst affected and consideration on the impact on the economy and other service areas across the County.

Members of the board commented that it was important to ensure any action plans developed reflected actual actions and not aspirational thinking.

Ken Jarrold said that the Partnership would be realistic and see the world as it is while doing everything possible to assist those affected by the changes

Action:

Andy Palmer will present an analysis of the impact Welfare Reform is having on the Economy at the next Board Meeting.

9. Lumiere Evaluation

Nick Whitton presented a report to the Group on the evaluation of Lumiere. The report was to inform the Board of evaluation work which was undertaken on 2011 Lumiere programme.

Positive points included:-

- Excellent media coverage.
- The effect on businesses was positive as most people reported that sales were up during Lumiere.
- 1/3 of businesses were geared up to do something in addition to their usual business.
- It raised the profile of Durham.
- Generated Tourist Interest.

DCC are asking for businesses to support the future of Lumiere festival and CDEP are asked to consider how this could be supported.

Cllr Neil foster commented that Lumiere 2011 was four fantastic nights and DCC had delivered on that.

Action:

A decision will be made at cabinet in July as to whether DCC will host the event again in 2013. All members were asked to reflect on how they might support future proposals

10. Appointment of CDEP Board Chair

Sue Parkinson informed the Board that adverts had gone out through every possible channel. There have been some expressions of interest and this will be reviewed after the closing date on Friday 11th May 2012.

11. County Durham Town MasterPlans

Sarah Robson provided an update on DCC's plans in relation to recent Masterplans for Seaham & Murton, Crook & Bishop Auckland.

A Link had been circulated with the papers for the meeting.

12. Regeneration Statement

Andy Palmer informed the Board that work is in progress on refreshing the Regeneration Statement. There is 3 months work to be completed and key actions need updating which Maria Antoniou is currently working on at present.

Andy welcomed partner's views over the coming two months before the Regeneration Statement is brought to the next CDEP Board meeting for agreement.

Action:

Andy Palmer is to bring final document to the next Board Meeting for discussion.

13. EU Funding 2014 - 2020

Andy Palmer gave a presentation to the Board on EU Structural Fund Proposals which included:-

- Proposals 2014 - 2020
- UK Lobbying
- Challenges
- Moving Forward

It was agreed that any proposed development of "Investment Plans" would be done through existing partnership arrangements and agreed strategies.

Action:

A copy of the presentation will be circulated with the minutes.

14. Business, Enterprise & Skills Strategy

Graham Wood spoke to the Board about Business, Enterprise & Skills Strategy and welcomed comments from Board members before the end of May.

Brian Manning suggested that the implementation plans referenced at the end of the documents are not the correct words and it should be a 'wish list' as they are actions we wish to deliver as we are along way from being able to implement some of these actions. His concerns would be about how we are going to deliver it and if it can be delivered at all.

Sue Parkinson agreed that the delivery is more challenging but it is what we are doing through the working groups and not just a wish list of activity.

Ken Jarrold agreed that plans are not reality they are an essential guide to delivery. Ken emphasised the Partnership's strong commitment to action.

15. Business Coaching for Growth

Ken Jarrold gave a warm welcome to Brian Dormand who is the Managing Director of Winning Pitch. Brian made a presentation on the development of Business Coaching for Growth.

Stewart Watkins offered Business Durham's continued support of this project.

Action:

Copy of the presentation will be circulated with the minutes.

16. Transport Working Group

Andy Palmer presented a paper on Transport Working Group and spoke to the Board about why it was important to have a Transport Forum.

Action:

The Board agreed option 2 as the preferred option which would be a Transport Executive Group chaired by Adrian White and supported by a Transport Stakeholders Forum. The arrangements would be reviewed after one year.

17. County Statistical Bias

Andy Palmer presented a paper to the Board.

Stuart Thompson thought that the recommendations were unrealistic and dangerous, as it looks as though we just want more funding based on previous Local Authority Boundaries despite the LGR process that the County chose to implement.

Andy Palmer pointed out that the appeal for continued use of district level data is to influence future considerations of how the government may choose to allocate any area based grants (although none are available at the moment). Therefore, until a better form of statistical information is available the government will be lobbied to continue to collect district level data.

18. Working Group Chairs Update

Business and Enterprise

- The group has now appointed Sarah Slaven as a new Vice Chair for the group to support the Chair, Sue Parkinson.
- RGF round 3 - A bid is now being prepared for submission.
- NESTA Visit – Sue informed the Board that Ken Jarrold wrote to Dr Robert Crawford inviting him to visit Co Durham and they visited NETPark – PETEC and Kromek. He visited for half day and received various presentations and information on the Partnership and Innovation Framework. Feedback from Dr Crawford was very positive and he has said that he would like to work more with Durham in the future..

Joint Skills Working Group

- A joint meeting was held between the two Employment & Skills Groups and LEP in March.
- Andrew Hodgson gave a presentation to Group and informed the Partners of the LEP's proposals, role and what they can offer. Andrew offered his support and guidance to anyone thinking of making any bids for funding for employment and skills in Durham.

Place Shaping

The Place Shaping Group will meet over next few weeks and will be discussing the following:

- Affordable Housing
- Tourism Management Plan
- Durham City Delivery Plan

Housing

- Areas of continuing discussion by the Forum include Durham Key Options & Housing Strategy Investment Plan
- Steve Hicks to give a presentation on Gen2Genie which offers an alternative investment opportunity.

Rural

- The Rural Group met in March and discussed the Digital Durham Project which will try to get rural areas on the map and the Area Tourism Management Plan
- The Group are currently bidding for £3million from DEFRA
- The next meeting will be held in May and an item on the Agenda will be the LEADER project and how to address the slow management of the project from central government.

Tourism

- The Tourist Management Plan has now been through all levels and is on the way to the DCC Cabinet
- Stuart Thompson asked Melanie what was happening with the Cultural Destination Plan – Melanie is hoping that it would have been published but it has been delayed with the University. 9th May is still deadline for this.

Culture

- Lumiere – as already discussed by the board and further work was underway to commission other activities.
- The Cultural Partnership received a presentation from the B&EWG to understand the links across each other's remits.

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19. Date and Time of next meeting

30th July, 1pm, Committee room 1b, County Hall

Future meetings

29th October, 1pm, Committee room 1b, County Hall