



Overview and Scrutiny Management Board

Date **Friday 22 November 2013**
Time **9.30 am**
Venue **Committee Room 2, County Hall, Durham**

Business

Part A

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

1. Apologies for Absence
2. Substitute Members
3. Minutes of the meeting held on 11 October 2013 (Pages 1 - 6)
4. Declarations of interest, if any
5. Any items from Co-opted members or interested parties
6. Update on the Delivery of the Medium Term Financial Plan 3 - Report of Assistant Chief Executive (Pages 7 - 12)
7. Quarter 2 2013/14 Performance Management Report - Report of Assistant Chief Executive (Pages 13 - 72)
8. County Durham Partnership Update - Report of Assistant Chief Executive (Pages 73 - 88)
9. Notice of Key Decisions - Report of Head of Legal and Democratic Services (Pages 89 - 98)
10. Information Update from the Chairs of the Overview and Scrutiny Committees - Report of Assistant Chief Executive (Pages 99 - 104)
11. Any other urgent business (subject to the Chairman's approval)

Colette Longbottom
Head of Legal and Democratic Services

County Hall
Durham
14 November 2013

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

Councillor J Armstrong (Chairman)
Councillor P Stradling (Vice-Chairman)

Councillors B Alderson, A Batey, R Bell, J Blakey, A Bonner, D Boyes,
J Chaplow, R Crute, B Graham, D Hall, K Henig, A Hopgood, P Lawton,
J Lethbridge, H Liddle, E Murphy, T Nearney, C Potts, A Shield, M Simmons,
W Stelling, R Todd, J Turnbull and S Wilson

Faith Communities Representatives:
Revd K Phipps and Mrs M Sands

Parent Governor Representatives:
Mr R Patel

Co-opted Members:
Mr A J Cooke, Mr D Kinch and Mr A Kitching

Contact: Ros Layfield

Tel: 03000 269708

DURHAM COUNTY COUNCIL

OVERVIEW AND SCRUTINY MANAGEMENT BOARD

At a Meeting of **Overview and Scrutiny Management Board** held in Committee Room 2, County Hall, Durham on **Friday 11 October 2013 at 9.30 am**

Present:

Councillor J Armstrong in the Chair

Members of the Committee:

Councillors B Alderson, A Batey, R Bell, J Blakey, A Bonner, D Boyes, J Chaplow, B Graham, D Hall, K Henig, A Hopgood, P Lawton, J Lethbridge, H Liddle, C Potts, A Shield, M Simmons, J Turnbull and S Wilson

Faith Community Representative:

Revd K Phipps

Co-opted Members:

Mr D Kinch

The Chairman announced that Mr A J Cooke, Co-opted Member was in hospital, and a message of best wishes be sent to him and his family on behalf of the Management Board.

1 Apologies for Absence

Apologies for absence were received from Councillors R Crute, T Nearney, P Stradling and Mr A J Cooke.

2 Substitute Members

There were no substitute Members in attendance.

3 Minutes

The minutes of the meeting held on the 13 September 2013 were confirmed as a correct record and signed by the Chairman.

In relation to item 6, regarding an alternative way of reporting performance figures for housing providers, the Head of Planning and Performance confirmed that the data would be treated as a tracker until the year end.

The Head of Planning and Performance confirmed that it was not possible to separate out individual and team appraisals data, and although the Children and Young Peoples

suicide figures could be separated out this could not be reported due to small numbers which lead to potential data protection issues.

The other two issues in the minutes in item 6, would be reported at the next meeting.

In relation to item 7, regarding a helpline being provided for people affected by the Welfare Reform, the Head of Policy and Communication had advised that measures are already in place and contact details are published on the Councils website.

In relation to arrears information for retired people, the Head of Planning and Performance advised that the comment would be taken into account.

The Head of Planning and Performance confirmed that Councillor Hopgood's concerns as detailed in minute 9, regarding the Durham City Masterplan had been relayed to the Corporate Director of Regeneration and Economic Development.

4 Declarations of interest

There were no declarations of interest.

5 Any items from Co-opted members or interested parties

There were no items from Co-opted members or interested parties.

6 Implications for Durham County Council of the Government's Policy Programme

The Board considered a report of the Assistant Chief Executive that provided an update on the implications of the Coalition Government's policy programme, major policy developments and announcements and provided an analysis of the implications for the Council and County Durham (for copy see file of minutes).

The Assistant Chief Executive highlighted the most significant announcements since the last report to Members which relate to the following:

- Spending Review
- Local Government Finance Settlement Consultation
- Investing in Britain's Future
- The Future of High Streets
- Transport Funding
- Regional Growth Fund
- European Funding
- NHS Reform
- Care and Support Reform
- Integration of Health and Social Care
- Anti-Social Behaviour, Crime and Policing Bill
- Children and Families Bill
- National Curriculum Review

- Primary Education Reform
- Education Qualifications Reform
- WRAP Funding Review
- Public Services Reform
- Transparency
- Local Government Pensions Reform
- Employment Tribunals and Judicial Review

Councillor S Wilson referred to the capping of legal aid and enquired if any further detail was available on the impact this would have. The Assistant Chief Executive replied that the impact had been considered and detailed in a previous report which she would provide him with a copy.

Councillor R Bell commented on the Local Government finance settlement consultation and the top slicing of Local Authorities Revenue Support Grants which was risking driving deeper cuts than necessary. The Assistant Chief Executive advised that there was a general passing of risks to local authorities and gave examples of council tax benefit and business rate retention. The Chairman expressed concern regarding the pressure officers are under to second guess the risks associated with the settlement.

In response to Councillor Shield's comments regarding the Local Council Tax Support Scheme and the process for appeals against decisions to refuse payments, the Assistant Chief Executive referred to the detailed Welfare Reform report that was considered by Cabinet on 11 September 2013 where the recommendation to Council would be to extend the current scheme for a further year for 2014/15.

Resolved:

That the information contained in the report and the actions taken to anticipate and respond to the government's reforms be noted.

7 County Durham Partnership Update

The Board considered a report of the Assistant Chief Executive that provided an update on issues being addressed by the County Durham Partnership (CDP) including summaries from the Board, the five Thematic Partnerships and all Area Action Partnerships (AAPs). The report also includes updates on other key initiatives being carried out in partnership across the County (for copy see file of minutes).

In response to Councillor A Hopgood expressing her disappointment regarding AAP coverage in the report, the Assistant Chief Executive would look into this as the intention was for all 14 to be included. Councillor Hopgood commented on the success of Credit Unions adding she was actively involved in promotion and encouraging young people to start saving by using their pocket money to set up accounts. The Assistant Chief Executive added that a number of AAPs are very active in promoting Credit Unions and the report gives an illustration of what is happening but it is not exhaustive.

In relation to Participatory Budgeting, Councillors Shield and Alderson both felt that due to the rural nature of their areas, they had difficulty competing against the bigger areas for funding in their AAP. Councillor Shield advised that it was felt that due to ward partnerships being extended and through road shows and funding packages, interest had been stimulated.

The Assistant Chief Executive informed the Board that the first trial for the Budget Consultation public events would be held at Burnhope, which would then be rolled out to the rest of the AAPs. The Chairman suggested that the events be analysed and the findings be reported back to a future meeting.

Members discussed their experiences with the AAPs, the majority of Members felt that they were kept well informed. Councillor Blakey added that she found the partnership meetings very informative and felt it was useful to know what was happening in other areas of the County, however a couple felt that more was being done in some areas than others. Co-ordinators meet regularly to share best practice but it was felt that communication could be improved. The Assistant Chief Executive advised that consideration would be given as to how communication channels could be improved.

Resolved:

That the information contained in the report be noted.

8 Support for Children and Young People with Mental Health Issues

The Board considered a report of the Assistant Chief Executive which looked at the support for children and young people with mental health issues. A presentation was given by the Overview and Scrutiny Officer (for copy of report and slides, see file of minutes).

Resolved:

That the information contained in the report and presentation be noted.

9 Notice of Key Decisions

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

The Committee Services Manager reported that there had been a number of Regeneration and Economic Development decisions moved to a later date due to the volume of key decisions being made in October, and that the Camera Enforcement of Parking and Bus Lane report had been deferred for further consideration due to new legislation.

Resolved:

That the information contained in the report be noted.

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

The Board considered a report of the Assistant Chief Executive which provided an update of overview and scrutiny activity between July and October 2013 (for copy see file of minutes).

Resolved:

That the information contained in the report be noted.

The Chairman agreed that in order to keep members informed, the next item of business could be reported.

11 Overview and Scrutiny Presentations

Councillor Hopgood raised the issue of curtailing the length of presentations at Overview and Scrutiny meetings as more business is being discussed at Overview and Scrutiny Committees.

The Chairman replied that he would be reluctant to curtail presentations. Officers have different styles of presenting and the amount of information to get across may dictate the time taken.

Councillor Boyes commented that as long as the presenting officer is aware that they have a certain amount of time for the presentation followed by questions, it works very well.

Councillor R Bell pointed out that he finds it useful to be guided through the report as long as focus is given to the key points.

The Chairman agreed to look into ways of improving the way information is presented.

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Overview and Scrutiny Management Board

22nd November 2013



Cabinet

20th November 2013

Update on the delivery of the Medium Term Financial Plan 3

Report of Corporate Management Team

Lorraine O'Donnell, Assistant Chief Executive

Councillor Simon Henig, Leader of the Council

Purpose of the Report

- 1 This report provides an update on the progress made at the end of September 2013 on the delivery of the 2013/14 to 2016/17 Medium Term Financial Plan (MTFP3).

Background

- 2 Cabinet has received regular updates on the progress made by the Council in delivering the financial targets within MTFP1 which covered the period 2011/12 to 2014/15 and within MTFP2 which covers the period 2012/13 to 2015/16. These updates have also outlined the approach being taken to ensure the Council has a rigorous programme management framework in place to make certain we meet our duties under the Equalities Act, we comply with our duties as an employer and we consult on and communicate the changes being made.
- 3 MTFP3 agreed by Council in February 2013 takes the overall savings target for the period from 2011/12 to 2016/17 to over £188m.
- 4 However at Cabinet on 9th October 2013, Members were advised that the latest forecast has increased the total savings required for the period from 2011 to 2017 to £222m, based on the impact of the 2015/16 Spending Round and the 2014/15 and 2015/16 Local Government Finance Settlement Consultation.

Progress to date

- 5 Savings of this level continue to be a major challenge for the Council. However through detailed planning and robust decision making, we have continued to meet the savings targets agreed by members.

- 6 The Council continues to deliver well against the savings target. At the half year point (end of September) 82% of the 2013/14 total has been delivered (£17.17m against a target of £20.87m).
- 7 The significant progress made this year reflects the work undertaken already on delivering the previous MTFPs and the high level of savings this year that are from projects and changes implemented previously. Service restructures continue to be the main area where the additional savings achieved have been made. It is vital that the Council continues to deliver on time and if possible ahead of schedule in order to be in the best place possible to face continuing reduction in Government grant.

Consultation

- 8 A number of public consultations were initiated in quarter 2 for 2014/15 savings proposals including the withdrawal of lunch time cover of school crossing patrols and charging for garden waste collection.
- 9 Consultations in respect of the remaining savings for 2013/14 relate mainly to staffing restructures and are therefore being undertaken internally with staff and trade unions.
- 10 Members will also be aware of the work undertaken to develop a significant consultation proposal for residents to help identify how savings can be made in the future as part of MTFP4. This consultation is aimed at helping to identify how we can save a further £100m on top of our existing plans to meet the new target identified of £222m.
- 11 Development work was completed on time and the consultation has been successful launched through AAP events and on the Council's website. The last two editions of Durham County News also continued articles on this consultation alongside more general information on the budget savings required by the Council.
- 12 Early feedback from the AAP events on the budget consultation has been extremely positive and at the time of writing this report hundreds of residents had already provided feedback on how the savings should be made.

HR implications

- 13 The impact on the Council's workforce continues to be in line with the original MTFP estimates in 2011. At that time it was anticipated that approximately 1,600 staff posts would be removed from the establishment together with a further 350 vacant posts deleted over the period from 2011 to 2015.
- 14 During the first two quarters of this year 63 employees have left through redundancy or early retirement related to MTFP and 76.5 vacant posts have been deleted.
- 15 The Council has continued to support employees affected by the MTFP including offering staff affected alternative employment through the Council's redeployment process. The financial challenges facing the Council continue to be shared at staff roadshows, the latest being held in June and July and through direct communications with all staff.

- 16 Employees are also continuing to apply for ER/VR and to date we have over 200 expressions of interest which we are actively managing and expect to be able to facilitate as part of future savings proposals.
- 17 The impacts on staff are also considered as part of the equality impact assessment process. It should be noted that although the information below does not relate to MTFP decisions alone, the majority are the result of MTFP and this offers a useful indication of the impact on employees across the authority.
- 18 There was a close gender balance of those leaving through voluntary redundancy or early retirement during Quarter 2, 51% were female and 49% male. The majority had not disclosed whether or not they had a disability, around 8% had a disability and 20% were not disabled. All were white British except for 3 who had not disclosed their ethnicity. The majority (77%) were full-time workers. A small number of compulsory redundancies comprised of 80% female and 60% part-time workers. All were white British and none had disclosed a disability.

Equality Impact Assessments

- 19 All savings proposals were equality screened before approval of MTFP3 and the process is underway for MTFP4. The screenings are developed into full assessments where required and existing EIAs from previous years are updated where a further saving is proposed.
- 20 The following provide brief updates from some of the existing savings proposals:
- The move of adult day services into leisure centres has provided opportunities to offer 'Changing Place' facilities for other disabled people. 'Changing Places' are toilet facilities with extra space and specialist equipment intended to support independence for adults with multiple or complex disabilities. These new facilities are available for both day service users and members of the public.
 - All clients affected by the changes to stair lift maintenance arrangements from April 2014 have been contacted to remind them of the change and consult on their future preference. The majority of the responses received requested a financial assessment to determine their contribution; the remainder have either opted to pay the new charge without an assessment or have chosen to make their own maintenance arrangements.

Conclusions

- 21 The Council's approach of planning early and delivering the savings through robust programme management continues to be an important aspect in overcoming the significant challenge of delivering the MTFP.
- 22 By the end of September we had delivered £17.17m of the 2013/14 MTFP target of £20.87m.

- 23 A major consultation exercise is now underway on how future savings for MTFP4 should be delivered.

Recommendations and Reasons

- 24 Members are recommended to note the contents of this report and the progress being made in delivering the £20.87m of savings for 2013/14 where 82% of the savings have been delivered by 30 September 2013.

Contact: Roger Goodes, Head of Policy & Communications

Tel: 03000 268050

Appendix 1: Implications

Finance – The delivery of the MTFP involves cumulative saving of approximately £222m over the period from 2011 to 2017 of which £66.4m was delivered in 2011/12 and £26.4m delivered during 2012/13. In the current year we have already delivered 82% of the target of £20.87m, which brings the total amount saved to date to over £110m.

Staffing – Where the proposals affect staff, full consultation is undertaken and the trade unions consulted. Wherever possible, staff reductions are done through voluntary means. In addition, there has been a proactive management of vacancies to lessen the impact on staff and the Council has a redeployment process which continues to find alternative employment for a number of staff

Risk – The delivery of the MTFP is highlighted as one of the Council's strategic risks and is monitored through the corporate risk management process. In addition, risks for individual proposals are being monitored through the work undertaken to deliver the proposal.

Equality and Diversity / Public Sector Equality Duty – An Equality Impact Assessment (EIA) was undertaken for the original 4 year MTFP plan and additional screening was undertaken for the 2012/13 proposals and any other changes made to the original plan. In addition, for each proposal an EIA is undertaken as part of the decision-making before the proposal is implemented.

Accommodation As proposals are planned the impact on accommodation is ascertained, with staff being consulted on any moves as part of the process. The anticipated loss of 1600 posts from the Authority will mean a requirement for less accommodation and the Office Accommodation Team has built this into the Office Accommodation Strategy.

Crime and Disorder – N/A

Human Rights – N/A

Consultation – A full consultation with a range of stakeholders was undertaken on the MTFP prior to its agreement. In addition, where appropriate for individual proposals, internal and external consultation plans are developed so that consultation informs the decision making process.

Procurement – A number of the proposals involve the changing of existing contracts and this work is being taken forward through the Council's agreed procurement processes.

Disability Issues – Any disability impacts are being picked up through the Equality Impact Assessments undertaken.

Legal Implications – The legal implications of any decisions required are being considered as part of the delivery of the proposals.

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Overview and Scrutiny Management Board**22 November 2013****Cabinet****20 November 2013****Quarter 2 2013/14****Performance Management Report**

Report of Corporate Management Team
Lorraine O'Donnell, Assistant Chief Executive
Councillor 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 second quarter of 2013/14.

Background

2. This is the second quarterly corporate performance report of 2013/14 for the council highlighting performance for the period July to September 2013. 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 last quarter

5. There is a stronger focus this year on volume measures in our performance framework. This will allow us to better quantify productivity in the forthcoming year and to monitor the effects of reductions in resources and increases in volume of activity driven by the economic situation and national policy changes such as welfare reform. Analysis of some key measures is available at Appendix 4.

Executive Summary

Overview

6. Overall the local authority continues to perform well in many areas against an extremely challenging environment of a continuing depressed economy, significant health disadvantage and rising demand for some key public services partly driven by welfare reform, at the same time as delivering on Medium Term Financial Plan (MTFP) savings. Yearly peaks in workload experienced every year at quarter 1 driven by annual council tax billing and benefit renewals have subsided. This is reflected in improved performance for processing benefit claims and answering telephones. However, demand for certain services such as rehousing of council tenants through the Durham Key Options system following the introduction of welfare reforms continues to rise. Demand for other services such as face-to-face contact at our Customer Access Points and requests for information made under the Freedom of Information Act have also increased. It is pleasing to see against a backdrop of increasing demand and reducing budgets and staff numbers that actions taken to drive down sickness levels and increase the level of staff appraisals being carried out have resulted in some improvements.
7. The UK economy continues to affect performance across County Durham. However, the performance of the local economy is starting to show signs of improvement. The employment rate has improved for the second quarter; the first time that this has happened in three years. It is also the fourth successive quarter that the number of young people (aged 18-24) claiming Jobseeker's Allowances has fallen. However, the employment rate still remains below the national figure. Low levels of housing development persist particularly with affordable homes, although major planning applications received have recently increased. There are significant challenges in the underlying health picture in the county with male and female life expectancy below North East and national comparators.
8. Durham's Year of Culture 2013 has been a major success. Events such as Brass, Streets, Tour Series Cycling, the Lindisfarne Gospels Exhibition and the Ashes Test have helped increase tourism. It is anticipated that this trend is likely to continue throughout the remainder of the year with Durham once again hosting the Pennine Etape and Book Festival in October and Lumiere Festival in November.
9. The long-term trend has been one of falling crime levels in County Durham but recently there has been an increase in the overall crime rate, including increases in alcohol related crime, victim based crime, stealing and anti-social behaviour. Re-offending rates are increasing and links to welfare reform are starting to be made.
10. Despite the depressed economy and the effects of welfare reform, improvements have been made in collection rates and benefit processing.

Key messages from Altogether priority themes

11. The state of our local economy remains one of the council's biggest challenges. Despite this, performance has improved and direction of travel is now positive on the majority of tracker and target indicators which we measure. The number of people employed has increased by 4,800 since last quarter. This represents an increase in the employment rate from 65.8% to 67.1%. This compares favourably with the regional rate (66%) but is significantly below the national figure (72.8%). The proportion of the working age population currently not in work who want a job has improved slightly falling from 16.40% to 15.49%, however this is worse than both the national (11.51%) and North East (14.04%) figures.
12. Long-term unemployment in County Durham, measured as the percentage of people claiming Jobseeker's Allowance (JSA) for one year or more has increased although the actual number

of claimants has fallen from 4,970 to 4,740. Youth unemployment, as measured by the number of 18-24 year old JSA claimants, remains high although this is continuing to decrease by 180 claimants this quarter.

13. The recessive economic picture has impacted on key development indicators too. The net number of new homes completed fell to 165 this quarter with 78 of these being classed as affordable homes against a target of 87. Planning applications received fell from last quarter but remain higher than the same period last year. Major planning applications have more than doubled from last year. Processing of applications within deadlines remains positive with performance of 88.5% against an 85% target. However, processing of major applications remains outside of target. Both the number of empty properties that were brought back into use and the number of private sector properties improved as a result of local authority intervention show a positive trend and are exceeding target.
14. The number of families rehoused on the Durham Key Options system has increased by 12.5% compared to quarter 2 last year. The volume of homeless presentations has fallen again in the last quarter although the proportion of these that are statutory homeless applications has shown a small increase.
15. Performance against the decent homes standard for all council owned stock has improved with all three providers, Durham City Homes, Dale and Valley Homes and East Durham Homes on course to achieve year-end targets.
16. 2013 has been a great year for tourism with events such as the Lindisfarne Gospels Exhibition and the Ashes test match held at Chester-le-Street both being hailed as a success and contributing to an increase in visitor numbers to the county and the City, a trend that is expected to continue with the Pennine Etape and Book Festival in October and Lumiere Festival in November.
17. A number of Council Plan actions relating to regeneration schemes have had to be rescheduled. These include regeneration frameworks for Durham, completion of works at Bishop Auckland railway station and traffic management into and around Durham city centre.
18. Highlights for areas affecting children and young people show that first time entrants to the youth justice system is well within the locally agreed target and was an improvement from same period of the previous year.
19. Provisional GCSE data for the 2012/13 academic year show a continued rise in performance for the eleventh consecutive year with 62.9% of pupils achieving 5 or more A*- C grades at GCSE or equivalent including English and maths confirming the quality of education in the County's schools. Provisional A-level data shows 98.7% of pupils in community secondary schools and academies achieved two A Levels at grade A*- E (Level 3) or equivalent which is higher than the regional and national averages although slightly below the 2011/12 achievement of 99.1%
20. Only 64.7% (provisional) of children from disadvantaged backgrounds are achieving Level 4 in reading, writing and maths at Key Stage 2 compared to 85.7% of their peers achieving the same standard; a gap of 21 percentage points does not compare favourably with the 19.7 percentage point target. Similarly at GCSE level, 42.1% (provisional) of children from disadvantaged backgrounds are achieving 5 A*- C GCSEs including maths and English. This compares to 72.6% of their peers achieving the same standard; a gap of 30.5 percentage points. Data highlight a gap in achievement levels as well as failing to achieve target. It is worth noting that data are based on a revised methodology from last year so not directly comparable with last year's figures.

21. Furthermore 19.4% (provisional) of looked after children (LAC) in the cohort achieved 5 A*- C GCSEs, including English and maths, which was an improvement from 17.4% in the previous year but failed to achieve the target of 25%. This indicator focuses upon a relatively small cohort of children, so had a significant impact on the performance level. It is worth noting that from September 2013, the Ofsted inspection regime for schools will focus more on attainment of disadvantaged pupils.
22. The rate of young people who are not in education, employment or training (NEET) for quarter 2 indicates that 14.9% of 16 to 18 year olds were NEET, (1,165 young people) which is higher than performance at the same time in 2012 (10.1%).
23. Performance against key safeguarding targets continues to show a mixed picture. The percentage of children who became subject to a child protection plan for a second or subsequent time is showing a marked improvement from the same period of the previous year and is better than the 2011/12 national outturn. However, child protection reviews undertaken within timescale has deteriorated from the previous quarter and is below target. The deteriorating performance was due to two child protection reviews not being undertaken within timescale. Additionally, children in need referrals occurring within 12 months of the previous referral is 30.6% against a target of 21%, and has declined in comparison to the corresponding period of the previous year (22.4%), and was worse than the latest available national data of 26.1%.
24. Health indicators for children and young people show a mixed picture. The teenage conception rate has improved in comparison to the corresponding period of the previous year and remains below the regional figure and that of our statistical nearest neighbours. However, breastfeeding prevalence has fallen in the county.
25. Key health and adult care measures show that good progress has been made. Indicators continue to suggest effective management of care for older people and vulnerable residents, whilst at the same time maintaining high levels of satisfaction.
26. Male and female life expectancy has increased to 77.5 years and 81.4 years respectively and remains below national averages of 78.9 years and 82.9 years respectively. This has a long-term effect on future demand for key support services provided by the council and NHS partners.
27. Older people still at home 91 days after discharge from hospital was 88.5% which continues to achieve target as well as comparator group and England averages. In addition, 94.3% of respondents to the local care survey responded that the help and support they received had improved their quality of life.
28. The percentage of social care service users in receipt of community services who had a personal budget was 59.5% which exceeds target (55%) and provisional similar council (52.6%) and England average (55.6%).
29. A larger proportion of service users required no on-going care following completion of their reablement package and this is exceeding target. The percentage of adults receiving secondary mental health services that were known to be in settled accommodation at the time of their last review exceeds target and provisional national and comparator group averages.
30. The number of smoking quitters has deteriorated from last year and the Stop Smoking Service has failed to achieve its targets. Indications are that this is a trend being reflected elsewhere in the region.

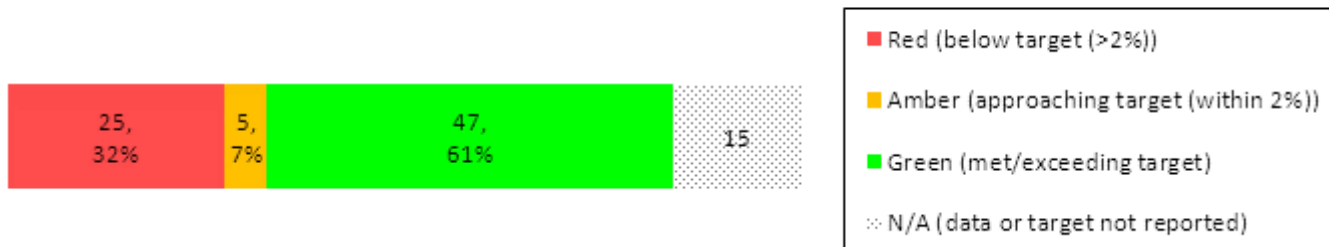
31. Safer measures show mixed performance this period. The long-term trend in the past has been one of falling crime levels. However, overall crime has increased by 4% this quarter. Victim based crime has increased by 5.2% and stealing offences have also increased (4.5%). Incidence of burglary and theft including shoplifting has increased. Patterns of shoplifting have also seen a noticeable change with food, toiletries and clothing being key targets for thieves compared with alcohol and high value saleable items in the past. Alcohol related crime has increased. 34% of violent crimes reported to the police were recorded as alcohol-related representing a 4 percentage point increase on the same period in 2012/13. Overall crime levels are being closely monitored by the Safe Durham Partnership.
32. Anti-social behaviour (ASB) reported to the police has increased for the second quarter. There has also been an increase in alcohol related ASB incidents equating to 16% of total ASB reported to the police, a 2 percentage point increase on the equivalent period in 2012/13. This increase is partly due to improved recording of such incidents as well as the good weather experienced in 2013. The months of August and September have reported a larger than expected fall in incidents of ASB and as a result, a 6% reduction in ASB is forecast by the end of 2013/14.
33. The proportion of offenders who re-offend in a 12-month period shows that 29.7% of offenders in County Durham reoffended, compared to 26.9% nationally. This represents a 0.6 percentage point increase on previous year. Access to benefits by offenders has been identified as an issue by the Reducing Re-offending Group which is looking into this issue.
34. There are continuing low levels of repeat victims of domestic abuse with 9 of the 116 referrals received being repeat referrals. Durham consistently outperforms latest national and regional figures.
35. The percentage of adult social care users reporting that the care and support they receive helped them to feel safe and secure was 91% which exceeds the provisional national figure of 78%.
36. Performance indicators measuring people receiving treatment for drug and alcohol addiction shows that low levels of successful drug treatment completions continue with only 7% of people in treatment for opiate use and 36% in treatment for non-opiate use who went on to successfully complete treatment. Both are below target and national performance. People successfully completing alcohol treatment is currently 38% which achieved target and exceeded national performance.
37. Key environmental indicators show excellent progress in recycling and composting rates with 44% of household waste being reused, recycled or composted. As anticipated following the commencement of the new contracts, the level of municipal waste landfilled has improved from the previous quarter and it was better than the target. This has a huge environmental and economic benefit to the council. Street and environmental cleanliness has deteriorated. Levels of detritus are worse than the profiled target however levels of litter have achieved the target for this period.
38. There have been a number of improvements in performance areas under the Altogether Better Council theme.
39. Collection rates show a similar trend to quarter 1 with both council tax and business rates collection performance improving on last year but just failing to reach target. Rent arrears for council house tenants in all three council housing stock providers are achieving target whilst the collection rate for sundry debt owed to the authority is exceeding target.

40. The average time to process new housing benefit (HB) claims (20.23 days) and new council tax support (CTS) claims (22.11 days) both compare favourably with the 23 day target. As anticipated there has been an improvement during quarter 2 in processing times for changes in circumstances as volumes have fallen from the end of year annual peaks in workload. However, the target of 10.7 days has not been met for either HB claimants (11.74 days) or CTS claims (12.68 days).
41. Following the introduction of more focused processes for managing attendance, the number of days lost to sickness per full time equivalent (FTE) employee across the council (including schools based employees) has improved from 9.35 days at quarter 1 to 9.31 days at the end of this quarter. This is an improvement on the previous year but is just outside the failing corporate target of 9.05 days. Increased management focus on completion and recording of performance appraisals has helped to drive performance up to 75.3%. This is a significant increase compared to the previous quarter, and performance is closer to achieving the 80% end of year target.
42. This quarter, 78% of telephone calls were answered within 3 minutes, which is close to the 80% target and a significant improvement on previous quarter (62%). The average waiting time at a customer access point continues to improve to 4 minutes, which is well within the 15 minute target. The volume of telephone calls received shows 3.6% fewer calls received this quarter (258,047) when compared with quarter 1 (267,752). However, emails received have increased by 27% from 10,360 in quarter 1 to 13,186 in quarter 2.
43. Freedom of Information (FOI) requests responded to within 20 days was 85% this quarter, which is the first time that the council met the national standard of 85%. This performance is against a backdrop of increasing FOI request volumes.

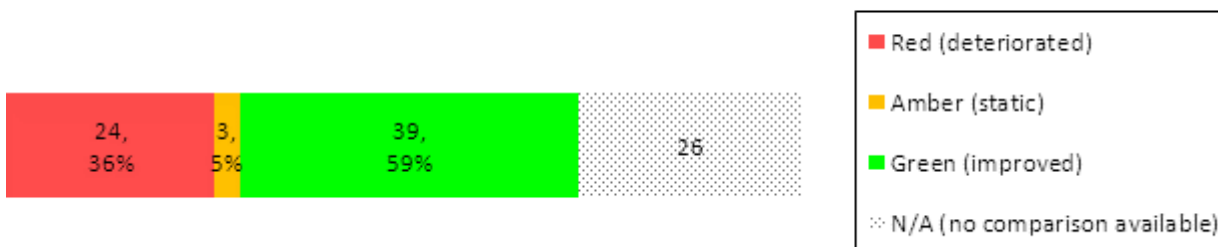
Overall Performance of the Council for Quarter 2

Key performance indicators

Performance against targets



Direction of travel

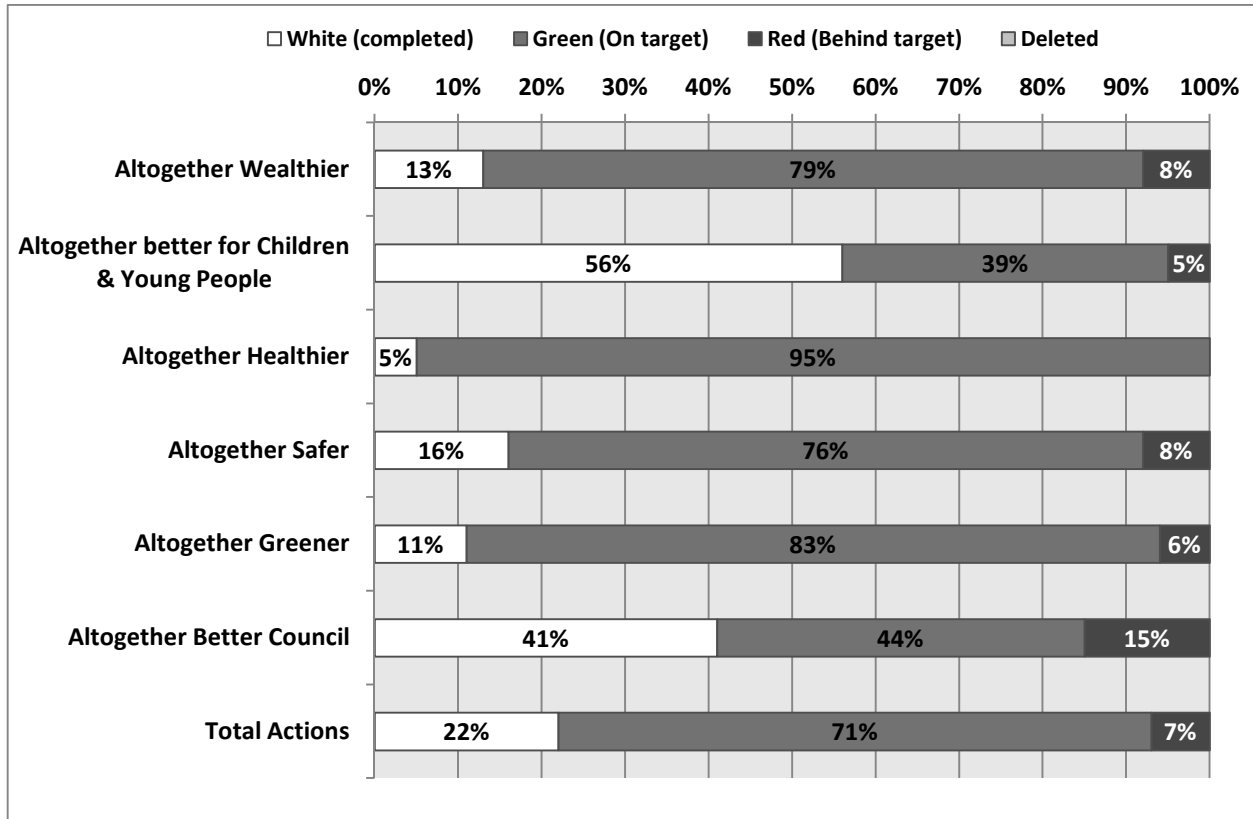


Source: Service performance monitoring data

44. In quarter 2, 64% (42) of key performance indicators have improved or remained static. In relation to performance against target 68% (52) of reported indicators are approaching, meeting or exceeding targets.

Council Plan Actions

Figure 2: Progress against Council Plan by Altogether theme: Quarter 2 2013/14



45. Monitoring of the Council Plan is carried out on a quarterly basis to ensure that actions are being completed. Good progress has been made overall in the second quarter of 2013/14 with 22% (35 out of 161) of actions being achieved and 71% (114 actions) on target. 7% (12 actions) are behind target. The Altogether Better for Children and Young People theme has achieved the highest percentage of actions completed (56%) and the Altogether Better Council theme has the highest percentage behind target (15%), which amounts to 3 actions.

Service Plan Actions

Figure 3: Service Plan progress to end of quarter 2

Service Grouping	Total number of Service Plan actions	Number of actions met or exceeded target	% of actions met or exceeded target	Number on target	% of actions on target	Number behind target	% of actions behind target	Deleted	% of actions deleted
Assistant Chief Executive	75	30	40%	31	42%	13	17%	1	1%
Children & Adult Services	181	50	28%	128	70%	0	0%	3	2%
Neighbourhood Services	119	22	18%	69	59%	22	18%	6	5%
Regeneration & Economic Development	96	7	7%	83	87%	6	6%	0	0%
Resources	125	52	42%	52	42%	12	9%	9	7%
Total	596	161	27%	363	61%	53	9%	19	3%

Source: Service monitoring data

46. The table above shows that overall, 88% of service plan actions have either been achieved or are on target to be achieved by the deadline. Actions behind target equate to 9%. There are a number of actions (3%) proposed to be deleted as they are either no longer relevant or have been incorporated into other actions. The Children and Adult (CAS) service grouping has the highest percentage of actions achieved or on target (98%) and the Neighbourhood Services grouping has the highest percentage of actions behind target (18%).

Reporting of these key actions is on an exception basis with a full copy of the exceptions, deletions, amendments and additions available on request from performance@durham.gov.uk

Equalities and Diversity

47. Service plan monitoring has shown that Single Equality Scheme actions and Equality Impact Assessment actions are progressing well with 53 (29%) actions complete, 125 (67%) on track to achieve target, six (3%) actions behind target and one (1%) action deleted.

Carbon Reduction by the Council

48. In order to achieve the targets for reducing carbon emissions by the council, a set of three actions have been included in all service plans and progress monitored. One has already been completed in quarter 1, which was to recruit a minimum of one eco-champion per tier 4 manager. The action to reduce car business mileage for each service grouping (by a minimum of 10% for 2012/13) is on target, although some challenges to the Regeneration and Economic Development (RED) business mileage project have been reported. The project team have found a 10% reduction very challenging due to essential business journeys.

49. One action relating to the office carbon reduction surveys has been delayed due to restructuring within CAS. Some champions in CAS were not in place until near the deadline and therefore were unable to complete the survey in time. It is anticipated that all surveys will be complete by the end of December 2013. All other service groupings have completed the survey by the end of quarter 2.

Peer Challenge

50. In July 2012 the council was the subject of a peer challenge review by the Local Government Association (LGA). The peer challenge process included some core elements common to all councils, namely: leadership and governance, financial viability and organisational capacity. In addition, Durham's peer challenge also focussed specifically on the council's approach to community engagement and partnership working and our strategic approach to economic development.

51. The peer challenge team produced a report following their visit to the council which was submitted to Cabinet on 10 October 2012 and identified a number of areas for development including: council's apprenticeship scheme, information technology, transformation programmes, organisational development, economic development and community engagement. An action plan based on these themes was developed and is underpinned by service plan actions. Key points to note are as follows:

- a. The Corporate Asset Management Plan and the implementation of the Corporate Property Strategy were both approved by Cabinet in July 2013. The four year Disposal Programme was also approved by the Member Officer Working group in September 2013.
- b. Service Asset Management Plans for each service grouping to facilitate a corporate approach to property investment and rationalisation have now been completed.
- c. With regard to maximising funding to support progression of young people classed as not in education, employment or training (NEET), 40 NEETs are now engaged with 13 progressing into further learning and 14 progressing into employment. It is anticipated that all outcomes will be achieved by the end of November 2013. The outcome of the 2013-2015 contract is still awaited.
- d. The implementation of the new schools learning gateway extranet has been delayed from November 2013. Development work from schools moving over will update to new Durham Learning Gateway by March 2014.
- e. The action to use the council's data and information to provide an increased level of understanding of the county to develop new opportunities for service provision to customers, requires a significant amount of inter service work, which is taking longer than anticipated. The deadline has therefore been revised until March 2015.

Risk Management

52. Effective risk management is a vital component of the council's challenging improvement agenda, so that any risks to successful delivery can be identified and minimised. The council's risk management process therefore sits alongside service improvement work and is integrated into all significant change and improvement projects.

53. The key risks to successfully achieving the objectives of each corporate theme are detailed against each Altogether theme in the relevant sections of the report. These risks have been identified using the following criteria:-

- a. Net impact is critical, and the net likelihood is highly probable, probable or possible
- b. Net impact is major, and the net likelihood is highly probable or probable
- c. Net impact is moderate, and the net likelihood is highly probable

54. As at 30 September 2013, there were 37 strategic risks, a decrease of one from the previous period at 30 June 2013. Of these, 9 are key risks matching the criteria above. The following matrix summarises the total number of strategic risks based on their net risk assessment as at 30 September 2013. Where there have been changes to the number of risks from the last quarter period end, the risk total as at 30 June 2013 is highlighted in brackets

Figure 4: Corporate Risk Heat Map

Impact					
Critical	2 (2)	1 (2)	3 (2)		
Major		3 (3)	3 (3)	2 (1)	1 (1)
Moderate		1 (2)	10 (11)	6 (5)	3 (3)
Minor			0 (1)	2 (2)	
Insignificant					
Likelihood	Remote	Unlikely	Possible	Probable	Highly Probable

Key risks

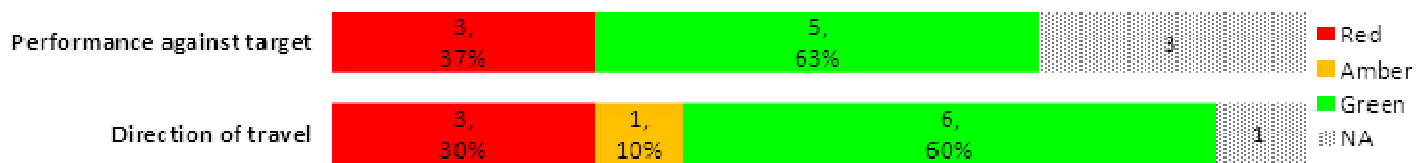
55. At a corporate strategic level, key risks to draw attention to are:

- a. Government ongoing funding cuts which now extend to at least 2017/18 will continue to have an increasing major impact on all council services.
- b. If there were to be slippage in delivery of the agreed MTFP savings projects this would require further savings to be made from other areas, which may result in further service reductions and job losses.
- c. If we are unable to identify and effectively regulate contaminated land, this may impact on both public health and environmental sustainability across the county.
- d. If we were to fail to comply with Central Government’s Public Services Network Code of Connection criteria, this would put some of our core business processes at risk, such as Revenues and Benefits.
- e. If local authority schools and other local authority services choose not to take council services, together with the loss of community buildings, both Technical and Building Services could see a loss of business.
- f. Should the online payment collection system not be in place in time to meet demand for payment of garden waste recycling charges ahead of implementation in 2014/15, this would cause delays.
- g. New funding reforms implementation may result in council having a major funding shortfall for post 16 high needs placements.

- h. Potential restitution of search fee income going back to 2005.
 - i. School funding reforms and potential Local Authority Central Spend Equivalent Grant (LACSEG) reductions in 2014/15 threaten viability of some centrally managed services for children and young people.
56. Three risks have been removed from the register in this quarter. This is due to management of the risks by the services as mitigating actions have been completed to reduce risks to a level where management now consider existing controls to be adequate.
57. The implementation of additional mitigation on a number of risks has enabled the council to improve performance, decision-making and governance, and this is detailed in the relevant sections of the report.

Altogether Wealthier: Overview

Target Performance indicators



Tracker Performance indicators



Actions



Council Performance

58. Key achievements this quarter include:

- During quarter 2, an additional 43 apprenticeships have been started through county council schemes. This brings the total number since April 2013 to 71, which is ahead of the period target of 64. The revised criteria of the apprenticeship programme have seen an upsurge in enquiries and employment opportunities for apprenticeships started through Durham County Council schemes.
- The number of private sector properties improved as a consequence of local authority intervention has increased from 203 in quarter 1 to 256 in quarter 2. Since April 2013, 459 properties have now been improved. Performance is better than the target of 357, although not as good as at the same time last year, when 677 properties had been improved.
- The targeted approach to bringing empty homes back into use has continued in quarter 2 resulting in a further 21 properties being brought back into use. This brings the total properties brought back into use since April 2013 to 52. Performance is better than the target of 33 and is an improvement of 92% compared to 12 months earlier, when 27 properties had been brought back into use.
- During quarter 2, 243 properties were made decent in East Durham reducing the non-decency level from 36% in quarter 1 to 31.9% this quarter. This represents an improvement of 19 percentage points from the same period last year and shows progress towards the target of 25% at the end of the financial year. The percentage of non-decent Durham City Home properties has reduced from 13.5% at quarter 1 to 7% at quarter 2. Non decency levels in Dale and Valley Homes have reduced from 15.6% last quarter to 14.8% this quarter. Both Durham City Homes and Dale and Valley Homes are on track to meet their 0% target at the end of the financial year.
- The estimated number of visitors to the main tourist attractions in Durham City has increased from 121,626 in quarter 2 2012/13 to 298,698 in quarter 2 this year, an increase of 146%. Visitor numbers to attractions in the county have increased by 16%, from 1,433,272 to 1,665,324 for the corresponding periods. The increased numbers can be attributed to the excellent summer weather and events such as the Gospels, Streets of Durham and Brass festivals, together with the Ashes. Partners hailed the Lindisfarne Gospels Exhibition a resounding success with over 97,000 tickets sold, 20,000 children taking part in learning sessions and hundreds of events being staged at venues spanning

the region. Feedback from businesses suggests that it has had a significant benefit to the local economy.

- f. Good progress has been made with the following Council Plan and service plan actions:
- i. Delivery of Durham City projects. The former ice rink site has been demolished and construction has commenced on the National Savings and Investments office. Work has been completed in relation to transport modelling for the Western and Northern relief roads which will inform the public consultation on the County Durham Plan. A new design for the extension to the park and ride site at Sniperley has been agreed.
 - ii. Delivery of transport priorities in East Durham. Work to construct the Horden link road is now complete. In relation to the design and plan of a new railway station at Horden, consultants are developing a timetabling review.
 - iii. Development of the County Durham Plan (CDP). The Statement of Consultation for Preferred Options has been completed. Formal consultation of the draft CDP submission commenced on 14th October 2013. The Infrastructure Delivery Plan will be published alongside the CDP submission draft consultation and will be refreshed annually thereafter.
 - iv. Preferred options for the future of council housing. The council's response to the draft transfer manual was submitted in August with the final manual expected in November 2013. Informal consultation with tenants from the three housing management areas took place across the summer with 300 tenants attending.

59. The key performance improvement issues for this theme are:

- a. The number of affordable homes delivered has increased from 60 last quarter to 78 this quarter. Performance is below the target of 87, but represents an improvement when compared to quarter 2 2012/13 when 71 homes were delivered.
- b. The percentage of major planning applications determined within 13 weeks remains below the 71% target. Performance has improved from 66.7% last quarter to 67.4% this quarter and is an improvement of 6.6% from last year, when 63.2% of applications were determined within 13 weeks. Performance is better than the national and North East averages of 57% and 63% respectively, although not as good as the nearest statistical neighbours (70%). More major planning applications have been submitted showing an increasing trend from 19 in quarter 2 2012/13 to 43 this quarter. The number of planning applications received against all categories has fallen from 798 last quarter to 762 this quarter, although this remains higher than at the same period last year (734 applications) (see Appendix 4, Chart 1).
- c. Key Council Plan actions behind target in this theme include:
 - i. Completion of a Regeneration Framework for Durham City by July 2013. The deadline date for this has now been revised to April 2014 as it has been agreed that this project will be realigned to the timescales of the County Durham Plan consultation.
 - ii. Deliver traffic priorities in Durham City, linking traffic signals to develop more effective flows of traffic, including the use of technologies to reduce congestion on the network by December 2015. There has been no progress in relation to the introduction of Urban Traffic Management Solutions since quarter 1, when this was also highlighted as being behind target.
 - iii. Deliver a programme of transport capital works across the county, including Bishop Auckland rail station by September 2013. This has been delayed until November 2013. The main station works at Bishop Auckland Railway are complete and a

tenancy agreement has been signed. Final fit-out works are on-going and the official opening will take place at the end of November 2013.

iv. Develop sustainable travel plans for the key employment sites across County Durham including improved transport links to the Hitachi site at Newton Aycliffe by September 2013. The deadline for this action has been changed to March 2014 following further in depth service planning discussions within the RED service grouping.

d. Another area for improvement in the Council Plan is to deliver physical improvements to Barnard Castle town centre (Teesdale bridge). This action has been delayed and work is ongoing.

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

- a. The number of people in employment has increased by 4,800 since the last quarter, from 223,500 to 228,300. This represents an increase in the employment rate from 65.8% reported last quarter to 67.1% at the end of June 2013 and compares favourably with the regional rate of 66%. Although this remains below the national rate of 72.8% the proportion of the working age population in employment has improved from 65.7% for the same period last year. The proportion of the working age population currently not in work who want a job has also improved slightly, falling from 16.40 % to 15.49%. This represents an improvement from quarter 2 2012/13 (15.79%) but remains below both the national and North East figures of 11.51% and 14.04% respectively.
- b. The proportion of Job Seekers Allowance (JSA) claimants claiming for one year or more continues to rise, from 34.54% last quarter to 36.12% this quarter, although the actual number of long term claimants has fallen from 4,970 in June to 4,740 in September. This is worse than both the North East (35.9%) and national rates (26.8%).
- c. The number of 18 to 24 year olds claiming JSA remains high although this is continuing to decrease, from 4,435 last quarter to 4,255 this quarter. The youth unemployment level has improved 22% from the same period last year, when there were 5,465 claimants.
- d. The latest 2011 national figures for the proportion of children in low income families (children in poverty) show that County Durham rates remain the same as 2010 at 23%. The rate for County Durham is worse than the national average of 20.6%, although it is better than the North East rate of 24.5%. The latest local measure (February 2013) shows the level for County Durham as 24.7%.
- e. The number of passenger journeys on the Durham City Park and Ride has increased by 26% from 276,843 in quarter 2 2012/13 to 325,347 this quarter. Peak usage was in August when 113,979 passengers used the service during the month.
- f. The total number registered on the Durham Key Options system who have been rehoused (which includes existing and new tenants) has increased again from 1,088 in quarter 1 to 1,224 in quarter 2 (see Appendix 4, Chart 2).
- g. The number of net homes completed has decreased by 43% from 290 last quarter to 165 this quarter. Although there were 232 gross completions, this number was reduced due to 67 demolitions. Of the 165 completions, 114 were located within the county's major settlements (69.09%). This represents an increase from 43.1% last quarter and 60.22% for same period last year. The number of homes completed in Durham City fell from 14 in quarter 1 to 11 in quarter 2. A large number of housing sites with planning permission are being implemented and government incentives are making it easier for first time buyers.
- h. All of the homelessness indicators are showing a positive year on year trend. The number of homeless housing solutions presentations has fallen again from 1,519 last quarter to 1,437 this quarter. However the overall number of presentations between April

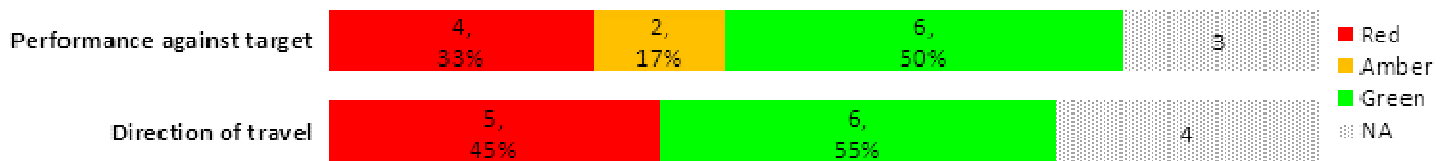
to September 2013 (2,956) has only slightly reduced from the same period last year (3,083) (see Appendix 4, Chart 3).

- i. The proportion of statutory homeless applications has increased slightly from 14.35% last quarter to 15.17% this quarter. This compares with 18.5% at quarter 2 2012/13 and represents an annual reduction from 314 cases to the current 218. There has been an increase in the proportion of homeless applicants accepted with a full homeless duty from 3.36% (51 applicants) in quarter 1 to 3.83% (55 applicants) this quarter. This represents an improvement of 41% when compared to the same period last year (6.5%). Whilst the number of presentations has decreased, preventions have increased from 20.93% (318) in quarter 1 to 24.57% (353) this quarter.

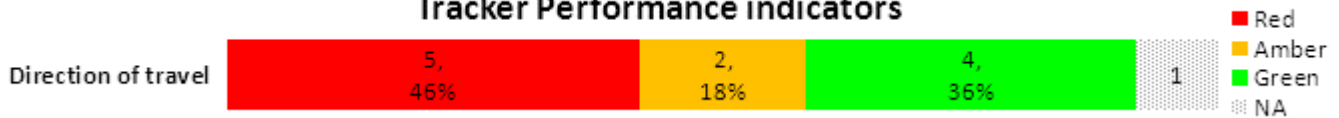
61. There are no key risks in delivering the objectives of this theme.

Altogether Better for Children and Young People: Overview

Target Performance indicators



Tracker Performance indicators



Actions



Council Performance

62. Key achievements this quarter include:

- Provisional data for the 2012/13 academic year show that 62.9% of pupils achieved 5 or more A* - C grades at GCSE or equivalent including English and maths, exceeding provisional national performance of 60.1%. This is the eleventh consecutive year that County Durham has seen an increase in pass rates.
- Provisional data for the 2012/13 academic year indicate that 98.7% of pupils in community secondary schools and academies achieved two A Levels at grade A* - E (Level 3) or equivalent. Although this provisional figure is slightly below the 2011/12 achievement of 99.1% it has exceeded the annual target of 98.1% and is better than the provisional national performance of 97.3%.
- Data for April to September 2013 identify that 46 out of 337 children who became subject to a child protection (CP) plan had previously been the subject of a plan, which equals 13.6%. This is an improvement from 19.2% during the same period of the previous year and is better than the 2011/12 outturn for England (13.8%) but worse than statistical neighbours (13.2%), and North East (12.4%) averages. As reported in quarter 1 a multi-agency audit on CP plans has been carried out (August 2013) and the results are to be presented to the Local Safeguarding Children Board in October 2013. Additionally when a child becomes subject to a plan for a subsequent time, the multi-agency Performance Management Locality Group undertake an audit to identify lessons learnt to improve performance.
- Provisional data for April to September 2013 indicate that there were 115 first time entrants (FTEs) to the youth justice system. This is well within the locally agreed target of 340 FTEs during 2013/14 and was an improvement from 137 FTEs during the same period of the previous year.

63. The key performance improvement issues for this theme are:

- Provisional data for the 2012/13 academic year illustrate that 7 out of 36 looked after children in the cohort achieved five A* - C GCSEs, including English and maths, which equates to 19.4%. This was an increase from 17.4% in the previous year but below the target of 25%. As this indicator focuses upon a relatively small cohort of children, this had a significant impact on the performance level.

- b. Provisional data for the 2012/13 academic year show that 85.7% of pupils not known to be eligible for free school meals (FSM) achieved Level 4 in reading, writing and maths at Key Stage 2 compared to 64.7% of pupils eligible for FSM. This is an achievement gap of 21 percentage points. Performance did not achieve the target of 19.7 and the achievement gap has slightly increased in comparison to 2011/12 (20 percentage points) however performance should not be directly compared to previous years due to a definition change.
- c. Provisional data for the 2012/13 academic year identify that 72.6% of pupils not known to be eligible for FSM achieved 5 A*- C GCSEs including English and maths. This compares to 42.1% of pupils known to be eligible for FSM, which results in a gap of 30.5 percentage points. The achievement gap has increased slightly in comparison to the 2011/12 academic year (30.3), due to the attainment of pupils not known to be eligible for FSM rising faster (67.0% to 72.6%) than pupils eligible for FSM (36.7% to 42.1%). The gap remains a key area of focus by Education Development Partners when reviewing 2013 Key Stage 2 and GCSE results with schools.
- d. Data for April to September 2013 identify that 1,152 out of 3,766 children in need referrals occurred within 12 months of the previous referral, which equals 30.6%. Performance did not meet the target of 21%, is worse than the corresponding period of the previous year (22.4%), and latest available national data of 26.1%. The following actions are being undertaken to ensure earlier interventions and reduce the re-referral rate:
- Restructuring of services as part of the Children's Care Transformation Project, including the introduction of a single point of entry following the merger between Children's Care and the One Point Service.
 - A mini-audit of re-referrals (10 cases) by the Strategic Manager for Safeguarding Children, findings from which will be the focus at the next round of Children's Care Practitioner Briefings in December 2013.
- e. Data for child protection reviews undertaken between April and September 2013 identifies that 231 out of 242 cases were reviewed within timescale, which equals 95.5%, a decrease from the previous quarter (99.2%) and below the target of 100%. Management have investigated the reasons why two child protection reviews were not undertaken within timescale, and to improve performance the Independent Reviewing Officers (IROs) are to book in reviews as far in advance as possible to mitigate against any being rearranged and IROs will focus on performance at team meetings and individual supervision sessions.
- f. The key Council Plan action behind target in this theme is to develop the council's Fixed Play Strategy which will determine the distribution and range of fixed play equipment across the authority area by September 2013. This has been delayed until June 2014 to allow for 2011 Census data to be used in young people population assessments. This was also delayed in quarter 4 2012/13 from March 2013 to May 2013.
64. Tracker indicators for this priority theme (see Appendix 3, table 2) show:
- a. Between July and September 2013, 26.4% of new mothers (367 of 1,391) were breastfeeding at 6 to 8 weeks. This is a decrease from 28.6% for the same period last year and a decrease from 28.5% in quarter 1. Actions to increase breastfeeding include:
- Completion of the UNICEF action plan by March 2014 by County Durham and Darlington Foundation Trust (CDDFT). This underpins CDDFT's work towards UNICEF's Baby Friendly Initiative and to achieve accreditation of maternity and community facilities that adopt internationally recognised standards of best practice in the care of mothers and babies.

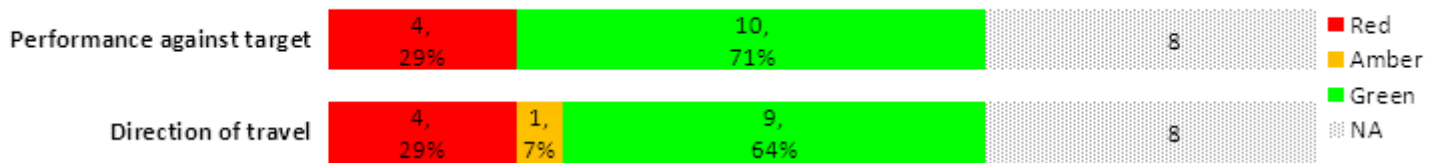
- Rolling out telecontact in the One Point Service. This is a daily telephone call to mothers, up to and including 10 days following birth, to support breastfeeding on days when there is no other planned contact with Health Visitors.
 - Public Health has commissioned the National Childbirth Trust to train mothers who have previously breastfed to support new mothers.
 - A website (www.breastmilk.co.uk) and Facebook page developed by County Durham and Darlington Foundation Trust to provide information.
 - A radio campaign launched in County Durham during national breastfeeding week in June 2013.
- b. The proportion of 16 to 18 year olds who are not in education, employment or training (NEET) for quarter 2 was 14.9% (approximately 1,165 young people) which is higher than at the same time in 2012 (10.1%). One Point advisers will be offering information, advice and guidance to those young people who have no plans to move into education, employment or training. In September 2013, 55% of 16 to 18 year olds had the status 'not known'. Although this is an expected annual peak it is higher than the same time in the previous year (49%), which as a result of significant changes from April 2013 to the Improving Progression Management Information Return, is not directly comparable. Actions to reduce the percentage of 'not knowns' include:
- Enrolment lists from school sixth forms, colleges and independent private providers were requested in early September to confirm young people who have officially started their further education or training.
 - Intensive work to record the new destinations of young people within the local authority's Client Caseload Information System.
 - One Point advisers will offer information, advice and guidance, to help them secure an appropriate place in education, employment or training.
- c. The provisional quarterly data for April to June 2012 show the conception rate of 34.3 per 1,000 for girls aged 15-17 years (74 conceptions). This was an improvement in comparison to the corresponding period of the previous year (35.5). The quarterly rate in County Durham is better than the North East (35.6) and statistical neighbours (39.1) but is worse than the national rate of 28.4. A project commenced in the 2012/13 academic year in secondary schools which aims to positively influence the culture in schools to enable staff to have appropriate conversations about sexual health and wellbeing with young people and also signposting to appropriate services. The project prioritised 23 schools in year one to be followed by a further 11 schools this year.

65. The key risks to successfully delivering the objectives of this theme are:-

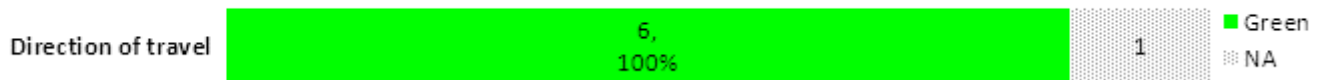
- a. *School funding reforms and potential Local Authority Central Spend Equivalent Grant (LACSEG) reductions in 2014/15 threaten viability of some centrally managed services for children and young people.* Management continue to monitor this risk on an on-going basis, as they consider it highly probable that it may occur.
- b. *New funding reforms implementation may result in council having a major funding shortfall for post 16 high needs placements.* To mitigate the risk, the Education Funding Agency (EFA) has agreed some additional funding of £406,285 for the 2013/14 financial year.

Altogether Healthier: Overview

Target Performance indicators



Tracker Performance indicators



Actions



Council Performance

66. Key achievements this quarter include:

- Our strategy is to reduce the number of older people being admitted to residential care through targeting resource at alternative support models. Performance measured in terms of numbers of older people being admitted to residential care on a permanent basis continues to decline demonstrating that this strategy is being realised. Between April and September 2013, 329 over 65 year olds were admitted on a permanent basis to residential or nursing care. This equates to 341 per 100,000 population and has achieved the quarterly profiled target of 472 per 100,000 population. Performance is also better than at the same period last year (391 per 100,000 population).
- The number of people using self-directed support in the last 12 months to 30 September 2013 was 10,909. Just over half of all social care service users in receipt of community services (59.5%) had a personal budget, which compares to 53.1% at the same time last year and exceeds the 2013/14 target of 55%. This exceeds the 2012/13 similar council average of 52.6% and England average of 55.6% (provisional figures).
- Between April and September, 94.3% (214 of 227) of service users reported that the help and support they received made their quality of life better. This is above the target of 92% but is a slight decrease from 96.2% during the same period of the previous year.
- Older people still at home 91 days after discharge from hospital was 88.5% (636 of 719 older people) which is exceeding the 2013/14 target of 85%, the 2012/13 comparator group average of 84.8% and achieving the England average of 81.5% (provisional figures). Additionally, performance is also above the same period last year (88.4%).
- Between April and September 2013, 62% of service users (418 of 674) required no on-going care following completion of their reablement package. This performance is slightly above that achieved at the same period last year of 61.8% and exceeds the 2013/14 target of 55%.
- In the year ending September 2013, 2,152 out of 2,422 adults (88.9%) receiving secondary mental health services were known to be in settled accommodation at the time of their last review or assessment. This performance is slightly better than at the same

period last year (88.2%). This is exceeding the 2013/14 target of 85% and 2012/13 provisional national (59.3%) and comparator group (57.4%) averages.

67. The key performance improvement issues for this theme are:

- a. The Stop Smoking Service achieved 1,092 smoking quitters between April and June 2013 (257 per 100,000 population). This is 123 quitters below the first quarter target of 1,215 (286 per 100,000 population). Performance has decreased from the equivalent period in 2012/13, with 113 fewer quitters. All North East services have seen a decrease in the number of quit dates set by smokers compared to last year. This continues a trend seen over the last year of sharply declining throughput. When comparing 2013/14 quit dates set against the peak year of 2011/12, throughput in quarter 1 has fallen by more than 3,300 clients (or 21%) over the last 2 years. Regionally in quarter 1 this year there were approximately 1,900 (13.6%) clients fewer than quarter 1 2012/13. County Durham is 9.3% down on quarter 1 last year. The number of quitters has also reduced due to the fact that from April 2013 the stop smoking figures for the Local Authority area no longer take into account those quitters who reside in the prison community. This change in the national definition of the indicator will impact more on County Durham than other local authorities due to the presence of three prisons within the county.
- b. Between April and June 2013 there were 3,936 NHS health checks undertaken, which equates to 2.4% of eligible people. Performance is below the quarterly profiled target of 5% but is an improvement from 0.8% (1,336 health checks) during the same period of the previous year. Developments for 2013/14 to increase the number of health checks include:
 - i. A new IT system that will transfer data on all Check4Life health checks in community settings to the person's GP practice. Approximately 70% of GP practices are now using this system with work on-going to roll this out across the county. Public Health has commissioned the North of England Commissioning Support Unit (NECS) to carry out a Health Equity Audit of health check data on GP practice systems.
 - ii. Expansion of the community Check4Life programme, with health checks now offered in 30 pharmacies and a range of community settings across the county.

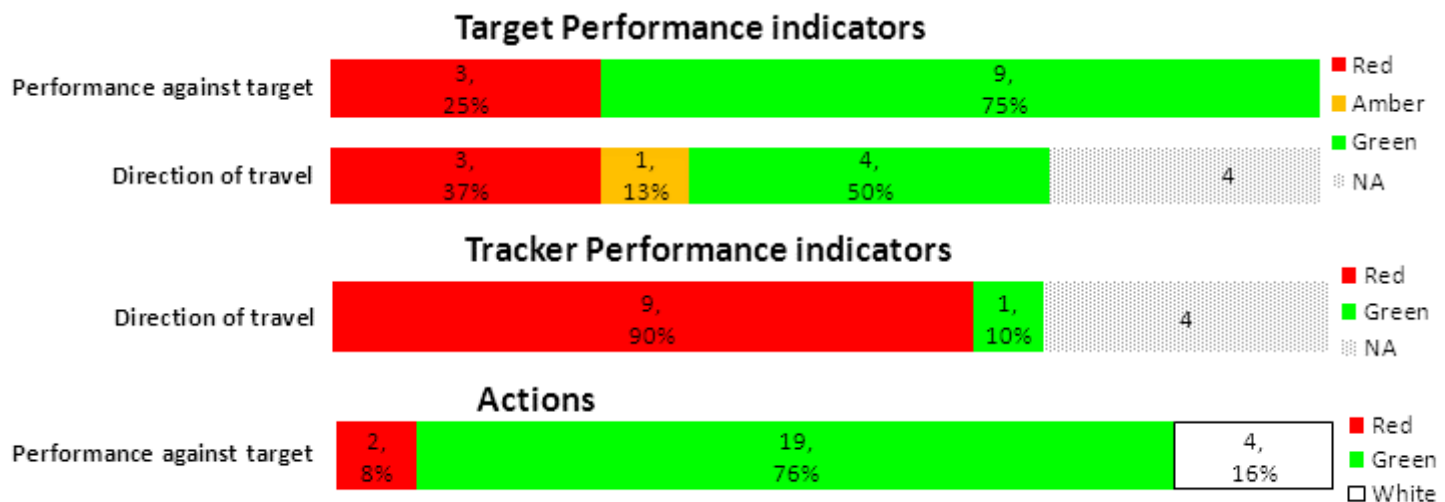
Public Health is currently reviewing the approach to health checks within County Durham.

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

- a. The 3-year pooled data for 2009 to 2011 shows that male and female life expectancy in County Durham have increased. Male life expectancy has increased from 77 to 77.5 years. This is lower than the national average of 78.9 but equal to the North East average of 77.5. Female life expectancy increased from 81 to 81.4 years. This is below both national and North East averages of 82.9 and 81.5 respectively.
- b. There has been a reduction in the number of delayed transfers of care from hospital. In the 5 sample days in April to August 2013 there were 213 delays which equates to a rate of 10.3 delays per 100,000, per day. This is a reduction from 10.7 delays per 100,000 in the equivalent period in the previous year. This performance is worse than the England average for the period, of 9.5 delays per 100,000 per day.

69. There are no key risks in delivering the objectives of this theme.

Altogether Safer: Overview



Council Performance

70. Key achievements this quarter include:

- a. Continued low levels of repeat victims of domestic abuse. 116 victims presented at the Multi-Agency Risk Assessment Conferences (MARAC) between April and September 2013, of which 9 were repeats, which equates to 7.8% of all referrals. This significantly outperforms the England average repeat referral rate at 24% and the North East rate at 27% (2012/13) as identified in latest research from Coordinated Action Against Domestic Abuse (CAADA). Durham also has a lower rate of cases considered by the MARAC. Data for July 2012 to March 2013 identified that 9.8 cases per 10,000 adult females were discussed at MARAC compared to 26.1 cases in the North East and 24.9 nationally. The MARAC partners and CAADA will undertake a self-assessment in December 2013. This will involve all MARAC partners evaluating how the MARAC is administered with data being collated by CAADA who will analyse the findings and feedback to the MARAC partners.
- b. Between April and September 2013, 91% (278 of 305) of adult social care users who responded to the local CAS survey programme reported that the care and support services they received helped them to feel safe and secure. This exceeds the 2013/14 target of 75% and provisional 2012/13 national figure of 78%.
- c. The total number of offences committed previously by the 207 offenders in the current Integrated Offender Management (IOM) cohort was 983. The number of offences committed by the same cohort in quarter 2 2013/14 was 139. This gives a full year projection of 556 offences, which equates to a 43% reduction on the IOM cohort's previous offending and therefore projections are that the target of a 40% reduction will be exceeded.
- d. The number of people in alcohol treatment with the Community Alcohol Service (CAS) between January and December 2012 was 1,586 of which 595 successfully completed treatment, that is, they did not re-present to the CAS between January and June 2013. This equates to a 38% successful completion rate, which is achieving target of 36%, and is just above national performance of 36%.
- e. The percentage of people surveyed who agree that the local council and police are dealing with concerns of ASB and crime has maintained levels from 58.9% in 2011/12 to 59.5% in 2012/13, achieving the annual target of 58%. Durham is ranked 2nd out of 8 Police Force areas in its Most Similar Group (2012/13), whilst the Most Similar Group average for the period is 55.3%.

71. The key performance improvement issues for this theme are:

- a. The number of people in drug treatment with the Community Drugs Service (CDS) for opiate use, between January and December 2012 was 1,475 of whom 107 successfully completed treatment, that is, they did not represent to the CDS between January and June 2013. This equates to a 7% successful completion rate, which is below the annual target of 11%, and slightly below national performance of 8%. Successful completions for non-opiate use was 36% (of 451 people in treatment between January and December, 163 successfully completed), which is below the annual target of 48%, and below the national outturn of 40%.

The provision of treatment through the Recovery Academy Durham (RAD) has temporarily reduced due to a lack of availability of appropriate supported housing, which is a requirement of access to treatment. The RAD usually contributes to a large proportion of successful completions in County Durham and so the reduction of this resource can have a significant impact on this indicator. Three new properties have been identified and will be available for use from November 2013.

- b. During the January to June 2013 period there have been 91 people killed or seriously injured on the county's roads; of these 14 were fatalities. This is slightly below the profiled target of 93 and also the same period last year (95). The number of children killed or seriously injured in road traffic accidents is 13 which is an increase from the 9 reported at the same period in 2012. None of these were fatalities. This is above the profiled target of 8. Interrogation of figures has been carried out and no trend in these data can be identified.
- c. The key Council Plan action behind target in this theme is through the Community Action Team, to deliver a 19 month programme of targeted interventions around environment, health and consumer protection by December 2014. As part of the annual planning process, this action has been reviewed in line with priorities and resources and a new timescale of March 2015 has been set and the action reworded to remove '19 month programme'.

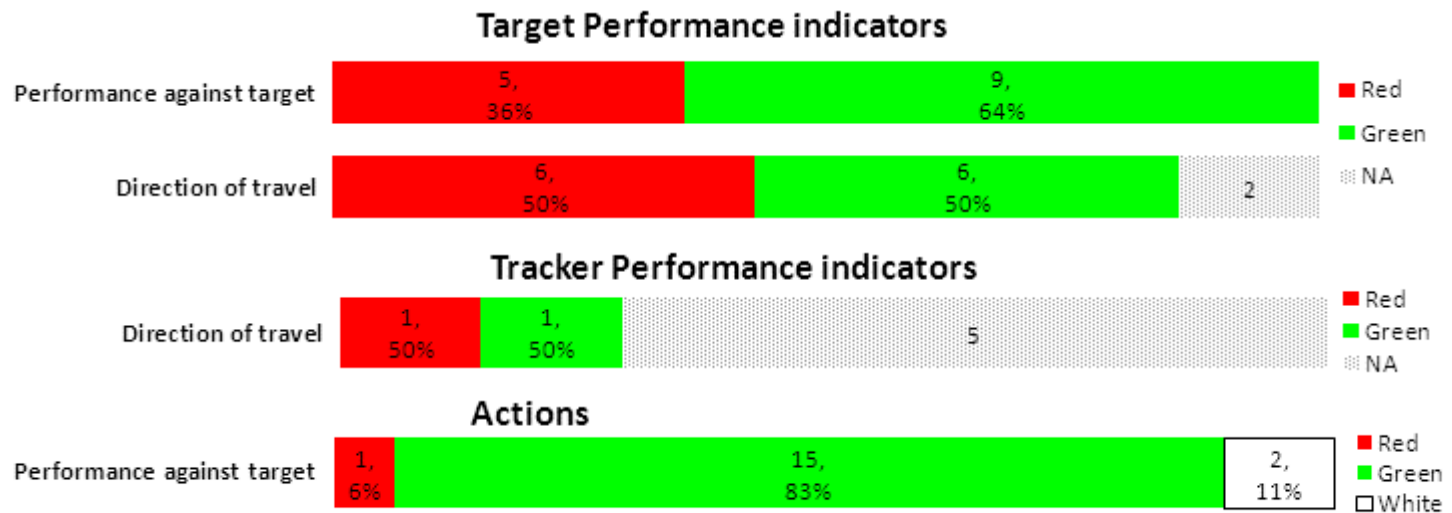
72. Tracker indicators for this priority theme (see Appendix 3, table 2) show:

- a. During the period April to September 2013 there were 12,226 crimes reported to the police. This has increased from 11,772 crimes in the same period of 2012/13 and equates to a 4% rise in overall crime. Based on these current figures, Durham Constabulary is forecasting a 7% increase in total crime by the end of the 2013/14 year. During this period there were 10,814 victim based crimes, which is a 5.2% increase (532 more victims of crime) when comparing to the same period in 2012/13. For the same period there were 5,808 stealing offences, an increase of 4.5% when comparing to 2012/13 equivalent period (5,557). Burglaries and thefts have increased and Durham Constabulary is to provide further details / a breakdown of what is being stolen to the Safe Durham Partnership Board. The increase in overall crime is being closely monitored by the Safe Durham Partnership.
- b. During April to September 2013 there were 13,517 incidents of anti-social behaviour (ASB) reported to the police. This equates to a 1.6% increase on the equivalent period in 2012/13 (13,304 incidents). The month of August, and most notably September, have reported a larger than expected fall in incidents of ASB and as a result Durham Constabulary is forecasting a 6% reduction in ASB by the end of 2013/14. The recent decrease is prominent in both ASB nuisance (2%) and ASB personal (7%) categories. However, this is not the case for ASB environmental (6% increase) which is still forecast to report higher volumes in 2013/14 than in the previous year.

- c. During the April to September period of 2013/14 there were 2346 violent crimes reported to the police, of which 34% were recorded as alcohol related (792). This is a 4 percentage point increase on the equivalent period in 2012/13. There has also been an increase in alcohol related anti- social behaviour (ASB) incidents with 2,120 reported incidents. This equates to 16% of total ASB reported to the police and is a 2 percentage point increase on the equivalent period in 2012/13. Durham Constabulary has identified that this increase is partly due to improved recording of such incidents and partly due to the good weather experienced in 2013. The Association of Chief Police Officers ran a national week of action between 16th and 22nd September which focussed on alcohol licensing and alcohol harm reduction. In Durham a number of activities were carried out including high visibility patrols in the night time economy areas; educational visits to hotels concerning stag and hen events; twitter messages and police reassurance visits to hospitals.
- d. Latest data for the rolling year October 2010 to September 2011 show that 29.7% of offenders in Durham reoffended, compared to 26.9% nationally. This figure represents a 0.6 percentage point increase on the previous year's equivalent period. The Reducing Reoffending Group (RRG) is working with the Probation and the Youth Offending Service to produce a local re-offending indicator and is holding a workshop on 14th November to focus on this. As an interim measure, Durham Constabulary provides the RRG Manager with a list of individuals committing more than 2 offences on a monthly basis highlighting date crime detected and offence type. Durham Constabulary also produces a list of the most prolific offenders, which is used with the RRG Manager to ensure that the entire cohort is being managed by police or partner agencies.

73. There are no key risks in delivering the objectives of this theme.

Altogether Greener: Overview



Council Performance

74. Key achievements this quarter include:

- a. During the 12 months ending August 2013, household recycling collected from the kerbside represented 21.8% of overall household waste collected and exceeded the 19% target this quarter. Performance has improved from 17.5% reported 12 months earlier. During the same period, household composting collected from the kerbside represented 10.4% of overall household waste collected and exceeded this quarter target of 10.1%. Performance has improved from 10.2% reported 12 months earlier.
- b. During the 12 months ending August 2013, 44.1% of household waste was re-used, recycled or composted. Performance has improved from 43.4% reported 12 months earlier and was better than the 44% target.
- c. The percentage of municipal waste landfilled for the 12 month period to August 2013 was estimated as 32.5% which had decreased from 37.8% reported at previous quarter and from 40.2% reported 12 months earlier. Performance was better than the 35% target.
- d. Good progress is being made with regard to a RED service plan action to support the improvement in condition of heritage assets at risk. The council is represented on the panel of the Auckland Castle Trust which is in the process of appointing an over-arching architectural practice. Seaham Dock Project was awarded an Outstanding Environment Award in 2013 ceremony.

75. The key performance improvement issues for this theme are:

- a. Street and environmental cleanliness has deteriorated this period with increased levels of litter and detritus. The results of the first survey relate to the period April to July 2013 and indicate that of relevant land and highways assessed as having deposits of litter, 6.83% fell below an acceptable level. Performance was better than the target of 7% but it has deteriorated from 4% reported at quarter 2 2012/13. Of relevant land and highways assessed as having deposits of detritus, 12.19% fell below an acceptable level. Performance was worse than the target of 10% and it has deteriorated from 7% reported at quarter 2 2012/13.
- b. There were 470 feed in tariff installations registered and approved during quarter 2; 469 Solar PV and 1 wind installation equating to installed capacity of 1.739MW. The quarter 2 target of 600 installations was not achieved. There has been an increase of 11.9% in renewable energy generation this quarter compared to the same period last year. The

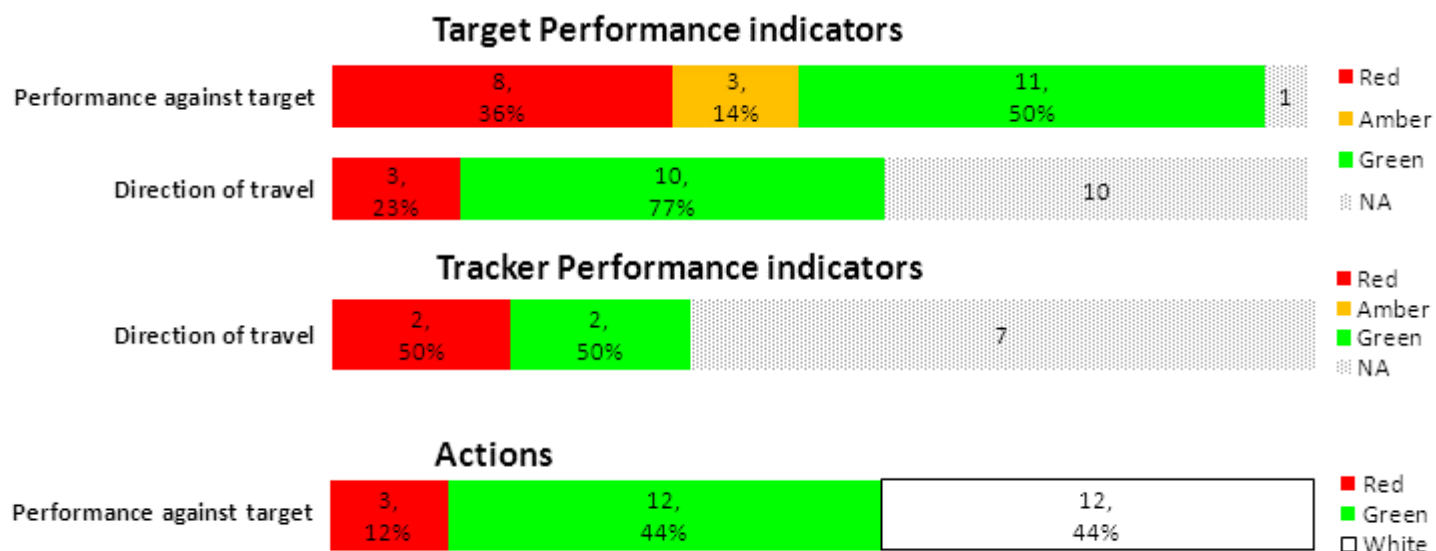
installed or installed/approved capacity within County Durham was 202.71MW in quarter 2; 170.38 MW operational and 32.223 approved.

- c. The key Council Plan action behind target is to produce a new Waste Strategy for Durham County Council by September 2013. However, due to the new waste contracts which commenced on 1st June 2013, it was considered too soon to produce a full strategy and so with the approval of Cabinet it was agreed that this should be delayed until March 2014 when the contracts had embedded and any additional outcomes or benefits could be considered and incorporated into a new strategy.

76. The key risks to successfully delivering the objectives of this theme are:

- a. *If we are unable to identify and effectively regulate contaminated land, this may impact on both public health and environmental sustainability across the county.* Management consider it possible that this risk may occur, and therefore budget has been allocated to fund the 2013/14 inspection programme.
- b. *Should the online payment collection system not be in place in time to meet demand for payment of garden waste recycling charges ahead of implementation in 2014/15, this would cause delays.* The exact ICT requirements and timescale to integrate the systems will be established by October 2013.

Altogether Better Council: Overview



Council Performance

77. Key achievements this quarter include:

- During July to September 2013, 78.1% of sundry debt owed to the council was paid within 30 days which is above the target of 73%. The advanced collection module of the Oracle system continues to be refined to ensure that all necessary action is taken promptly and efficiently.
- The average waiting time at a customer access point is 4 minutes, which is well within the 15 minutes target. Performance has improved from the previous quarter (5 minutes 6 seconds) despite footfall increasing in our Customer Access Points (CAPs) with 10,723 more customers visiting our CAPs between July to September (93,059) compared to quarter 1 (82,336) (see Appendix 4, Chart 4).
- During quarter 2, new housing benefit (HB) claims were processed in 20.23 days on average and the target of 23 days has been achieved. The year to date figure is 23.57 days and is under the annual target of 25 days. New council tax support (CTS) claims were processed in 22.11 days on average which was better than the period target of 23 days. The year to date figure is 26.54 days and this remains just outside of the annual target of 25 days. The volume of new CTS claims has fallen from 3,822 in quarter 1 to 3,389 this quarter. The volume of HB claims has fallen from 3,334 in quarter 1 to 2,962 this quarter (see Appendix 4, Chart 6).

Processing rates for changes of circumstance were affected by year end processes but have improved significantly during quarter 2. The average time taken to process change of circumstances was on average 11.74 days for HB claims and 12.68 days for CTS claims. Performance remained outside the period target of 10.7 days. A number of technological and process developments are planned and their impact upon processing will be closely monitored over the coming months. The volume of change of circumstances for CTS claims has fallen from 30,326 in quarter 1 to 27,215 this quarter. The volume of change of circumstances for HB claims has fallen from 32,574 in quarter 1 to 25,152 this quarter (see Appendix 4, Chart 7).

- Tenant rent arrears have fallen for Durham City Homes from 2.51% in quarter 2 last year to 2.24% this quarter and the target of 2.5% has been met. Arrears currently stand at £542,400. Dale and Valley Homes performance of 1.64% is well within target of 3% and it has improved from 2.03% reported last year. Arrears currently stand at £264,902. Arrears

for East Durham Homes have fallen slightly from 2.94% in quarter 2 last year to 2.89% this quarter and the target of 3% has been achieved. Arrears currently stand at £831,695.

- e. Freedom of Information requests responded to within 20 days was 85% this quarter, which met the national standard of 85% for the first time. Performance has improved from 73.4% last quarter and from 80% reported at quarter 2 last year. The volume of FOI requests was 249 this quarter and was higher than 227 reported in the previous quarter and 221 reported 12 months earlier (see Appendix 4, Chart 8).
- f. There is an action in the Resources Service Plan to increase the availability of technology across the county by developing the Digital Durham programme. In September 2013, Cabinet agreed the Digital Durham Programme's high level superfast broadband deployment plan, due to commence in April 2014 and designed to maximise geographic coverage in the most cost effective manner. Positive feedback for the Digital Durham Team and Programme resulted from MP Ed Vaizey's (Minister for Culture, Communications and Creative Industries) visit in September.

78. The key performance improvement issues for this theme are:

- a. During quarter 2, 91.3% of undisputed supplier invoices were paid within 30 days. This is slightly below the target of 92% but represents an improvement from 84.3% reported in the same quarter last year. A number of developments have been introduced or are underway to improve invoice payment processing.
- b. Carrying out and recording employee appraisals in accordance with the council's agreed policy and procedure is an ongoing area for improvement. The percentage of performance appraisals completed and recorded this quarter was 75.3%. This represents a significant increase over the quarter 1 rate of 56.53%, but well short of the 80% corporate target. Management action is being taken to deliver improvements.
- c. Sickness levels remain too high and require improvement. The number of days lost per full time equivalent (FTE) in the rolling year period has decreased from 9.35 days as at quarter 1 2013/14 to 9.31 days as at the end of quarter 2 2013/14. The number of days lost per FTE is an improvement on the 9.57 average as at the end of quarter 2 2012/13. The figure of 9.31 days is above the target of 9.05 days lost per FTE. The percentage of posts with no sickness absence recorded (excluding schools) for the period July to September 2013 was 78.31%, an improvement from quarter 1 (77.64%) and 12 months earlier (75.18%).
- d. The 2013/14 recovery cycles for the collection of council tax and business rates have been adjusted to ensure that late payers are picked up more quickly this year and that recovery action is taken in a more timely manner.

The collection rate for council tax of 55.18% during quarter 2 was 0.03 percentage points above last year's figure and 1.35 percentage points above the 2011/12 performance but is below the challenging profiled year to date target of 57%. Factoring in the increase in council tax collectable for 2013/14, the collection figure is an early indication that the changes to the recovery cycles are having a positive impact. The overall collection rate for council tax, excluding the current year, was 99% at the end of September 2013, which was above the target of 98.5%.

The collection rate for national non domestic rates (NNDR) of 60.71% during quarter 2 was 0.46 percentage points above the same point last year but was below the challenging profiled year to date target of 62%. The increased collection figure is an early indication that the changes to the recovery cycles are having a positive impact and is welcomed in light of the funding changes in 2013/14. The overall collection for NNDR, excluding the current year, was 99.2% at the end of September, which was above the target of 98.5%.

- e. Between July and September, 226,204 telephone calls were answered (88% of all calls received), this is 6,203 more than same period in quarter 1 (219,974); this is an

improvement of the abandoned call rate which was reported as 18% for the last quarter. During quarter 2, 78% of telephone calls were answered within 3 minutes and although this is slightly below the target of 80%, it is a significant improvement on quarter 1, when 62% of calls were answered within 3 minutes. The volume of telephone calls show 3.6% fewer calls received this quarter (258,047) when compared with quarter 1 (267,752) (see Appendix 4, Chart 5). Improved weather conditions this period and fewer Bank Holidays has impacted the call volumes and nature of calls received; however, there has been an increase in calls relating to pest control which require longer response times. 2,826 more emails (an increase of 27%) were received during quarter 2 (13,186) compared to quarter 1 (10,360).

- f. Key Council Plan actions behind target in this theme include:
- i. To develop a robust performance framework to capture the effectiveness of Area Action Partnerships (AAPs) by September 2013. This has been delayed until February 2014.
 - ii. To produce a Regeneration Investment Plan to maximise external funding for the council and its partners by September 2013. This has been delayed until December 2013. Initial work has been undertaken on identifying a list of projects in RED but in order to produce an Investment Plan further work is required by heads of service to refine and prioritise this schedule of projects further.
 - iii. To revise the council's Organisational Development Strategy to strengthen the approach towards workforce planning and development by September 2013. This has been delayed until January 2014 due to focus on other priorities. A revised draft Strategy is being developed.

79. The key risks to successfully delivering the objectives of this theme are:-

- a. *Government ongoing funding cuts which now extend to at least 2017/18 will continue to have an increasing major impact on all Council services.* Management consider it highly probable that this risk could occur. These forecasts have been included as far as possible in the new financial model for the MTFP. This risk will be managed and mitigated to best effect through early engagement with Cabinet, a timetable of key milestone dates, and sound financial forecasting, based on a thorough examination of the Government's red book plans.
- b. *If there was to be slippage in delivery of the agreed MTFP savings projects, this will require further savings to be made from other areas, which may result in further service reductions and job losses.* Management consider it possible that this risk could occur, which will result in a funding shortfall, damaged reputation and reduced levels of service delivery. To mitigate the risk, the implementation of the delivery plan by the Assistant Chief Executive (ACE) is closely monitored by Corporate Management Team (CMT) and Cabinet as described above. It should be recognised that this will be a significant risk for at least the next 4 years.
- c. *If we were to fail to comply with Central Government's Public Services Network (PSN) Code of Connection criteria, this would put some of our core business processes, such as revenues and benefits, at risk.* Management consider it probable that this risk will occur. In May 2013, an ICT health check was carried out and a number of recommendations were made to bring the council to a position of compliance. Failure to be compliant can result in the council being disconnected from the PSN, resulting in loss of access to key systems and services.
- d. *Potential restitution of search fee income going back to 2005.* Management consider it highly probable that the risk will occur as a firm of solicitors has taken action against all councils across England and Wales to recover the alleged land charge fees overpayment.

The mitigation of this risk is dependent upon the outcome of the negotiations and litigation currently being defended by lawyers instructed in group litigation.

- e. *If local authority schools and other local authority services choose not to take council services, together with the loss of community buildings both technical and building services could see a loss of business.* Management consider it probable that this risk will occur, and a draft booklet will be produced to promote Building Services ready for distribution throughout council services by the end of 2013.

Conclusions

80. The majority of council services continue to show improvement despite the challenging environment of a depressed economy, reduced resources, welfare reform, rising demand and significant deprivation.
81. The effects of the government's welfare reforms and a dormant economy are starting to be felt in terms of increased demand for key services and through performance issues such as increased crime levels. The council needs to work closely with partners to identify any interventions and additional support that can be provided to protect the most vulnerable in our communities.
82. A small number of Council Plan actions need to be amended or deleted to reflect current circumstances.
83. This quarterly report has highlighted a number of performance issues which require further investigation or intervention.

Recommendations and reasons

84. Overview and Scrutiny Management Board is recommended to:
 - a. Note the performance of the council at quarter 2 and the actions to remedy under performance.
 - b. Note all changes to the Council Plan outlined below:

Altogether Wealthier

- i. Completion of a Regeneration Framework for Durham City by July 2013. Revised date: April 2014.
- ii. Deliver a programme of transport capital works across the county, including Bishop Auckland rail station by September 2013. Revised date: November 2013.
- iii. Develop sustainable travel plans for the key employment sites across County Durham including improved transport links to the Hitachi site at Newton Aycliffe by September 2013. Revised date: March 2014.

Altogether Better for Children and Young People

- iv. Develop the council's Fixed Play Strategy by September 2013. Revised date: June 2014.

Altogether Safer

- v. Review and enhance the council's current emergency planning framework and plans to improve resilience by December 2013. Revised date: February 2014.
- vi. Through the Community Action Team, deliver a 19 month programme of targeted interventions around environment, health and consumer protection by December 2014. Revised date: March 2015.

Altogether Greener

- vii. Produce a new Waste Strategy for Durham County Council by September 2013. Revised date: April 2014.

Altogether Better Council

- viii. Develop a robust performance framework to capture the effectiveness of AAPs by September 2013. Revised dated: February 2014.
- ix. Implementation of a community buildings strategy by May 2014. Revised date: June 2014.
- x. Produce a Regeneration Investment Plan to maximise external funding for the council and its partners by September 2013. Revised date: December 2013.
- xi. Revise the council's Organisational Development Strategy to strengthen the approach towards workforce planning and development - September 2013. Revised date: January 2014.

Amended Actions

Altogether Healthier

- xii. The action 'Work with Clinical Commissioning Groups to ensure universal access to the Health Check Programme in County Durham by increasing the uptake of health checks from community providers' has been amended to 'Increase the proportion of people on practice registers with an estimated risk 20% or more of developing CVD in the next 10 years having an NHS health check and risk management plan'. The timescale remains the same.

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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/Public Sector Equality Duty

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 Issues

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.

Performance Indicators:

Direction of travel

Latest reported data have improved from comparable period

GREEN

Latest reported data remain in line with comparable period

AMBER

Latest reported data have 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	Apprenticeships started through Durham County Council funded schemes	71	Apr - Sept 2013	64	Not comparable [2]	89	Not comparable [1]			
2	Percentage achievement rate of all enrolments on adult learning courses	92	2012/13 ac yr	92.0	GREEN	96.5	RED	91.7 GREEN		2010/11 ac yr
3	Number of affordable homes delivered	78	Jul - Sept 2013	87	RED	71	GREEN			
4	Number of private sector properties improved as a direct consequence of local authority intervention	459	Apr - Sept 2013	357	GREEN	677	RED			
5	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 intervention.	52	Apr - Sept 2013	33	GREEN	27	GREEN			
6	Proportion of Dale and Valley Homes properties currently not meeting decency criteria	14.8	As at Sept 2013	0	Not comparable [2]	1.9	RED	36.4 Not comparable	4.4** Not comparable	2011/12
Page 47	Proportion of Durham City Homes properties currently not meeting decency criteria	7.0	As at Sept 2013	0	Not comparable [2]	7.0	AMBER	36.4 Not comparable	4.4** Not comparable	2011/12

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	Proportion of East Durham Homes properties currently not meeting decency criteria	31.9	As at Sept 2013	25.0	RED	51.0	GREEN	36.4 Not comparable	4.4** Not comparable	2011/12
9	Percentage of council owned factories and business support centre floorspace that is occupied	75	As at Sept 2013	75.0	GREEN	74.0	GREEN			
10	Percentage of major planning applications determined within 13 weeks	67.4	Jul - Sept 2013	71.0	RED	63.2	GREEN	57.0 GREEN	70** RED	Apr - Jun 2013
11	Overall proportion of planning applications determined within deadline	88.5	Jul - Sept 2013	85.0	GREEN	79.8	GREEN			
Altogether Better for Children and Young People										
12	Looked after children achieving 5 A*-C GCSEs (or equivalent) at KS 4 (including English and maths) (%)	19.4	2012/13 ac yr	25.0	RED	17.4	GREEN	14.6 Not comparable	17.1* Not comparable	2011/12 ac yr
13	Percentage of 16-18 year olds whose status is 'not known'	55.0	As at Sept 2013	Not set	NA	Not comparable	Not comparable [1]			
14	Achievement of 5 or more A*-C grades at GCSE or equivalent including English and Maths (%)	62.9	2012/13 ac yr	63.0	AMBER	62.5	GREEN	60.1 Not comparable	58** Not comparable	2012/13 ac yr
15	Percentage of pupils on Level 3 programmes in community secondary schools achieving 2 A levels at grade A*-E or equivalent	98.7	2012/13 ac yr	98.1	GREEN	99.1	RED	97.3 Not comparable	98.2** Not comparable	2012/13 ac yr
16	Achievement gap between pupils eligible for free school meals and their peers (Key Stage 2) (% pts)	21.0	2012/13 ac yr	19.7	RED	20.0	Not comparable [1]	17	17**	2011/12 ac yr
								Not comparable	Not comparable	

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
17	Achievement gap between pupils eligible for free school meals and their peers (Key Stage 4) (% pts)	30.5	2012/13 ac yr	30.0	AMBER	30.3	RED	26.4 Not comparable	31.6** Not comparable	2011/12 ac yr
18	Percentage of mothers smoking at time of delivery	19.9	2012/13	Not set for 2012/13	NA	21.3	GREEN	12.7 RED	19.7* RED	2012/13
19	First time entrants to the Youth Justice System aged 10 - 17 (per 100,000 population of 10-17 year olds) (Also in Altogether Safer)	253	Apr - Sept 2013	373	GREEN	294	GREEN	712 Not comparable	738** Not comparable	2011/12
20	Percentage of Children In Need (CIN) referrals occurring within 12 months of previous referral	30.6	Apr - Sept 2013	21.0	RED	22.4	RED	26.1 RED	21.6** RED	2011/12
21	Children becoming the subject of a Child Protection Plan for a second or subsequent time (%)	13.6	Apr - Sept 2013	15.0	GREEN	19.2	GREEN	13.8 GREEN	13.2** RED	2011/12
22	Percentage of looked after children cases which were reviewed within required timescales	97.8	Apr - Sept 2013	97.6	GREEN	98.7	RED	90.5 GREEN	93.7** GREEN	2009/10
23	Percentage of child protection cases which were reviewed within required timescales	95.5	Apr - Sept 2013	100.0	RED	94.6	GREEN	96.7 RED	97.4** RED	2011/12
24	Parent/carer satisfaction with the help they received from Children and Young People's Services	72.0	Apr - Sept 2013	72	GREEN	72.80	RED			
25	Percentage of successful interventions via the Think Family Programme	38.9	Apr 12 - Jun 13	12.5	GREEN	NA	NA	7.1 GREEN		Jan 2013

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
26	Percentage of children in the Early Years Foundation Stage meeting or exceeding expected levels of development in the prime areas of learning	41.70	2012/13 ac yr	not set for 2012/13	NA	NA	NA			
Altogether Healthier										
27	Four week smoking quitters per 100,000	257	Apr - Jun 2013	286	RED	285	RED	944 Not comparable	1318* Not comparable	2011/12
28	Percentage of eligible people who receive an NHS health check	2.4	Apr - Jun 2013	5.0	RED	0.8	GREEN	8.1 RED		2012/13
29	Percentage of people eligible for bowel cancer screening who were screened adequately within a specified period (new definition under development)	No Data recorded	NA	NA	NA	NA	NA			
30	Percentage of women eligible for cervical screening who were screened adequately within a specified period	81.1	As at Mar 2013	80.0	GREEN	81.1	AMBER	75.3 GREEN	79.5* GREEN	2012/13
31	Under 75 all cause mortality rate per 100,000 population	302.0	2010	Not set for 2010	NA	320.6	GREEN	272.8 RED	309.74* GREEN	2010
32	Under 75 mortality rate from cardiovascular diseases (including heart disease and stroke) per 100,000 population	70.3	2009-11	Not set for 2009-11	NA	New indicator	NA	60.9 RED		2009-11
33	Under 75 mortality rate from cancer per 100,000 population	119.2	2009-11	Not set for 2009-11	NA	New indicator	NA	108.1 RED		2009-11
34	Under 75 mortality rate from liver disease per 100,000 population	17.9	2009-11	Not set for 2009-11	NA	New indicator	NA	14.4 RED		2009-11

Ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
35	Under 75 mortality rate from respiratory disease per 100,000 population	28.5	2009-11	Not set for 2009-11	NA	New indicator	NA	23.4 RED		2009-11
36	Percentage of women eligible for breast screening who were screened adequately within a specified period	79.3	2012	Not set for 2012	NA	79.7	RED	76.8 GREEN	78.6* GREEN	2012
37	Percentage of exits from alcohol treatment (Community Alcohol Service) that are planned discharges (Also in Altogether Safer)	73	Apr 2012 - Mar 2013	64	GREEN	64	GREEN	68 GREEN		Apr 2012 - Mar 2013
38	Percentage of successful completions of those in alcohol treatment (Also in Altogether Safer)	38	Jan - Dec 2012	36	GREEN	No Data	NA			
39	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Safer)	7	Jan - Dec 2012	11	RED	New indicator	NA	8 RED		Jan - Dec 2012
40	Percentage of successful completions of those in drug treatment - non-opiates (Also in Altogether Safer)	36	Jan - Dec 2012	48	RED	New indicator	NA	40 RED		Jan - Dec 2012
41	Number of adult community health checks / appraisals completed	1866	Apr-Sept 2013	1250	GREEN	2154	RED			
Page 51	Adults aged 65+ per 1,000 population admitted on a permanent basis in the year to residential or nursing care	340.6	Apr - Sept 2013	472	GREEN	391.3	GREEN	709	759**	2012/13 (provisional)
								Not comparable	Not comparable	

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
43	Proportion of people using social care who receive self-directed support, and those receiving direct payments	59.5	As at 30 Sept 2013	55.0	GREEN	53.1	GREEN	55.6 GREEN	52.6** GREEN	2012/13 (provisional)
44	Percentage of service users reporting that the help and support they receive has made their quality of life better	94.3	Apr - Sept 2013	92.0	GREEN	96.2	RED	88.2 GREEN		Apr 2011 - Mar 2012
45	Proportion of older people who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services	88.5	Jan - Jun 2013	85.0	GREEN	88.4	GREEN	81.5 GREEN	84.8** GREEN	2012/13 (provisional)
46	Percentage of people who have no ongoing care needs following completion of provision of a reablement package	62.0	Apr - Sept 2013	55.0	GREEN	61.8	GREEN		60.2* GREEN	Q2 2012-13
47	Percentage of adults receiving secondary mental health services known to be in settled accommodation	88.9	Oct 2012 - Sept 2013	85.0	GREEN	88.23	GREEN	59.3 GREEN	57.4** GREEN	2012/13 (provisional)
48	Patient experience of community mental health services (scored on a scale of 0-100)	88.4	2012	Not set for 2012/13	NA	87.3	GREEN	86.6 GREEN		2012
Altogether Safer										
49	Repeat incidents of domestic abuse (referrals to Multi-Agency Risk Assessment Conferences (MARAC))	7.8	Apr - Sept 2013	25.0	GREEN	10.5	GREEN	24 GREEN	27* GREEN	Jul 2012 - Jun 2013
50	Percentage of adult safeguarding investigations completed within 28 days	77.0	Apr - Sept 2013	75.0	GREEN	81.6	RED			

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
51	Proportion of people who use adult social care services who say that those services have made them feel safe and secure	91.1	Apr - Sept 2013	75.0	GREEN	New indicator	NA	77.9 GREEN	79.4* GREEN	2012/13 (provisional)
52	Percentage reduction in detected crimes for offenders in the Integrated Offender Management (IOM) cohort	43	Jul - Sept 2013	40	GREEN	52	RED			
53	First time entrants to the Youth Justice System aged 10 - 17 (per 100,000 population of 10-17 year olds) (Also in Altogether better for Children & Young People)	253	Apr - Sept 2013	373	GREEN	294	GREEN	712 Not comparable	738**	2011/12
54	Percentage of exits from alcohol treatment (Community Alcohol Service) that are planned discharges (Also in Altogether Healthier)	73	Apr 2012 - Mar 2013	64	GREEN	64	GREEN	68 GREEN		Apr 2012 - Mar 2013
55	Percentage of successful completions of those in alcohol treatment (Also in Altogether Healthier)	38	Jan - Dec 2012	36	GREEN	No Data	NA			
56	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Healthier)	7	Jan - Dec 2012	11	RED	New indicator	NA	8 RED		Jan - Dec 2012
57	Percentage of successful completions of those in drug treatment - non-opiates (Also in Altogether Healthier)	36	Jan - Dec 2012	48	RED	New indicator	NA	40 RED		Jan - Dec 2012
58	Building resilience to terrorism (self assessment)	3	Apr 2012 - Mar 2013	3	GREEN	3	AMBER	2.34 GREEN	2.88** GREEN	2009/10

Page 54	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
59	Number of people killed or seriously injured in road traffic accidents	91	Jan - Jun 2013	93	GREEN	95	GREEN			
	Number of fatalities	14								
	Number of seriously injured	77								
60	Number of children killed or seriously injured in road traffic accidents	13	Jan - Jun 2013	8	RED	9	RED			
	Number of fatalities	0								
	Number of seriously injured	13								
Altogether Greener										
61	Reduction in CO ₂ emissions from local authority operations	5.5	2012/13	9	RED	6.3	RED			
62	The number of properties occupied by owner occupiers made energy efficient (SAP rating increase from below 35 to 65 or more) as a direct consequence of local authority assistance	5356	Apr 2012 - Mar 2013	2500	GREEN	2,134	GREEN			
63	Number of registered and approved Feed In Tariff (FIT) installations	470	Apr - Sept 2013	600	RED	659	RED			
64	Value of bids to Environment Agency for Local Levy Scheme	Reported at Q4	NA	0	GREEN	New Indicator	NA			
65	Percentage of relevant land and highways assessed (LEQSPRO survey) as having deposits of litter that fall below an acceptable level	6.83	Apr-Jul 2013	7	GREEN	4	RED	11 GREEN		2011/12

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
66	Percentage of relevant land and highways assessed (LEQSPRO survey) as having deposits of detritus that fall below an acceptable level	12.19	Apr-Jul 2013	10	RED	7	RED	11 RED		2011/12
67	Percentage of the 378 local sites (geological and wildlife) that have an up to date management plan in place	18.3	Apr 2012 - Mar 2013	18.3	GREEN	16.9	GREEN			
68	Area of council owned woodland brought into positive management	Reported Q4	NA	50	GREEN	New indicator	NA			
69	Percentage of the 94 conservation areas in the county that have an up to date character appraisal.	34	As at Sept 2013	37	RED	35	RED			
70	Number of additional heritage assets that are open for Heritage Open Days	20	Apr 2012- Mar 2013	30	RED	34	RED			
71	Percentage of household waste that is re-used, recycled or composted	44.1	Sept 12 - Aug 13	44.0	GREEN	43.4	GREEN	43.6 GREEN	37.9* GREEN	Jan - Dec 2012
72	Percentage of household waste collected from the kerbside - recycling	21.8	Sep 12 - Aug 13	19.0	GREEN	18	GREEN			
73	Percentage of household waste collected from the kerbside - composting	10.4	Sept 12 - Aug 13	10.1	GREEN	10.2	GREEN			
74	Percentage of municipal waste landfilled	32.5	Sept 12 - Aug 13	35.0	GREEN	40.2	GREEN	34.3 GREEN	32.8* GREEN	Jan - Dec 2012

Ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Better Council										
75	Percentage of calls answered within 3 minutes	78	Jul - Sept 2013	80	RED	New Indicator	NA			
76	Average waiting time at a customer access point (mins:secs)	04:00	Jul - Sept 2013	15:00	GREEN	06:40	GREEN			
77	Percentage all ICT Service Desk incidents resolved on time	90	Jul -Sept 2013	90	GREEN	95	RED			
78	Average time taken to process new housing benefit claims (days)	20.23	Jul - Sept 2013	23.0	GREEN	New Indicator	NA	32 GREEN	25 GREEN	Jan - Mar 2013
79	Average time taken to process new council tax support claims (days)	22.11	Jul - Sept 2013	23.0	GREEN	New Indicator	NA	33 GREEN	27 GREEN	Jan - Mar 2013
80	Average time taken to process change of circumstances for housing benefit support claims (days)	11.74	Jul - Sept 2013	10.7	RED	New Indicator	NA	14 GREEN	9 RED	Jan - Mar 2013
81	Average time taken to process change of circumstances for council tax support claims (days)	12.68	Jul - Sept 2013	10.7	RED	New Indicator	NA	16 GREEN	12 RED	Jan - Dec 13
82	Percentage of council tax recovered for all years excluding the current year	99	As at Sept 2013	98.5	GREEN	NA	NA			
83	Percentage of National Non Domestic Rates (NDR) recovered for all years excluding the current year	99.2	As at Sept 2013	98.5	GREEN	NA	NA			
84	Savings delivered against the MTFP (£m)	15.7	As at Sept 2013	20.9	<u>Not comparable</u> [2]	NA	NA	1000 RED		

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
85	Percentage of council tax collected in-year	55.18	Apr-Sept 2013	57.0	RED	55.15	RED	97.4 Not comparable	96.7* Not comparable	2012/13
86	Percentage of National Non Domestic Rates (NNDR) collected in-year	60.71	Apr-Sept 2013	62.0	RED	60.25	GREEN	97.7 Not comparable	96.7* Not comparable	2012/13
87	Percentage of accounts paid to the council within 30 days (debtors)	78.1	Jul-Sept 2013	73.0	GREEN	73.21	GREEN			
88	Income generated from council owned business space (£)	1,270,980	Apr - Sept 2013	1,295,000	AMBER	1,439,000	RED			
89	Percentage of local authority tenants satisfied with landlord services (all three providers)	86	As at Apr 2013	87	AMBER	New indicator	NA			
90	Current tenant arrears as a percentage of the annual rent debit - Dale & Valley Homes	1.64	As at Sept 2013	3.0	GREEN	2.03	GREEN			
91	Current tenant arrears as a percentage of the annual rent debit - Durham City Homes	2.24	as at Sept 2013	2.5	GREEN	2.51	GREEN			
92	Current tenant arrears as a percentage of the annual rent debit - East Durham Homes	2.89	As at Sept 2013	3	GREEN	2.94	GREEN			
93	Average asset rating of Display Energy Certificates (DECs) in county council buildings	98.9	As at Sept 2013	96.0	RED	98.4	RED			
Page 57	Percentage of Freedom of Information (FOI) requests responded to within statutory deadlines	85	Jul - Sept 2013	85	GREEN	80	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
95	Percentage of undisputed invoices paid within 30 days to our suppliers	91.3	Jul - Sept 2013	92	AMBER	84.3	GREEN			
96	Percentage of performance appraisals completed	75.3	Oct 12 - Sept 13	80.0	RED	Not available	NA			
97	Days / shifts lost to sickness absence – all services including school staff	9.31	Oct 12 - Sept 13	9.05	RED	9.57	GREEN			

[\[1\] Due to changes to the indicator, previous year's data is not comparable](#)

[\[2\] Annual target](#)

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										
98	Number of the top retailers represented in Durham City	13	As at Sept 13	13	AMBER	15	RED			
99	Percentage of households within County Durham that can access Durham City market place by 8.30am, using public transport with a total journey time of 1 hour, including walking time	73.58	As at Sept 2013	73.58	AMBER	78.71	RED			
100	Number of visitors to the main tourist attractions in Durham City.	298,698	Jul - Sept 2013	99,687	<u>Not comparable</u> [3]	121,626	GREEN			
101	Number of passenger journeys recorded by the operator of the 3 Durham City Park and Ride sites	325,457	Jul - Sept 2013	258,786	GREEN	276,843	GREEN			
102	Number of all new homes completed in Durham City	11	Jul - Sept 2013	14	RED	8	GREEN			
103	All homes completed in and near all major settlements, as defined in the County Durham Plan, as a proportion of total completions	69.09	Jul - Sept 2013	43.10	GREEN	60.22	GREEN			
104	Proportion of properties within the county that are within council tax band D and above as provided by the District Valuation Office	14.86	As at Sept 2013	14.83	GREEN	14.74	GREEN			

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
105	Total number of planning applications received against all categories	762	Jul - Sept 2013	798	RED	734	GREEN			
106	Total number of major planning applications received	43	Jul - Sept 2013	39	GREEN	19	GREEN			
107	Number of apprenticeships started by young people resident in County Durham as recorded by the National Apprenticeship Service	1,659	2011/12 ac yr	1,951	RED	1,951	RED			
108	Proportion of the working age population defined as in employment	67.1	Jul 2012 - Jun 2013	65.8	GREEN	65.7	GREEN	72.8 RED	66* GREEN	Jul 2012 - Jun 2013
109	Number of Jobseeker's Allowance (JSA) claimants aged 18-24	4,255	As at 12 Sept 2013	4,435	GREEN	5,465	GREEN			
110	Proportion of all Jobseeker's Allowance (JSA) claimants that have claimed for one year or more	36.12	As at 12 Sept 2013	34.54	RED	29.10	RED	26.80 RED	35.9* RED	As at Aug 2013
111	Percentage of children in low income families (quarterly proxy measure) (Also in Altogether Better for Children and Young People)	24.7	As at Feb 2013	24.6	RED	24.7	AMBER	19.8 RED	25.7* GREEN	As at Feb 2013
112	Percentage of children in low income families (national annual measure) (Also in Altogether Better for Children and Young People)	23.0	2011	23.0	AMBER	23.0	AMBER	20.6 RED	24.5* GREEN	2011

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	Proportion of the working age population currently not in work who want a job	15.49	Jul 2012 - Jun 2013	16.40	GREEN	15.79	GREEN	11.51 RED	14.04* RED	Jul 2012 - Jun 2013
114	Proportion of the working age population who are qualified to NVQ Level 3 or equivalent	47.4	2012	46.5	GREEN	46.5	GREEN	56.9 RED	50.9* RED	2012
115	Number of net homes completed	165	Jul - Sept 2013	290	RED	181	RED			
116	Total number of those registered on the Durham Key Options system who have been rehoused (includes existing tenants and new tenants)	1,224	Jul - Sept 2013	1,088	GREEN	1,063	GREEN			
117	Number of preventions as a proportion of the total number of housing solutions presentations	24.57	Jul - Sept 2013	20.93	GREEN	17.50	GREEN			
118	Number of statutory homeless applications as a proportion of the total number of housing solutions presentations	15.17	Jul - Sept 2013	14.35	RED	18.50	GREEN			
119	Number of homeless acceptances (of a statutory duty) as a proportion of the total number of housing solutions presentations	3.83	Jul - Sept 2013	3.36	RED	6.50	GREEN			
120	Total number of housing solutions presentations	1,437	Jul - Sept 2013	1,519	GREEN	1,701	GREEN			

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
121	Number of passenger journeys made by concessionary bus pass holders	2,567,198	Jul - Sept 2013	2,350,000	GREEN	2,547,680	GREEN			
122	Number of passenger journeys made on the Link2 service	8,425	Jul - Sept 2013	8,183	GREEN	8,180	GREEN			
123	Number of trips made using council funded community transport	11,515	Jun - Sept 2013	12,906	RED	43,766	Not comparable [4]			
124	Number of local passenger journeys on the bus network	6,090,735	Jul - Sept 2013	5,884,111	GREEN	5,953,212	GREEN			
125	Number of visitors to the main attractions in County Durham	1,665,324	Jul - Sept 2013	1,326,220	Not comparable [3]	1,433,272	GREEN			
126	Number of tourism businesses actively engaged with Visit County Durham	Not reported	Not reported	89	Not comparable [3]	47	GREEN			
127	Businesses engaged with/assisted (all sectors)	102	Jul - Sept 2013	296	RED	112	RED			
128	Number of new business start-ups as a result of receiving business assistance	11	Apr - Jun 2013	6	Not comparable [7]	NA	NA			
Altogether Better for Children and Young People										
129	16 to 18 year olds who are not in education, employment or training (NEET) (%)	10.4	Nov 2012 - Jan 2013	7.5	RED	7.5	RED	5.6 RED	7.3** RED	Mar 2013

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
130	16 to 18 year olds who are not in education, employment or training (NEET) - comparison against corresponding quarter of previous year (%)	14.9	Jul - Sept 2013	8.7	Not comparable [4]	Not comparable	Not comparable [4]			
131	Percentage of children in reception with height and weight recorded who have excess weight	23.6	2011/12 ac yr	22.9	RED	22.9	RED	22.6 RED	22.9** RED	2011/12 ac yr
132	Percentage of children in year 6 with height and weight recorded who have excess weight	38.4	2011/12 ac yr	36	RED	36.0	RED	33.9 RED	35.2** RED	2011/12 ac yr
133	Under 18 conception rate per 1,000 girls aged 15-17	34.3	Apr - Jun 2012	41.8	GREEN	35.5	GREEN	28.4 RED	39.1** GREEN	Jan - Dec 2011
134	Under 16 conception rate per 1,000 girls aged 13 - 15	7.7	Jan - Dec 2011	10.8	GREEN	10.8	GREEN	6.1 RED	8.7** GREEN	Jan - Dec 2011
135	Rate of proven re-offending by young offenders	0.37	Apr - Jun 2013	1.29	Not comparable [5]	0.27	RED			
136	Emotional and behavioural health of Looked After Children	16.1	Apr 2012 - Mar 2013	15.9	GREEN	15.9	GREEN	13.8 GREEN	13.5** GREEN	2011/12
137	Rate of Looked After Children per 10,000 population	61.9	As at 30 Sept 2013	62.3	GREEN	65.0	GREEN	60.0 RED	81** GREEN	As at Mar 2013
138	Prevalence of breastfeeding at 6-8 weeks from birth	26.4	Jul - Sept 2013	28.5	RED	28.6	RED	47.2 RED	31.2* RED	Jan - Mar 2013

Page 64	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
139	Percentage of children in low income families (quarterly proxy measure) (Also in Altogether Wealthier)	24.7	As at Feb 2013	24.6	RED	24.7	AMBER	19.8 RED	25.7* GREEN	As at Feb 2013
140	Percentage of children in low income families (national annual measure) (Also in Altogether Wealthier)	23.0	2011	23.0	AMBER	23.0	AMBER	20.6 RED	24.5* GREEN	2011
Altogether Healthier										
141	Male life expectancy at birth (years)	77.5	2009-11	77	GREEN	77	GREEN	78.9 RED	77.5* AMBER	2009-11
142	Female life expectancy at birth (years)	81.4	2009-11	81	GREEN	81	GREEN	82.9 RED	81.5* RED	2009-11
143	Percentage of the adult population participating in at least 30 minutes sport and active recreation of at least moderate intensity on at least 3 days a week	24.3	Apr 11 - Apr 13	24.0	GREEN	20.3	GREEN	22.6 GREEN	22.1* GREEN	Jan - Dec 2012
144	Excess winter deaths (3 year pooled)	18.1	2008-11	19.8	GREEN	19.8	GREEN	19.1 GREEN	16.7* RED	2008-11
145	Delayed transfers of care from hospital per 100,000 population	10.3	Apr - Aug 2013	8.7	RED	10.7	GREEN	9.5 RED	7.6* RED	2012/13 (provisional)
146	Delayed transfers of care from hospital, which are attributable to adult social care, per 100,000 population	0.9	Apr - Aug 2013	0.9	AMBER	1.8	GREEN	3.3 GREEN	2.2* GREEN	2012/13 (provisional)
147	Suicide rate per 100,000 population (Also in Altogether Safer)	11.4	2009-11	New indicator	NA	New indicator	NA	7.9 RED	9.3* RED	2009-11

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 Safer										
148	Recorded level of victim based crimes	10,814	Apr - Sept 2013	4,985	Not comparable [5]	10,282	RED			
149	Perceptions that the police and local council are dealing with concerns of ASB and crime	59.5	Apr 2012 - Mar 2013	59.0	GREEN	58.9	GREEN		55.3**	Apr 2012 - Mar 2013
150	Overall crime rate (per 1,000 population)	23.8	Apr - Sept 2013	11.2	Not comparable [5]	23.0	RED	71 Not comparable		Apr 2011 - Mar 2012
151	Perceptions of anti-social behaviour	43.7	Apr - Jun 2013	37.7	RED	New indicator	NA			
152	Number of serious or major crimes	369	Apr - Sept 2013	88	Not comparable [5]	217	RED			
153	Number of police reported incidents of anti-social behaviour	13,517	Apr - Sept 2013	6,343	Not comparable [5]	13,304	RED			
154	Number of reported crimes categorised as stealing	5,808	Apr - Sept 2013	2,751	Not comparable [5]	5,557	RED			
155	Number of adult safeguarding referrals fully or partially substantiated	99	Apr - Sept 2013	40	RED	New indicator	NA			
156	Proportion of offenders who re-offend in a 12-month period	29.7	Oct 2010 - Sept 2011	29.5	RED	29.1	RED	26.9 RED		Jul 2010 - Jun 2011
157	Percentage of alcohol related anti-social behaviour incidents	16	Apr - Sept 2013	15.1	RED	13.9	RED			

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
158	Percentage of alcohol related violent crime	34	Apr - Sept 2013	35	GREEN	30	RED			
159	Percentage of families where a successful intervention for crime/anti-social behaviour is achieved	22.8	Apr 2012 - Jun 2013	Reported Q2	NA	New indicator	NA			
160	Suicide rate per 100,000 population (Also in Altogether Healthier)	11.4	2009-11	New indicator	NA	New indicator	NA	7.9 RED	9.3* RED	2009-11
161	Number of hate incidents	144	Apr - Sept 2013	69	Not comparable [5]	129	RED			
Altogether Greener										
162	Reduction in CO ₂ emissions in County Durham by 40% by 2020	41.2	As at Dec 2011	25.1	GREEN	25.1	GREEN	6 GREEN	18* GREEN	2009
163	Renewable energy generation -MwE installed or installed/ approved capacity within County Durham	202.71	As at Sept 2013	200.99	Not comparable [6]	181.16	Not comparable			
164	Number of fly-tipping incidents reported	7,242	Oct 12 - Sept 13	6,655	RED	6,875	RED			
165	Percentage of fly tipping incidents that have been investigated	92	Jul - Sept 13	78	GREEN	New Indicator	NA			
166	Number of prosecutions by Durham County Council in response to fly tipping	1	Jul - Sept 13	New Indicator	NA	New Indicator	NA			

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
167	Net change in the number of sites on the Heritage at Risk Register	Data due Q3	2012/13	0	NA	0	NA			
168	Net change in the number of sites at 'high risk' on previous years Heritage at Risk register	Data due Q3	2012	0	NA	0	NA			
Altogether Better Council										
169	Staff aged under 25 as percentage of headcount	5.55	As at Sept 2013	5.47	NA	4.55	NA			
170	Staff aged over 50 as a percentage of headcount	36.84	As at Sept 2013	36.41	NA	36.86	NA			
171	Women in the top 5 per cent of earners	51.53	As at Sept 2013	51.60	NA	50.49	NA			
172	BME as a percentage of headcount	1.4	As at Sept 2013	1.41	NA	0.96	NA			
173	Staff with disability (DDA definition) as a percentage of headcount	2.93	As at Sept 2013	2.94	NA	3.07	NA			
174	Percentage of abandoned calls	12	Jul - Sept 2013	18	GREEN	9	RED			
175	Percentage of calls answered within 1 minute	60	Jul - Sept 2013	46	GREEN	77	RED			
176	Staff - total headcount (ONS return)	17,533	As at Sept 2013	17,546	NA	18,159	NA			

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
177	Staff - total full time equivalent (FTE) (ONS return)	14,198	As at Sept 2013	14,164	NA	14,682	NA			
178	Number of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) incidents reported to the Health and Safety Executive (HSE)	27	Apr - Sept 2013	15	Not comparable [5]	36	GREEN			
179	Percentage of posts with no absence (excluding SCHOOLS)	78.31	Jul - Sept 2013	77.64	GREEN	75.18	GREEN			

[\[3\] Due to seasonal changes, data is not comparable with the previous quarter](#)

[\[4\] Due to changes to the indicator, previous year's data is not comparable](#)

[\[5\] This data is cumulative and the figure is based on 12 months data for the year end so comparisons are not applicable.](#)

[\[6\] This data is cumulative year on year](#)

[\[7\] This is a new indicator and the data is cumulative](#)

- - - - -
- - - - -

Chart 1 – Planning applications

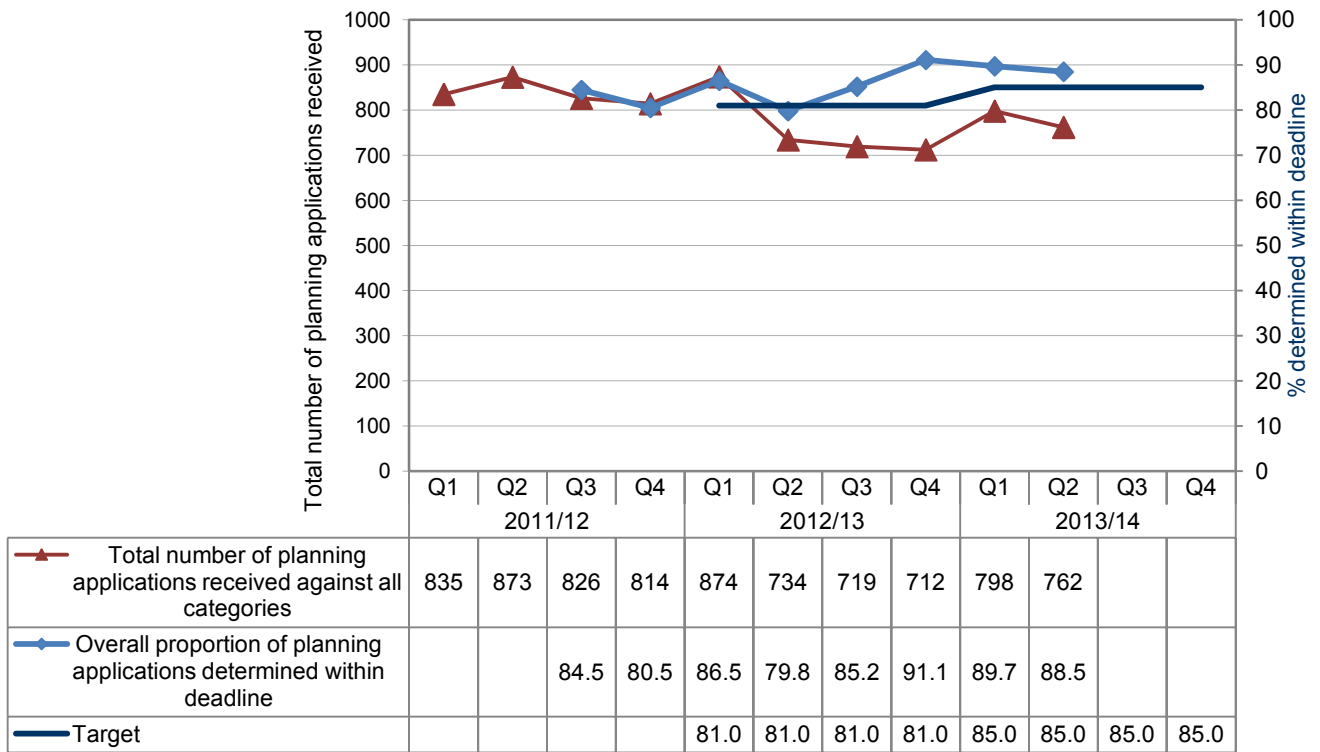


Chart 2 – Durham Key Options - total number of those registered on the Durham Key Options system who have been rehoused (includes existing tenants and new tenants)

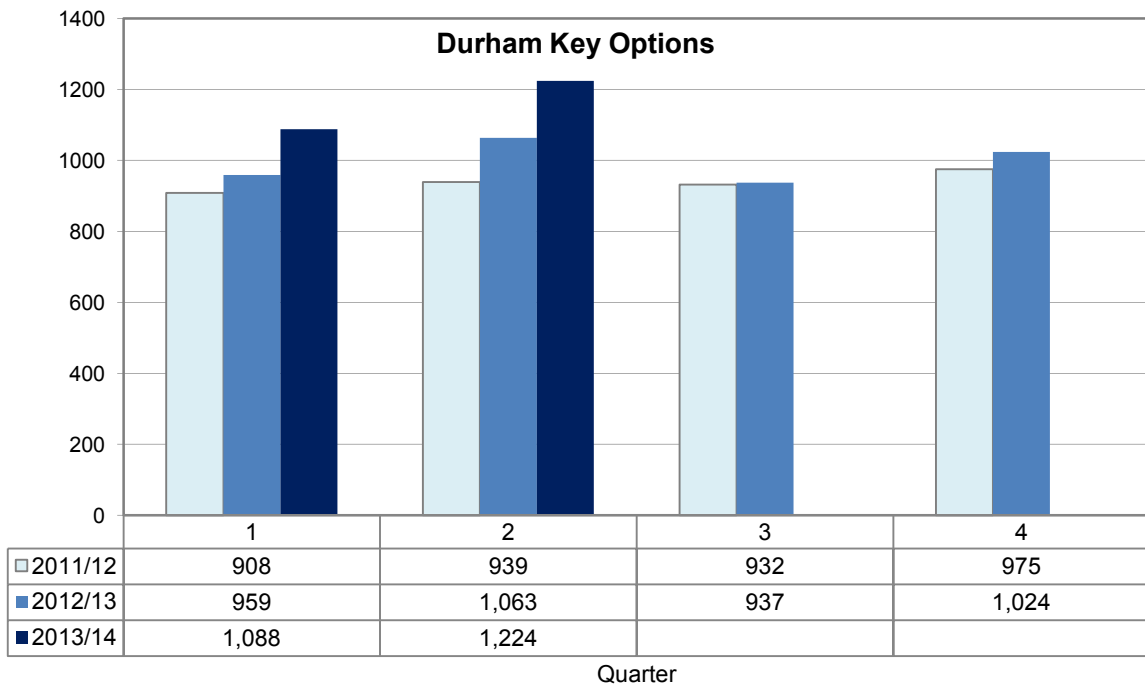


Chart 3 – Housing Solutions presentations

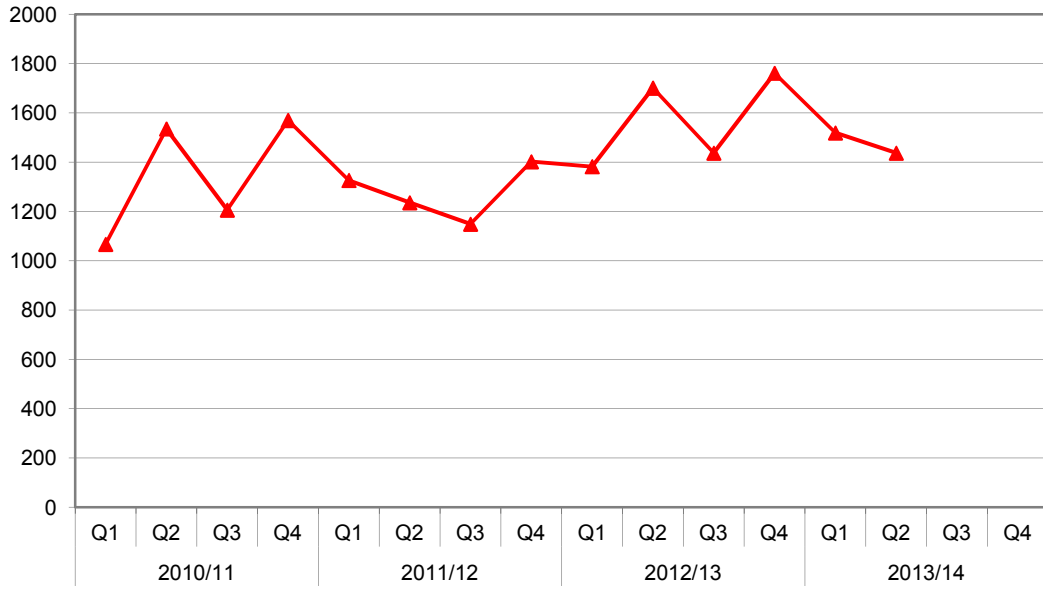
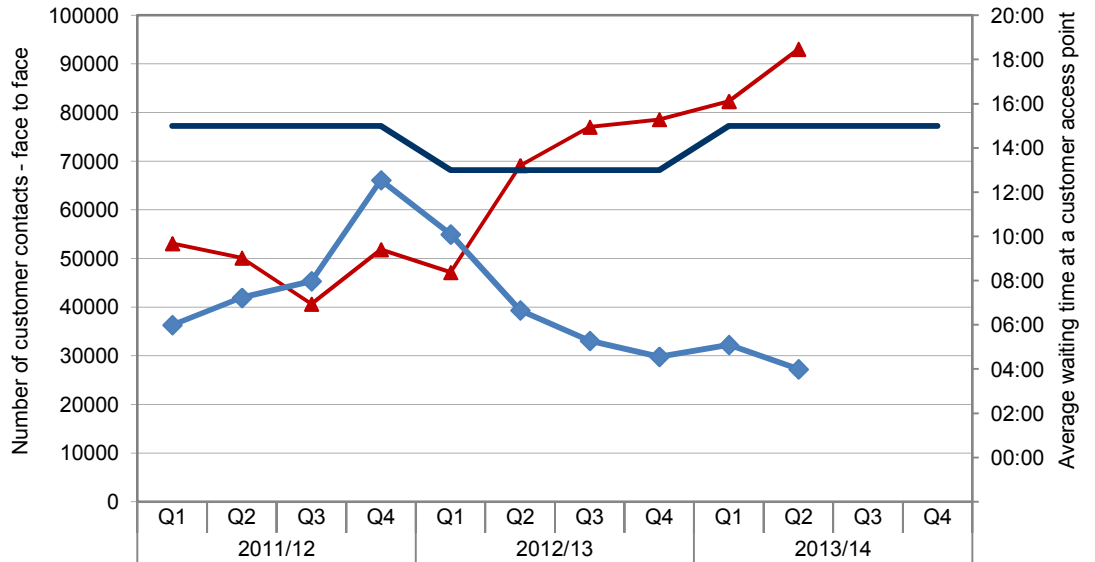


Chart 4 – Face to face contacts



	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Number of customer contacts - face to face	53,076	50,142	40,666	51,850	47,155	69,119	77,056	78,597	82,336	93,059		
Average waiting time at a customer access point (mins:secs)	06:00	07:14	07:59	12:33	10:06	06:40	05:17	04:34	05:06	04:00		
Target (mins:secs)	15:00	15:00	15:00	15:00	13:00	13:00	13:00	13:00	15:00	15:00	15:00	15:00

Chart 5 – Telephone calls

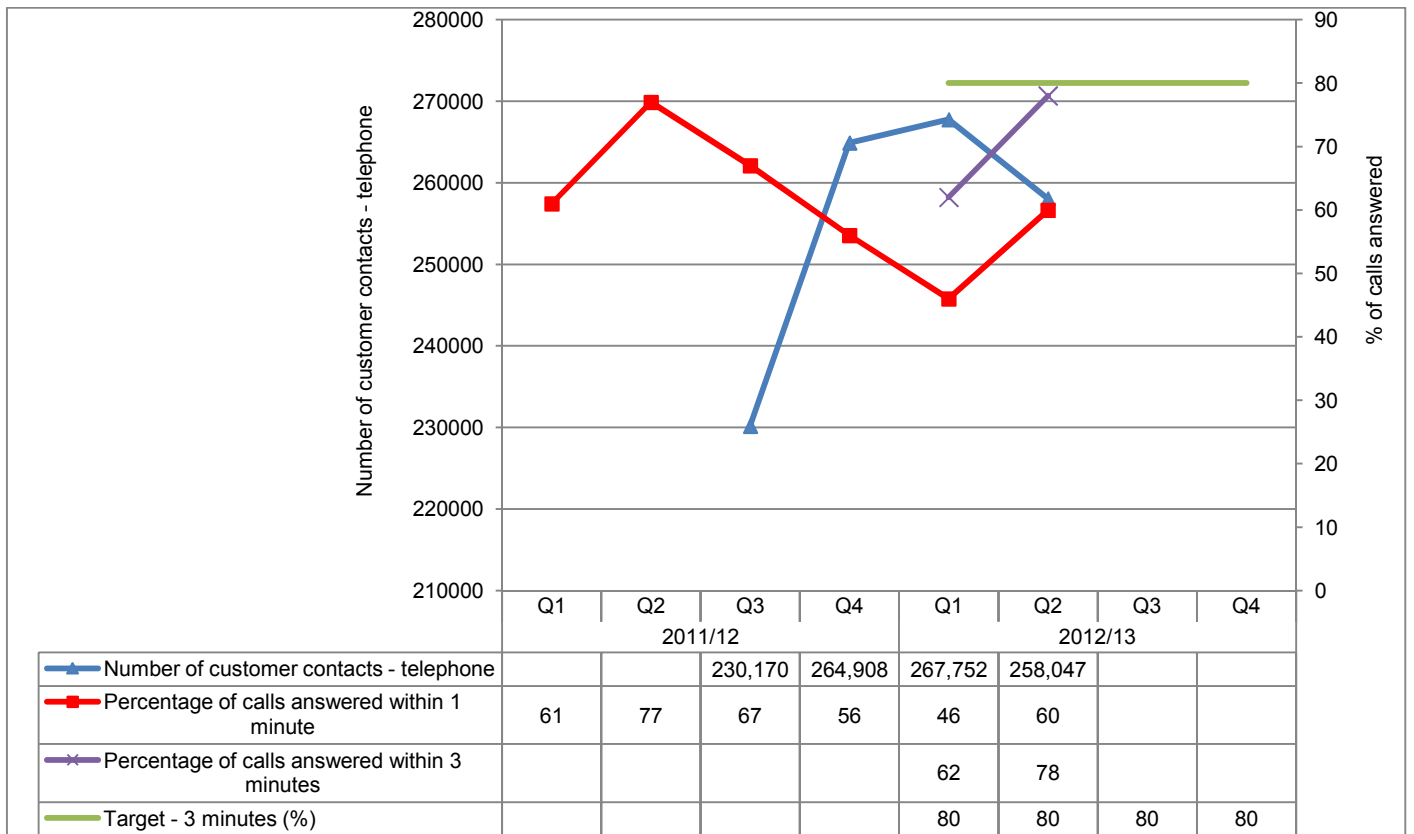


Chart 6 – Benefits – new claims

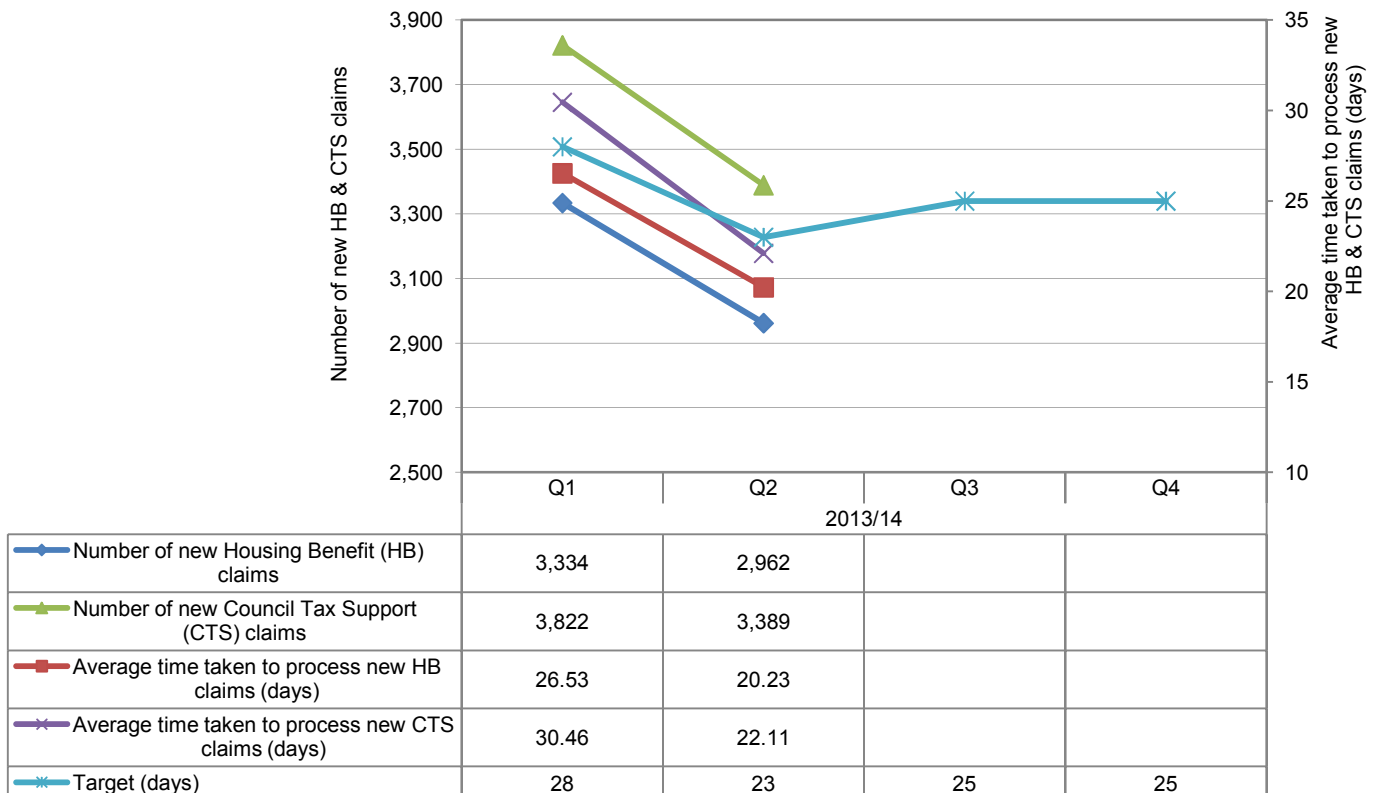
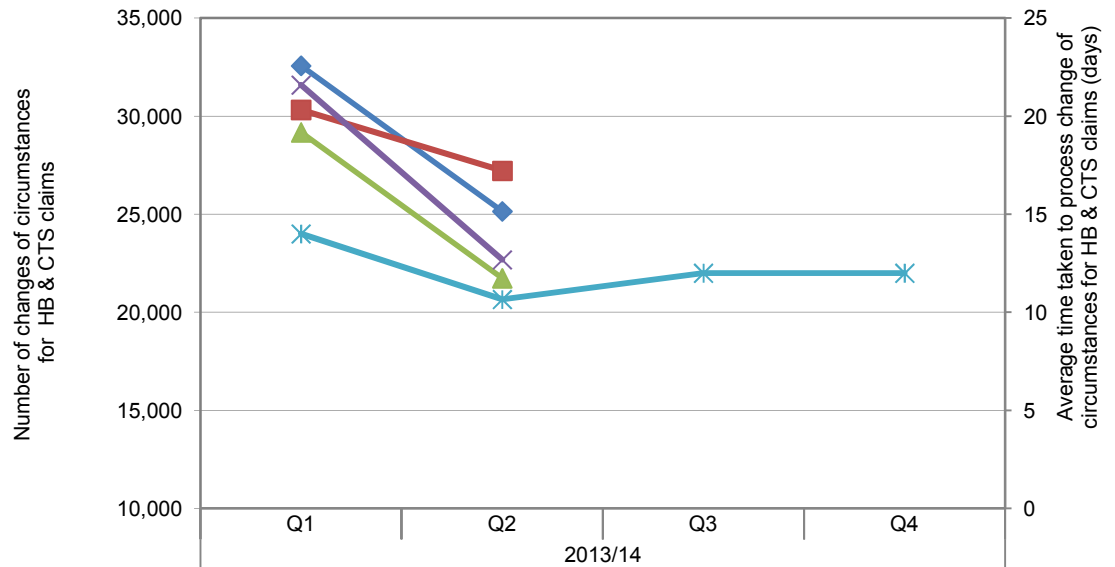
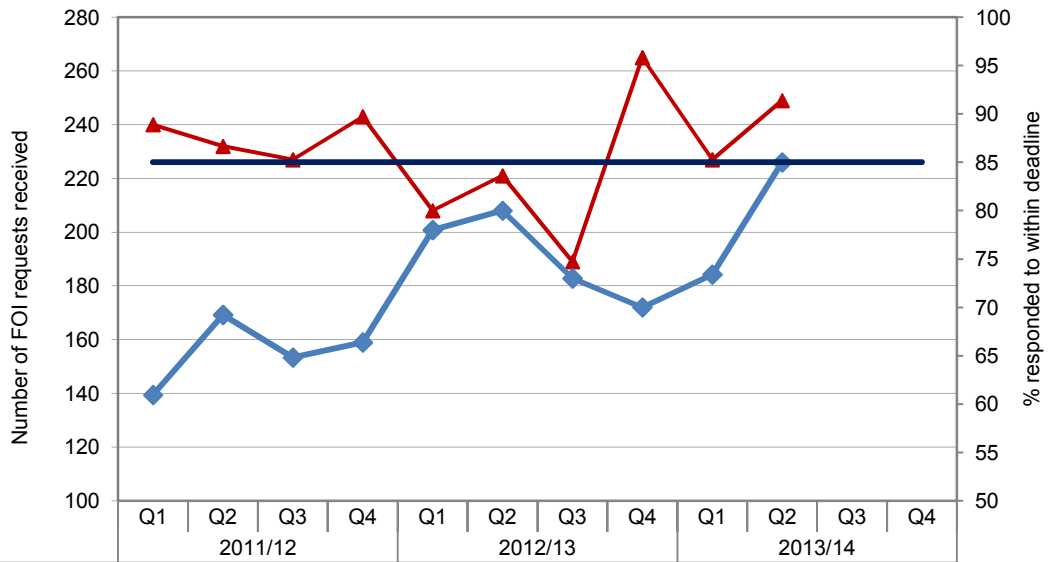


Chart 7 – Benefits – changes of circumstances



	Q1	Q2	Q3	Q4
Number of changes of circumstances for Housing Benefit (HB) claims	32,574	25,152		
Number of Changes of Circumstances for Council Tax Support (CTS) claims	30,326	27,215		
Average time taken to process change of circumstances for HB claims (days)	19.18	11.74		
Average time taken to process change of circumstances for CTS claims (days)	21.59	12.68		
Target (days)	14	10.66	12	12

Chart 8 – Freedom of Information (FOI) requests



	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Number of FOI requests received	240	232	227	243	208	221	189	265	227	249		
% of FOI requests responded to within statutory deadlines	61	69	65	66	78	80	73	70	73	85		
Target (%)	85	85	85	85	85	85	85	85	85	85	85	85

Overview and Scrutiny Management Board

22 November 2013

Cabinet

20 November 2013

County Durham Partnership Update Report



Report of Corporate Management Team

Lorraine O'Donnell, Assistant Chief Executive

Councillor Simon Henig, Leader of the Council

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

Purpose of the Report

1. To update Durham County Council's Cabinet on issues being addressed by the County Durham Partnership (CDP) including summaries from the Board, the five Thematic Partnerships and all Area Action Partnerships (AAPs). The report also includes updates on other key initiatives being carried out in partnership across the County.

Summary

2. The AAPs are undertaking a significant period of consultation on the Council's Medium Term Financial Plan which will end in December at an event in the Three Towns area. This involves local people participating in a group activity to discuss Council services and influence how savings of £100m could be made. Their views will be used to help shape future budget decisions.
3. Also as part of the November Forums, all AAPs have undertaken Participatory Budgeting exercises to determine how some of their area budget should be allocated to projects voted for by local people. Over 500 projects will be considered as part of the 14 exercises and will benefit from a share of approximately £500,000 across the County, including funding from North Durham Clinical Commissioning Group for the northern AAPs.
4. The AAPs continue to support a wide range of local initiatives and, to date, have allocated almost £8M to over 700 projects. This has been matched by over £13.5M in match funding. This equates to £1.71 for every £1 of AAP funding. The funding allocations against each priority theme reflect the change in focus for the AAPs in recent years.

2013 A Year of Culture

5. **The County Durham Economic Partnership** is delighted to have supported and helped implement The Lindisfarne Gospels, one of the many successes of the

cultural calendar this year. The Durham University exhibition gave people a rare opportunity to see the 1,300-year-old gospels outside London. The exhibition, which opened on 1 July, has attracted 97,208 visitors (1,200 per day) from as far as Canada, New Zealand and Asia. Programme director Dr Keith Bartlett said the manuscript had "inspired" the whole of the region. The manuscript, created by Eadfrith, Bishop of Lindisfarne in honour of St Cuthbert, was last in the region in 2000.

6. One example of the AAPs supporting local people to take part in the Gospels experience was in the **Three Towns AAP area**. All of the councillors in the area came together to fund a once in a life time opportunity for school children from St Cuthbert's School Crook, 28 children took part in banner-making workshops with a textile artist, and of these 13 attended the finale event for the Lindisfarne Gospels in Durham Cathedral to participate in the procession a further five took part in the community chorus, joining in with the performance of Will Todd's 'St Cuthbert Oratorio'.
7. **Lumiere 2013** sees the return to the County of this light festival for the third time. From the 14 to 17 November, an estimated 200,000 residents and visitors will be able to experience some unique and awe inspiring installations throughout the city centre as well as across the county as a whole. They include an interactive model of the sun exactly 100 million times smaller than the real thing to 'Elephantastic', a giant 3D promenading elephant.

Welfare Reform

8. The Council and its partners continue to monitor the impacts of welfare reform on communities in the County, particularly through working with colleagues in the voluntary and community sector as well as through the AAPs.
9. The Welfare Champions initiative, supported by **East Durham AAP**, continues to have positive impact in the communities benefiting from the support provided by the local champions. At present there are 10 active Welfare Champions, with 15 new Welfare Champions having been recruited. Training for the new recruits will be provided by East Durham Trust, East Durham Homes, Citizens Advice Bureau, Credit Union, Welfare Rights and Housing Solutions Team and will take place in early November. Testimonies provided by clients show that they are proving to be magnets for local people in crisis. They continue to advise scores of people affected by the economic situation and to date have made over 500 interventions and over 100 referrals for food parcels.
10. **Chester-le-Street & District AAP** has been working with local Princes Trust on their Princes Trust Team Programme as an intervention to tackle the priority of Welfare Reform and Employability. The Princes Trust Team programme will work with up to 100 young people over six 12 week course throughout 2013 / 2014 who are not in employment, education or training to provide them with accredited training in preparation for further employment or volunteering opportunities. The Project is based within two Community venues to cater for young people aged 16-25 from all over the Chester-le-Street area. Referrals to this programme are made from a number of local agencies including Job Centre + and the YMCA.
11. The project was developed as a direct consequence of a rise in young people classed as NEET over recent years within the Chester-le-Street area. The course

will see young people learning essential team building skills and awareness of having to work in a team environment, links are made with local employers to offer two weeks work placement as part of the course, and established organisations also support with aspects of personal development such as interview training. Integral to the course is the design, fund raising and delivery of a community based project that meets local needs. This may tackle an emerging neighbourhood issue raised through an AAP or a PACT meeting for example. Links are also being made with Regeneration and Economic Development to support the awareness of further Apprenticeship opportunities after the Course has been completed as well as enhancing links with the local Enterprise Agency to try and ensure the young people have routes into paid employment or further work experience. Evidence from other areas nationally suggests that over 75% of the course attendees go on to stay in education, obtain employment or carry out voluntary work.

12. Welfare reform projects are also being developed in many other AAPs.

AAP Strategic Working

13. The AAPs continue to support a wide range of local initiatives and, to date, have allocated almost £8M to over 700 projects. This has been matched by over £13.5M in match funding. Both of these figures show a significant contribution to the work carried out within the County by a wide range of partners and community groups. It equates to £1.71 for every £1 of AAP funding. The funding allocations, shown below, reflect the change in focus for the AAPs in recent years. Initially the majority of the AAPs focused on priorities that involved children and young people whereas now, all of them have a priority linked to the Altogether wealthier theme.
14. Over £13M has been invested by Elected Members since 2009, to support more than 1500 local priorities, which has also drawn in significant match funding. This funding is often jointly allocated with the AAP funding to offer significant support to projects in the Members' local areas.

Priority theme	Area budget	Match funding
Altogether wealthier	3,877,124.00	8,694,482.00
Altogether better for children and young people	2,449,010.00	2,572,783.00
Altogether healthier	637,933.00	1,447,337.00
Altogether safer	461,000.00	175,177.00
Altogether greener	552,399.00	812,379.00

15. AAPs are currently undertaking their annual priority setting through their forum meetings. The results of this exercise will then be put forward to the AAP Board meetings for approval.
16. Also, all 14 AAPs are undertaking a Participatory Budgeting exercise, as part of the November/December AAP Forums, alongside the priority setting and financial consultation. This is the first time that all of AAPs have utilised this form of budget allocation and will mean that they can build on the advantages of Participatory Budgeting to attract more people to get involved in AAPs as well as engaging in the process itself. In the North of the County, the Clinical Commissioning Group has

also contributed funding for this exercise meaning that more than 500 community projects will be able to benefit from over £500,00 of funding.

17. The **Mid Durham AAP** has used the village action plans (highlighted in the July Cabinet report) that they created with their associated Parish Councils to form the basis of their participatory budgeting exercise during October. The 16 village action plans identified residents' concerns on such areas as road safety, community venues, environmental improvements, sports facilities and play provision. The plans have been formed on the basis of discussions with over 800 residents between November 2012 and July 2013. The AAP has delivered another 16 sessions during October and November revisiting the action plans and updating the residents on the progress being made. Several of the concerns have been developed into project proposals and will be put forward at the relevant village session to be voted upon by the residents. Due to the geographical size of Mid Durham the village action plans will continue to be a focus of work for the AAP and its partners for the next few years so that the AAP can develop its reputation at a village level as well as increasing the knowledge of local residents on the work of its partners and that of the County Durham Partnership.
18. The AAPs have all had the opportunity at the recent CDP Forum meeting to input into the development of the Sustainable Community Strategy. This was part of a series of opportunities for the views of stakeholders to be gathered which also included two Members Seminars and a session with the Council's Extended Management Team. The SCS is the subject of a separate report, jointly with the Council Plan on this agenda.

Sharing good practice

19. As the different parts of the County Durham Partnership evolve there are more opportunities to share good practice. The AAPs particularly learn from each other and how they can deliver initiatives within their localities. An example of this is the Horticulture, Agriculture, General Education and Individual Development project (HAGGRID), which is described later in this report. The Durham AAP project was developed from HAGGRID projects already taking place in the Derwent Valley AAP area. Similarly learning and good practice has been passed between AAPs on a range of employability projects.
20. A further example is in the 3 Towns and BASH AAP areas which have been identified by the Sport and Physical Activity Strategic board as priority areas for a coordinated bid to Sport England's Activation Fund. This is due to the two areas being the lowest rate for participation across the County. The Durham Dales CSPAN (community sport and physical activity network) has taken the lead and engaged with a wide variety of partners as well as conducting extensive consultation with residents of the two AAP areas over the summer period. The findings of the consultation will underpin the bid. The bid will focus on delivering community sport and physical activity provision in and around Glenholme Park, Hackworth Park and Bishop Auckland Town Rec in the summer months and utilising indoor facilities over winter months. It will look to put community activators on the ground delivering family/adult and young people based provision focussing on the sports and physical activity that the consultation reflects.
21. An example under the Altogether safer priority is the Cycle Crime Reduction project in the BASH and Spennymoor AAP areas. The project will allow bicycles to be

security marked at both point of sale and retrospectively with a view of reducing and preventing cycle crime. By the use of local publicity and the links with the various partner agencies the project aims to reduce cycle crime, increase detections relating to cycle crime and to educate all cycle users on what they can do to prevent them becoming a victim of cycle crime. This is part of a County wide project however the funding from BASH and Spennymoor AAPs and DDES CCG is for targeted intervention in the two AAP areas. The project will be delivered by Durham Police.

Altogether wealthier

22. The **County Economic Partnership Board** at its July Board meeting agreed to lead on developing opportunities for County Durham presented by the EU Structural Funds Programme for 2014-2020 in relation to European Regional Development Funding (ERDF) and European Social Fund (ESF). The EU 2014-2020 programme provides a significant opportunity to provide investment into the economic development of County Durham, at a time of reducing resources.
23. Within the National Programme, a strong role has been given to Local Enterprise Partnerships (LEPs), who are to be given a notional allocation of ERDF and ESF for the programme period with a spend review period in 2017. Government recently announced the allocation for LEPs which will see €539.6m for the North East LEP over the period of the programme. Of this amount, €157m is Transition Region Money specifically for County Durham and €383m for the rest of the LEP area.
24. As a Transition Region there is more flexibility over spend than in more developed regions which means that within the North East LEP, County Durham has slightly more freedom to spend on local issues than the rest of the LEP area, which is to be welcomed and focuses the strategic leadership role for the County Durham Economic Partnership.
25. The CDEP is also continuing its work on the County Durham Apprenticeship Programme, which, since its inception, has attracted expressions of interest from 342 employers looking to recruit across a cross-section of employment frameworks. To date, there have been 277 starts on the programme, with the most popular ones being 59 (21%) Business Administration, 51 (18%) Engineering, 17 (6%) Customer Service and 16 (5.8%) Electrical.
26. Of the current programme starters, 223 (80%) are aged 16-19. The council and partners including across the **Area Action Partnerships** are making good progress in focusing on the younger age range which was identified as a priority in the Apprenticeship Action Plan by the council in conjunction with the County Durham Economic Partnership.
27. Regarding the businesses creating the apprenticeship opportunities 199 (72%) have fewer than 20 employees and 242 (87%) have fewer than 50 employees, which emphasises the importance of focusing on the smallest growing businesses.
28. The Council and the Economic Partnership have also launched a Social Value Taskforce to help small businesses and social enterprises win more contract opportunities. Chaired by Councillor Neil Foster, the taskforce will run from September to December to recommend ways that the Social Value Act can be used

to help grow the local economy. It will also examine how the council can embed the principles of the Act across everything the council does.

29. The Social Value Act came into force in January 2013 and places a duty on public bodies to consider social value before procuring goods and services, therefore improving the economic, social and environmental well-being of the area. The council has already made good progress in helping businesses in the county to access contract opportunities; in 2012/13, 55% of the council's spend was with County Durham suppliers, and 77% of this amount was paid to small and medium enterprises (SMEs) in the county. The taskforce, the first of its kind in the North East, provides an opportunity to build upon the good work the council has already done and learn from best practice elsewhere in the country to further improve opportunities for businesses in County Durham. As well as representatives from council departments, the taskforce also includes representatives from the Federation of Small Businesses, North East Purchasing Organisation (NEPO), the Economic Partnership, Business, Enterprise & Skills Working Group, Social Enterprise UK, PricewaterhouseCoopers (PwC) and experts on social accounting. The first meeting took place on 13 September 2013.
30. As previously reported, **Teesdale, Weardale, Spennymoor, Great Aycliffe and Middridge (GAMP) and East Durham Rural Corridor (EDRC) AAPs** are some of the AAPs that are supporting the County's Employability project in their localities. The specific implementation of the projects differs in each area dependant on the needs of the client group. The programme looks at co-ordinating a series of pathways into employment that will lead to sustainable employment, enable workless people to access opportunities and build the skills that lead to sustainable employment. The project works with local employers to identify staffing needs to help fill vacancies from unemployed residents.
31. Due to the success of a number of their projects **EDRC AAP** has again chosen to fund its Young Enterprise scheme and Apprenticeship Bursary scheme. Young Enterprise is the United Kingdom's largest business and enterprise education charity. Every year they help 250,000 young people learn about business and the world of work in a classroom environment under the guidance of volunteers from 3,500 companies. Their mission statement is "to inspire and equip young people to learn and succeed through enterprise." Its guiding principle is to do this through 'learning by doing.' Their programmes cover a whole range of topics exploring the world of work, saving, earning, decision making, teamwork, presentations, skills needed for certain jobs, interview techniques, entrepreneurship and raising aspirations. By providing quality materials and volunteers from the local community to deliver the programmes, the students engaged in fun interactive sessions that will help them achieve employability and key life skills that they will need in later life.
32. The apprenticeship bursary scheme is supporting fourteen young people placed within eleven small and medium sized firms within the AAP's area. This scheme aims to match businesses looking for a trainee with 18 to 24-year-olds wanting to work in a particular field and vice versa.
33. **Stanley AAP** is also working towards regeneration priorities through its Retail Improvement Project. The Project will contribute towards the AAP's Regeneration of Stanley and its Villages Priority and will deliver the following three strands on Stanley Front Street:
 - a. A Shopjacket pilot,

- b. Shop Front Improvement Grant for Small Retailers
- c. And a Shutter Improvement Scheme

34. The Shopjacket element will take a suitable vacant shop on Stanley Front Street and apply 3D graphics to it. The graphics give the impression of an occupied shop and thus shows the potential of the retail premises for a new occupier. The work will improve the look of the shop and area and draw attention to details about any support packages or incentives for new businesses which may be available. The new graphics will also market the empty property and strengthen the retail offer on the Front Street. The Shop Front Improvement Grant element of the project will tie in with Stanley Masterplan's Targeted Business Improvement Grant and improve the look of shop fronts and window displays generally. The Grant will allow ten shops to receive a grant of up to £1,000 to do up their shop front. The aim of the Shutter Improvement element of the Retail Improvement Project is to brighten up the shutters of permanently closed shops and the shutters of shops that are closed during the day and then open on an evening. This element will brighten up the look of the area and make it more attractive to local shoppers and people visiting the area.
35. It is hoped that this Project will significantly improve the look of the shops involved and tie in perfectly with the wider public realm improvements that are to be carried out as part of the Stanley Masterplan.
36. The AAP has also allocated £20,000 of Area Budget funding to the South Moor Housing Regeneration Project that is to be led by Housing Regeneration, Durham County Council. South Moor is an area of failing housing market performance resulting in high numbers of private rented properties and many empty homes. Many of the residents are in the lower-income bracket and therefore struggling to make ends meet, especially in these times of high energy costs. The properties have solid brick walls which lose heat easily. This results in many properties being poorly heated with a higher risk of health issues - both physical and mental - for the occupants. The project's objective is to begin the revival of the failing housing market through a phased programme of housing, energy efficiency and environmental improvements. The project will focus on Pine Street, South Moor which has a prominent elevation to the main road. Key elements of work will include the provision of attractive and energy efficient external wall insulation and other energy efficiency measures, replacement gutters and fascias to 50 properties and landscaping and street/public realm improvements to the frontage of Pine Street.
37. The Area Budget contribution will be used to kick-start the project by creating a number of 'show-homes' to facilitate sign-up. This is the best way to show exactly what the project will do so owners, landlords and tenants can see the finished result.

Altogether better for children and young people

38. Following the review of the **Children and Families Trust**, this partnership will now be known as the **Children and Families Partnership** to reflect its role as the thematic partnership for Altogether Better for Children and Young People.
39. Through the Partnership, a plan has been developed to support increasing the participation of young people in learning. This will help the council and partners

meet their responsibilities in relation to raising the participation age of young people.

40. A Special Educational Needs and Behaviour Review has been undertaken in Durham which identified that County Durham has more children and young people with special educational needs than the national average. A Special Educational Needs Strategy will be developed for County Durham which will cover the period 2014-2018.
41. AAPs continue to support the work of all of the thematic partnerships through delivering local projects linked to strategic objectives. **4Together AAP** has recently supported 'ReSolve', a project that aims to reduce the levels of risk-taking behaviour including the misuse of drugs & alcohol, risky sexual behaviour, sexting (sending explicit messages by text), criminal offending and anti-social behaviour. The County Durham Foundation has also contributed £9,800 to this project from its Priority Health Fund towards tackling risky behaviour around alcohol issues.
42. ReSolve will in addition strive to tackle the growing problem of violence and abuse in teenage intimate partner relationships. All these issues have a devastating impact on the lives of local people and the wider community. Concerns about crime and community safety came forward as one of the top priorities for the 4 Together AAP. The Board's Crime and Community Safety Task and Finish Group looked at the many issues that were reported to them. The Task group was asked to consider the ReSolve project by the Cornforth Partnership and its members felt that ReSolve will positively impact on the AAP's community safety priority. The project also has links to a number of key local strategies including Durham County Council's new Risk and Resilience Strategy; The Safe Durham Partnership's Domestic Abuse Delivery Plan and the 'Think Family' approach.
43. ReSolve will deliver a programme of activities, training and support for the people who take part. Participants will also be invited to engage with a programme of intensive one-to-one mentoring support if they are engaging in or are at risk of engaging in risky behaviour. Project leaders will also work with participants to develop SMART Action Plans, identify any issues, and support them to overcome personal barriers. Project leaders will work with stakeholders and key partners to develop and deliver a better understanding around why people engage in risky behaviour, which will ultimately lead to the development of effective support services and management techniques.
44. One of the most important aspects of the project will be to work with participants' whole family to develop diversionary activities and deliver custom-made workshops to help people to understand the risks associated with legal and illegal highs; sexual attitudes and beliefs and conduct; crime and anti-social behaviour.
45. The **Derwent Valley AAP** is currently working with the Newcastle Falcons Community Foundation to develop a rugby engagement project aimed at both secondary schools (sevens activity) and primary schools (tag rugby activity) which will engage over 900 young people and their families locally. This project will also have positive health and wellbeing impacts on the children and young people taking part.
46. This project will take place over the spring and summer 2014 terms and schools will receive 6 weeks of coaching sessions, a tournament for each age group at Consett

RFC, coaching camps in the summer half term holidays and free t-shirts and tickets for Falcons games to promote sport and partnership working on a regional basis.

Altogether healthier

47. The **Health and Wellbeing Board** held an engagement event in October to inform the review of the Joint Strategic Needs Assessment (JSNA) 2013 which provides an overview of health and wellbeing needs and to inform the refresh of the Joint Health and Wellbeing Strategy (JHWS). The review of these documents will inform commissioning plans for the local authority and clinical commissioning groups.
48. Various stakeholder groups including voluntary organisations and members of the public, service users, carers and patients attended this event and further opportunities to provide views on the development of the JSNA 2013 and the refresh of the JHWS will also be available through AAP's.
49. More AAPs have identified the health and wellbeing of their residents as a priority in recent years. **Great Aycliffe and Middridge Partnership**, in partnership with the Pioneering Care Partnership, has developed a project to engage with disabled people to improve their health and wellbeing with the support of a fully qualified health trainer. Funded by Area Budget (£5,000) and a contribution from local Councillors' Neighbourhood Budget (£5,000), the intention of the project is to support up to 40 local disabled people. Included in these figures will be the recruitment and training of five Health Trainer champions (volunteers) who have accessed this project and who will continue to provide sustainability in the future, the volunteers will be recruited from local groups that are currently operating within the community. Health Trainer champions will be trained to complete the Royal Society for Public Health (RSPH) Level 2 qualification, employability skills training and brief intervention training.
50. **Chester-le-Street & District AAP** has undertaken a second Change 4 Life (C4L) Road show event building on the success of the winter road show held in conjunction with the National C4L road shows which were held across the country. Chester-le-Street is the smallest town involved compared to places like Nottingham and Leeds and one of only 12 road shows country wide. Just over 250 local people 'signed up' in August for the Change 4 Life campaign which is designed to help people eat better and move more. The summer theme/campaign for C4L was aimed more towards young people with a 'get going' slogan encouraging children and families to undertake activities together.
51. The AAP worked with public health, leisure colleagues and local voluntary sector agencies to ensure there was more activities on offer at the event to engage people in health related activity, clubs and support organisations. The AAP had a stall in the market place where we offered 'free fruit' supplied by a local market trader, free bags with C4L leaflets and information in (also to put the fruit in). Helping on the stall were young people (late teens) engaged in a national citizens service programme over the summer holiday period which encourages young people to undertake community projects in their local areas. The event in August was part of the Market Activity Week which has been in operation for the last few years (supported by the AAP and local members) which is aimed at young people and families bringing them into the town to undertake fun activities as well as to encourage them to spend more in the town as the local economic centre.

52. Combining both the winter and the recent summer Chester-le-Street C4L road shows over 500 local people have signed up to a healthier lifestyle and have received packs and information on how to eat well and move more. The AAP continues to look forward to the next C4L campaign in which it can engage the local community in.

Altogether safer

53. The **Safe Durham Partnership** continues to deliver a number of programmes focusing on its seven high level objectives. As part of its work, a county wide domestic abuse outreach service has been commissioned by Durham County Council and commenced in September. It is providing outreach support, group work and empowerment programmes for victims of domestic abuse and their children. The marketing campaign aimed at women over 40 is currently running and includes posters and radio and online marketing. The campaign will be evaluated by Durham University at the end of the year to assess impact. Sadly, a further domestic homicide has occurred in County Durham which takes the number of domestic homicide reviews currently being undertaken within County Durham to seven.
54. The Organised Crime Task and Finish Group concluded their 12 month task in August to reduce the threat from organised criminals and reported its progress to the Safe Durham Partnership Board on 24 September. This work resulted in an increase in awareness raising (for example community awareness through AAPs), resources (more agencies contributing), legal powers (Housing Powers of entry) and information sharing and intelligence. This has strengthened the work of the Partnership Disruption Panel and increased its scope to include 'interventions'.
55. A project to divert women offenders across County Durham and Darlington from re-offending went live in spring this year and, to date, 63 women offenders have been offered a six week program to divert them from being charged with offences at the point of custody. 32 women have successfully completed the course with another nine expected to do so shortly. The project is supported by the Home Office and the Prison Reform Trust and is part of a national Women's diversions pilot.
56. The **Office of the Police and Crime Commissioner**, in conjunction with the Vulnerability leads from Durham and Darlington, is to take forward a joint County Durham and Darlington Hate Crime Action Plan. More information will be included on this in a future update to Cabinet.
57. The Safer Homes Scheme has now moved into action with 18 Neighbourhood Watch volunteers carrying out crime prevention surveys for elderly and vulnerable people in their scheme. Volunteers have access to basic security equipment such as timers, shed alarms and security sensors that they can provide and can refer to the County Durham Handyperson Scheme following a special arrangement made on behalf of the volunteers. The local Bishop Auckland Crime Prevention Officer came up with the idea of providing people with a 'holiday kit' which includes equipment that makes it appear that someone is home (e.g. TV Flickering device on a timer). This will be available to people who have to go into hospital and leave their homes unoccupied. Other areas around the country are showing a keen interest in the idea. The project is currently funded and project managed by Durham County Council and volunteers are supported by Crime Prevention Officers

and police Community Liaison. In due course, DDF&RS will train the volunteers to carry out Fire Risk Assessments.

58. In addition to this, **Weardale AAP** and the local Farmwatch group have now taken possession of some new thermal imaging binoculars for the team to use when out on Farmwatch joint operations. One of the farmers commented that as the price of livestock increases so does the increase in rural crime, it is necessary to have the same equipment as those who have no respect for farmers and their livestock. The equipment will form part of a package of deterrents.
59. The County Durham Youth Offending Service (CDYOS) Intensive Employability Programme was a finalist in the Howard League Community Programmes Awards 2013 (Children and Young People category) and although CDYOS did not win an award, Frances Crook, Chief Executive, The Howard League for Penal Reform, wrote to the team's Strategic Manager which included the following:
- 'Thank you for attending the Community Sentences Cut Crime Conference and congratulations on being shortlisted. It was a very competitive field and the judges were impressed with the work that you do at the YOS in Durham. Your work is a shining beacon of effective practice and shows that community sentences can work to reduce crime, involve the community and change lives.'*
60. This programme started in April 2011 (funded by ESF) and, due to its success in improving outcomes for young people, funding has been secured to extend the programme until March 2014. It provides an intensive package of wraparound support for a minimum of 50 young people per year who are high crime causers/prolific offenders, those in custody and those at risk of entering the criminal justice system. Engagement in the programme is voluntary with the aim being to achieve successful progression into appropriate and accredited training or employment to prevent re-offending. The programme has made significant impact on those young people within CDYOS client group who most need this support. Performance figures demonstrate that the programme is consistently achieving positive outcomes with young people who have previously failed or achieved very little in terms of employment. Over the last two years there have been many examples that demonstrate positive impact and outcomes.

Altogether greener

61. Over recent months, the **Environment Partnership** which delivers the 'Altogether Greener' theme has been reviewing and refreshing the existing Partnership structure. The revised structure has been agreed and work to define the terms of reference and key actions for the newly formed groups is currently underway via the Partnerships' Chairs. The Environment Partnership will have the remit of delivering environmental transformation work via the Board and the following groups will feed into the overall structure:
- a. Environment in your Communities
 - b. Coastal, Heritage and Landscape
 - c. Climate Change
 - d. Local Nature Partnership (LNP)
62. The 2013 Environment Awards concluded with a high profile ceremony on the evening of 8th October at the Radisson Blu Hotel, Durham. Out of a record 55

shortlisted entries, 31 were selected to receive prizes from 11 categories spanning; green businesses, community volunteering and partnership-working to schools and the built environment. Two entries; the restoration of Seaham Marina and the opening of the prestigious Durham University Science Park, received Outstanding Awards, which are only given to schemes that achieve exceptional benefits across the environment. There has been a great deal of interest and sponsorship received from various organisations including the Banks Group, Sita UK and Groundwork. Next year will be the 25th year of The Environment Awards and work is being carried out now to plan ahead for a special commemorative programme, attracting new partners and funding. For example we are aiming to introduce two new award categories: Urban Green Space and Urban Green Technology.

63. Following its recent Environment Award at the Altogether Greener awards the HAGGRID (Horticulture, Agriculture, General Education and Individual Development) initiative, run by Durham Agency Against Crime (DAAC) has also been awarded four Royal Horticultural Society Awards for its work in Consett, Ushaw Moor, Wharton Park and Chilton. The RHS judges were so impressed with the partnership working that they have flagged it up as best practice to the Home Office.
64. The programme is aimed at young people aged 11-18 who may have been identified due to being at risk from crime, antisocial behaviour, poor school attendance, low self-esteem and/or lack of aspirations. The project consists of enabling the young people to acquire skills, training and accredited qualifications, raising awareness of common policing and social issues such as the environment, drugs and alcohol, damage to property and anti-social behaviour and provide a programme of visits and practical work based around horticulture and agriculture.
65. The **Derwent Valley AAP** is working in partnership with the DAAC and pupils at the new Consett Academy to develop the HAGGRID project at Consett and Blackhill Park.

Area Action Partnerships Update

66. The Area Action Partnerships continue to deliver a wide range of initiatives in their local areas that support their locally determined priorities. These projects differ in size, financial contribution and longevity but all meet an identified need in a specific area.
67. **Teesdale AAP (TAP)** has tourism as one of its local priorities as it has a massive economic impact on the area and TAP is keen to support work that builds the tourism offer. The 'Timeless Teesdale Tour' is a piece of work that has filled a gap in the market. This driving tour directs people to all corners of the area and focuses on the medieval history of Teesdale. The project paid for the design and production of a number of maps which were disturbed at the Lindisfarne Gospels exhibition in Durham City and it was hoped that people picking these up in Durham would then travel out and spend time (and money) in the TAP area. The project was led by staff and volunteers at The Witham and supported by Bowes Museum.
68. Another TAP funded project that continues to go from strength to strength is the YMCA led youth work in Cockfield. The area had been identified as somewhere with high areas of anti-social behaviour and fear of crime. Over the past two years

the team from Teesdale YMCA have developed three nights of youth work in the village. There is a general 'drop in' on one night. A project group on another and a girls group on the third night. The project group have done some of their own fund-raising and developed projects around a diverse range of activities such as baking and fishing. This work has also supported developments at the Lipscombe Hall in Cockfield which is now open to the public seven days a week offering a community café, access to computers and community meeting space. TAP continues to look at new ways to engage young people and recently attended an event at Teesdale School. Information from this event and others that TAP hope to get involved with will help TAP to decide on next year's priorities.

69. AAPs continue to work with Local Councils to provide much needed resources in their areas. **East Durham AAP**, working in partnership with Peterlee Town Council, Sports Development and Groundwork, has supported the Urban Legacy Woodhouse Park project which was developed in response to high levels of anti-social behaviour in the area. The project has not only tackled the problems associated with youth nuisance but has established Woodhouse Park as the centre of excellence for Urban Games for County Durham. The sessions are focused at peak times in the evening four times per week using qualified Durham County Council park activators and a private urban activity company to deliver a comprehensive programme of workshops over the first year. The sessions will be to focus on young people in the surrounding areas, an emphasis on time and type of activity which will be the priority. The project will remove barriers to participation by developing doorstep clubs for young people to attend without cost or transport.
70. **Spennymoor AAP** has also recently funded a project that will offer children and young people a safe place to congregate within the town. Spennymoor AAP, Spennymoor Town Council and local Councillors are to provide a skatepark facility for residents and visitors to the Spennymoor area who use items such as skateboards, scooters, BMXs, in line skates etc. The facility will be maintained by Spennymoor Town Council.
71. This new asset for the area will be located in Jubilee Park, Spennymoor and will be of a suitable size to provide adequate provision, not only for the young people who currently use their scooters etc in and around the Town Centre, but also for residents of the satellite villages and communities of the AAP area. Extensive consultation will be undertaken with young people and local residents to ensure that the facility is, as far as possible, the best and most suitable design.
72. Budding stars of the future gathered at Glenholme Park in Crook on Saturday 14 September for this year's annual 3 Festival, led by the **Three Towns Partnership**. Some of the best young bands and performers in the area took to the stage to perform in front of a live audience. Dance performances, samba drumming, an assault course and a human powered cinema also kept the crowds entertained. The alcohol free youth music festival was organised by One Point youth workers from West Durham Youth and Community Resource supported by local County Councillors, 3 Towns Partnership and the Wear Community Alcohol Project.
73. Many AAPs are already starting to plan for their Christmas activities. **The Derwent Valley AAP** is once again working with Groundwork North East to host its second Christmas in Consett event as part of the AAP's Town Centre Events Programme. The Christmas event and lights switch on will be taking place on Saturday 23rd November from 10.30am until 6pm. A range of market stalls will be selling a

selection of festive produce and gifts and there will be a varied programme of musical and theatrical entertainment throughout the day. Other attractions will include free face painting, children's rides and Santa will be appearing free of charge in his Grotto in the Derwent Centre. The event will close with the switching on of the Christmas lights at 6pm by The Dust Town Dogs.

74. **Stanley AAP** has allocated £5,000 of Area Budget funding to the Stanley Christmas Festival 2013 that will take place from Saturday 30th November and the following Saturdays in the run up to Christmas Day 2013.
75. The 2013 Stanley Christmas Festival will build on the success of the 2012 event. The programme of activities will run over four weeks and will work alongside local traders to maximise the economic impact. The programme will be promoted as a Christmas Festival through local media, Press Releases, Radio Adverts, Flyers, Posters and Social Media. The festivities will include a range of activities over a four week period, including: a programme of local and national performances including singers, dancers, local schools, the local pantomime and the Christmas Tree switch on by a high profile celebrity; A Santa's Grotto on Stanley Front Street, enabling local children to have the chance to see Santa; A meet and greet with children's cartoon characters including Mickey Mouse, Minnie Mouse, Donald Duck, Daisy Duck and Fireman Sam (three performances throughout the day) and carol singing and brass band performances.
76. The Area Budget funding will be used to cover all associated costs with the programme including advertising, staff, first aid, equipment hire and entertainment costs. The funding will also be used to hold a competition in local schools, with the winners helping to switch on the lights.
77. The **Mid Durham AAP's** 'Support for Older People's' Task group has managed to bring together three key services for older people and develop a joint marketing scheme. Durham County Council's 'Care Connect', Derwentside Homes 'Silver Talk' and the Prince Bishops Community Bank's 'Managing Money Better' have developed a promotional package for older people which will provide care, social support and advice on saving money. The task group feel that to make a significant impact on older people's lives, services will need to work more closely together as finances and capacity will be stretched over the next few years for both statutory and voluntary services. This exercise cuts across the thematic groups of 'Altogether Healthier (Reducing health inequalities / improving quality of life, independence and care) and Wealthier' (sustainable neighbourhoods and rural communities) The AAP will be taking this principal forward into its other task groups.
78. The **Bishop Auckland and Shildon (BASH) AAP** team continues to support the implementation of the Big Local programme which will see at least £1,000,000 awarded to achieve the Big Local outcomes in six communities, to make a positive and lasting difference over a period of 10 years. It provides a mixture of funding, finance and support that will enable local people to build on local talents and aspirations to identify and act on their own needs, to make their areas better places to live. The BASH team has done considerable work in the community and with the support of the AAP an Interim Development Group (IDG) made up of residents who are active in their communities has been established. Again supported by the BASH team the local group has finalised a Big Local Profile document and vision which have both been agreed and signed off and the group are well on the way to formalising their structure after which the Action Plan will be developed early in the

New Year. The group has also agreed to change its name to the Gaunless Gateway Big Local.

79. **Durham AAP** has continued to deliver against its main priorities. The VCS group is hosting an alternative 'Meet the Funders' event in November to which non-traditional trusts and grant making bodies are to be invited to provide an alternative perspective on how such organisations can provide support in different ways. The AAP Board is also now working with the Student Community Action Group from Durham University to promote and widen the scope of volunteering for students to encourage them to play an active part in city life. SCA involve themselves in a range of activities from dog walking to supporting people with dementia.
80. The City Centre priority for the AAP has just reviewed its objectives for the coming year and has identified issues such as toilets, visitor information and informational signage they would like to address. The Board also continued its Supporting Activities for Young People in the Framwellgate Moor area to divert them away if they have been identified as at risk of becoming involved in crime. Likewise in Gilesgate, an alternative project is seeking to do the same, using a community allotment. The Board has recently supported the continuance of its Small Grants Fund which has proved very popular with community groups looking for small amounts of money.

Recommendations and reasons

81. Members are asked to note the content of the report.

Contact: Clare Marshall, Principal Partnerships and Local Councils Officer
Tel: 03000 263591

Appendix 1: Implications

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

Staffing - None

Risk - None

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

Accommodation - None

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

Human Rights - None

Consultation - The County Durham Partnership framework is a key community engagement and consultation function of the Council and its partners. The recommendations in the report are based on extensive consultation with AAP partners and the establishment of a Sound Board to progress the recommendations and will continue this consultative approach.

Procurement - None

Disability Issues - None

Legal Implications - None

**Overview and Scrutiny
Management Board**

22 November 2013



Notice of Key Decisions

**Report of Corporate Management Team
Colette Longbottom, Head of Legal and Democratic Services**

Purpose of the Report

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

Background

- 2 New rules in relation to Executive decisions were introduced by The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012, which came into force on 10 September 2012.
- 3 The regulations took away the requirement for the Executive to produce a Forward Plan of key decisions, however introduced that the decision maker cannot make a key decision unless a document has been published at least 28 clear days before the decision is taken, unless either a general exception or special urgency requirements have been met. The document which has to be published must state:
 - a) that the key decision is to be made on behalf of the relevant local authority
 - b) the matter in respect of which the decision is to be made
 - c) where the decision maker is an individual, that individual's name and title if any and where the decision maker is a decision making body, its name and list of its members
 - d) the date on which or the period within which the decision is to be made
 - e) a list of the document submitted to the decision maker for consideration in relation to the matter of which the key decision is to be made
 - f) the address from which, subject to any prohibition or restriction on their disclosure copies of, or extracts from any document listed as available

- g) that other documents relevant to those matters may be submitted to the decision maker
 - h) the procedure for requesting details of those documents (if any) as they become available.
- 4 The requirements also apply to an exempt matter as previously it did not strictly have to be included in the Forward Plan. Now a publicity document must contain particulars of the matter, but may not contain any confidential exempt information or particulars of the adviser or political adviser or assistant.
- 5 Notices of key decisions that are being produced meet the legal requirements of publication, as well as continuing to provide information for a four month period. Members will therefore be able to consider key decisions as previously for the four month period.

Current Notice of Key Decisions

- 6 The notice of key decisions that is attached to the report at Appendix 2, is the latest to be published prior to the papers for the Board being dispatched to members. The notice complies with the requirements for Cabinet to be able to take key decisions at meetings in November 2013. It also contained information on those key decisions that are currently scheduled to be considered by the Executive up to 28 February 2014.
- 7 The information in the Notice of Key Decisions provides the Overview and Scrutiny Management Board with the opportunity of considering whether it wishes to seek to influence any of these key decisions, or to request further information. Members are asked to note that this version of the Notice has been amended and includes a column which has been added to advise of the relevant Scrutiny activity.
- 8 In responding to the request of the Board for further information to be provided on any items that are removed from the previous notice without being considered by Cabinet, this information will be provided at the meeting.
- 9 If the Board wished to examine any of the key decisions, consideration would need to be given as to how this could be accommodated in the Overview and Scrutiny Work programme.

Recommendation

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

**Contact: Ros Layfield, Committee Services Manager Tel: 03000 269708
Jenny Haworth, Head of Planning and Performance, ACE
Tel: 03000 268071**

Appendix 1: Implications

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

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

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

Equality and Diversity/ Public Sector Equality Duty: Will be reflected in each individual key decision report to Cabinet.

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

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

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

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

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

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

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

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SECTION ONE - CORPORATE

Ref. No.	Date of Decision (i.e. date of Cabinet meeting)	Description of Decision to be Made	Background Documents	Lead Cabinet Member	Main Consultees & Means of Consultation	Contact details for further information	Scrutiny Involvement
CORP/R/13/04	To Cabinet 18 December 2013	To consider / approve the Council's Tax Base for 2014/15		Portfolio Holder for Finance		Paul Darby Head of Finance (Financial Services) 03000 261930	The CIOSC work programme includes consideration of the MTFP.
CORP/R/13/02	To Cabinet 18 December 2013	2014/15 General Fund Revenue & Capital Budget, MTFP 4 & Council Plan & Service Plans		Leader		Lorraine O'Donnell, Assistant Chief Executive Tel 03000 268060 Don McLure, Corporate Director, Resources Tel 03000 261945	The CIOSC work programme includes consideration of the MTFP.
CORP/R/13/02	To Cabinet 12 February 2014	2014/15 General Fund Revenue & Capital Budget, MTFP 4 & Council Plan & Service Plans		Leader		Lorraine O'Donnell, Assistant Chief Executive Tel 03000 268060 Don McLure, Corporate Director, Resources Tel 03000 261945	The CIOSC work programme includes consideration of the MTFP.

**SECTION TWO -
CHILDREN AND ADULTS SERVICES**

Ref. No.	Date of Decision (i.e. date of Cabinet)	Description of Decision to be Made	Background Documents	Lead Cabinet Member	Main Consultees & Means of Consultation	Contact details for further information	Scrutiny Involvement
CAS/04/13	20th November 2013	To seek Cabinet approval to change the age range of Delves Lane Junior School from 7-11 to 3-11 from 1 April 2014 to create a Primary School and to close Delves Lane Infant School from 31st March 2014.	No background documents	Councillor Ossie Johnson	Portfolio Holders, Local Members, MPs, Governors of Schools involved, Staff, Parents, Pupils, Trade Unions, Diocese and the Local Community	Sheila Palmerley, Strategic Manager, School Places and Admissions Tel. 03000 265 731	
CAS/05/13	20th November 2013	To seek Cabinet approval to change the age range of Sacriston Nursery and Infant School from 3-7 to 3-11 from 1 September 2014 to create a Primary School and to close Sacriston Junior School from 31 August 2014.	No background documents	Councillor Ossie Johnson	Portfolio Holders, Local Members, MPs, Governors of Schools involved, Staff, Parents, Pupils, Trade Unions, Diocese and the Local Community	Sheila Palmerley, Strategic Manager, School Places and Admissions Tel. 03000 265 731	

SECTION THREE - REGENERATION AND ECONOMIC DEVELOPMENT

Ref. No.	Date of Decision (i.e. date of Cabinet meeting)	Description of Decision to be Made	Background Documents	Lead Cabinet Member	Main Consultees & Means of Consultation	Contact details for further information	Scrutiny Involvement
R&ED/01/13	20/11/13	Shildon Regeneration Masterplan - to seek approval	Masterplan	Portfolio Holder for Economic Regeneration	Key individuals and organisations by meeting and correspondence	Sarah Robson, Head of Economic Development 03000 267 332	The Economy and Enterprise OSC on 19th November 2012 received an overview of the various masterplans for County Durham. As part of the Committee's work programme refresh an update on the progress of the various masterplans was received at the meeting on 24 June, 2013 with a further update scheduled for committee on the 22nd January, 2014.
R&ED/04/13	20/11/13	Energy Reduction Proposals for Chilton: Creation of a Social Enterprise		Portfolio Holder for Economic Regeneration	Key individuals and organisations by meeting and correspondence	Stuart Timmiss, Head of Planning and Assets 03000 267 334	An overview was provided at the Environment Osc on the 21st June, 2013 of the County Durham Climate Change Delivery Plan and it is intended that an update on the further development of the plan is provided to members at a future meeting of the Committee.
R&ED/08/13	15/01/14	Seaham Colliery Housing Masterplan - to seek approval	Masterplan	Portfolio Holder for Economic Regeneration	Key individuals and organisations by meeting and correspondence	Sarah Robson, Head of Economic Development 03000 267 332	

SECTION THREE - REGENERATION AND ECONOMIC DEVELOPMENT

R&ED/12/13	20/11/13	Adoption of Climate Change Strategy	Portfolio Holder for Economic Regeneration	Key individuals and organisations by meeting and correspondence	Stuart Timmiss, Head of Planning and Assets 03000 267 334	An overview was provided at the Environment Osc on the 21st June, 2013 of the County Durham Climate Change Delivery Plan and it is intended that an update on the further development of the plan is provided to members at a future meeting of the Committee.
R&ED/15/13	12/02/14	Auckland Castle and Bondgate Update	Portfolio Holder for Economic Regeneration	Key individuals and organisations by meeting and correspondence	Sarah Robson, Head of Economic Development 03000 267 332	
R&ED/17/13	TBC	Camera Enforcement of Parking and Bus Lane Contraventions	Portfolio Holder for Economic Regeneration	Key individuals and organisations by meeting and correspondence	Adrian White Head of Transport & Contract Services 03000 267455	
R&ED/21/13	12/02/14	Parking Strategy	Portfolio Holder for Economic Regeneration	Key individuals and organisations by meeting and correspondence	Adrian White Head of Transport & Contract Services 03000 267455	

SECTION THREE - REGENERATION AND ECONOMIC DEVELOPMENT

R&ED/07/13	TBC	Durham City Regeneration Masterplan	Portfolio Holder for Economic Regeneration	Key individuals and organisations by meeting and correspondence	Sarah Robson, Head of Economic Development 03000 267 332	The Economy and Enterprise OSC on 19th November 2012 received an overview of the various masterplans for County Durham. As part of the Committee's work programme refresh an update on the progress of the various masterplans was received at the meeting on the 24th June, 2013 with a further update scheduled for the committee on the 22nd January, 2014.
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SECTION FOUR - NEIGHBOURHOOD SERVICES

Ref. No.	Date of Decision (i.e. date of Cabinet meeting)	Description of Decision	Background Documents	Lead Cabinet Member	Main Consultees & Means of Consultation	Contact details for further information	Scrutiny Involvement
NS/20/13	20-Nov-13	To consider proposals for Street Lighting Policy following public consultations	Street Lighting Policy : Current and original Policy approved on 26 May 2010 Street Lighting Energy Reduction Project : Cabinet Report dated 12 December 2012 Updated Street Lighting Policy Cabinet Report 17 July 2013 Street Lighting Policy Consultation Results Report Oct 2013	Portfolio Holder for Neighbourhoods and Local Partnerships	Consultation with key stakeholders, AAPs and members of the public via online survey, focus groups and other feedback mechanisms	John Reed Head of Technical Services Tel 03000 267454	The Environment OSC considered a report at the meeting on the 26th September, 2013 providing details of the proposals within the revised Street Lighting Policy and the on-going consultation arrangements. An update on the Street Lighting Policy will be considered by the committee at the meeting on the 10th April, 2014. The Committee also intends to undertake visits in the near future to areas where LED units have been fitted.

**Overview and Scrutiny
Management Board**

22 November 2013



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

Report of Lorraine O'Donnell, Assistant Chief Executive

Purpose of the Report

- 1 To present to Members an information update of overview and scrutiny activity from October - November 2013.

Background

- 2 As previously agreed, a written report of Chairs' updates will be presented for information only to all Overview and Scrutiny Management Boards. Members of the Overview and Scrutiny Management Board are encouraged to get involved in any area of Overview and Scrutiny activity via thematic committees and/or talk to Scrutiny Committee Chairs and OS Officers on areas of project/overview activity.

Updates

- 3 Updates from Overview and Scrutiny Committees from October to November 2013 are as follows:

Corporate Issues Overview and Scrutiny Committee (CIOSC)

<i>Update on Previous Reviews</i>	CIOSC on 14 th October 2013 received: <ul style="list-style-type: none"> • An update on the recommendations of the light touch review of Telephone Calls.
<i>Scrutiny Review Activity</i>	CIOSC on 14 th October received <ul style="list-style-type: none"> • A report on the Medium Term Financial Plan (4), Council Plan and Service Plans 2014/15 – 2016/17.
<i>Overview reports/ Presentations</i>	CIOSC on 14 th October received: <ul style="list-style-type: none"> • An overview of Building and Facilities Maintenance, Direct Services.

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

<i>Update on Previous Reviews</i>	<ul style="list-style-type: none"> • There are no systematic reviews to report on for this period.
<i>Scrutiny Review Activity</i>	Neighbourhood Warden Service <ul style="list-style-type: none"> • Two Review Group meetings have been held to provide a focus on partnership arrangements, tools and powers and communication.

	<ul style="list-style-type: none"> Members have also undertaken field study activity through Staysafe and stop and search operations to gain an insight into the wide range of work undertaken by the Service.
Overview reports/ Presentations	<p>SSC OSC on 18 October received reports/presentations on:</p> <ul style="list-style-type: none"> Transforming Rehabilitation – A Strategy for reform, from the Director of Offender Services, Co. Durham & Tees Valley Probation Service the work of the Alcohol Harm Reduction Unit - from the Council's Consumer Protection Manager and an Inspector from Durham Constabulary information on Consumer Protection Enforcement a briefing to update the Committee on the work of the Safe Durham Partnership.

Economy and Enterprise Overview and Scrutiny Committee (E & E OSC)

Update on Previous Reviews	There are no systematic reviews to report on for this period
Scrutiny Review Activity	<p>E & E OSC on 21st October 2013 received:</p> <ul style="list-style-type: none"> a joint report from the Assistant Chief Executive which updated members regarding the Member Reference Group meetings held on June, July and October 2013. The Group is examining the implications of the changes in Government funding on the economy of County Durham.
Overview reports/ Presentations	<p>E & E OSC on 21st October 2013 received presentations/reports on:</p> <ul style="list-style-type: none"> an update on the Tourism offer within County Durham from the Chief Executive of Visit County Durham; the County Durham Infrastructure Delivery Plan and the Community Infrastructure Levy; a report detailing a six month review of the Durham Key Options Lettings Policy changes. <p>Two special E & E OSC workshops were held as follows:</p> <ul style="list-style-type: none"> 4th November – a workshop to which all Non-Executive members were invited to discuss the Pre-submission draft of the County Durham Plan. A response on behalf of participants is being compiled and will be submitted as part of Scrutiny's response to the current consultation exercise. 13th November - the Council's three housing management organisations, East Durham Homes, Dale and Valley Homes and Durham City Homes presented their latest Annual Reports and also reported performance information for 2012/13.

Environment and Sustainable Communities Overview and Scrutiny Committee (Environment OSC)

Update on Previous Reviews	Environment OSC on 24 th October received updates on: <ul style="list-style-type: none"> • Reducing the Council's Carbon Emissions • Development of Renewable Energy Technologies in County Durham.
Scrutiny Review Activity	There is no scrutiny review activity to report on for this period.
Overview reports/ Presentations	Environment OSC on 24 th October received a presentation on: <ul style="list-style-type: none"> • Warm up North. <p>A Special meeting of the Environment OSC on 31st October received:</p> <ul style="list-style-type: none"> • an overview presentation on flooding.
	Members of the Environment OSC on 29 th October attended a meeting at South Tyneside Council to receive information on the Tyne & Wear Aquifer Protection Scheme.

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

Update on Previous Reviews	There are no systematic reviews to report on for this period.
Scrutiny Review Activity	CYP OSC is reviewing Alcohol and Substance Misuse by Young People. The working group has received information on: <ul style="list-style-type: none"> • The current situation -15th October • Partnership working and Licencing – 23 October • Raising awareness of the harms of alcohol in schools and in the community -5th November • Youth offending behaviours -7th November.
Overview reports/ Presentations	CYP OSC on 31 st October received presentations/reports on: <ul style="list-style-type: none"> • the One Point Service • School Funding • Building Schools for the Future • NHS and Public Health Reforms.

Adults, Well-being and Health Overview and Scrutiny Committee (AWH OSC)

Update on Previous Reviews	AWH OSC on 1 November 2013 received update presentations on: <ul style="list-style-type: none"> • the committee's previous review in respect of the County Durham and Darlington NHS FT Hyper Acute Stroke service.
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	<ul style="list-style-type: none"> the progress made by Durham County Council regarding the recommendations of the Regional Joint Health OSC Review into the health needs of the ex-service community.
Scrutiny Review Activity	<p>AWH OSC on 1 November 2013:</p> <ul style="list-style-type: none"> as part of the implementation of proposals by North Tees and Hartlepool NHS FT to review emergency medical and critical care services at University Hospital Hartlepool and University Hospital North Tees, the committee received an update report regarding the establishment of an oversight board to review the implementation of the proposed changes.
Overview reports/ Presentation	<p>AWH OSC on 1 November 2013 received:</p> <ul style="list-style-type: none"> An overview presentation by Anna Lynch, Director of Public Health regarding cancer screening services; An update report in respect of NHS and Public Health reforms.

Performance/Budget/Work Programme Reporting

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

Recommendation

- 5 Members are invited to receive the report and note the information contained therein.

Background Papers: Previous committee reports/presentations.

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Appendix 1: Implications

Finance – N/A

Staffing – N/A

Risk – N/A

Equality and Diversity / Public Sector Equality Duty – N/A

Accommodation – N/A

Crime and Disorder – N/A

Human Rights – N/A

Consultation – N/A

Procurement – N/A

Disability Issues – N/A

Legal Implications – N/A

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