



Overview and Scrutiny Management Board

Date Tuesday 17 June 2014
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 28 April 2014 (Pages 1 - 6)
4. Declarations of interest, if any
5. Update on the Delivery of the Medium Term Financial Plan 3 - Report of Assistant Chief Executive (Pages 7 - 14)
6. Implications for Durham County Council of the Government's Policy Programme - Report of Assistant Chief Executive (Pages 15 - 38)
7. Quarter 4 2013/14 Performance Management - Report of Assistant Chief Executive (Pages 39 - 132)
8. County Durham Partnership Update - Report of Assistant Chief Executive (Pages 133 - 154)
9. Notice of Key Decisions - Report of Head of Legal and Democratic Services (Pages 155 - 164)
10. Update in relation to Petitions - Report of Head of Legal and Democratic Services (Pages 165 - 170)
11. Appointment of Co-optees - Verbal Update
12. Any other urgent business (subject to the Chairman's approval)

Colette Longbottom
Head of Legal and Democratic Services

County Hall
Durham
9 June 2014

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, 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

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 **Monday 28 April 2014 at 9.30 am**

Present:

Councillor J Armstrong in the Chair

Members of the Committee:

Councillors P Stradling, A Batey, R Bell, J Blakey, D Boyes, R Crute, B Graham, D Hall, K Henig, J Lethbridge, C Potts, M Simmons, R Todd, J Turnbull and S Wilson

Co-opted Members:

Mr A J Cooke and Mr D Kinch

Also Present:

Councillor M Williams

1 Apologies for Absence

Apologies for absence were received from Councillors A Hopgood, P Lawton, H Liddle, T Nearney, A Shield, and Reverend Phipps.

2 Substitute Members

There were no substitute members.

3 Minutes

The minutes of the meetings held on the 25 March and 1 April 2014 were confirmed as a correct record and signed by the Chairman.

Referring to item 7 of the minutes of the meeting held on 25 March 2014 regarding communication, the Head of Planning and Performance advised that information on a request for ideas on running services differently had been published in the Members' Update (spring edition).

The Head of Planning and Performance referred to item 9 and confirmed that a note of the changes made to the Council Plan and Service Plans had been provided.

Referring to item 10, the Head of Planning and Performance updated Members on the new co-optee arrangements. All non-voting co-optees had received a letter thanking them for their valuable contributions and asked them to indicate if they wished to be considered

for a further term. Application form, person specification, protocol for non-voting scrutiny members, information on the role of overview and scrutiny and the role of a non-voting co-optee had been published on the Councils website and shared with AAPs. The closing date for applications was 29 April, and members agreed that relevant thematic scrutiny officers would support members in the selection process in line with the cooptee protocol previously agreed by this committee.

The Committee Service Manager referred to item 12 and advised that further information on the main consultees would be provided on future Notice of Key Decisions with the next one being published on the 13 May 2014.

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 Progress Towards a Partnership Approach to Supporting Opportunities for Young People within County Durham Update

The Board considered a report of the Head of Strategy Programmes and Performance that provided an update on progress towards delivering a partnership approach to supporting employment and training opportunities for young people within County Durham. A presentation was given by the Strategy, Partnerships and Resources Manager (for copy of report and slides, see file of minutes).

Members discussed the underlying issues and challenges that needed to be addressed in order to achieve the ambitions outlined within the report which included:

- Transition from education to employment;
- Rising youth unemployment;
- Persistent high number of young people Not in Education, Employment or Training (NEETs);
- Skills gaps and differing supply and demand;
- Changing employer perceptions.

Councillor R Crute suggested that Economy and Enterprise Overview and Scrutiny Committee look at the delivery of projects and schemes that focus on youth employment and the links between education and businesses. Members commented that it was important to match the provision of training and skills, to the types of jobs, to ensure the trained workforce remain in the North East.

Clarification was provided on the membership of the Local Enterprise Partnership (LEP) and it was suggested that information be provided to the Board on the partnership arrangements with the Authority. Councillor Armstrong requested that an update on the Combined Authority be given at a future meeting.

Councillor D Hall emphasised the need for a stronger focus on self-employment, that it was so important with many young people now setting up their own businesses, to be provided with as much support as possible in the early phase.

Resolved:

- That the information contained within the report and support for the next steps outlined within section 4.0 of the report be noted.
- That Regeneration and Economic Development and Children and Adult Services continue to work closely with partners to support and maximise the opportunities for young people within the county.

7 Development of Corporate Performance Indicators and Targets for 2014/15 - Report of Assistant Chief Executive

The Board considered a report of the Assistant Chief Executive that provided a summary of the issues raised by Overview and Scrutiny Management Board on developing the corporate indicators and targets for 2014/15 and outlined the outcomes and actions taken to address those issues (for copy see file of minutes).

At a special meeting held on 17 January 2014, Overview and Scrutiny Management Board were provided with the opportunity to influence the indicators and targets that are used by the Council ahead of developing the corporate set for 2014/15 to monitor performance and progress in achieving objectives.

Resolved:

That the Board considered the key outcomes from the meeting held on 17 January 2014 as listed in Appendix 2 of the report.

8 Fit for Purpose, Fit for the Future - Review of Durham County Council's Area Action Partnerships - Final Update

The Board considered a report of the Assistant Chief Executive that informed members of the sign off by Corporate Issues Overview and Scrutiny Committee on the 19 February of the scrutiny review of Area Action Partnerships – 'Fit for purpose, Fit for the future' (for copy see file of minutes).

Councillor Lethbridge presented the report and advised that at the meeting on the 19 February, members indicated that, whilst they were mindful to sign off the AAP review, it would be necessary to continue to monitor the progress of addressing outstanding recommendations and also monitor the progress of the AAPs. It was agreed that this would be best done through the County Durham Partnership updates which would periodically be considered by the Overview and Scrutiny Management Board, and include regular information on AAP activity. These reports would provide an ongoing opportunity for Overview and Scrutiny to monitor the progress of the AAPs and activity whilst also

enabling the progress against outstanding AAP Review recommendations to be examined.

Corporate Issues Overview and Scrutiny members also expressed a continued desire to retain the AAPs on their work programme.

Resolved:

- That the contents of the report be noted;
- That the progress and performance of AAPs be monitored through the regular County Durham Partnership Updates presented to Overview and Scrutiny Management Board;
- That Corporate Issues Overview and Scrutiny Committee retain the AAPs on their work programme.

9 Overview and Scrutiny Annual Report 2013-2014

The Board considered a report of the Assistant Chief Executive that provided information on the work of all the Overview and Scrutiny Committees for 2013/14 with a view to presenting it to County Council on the 18 June 2014 (for copy see file of minutes).

The Head of Planning and Performance highlighted several key achievements from the scrutiny review activity and scrutiny site visits. She referred to the hosting of a delegation from Zhejiang Province, China which was part of a visit to Northumbria University to look at Government structure and scrutiny in the UK.

Resolved:

That the report be approved and be presented to County Council on the 18 June 2014.

10 Notice of Key Decisions

The Board considered a report of the Head of Legal and Democratic Services that 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 the only change to the schedule since the update at the last meeting had been the addition of the Councils approach to the 2015/16 General Fund Revenue and Capital Budget, MTFP 5 and Council Plan and Service Plans which would be considered at Cabinet on the 16 July 2014.

Resolved:

That the information contained in the report be noted.

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

The Board considered a report of the Assistant Chief Executive that provided an update of overview and scrutiny activity between March and April 2014 (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.

12 Any Other Business

Councillor M Simmons expressed that she would like the opportunity to attend certain site visits and become more involved in the scrutiny process. The Chairman responded that he would be happy for any member to attend site visits providing places were available.

The Head of Planning and Performance explained that site visits were linked to individual committees and focus was given on inviting Members of that particular committee, however, it may be possible to widen the invitation.

The Committee Service Manager added that all Members receive a copy of the weekly committee diary sheet that lists any site visits taking place. She advised if members were interested in attending a particular site visit, they should contact the relevant contact person who would also be listed on the diary sheet.

Due to the new co-optee arrangements effective from the 22 May 2014, Mr Kinch took the opportunity to thank the Board for an enjoyable 4 years. The Chairman also wished to thank all Overview and Scrutiny co-opted members for their valuable input and contributions throughout the years.

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Overview and Scrutiny Management Board

17 June 2014

Cabinet

11th June 2014

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 and all Cabinet collectively

Purpose of the Report

- 1 This report provides an update on the progress made at the end of March 2014 on the delivery of the 2013/14 to 2016/17 Medium Term Financial Plan (MTFP 3), and provides a summary over the past three years of the MTFP savings made.

Background

- 2 Cabinet has received regular updates on the progress made by the Council in delivering the financial targets within MTFP 1 and 2 which covered the period 2011/12 to 2015/16 and within MTFP 3 which covers the period 2013/14 to 2016/17. 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 MTFP 4 has now been agreed by Council and the overall savings target for the period from 2011/12 to 2016/17 is now estimated at around £224m.

Progress to date

- 4 Delivery of the MTFP programme continues to be very challenging for the Council. We have however continued to meet the savings targets set so far and the target for 2013/14 has now been fully delivered with a total of £20.87m being saved during this period. Together with the savings made since April 2011 we have now made over £113m of savings. To put this in context however it is only just over 50% of the savings target we estimate will be required by the end of 2017, so we have the same amount to save again over the next three years.

- 5 During the last quarter of 2013/14 the small amount of savings required to meet the target were delivered through initiatives which had already been introduced previously alongside continuing staffing restructures.
- 6 Looking at the overall progress on the delivery of MTFP savings, the amount delivered to date and the amounts still required over the coming few years are shown in the graph below;

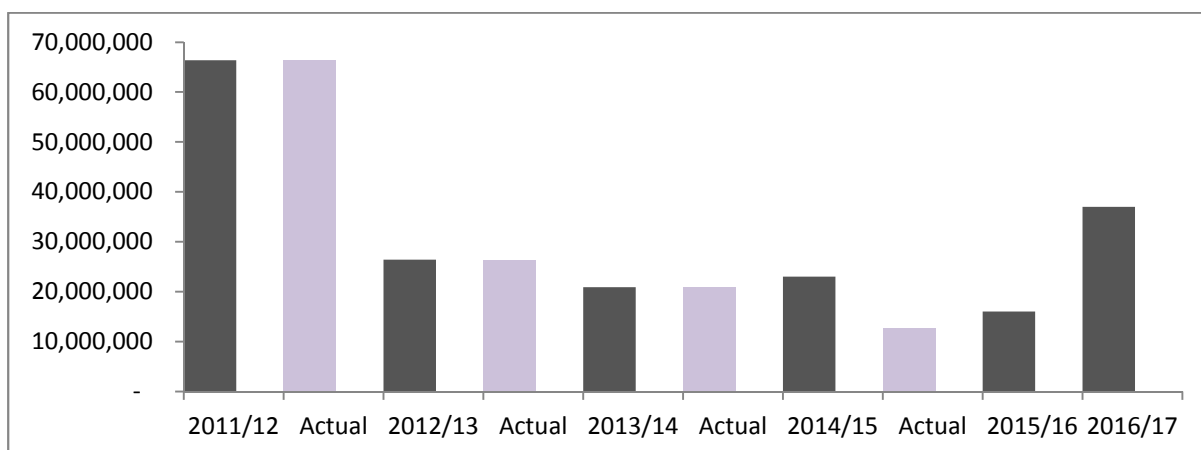


Figure1. MTFP 1, 2 and 3 savings targets and achievements

- 7 The graph shows that we have already delivered over 50% of the savings required for 2014/15, in part through early delivery. Ensuring we deliver on time and in a controlled manner is critical as any slippage would mean that the Council would have to deliver higher savings over time.
- 8 The importance of delivering savings early if practicable cannot be over emphasised. The generation of reserves in the form of cash limits has been essential in ensuring delivery of the savings, enabling a 'smoothing' of implementation from year to year.
- 9 During the last three years there have been over 300 individual projects identified during the planning for MTFP savings.
- 10 The strategy the Council has deployed to date has been to seek savings from management, support services, efficiencies and increase income from fees and charges to minimise the impact of reductions on frontline services.
- 11 To date the Council has implemented the agreed strategy very effectively:
 - 64% of savings to date have been from non-frontline services, exceeding our initial aspiration that at least half would be from non-frontline services.

- By the midpoint of 2013/14, the number of employees earning over £40k had been reduced by 29%. This has significantly reduced management costs.
- Proportionally more than three times as many manager posts have been removed than frontline staff.
- Whilst income from fees and charges has been increased, this has not taken the Council to a position of having the highest levels of fees and charges in the region or nationally which is important given the socioeconomic make-up of the county.

Consultation

- 12 The Council has a strong track record of involving the public in setting its budget and in considering the individual proposals identified as part of the MTFP. Alongside two significant public consultations on the budget in 2010 and last year we have undertaken over 20 public consultations on individual proposals including changes to refuse collection, library opening hours and adult care.
- 13 This approach was further endorsed with an additional consultation undertaken in 2012 on how the Council was delivering the savings. This identified that the Council had managed the process so far well given the difficult circumstances and the tough decisions necessary, but reinforced that the involvement of local people remains central to the process
- 14 As has been mentioned in previous updates over the three years of the MTFP we have revised our proposals to take into account the feedback received from public consultations. These include leisure centres where we transferred several into local ownership, libraries where we used the consultation to determine the revised opening hours which helped avoid closures and household waste recycling centres where the final recommendation was to close only two instead of the six proposed initially.
- 15 Consultations have also, in some cases, endorsed the Council's proposals and helped plan the way forward; for example the consultation on the Community Building Strategy where the feedback helped develop a framework of support for community buildings over the next few years.
- 16 However given the need to make challenging budget reductions, it has not always been possible to act upon the consultation findings particularly where no alternative proposals were identified that could deliver savings. Even in these areas consultation showed that decisions were made on a detailed understanding of their potential impact.
- 17 We have also identified overwhelming support to continuing to engage the public in our decision making process and through the approach we have taken in delivering the MTFP, we will ensure this very important public engagement continues where appropriate.

HR implications

- 18 During 2013/14 we accepted a total of 164 ER/VR applications, deleted 78 vacant posts and regretfully made 45 employees redundant as a result of the MTFP proposals.
- 19 With these figures the total impact on the workforce through reduced posts during the first three years of the MTFP remains in line with the original projections of 1,950 posts being removed by the end of 2014/15.
- 20 In total over the three years of the MTFP a total of 915 ER/VR applications have been accepted, 367 vacant posts deleted and 345 compulsory redundancies made.
- 21 Management of change policies and HR support have ensured that this degree of change has been managed effectively and this has been recently recognised as the Council's approach has been shortlisted for a major industry award.
- 22 Through these policies the Council has continued to support staff affected by the MTFP and we have found over 357 staff alternative employment through the Council's redeployment process.
- 23 Staff are also continuing to apply for ER/VR and to date we have 216 expressions of interest which we are actively monitoring to try and support where we can.
- 24 The gender balance of those leaving through voluntary redundancy, early retirement and ER/VR during Quarter 4 showed that just over 70% were female and 29% male. Just under 4% (less than five employees) had a disability and 11.5% were not disabled while the remainder had not disclosed whether or not they had a disability.
- 25 All were from a white background except for just over 15% who had not disclosed their ethnicity. The majority (61.5%) were full-time workers. The profile of those leaving through compulsory redundancies showed that over 82% were female and over 76% were part-time workers. All were white British and none had disclosed a disability.
- 26 During 2013/14 the cumulative totals for employees leaving through voluntary redundancy, early retirement and ER/VR showed that 61.6% were female and 38.4% male. Less than twenty employees (5.6%) had a disability and almost 80% had not disclosed whether or not they had a disability.
- 27 The majority (88%) were from a white background, just over 11% had not disclosed their ethnicity and less than 1% were from a black or minority ethnic background. The majority (69%) were full-time workers. The profile of those leaving through compulsory redundancies showed that almost 69% were female, less than five employees (7%) had disclosed a disability and almost 98% were white British. There was no significant overall difference between full-time workers (49%) and part-time workers (51%).

- 28 Comparing this cumulative profile against the overall workforce shows that:
- A greater proportion of females left through compulsory redundancy (69%) than females in the overall workforce profile (62.7%);
 - Both voluntary leavers and compulsory redundancies showed higher percentages for disabled employees than the overall workforce (2.9%), however the total number of disabled leavers is less than 25; and
 - There was no significant difference in terms of ethnicity.

Equality Impact Assessments

- 29 The Equality Impact Assessments (EIA) for 2014/15 savings were made available to Members in January ahead of the final budget decision. Our EIA process ensures that proposals for savings are subject to robust yet proportionate analysis with initial screenings for new savings or those likely to have minimal impact and more detailed EIAs for ongoing savings with a greater level of impact. Proposals which have the potential for a disproportionate impact on any of the protected equality characteristics have a full detailed assessment ahead of the final decision.
- 30 The EIA process is intended to protect the authority from legal challenge and ensure that mitigating actions are considered as part of the final decision making. In general legal challenges to other authorities have focussed on lack of evidence that equality duties were considered and were based on flawed consultation processes. Our impact assessment and consultation processes work together to ensure that decision makers are made aware of their legal duties, have sight of evidence and consider the views of relevant equality groups.
- 31 In the last quarter of 2013/14 the Cabinet report on residential care homes included a full impact assessment which included evidence about current service users and from the consultation exercise. The potential impacts related to the health and wellbeing of service users, additional travel or reduced opportunity to visit for family and friends, loss of local provision and employment. The impacts were most likely in relation to age, gender and disability. The mitigating actions included taking account of individual needs in any move, aiming to move residents together if this was their choice and following corporate HR procedures to ensure fair treatment for staff.
- 32 Examples from previous quarters have demonstrated the importance of our ongoing EIA process which is clearly linked to decision making.
- The initial EIA relating to the non-residential charging policy was considered by Cabinet in October 2013 and was updated again in November 2013 to include further mitigating actions to take account of financial hardship.
 - The EIA of changes to leisure centres was originally considered by Members in 2011. It included plans for the relocation of existing multi-

sensory facilities from Deerness leisure centre which has now been completed at Spennymoor Leisure Centre. The move of day services into leisure centres has also been completed with Changing Place facilities installed to support the move and improve services for the wider disabled community.

- Changes to stairlift maintenance arrangements were first subject to an EIA as part of the 2011/12 proposals , this has been updated during the decision making process and the changes were implemented from April 2014.

Conclusions

- 33 The Council is in a strong position to continue to meet the financial challenges ahead through accurately forecasting the level of savings required, developing strong plans and robustly managing implementation including high volumes of consultation and communication. This position is further enhanced by the approach of planning and delivering MTFP proposals early where we can.
- 34 The Council has now delivered the savings for 2013/14 which amount to over £113m in savings made since 2011.
- 35 MTFP4 has now been agreed which brings the total level of savings for the period from 2011/12 to 2016/17 to over £224m.
- 36 The focus of the planning activity is now looking to the savings required in 2014/5, in order that the required savings can be achieved, and to ensure we have allowed the appropriate amount of time to undertake consultations with all those affected.

Recommendations

- 37 Members are recommended to note the contents of this report and the progress being made in delivering the MTFP.

Contact: Roger Goodes, Head of Policy & Communications
Tel: 03000 268050

Appendix 1: Implications

Finance – The delivery of the MTFP involves cumulative saving of approximately £224m over the period from 2011 to 2017 of which just over £113m has been delivered in 2011/12, 2012/13 and 2013/14.

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 proposals which have been identified for MTFP 2 and 3, together with 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 1950 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 and again in 2013. 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

17 June 2014

Cabinet

7 May 2014

Implications for Durham County Council
of the Government's policy programme



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

Purpose of the Report

- 1 On 22 January 2014, Cabinet considered the most recent report on the implications of the government's policy programme. This report provides Cabinet with an update on the major policy developments and announcements since then and analyses the implications for the council and County Durham.

Executive Summary

- 2 The most significant announcements since the last report to Members relate to the following, outlined in more detail below:
 - The Budget;
 - Welfare reform;
 - National minimum wage;
 - Transformation Challenge Fund;
 - Transparency in local government;
 - Public Services (Social Value) Act;
 - Vocational qualifications and apprenticeships;
 - Planning;
 - North East Local Enterprise Partnership and North East Combined Authority;
 - Regional Growth Fund;
 - Local bus services;
 - Community energy;
 - NHS, public health and care and support reform;
 - Community safety;
 - Free school meals for infant pupils;
 - Children and Families Act 2014;
 - Child poverty strategy.

- 3 Since the coalition government was formed in 2010, it has embarked on a major programme of public service reform.
- 4 In the initial years of this government, the pace of policy announcements and reforms was intense. However, compared with previous policy implications reports to Cabinet, it is apparent that the government is making fewer major policy announcements. In part, this reflects the shift in policy effort from policy development, reform and legislation seen in the first few years to the subsequent implementation of those reforms. It may also reflect a natural slowing down in policy development as the coalition partners and other political parties prepare for the forthcoming general election campaign.
- 5 Of particular note is the government decision to continue with its strategy of austerity measures as outlined in the Budget. This will have significant financial implications for the council and its partners in future years and for our poorer communities, given the cap and proposed freeze in overall welfare spending.
- 6 Clearly, the various policy changes will have major implications for the council and the steps it is taking to develop an 'altogether better Durham'.
- 7 The council and its partners are continuing to analyse the impact that government policy will have on local communities and on our ability to deliver the sustainable community strategy and are responding accordingly. Wherever possible, the council and its partners are working together to respond proactively to the government's policy changes, which have been taken into account in the refresh of the County Durham Sustainable Community Strategy and the council plan and supporting service plans, as considered by Cabinet at its meeting of 19 March 2014.

Background

- 8 Cabinet has considered a number of reports on government policy since the general election in 2010, the most recent of which on 22 January 2014. Where necessary, Cabinet has also received further policy reports on specific topics, such as changes to the NHS, health and social care and welfare reform. This report builds upon these previous briefings.
- 9 Since the coalition government was formed in 2010, it has embarked on a major programme of public service reform, which has included the following:
 - a) Deficit reduction measures across all government departments;
 - b) Structural reforms to reduce the number of government agencies and arm's length bodies;
 - c) The 'red tape challenge' to reduce government bureaucracy and regulation;
 - d) Changes to welfare to reduce spending and encourage more people to be independent;

- e) NHS and public health reforms including the introduction of clinical commissioning groups and the transfer of public health to local government;
 - f) Police reforms including the introduction of directly elected police and crime commissioners;
 - g) Expansion of the academy programme and the introduction of free schools;
 - h) Major reform of the planning system with new national planning policy guidance and the revocation of regional spatial planning;
 - i) Abolition of the regional development agencies and the introduction of the national Regional Growth Fund and local enterprise partnerships;
 - j) Initiatives to open up public services to greater transparency and more diverse and local patterns of control.
- 10 The government is now tending to make fewer major policy announcements, in part, reflecting the shift in policy effort from policy development, reform and legislation seen in the first few years to the subsequent implementation of those reforms. It may also reflect a natural slowing down in policy development as the coalition partners and other political parties prepare for the forthcoming general election campaign.

Update

- 11 Nevertheless, the government is still making some major announcements and the most significant since the last report to Members in January 2014, relate to the following, which are outlined in more detail below:
- The Budget;
 - Welfare reform;
 - National minimum wage;
 - Transformation Challenge Fund;
 - Transparency in local government;
 - Public Services (Social Value) Act;
 - Vocational qualifications and apprenticeships;
 - Planning;
 - North East Local Enterprise Partnership and North East Combined Authority;
 - Regional Growth Fund;
 - Local bus services;
 - Community energy;
 - NHS, public health and care and support reform;
 - Community safety;
 - Free school meals for infant pupils;
 - Children and Families Act 2014;
 - Child poverty strategy.

- 12 An update on welfare reform was considered by Cabinet on 12 February 2014 and a more detailed report on NHS and public health reforms is included elsewhere on the agenda for this meeting of Cabinet (7 May 2014).

The Budget

- 13 On 19 March 2014, the Chancellor of the Exchequer delivered his 2014 Budget statement.
- 14 Quoting independent forecasts from the Office for Budget Responsibility (OBR), he suggested that the economy, as measured by growth in gross domestic product (GDP), is forecast to grow by 2.7 per cent this year and 2.3 per cent next year, then by 2.6 per cent in 2016 and 2017 and by 2.5 per cent in 2018.
- 15 Due to this forecast period of sustained economic growth, coupled with the government's on-going austerity programme, the OBR forecast that the deficit would be 6.6 per cent of GDP this year, 5.5 per cent in 2014-15 and would then fall to 0.8 per cent by 2017-18, with a surplus of 0.2 per cent achieved in 2018-19. As such, public borrowing is forecast to be £108 billion this year and £95 billion next year, leading to a surplus of almost £5 billion in 2018-19.
- 16 The main announcements made in the budget included:
- a) a commitment to maintain the government's austerity programme including making permanent £1 billion of government departmental underspends (previously announced in last year's Autumn statement);
 - b) total welfare spending to be capped at £119 billion for 2015-16, rising in line with inflation to £127 billion in 2018-19. The cap includes child benefit, incapacity benefit, winter fuel payment and income support, but does not include state pension and Jobseeker's Allowance;
 - c) from April 2014, small employers who pay less than £2,000 per annum in National Insurance contributions, will not have to pay any contribution and shops, pubs and restaurants in premises with a rateable value of less than £50,000 will receive a £1,000 discount on their business rates in 2014 and 2015;
 - d) between April 2014 and December 2015, businesses investing up to £0.5 million in plant and machinery will not pay tax as part of the annual investment allowance and from April 2014, unprofitable small and medium-sized businesses that pay Corporation Tax will pay no tax on 14.5 per cent of any research and development (R&D) investments;
 - e) continued usage of the Carbon Price Floor (CPF) as a price escalator to encourage businesses to use low carbon energy, but extending the Carbon Price Support rate up to 2019/20 to compensate businesses that are severely disadvantaged by the policy;

- f) £60 million announced to help reduce the cost of generating low-carbon energy;
- g) a fuel duty rise planned for September will not happen and a £7 billion package to cut energy bills, including £18 per ton cap on carbon price support, predicted to save medium-sized manufacturers £50,000 and families £15 a year;
- h) thirty per cent income tax relief for social enterprises to match the rate for the Enterprise Investment Scheme and venture capital trusts;
- i) doubling the UK Export Finance (UKEF) investment programme to £3 billion, cutting interest rates from customers, broadening the types of finance offered, and raising awareness of UKEF products and services. Doubling the funding available and widening the remit of the Global Entrepreneur Programme, and strengthening support for exporting and inward investment by financial services bodies;
- j) increasing the number of scholarships for talented international students and expanding the promotion of the UK as a place to study;
- k) a new £42 million centre for research and analysis of big data (the Alan Turing Institute);
- l) £74 million investment in graphene innovation and a cell therapy manufacturing centre;
- m) £106 million for 20 new centres for research and postgraduate training;
- n) from April 2015, air passenger duty to be reduced on a broader range of long haul flights;
- o) an extra £85 million to provide 100,000 grants in 2014/15 and 2015/16 for apprenticeships;
- p) a three year extension of business rate discounts and enhanced capital allowances for businesses locating in enterprise zones;
- q) film tax credit policy to be applied to theatrical productions to further support creative industries;
- r) £20 million in grants for cathedral repairs;
- s) the Help to Buy equity scheme for new-build homes will be extended to 2020 and support will be provided to build more than 200,000 new homes;
- t) in response to the impact of recent inclement weather, £140 million for improvements to damaged flood defences and £200 million for pothole repairs via a challenge fund;
- u) consultation on minimum excise tax for tobacco to help improve public health to be launched. Tobacco duty to rise by two per cent above inflation and this escalator to be extended beyond the next general election;

- v) beer duty cut by one pence a pint and the duty on spirits and ordinary cider to be frozen.

Welfare reform

- 17 As outlined above, the government has set the cap for total welfare spending at £119 billion for 2015-16, rising in line with inflation to £127 billion in 2018-19. The cap is in line with current welfare expenditure in 2014/15 and includes child benefit, incapacity benefit, winter fuel payment and income support, but does not include state pension and Jobseeker's Allowance.
- 18 In line with the Welfare Benefits Up-rating Act 2013, any change to the overall cap would be subject to a parliamentary approval.
- 19 Various statistical and monitoring documents have been released since February by the government on the progress and impact of welfare changes to date. The data include figures on the number of people starting and ending housing benefit claims, data on the number of housing benefit claimants with a reduction under the under occupation charge and performance data from the Job Centres involved in the Universal Credit pilots. Guidance has also been issued by the Department of Work and Pensions (DWP) on data sharing, emphasising the DWP's commitment to share information between agencies to improve services and reduce fraud.
- 20 In relation to Universal Credit (UC), a key questions and answers guide developed from the experience of the local authority-led pilots has been published. The document covers the experience and learning from the pilot areas, and identifies areas of learning which other authorities can use in implementing UC. Key outcomes include: ensuring that there is better integration of services to help provide better customer services and partnership working; and making sure frontline staff have knowledge, skills and understanding to help in any triage process.
- 21 The DWP has also had to begin an investigation into the Universal Job match site, after concerns were raised that in the region of 300,000 jobs on the site may be fake.
- 22 In terms of the benefit cap, a legal appeal brought by two lone parent families to the benefit cap was dismissed by the Court of Appeal in February. The court in making its judgement stated that the government's policy discriminates against women, but that the discrimination was justified because it 'reflects the political judgement of the government'. The court of appeal also made reference to the implementation and described as a 'matter of concern' the government's delay in addressing problems with the cap's application to women's refuges.
- 23 However, at the start of March, the DWP brought proposals to the Social Security Advisory Committee for a number of amendments which would exclude benefit paid to cover housing costs in most supported housing from being taken into account for the household benefit cap or being met via the

Universal Credit rent element. The proposals would create four categories of accommodation which would be excluded; this would include women's refuges and some housing authority hostels.

- 24 Concerns have also been made in relation to the new Personal Independence Payment (PIP) system. The House of Commons Work and Pensions Committee in its report *'Monitoring the Performance of the Department for Work and Pensions in 2012-13'* found that the length of time that disabled people were having to wait to find out if they were eligible for benefits was unacceptable, with some claimants having to wait six months for their claim to be processed. The report makes a number of recommendations including that the DWP needs to clear the backlog of existing PIP claims before extending the programme of reassessment of existing DLA claimants.
- 25 There have been a number of developments in relation to social housing and the spare room subsidy. The government has released the *'Prevention of Social Housing Fraud (Power to require information)'* regulations. These regulations make it a criminal offence for sub-letting or parting with possession without permission of social housing. The regulations also enable local authorities to require information from private sector bodies when undertaking a social housing fraud investigation, in a similar manner to the powers they have when undertaking social security fraud investigations.
- 26 In addition, the Department of Communities and Local Government has published research into the mutual exchange scheme. Their research in 12 demonstration areas has concluded that the take up of the scheme was enhanced when there were specific housing officers employed to promote and support the scheme. However, they have little evidence of the impact that increased mobility may have on reducing welfare payments and meeting people's housing needs.
- 27 The impact of the spare room subsidy in encouraging movement to more appropriate accommodation has been queried. Investigations by the BBC with 331 social housing providers has concluded that only six per cent of the social housing tenants affected by the spare room subsidy moved home, with 28 per cent of tenants falling into rent arrears since the changes were introduced. The government has disputed the research saying feedback from local authorities and the National Housing Federation had found an "indiscernible number" of tenants were in arrears. Ministers also claimed that the policy is saving the taxpayer £1 million a day.
- 28 In January 2014, the government identified an error in Housing Benefit regulations which meant that working age social housing tenants who have occupied the same home since 1996 and remained on continuous housing benefit should not have been affected by the policy in 2013/14. The DWP has now closed the loophole and local authorities are checking records and processing benefit payments to individuals who may have had their housing benefit reduced due to the under occupancy charge in 2013/14. In the county, the council has worked with its housing providers and identified 1,454 potential cases where the under occupancy charge may have been applied, which are now being reviewed as a matter of priority. At the time of writing,

517 cases have been reviewed; 122 have been found to be exempt from the charge, resulting in Housing Benefit payments of £67,752 being made. The remaining cases will be fully reviewed and adjustments made by 30 April 2014.

- 29 Several Housing Benefit circulars have been published. The key circulars have included the 'HB S2/2014' which has provided information on the additional funding which will be made available to local authorities to meet the additional costs of implementing welfare reform change in 2014/15. The council has been allocated £187,850 to meet the new burdens arising from the changes to local housing allowance, removal of spare room subsidy and the benefit cap. The note highlights that extra funding will be distributed to meet the IT costs associated with reporting and to meet the costs of removal of HB to European Economic Area jobseekers. No date for the release of the funding has been provided.

National minimum wage

- 30 On 12 March 2014, the government accepted in full, the Low Pay Commission's recommendations on national minimum wage rates. In October 2014, the hourly rates for the national minimum wage will increase as follows:
- Adults from £6.31 to £6.50;
 - Workers aged 18 to 20 years (the development rate) from £5.03 to £5.13;
 - Workers aged 16 to 17 years from £3.72 to £3.79;
 - Apprentices from £2.68 to £2.73
- 31 The announcement coincided with revised guidance on changes made to the national minimum wage financial penalty and how the government will enforce compliance including naming employers who break the law.

Transformation Challenge Fund

- 32 On 3 April 2014, the government published a prospectus for the second round of the Transformation Challenge Award.
- 33 The award is a challenge fund which makes £120 million grant (£15 million in 2014 to 2015 and £105 million in 2015 to 2016) and a £200 million facility to use the capital receipts from asset sales flexibly to support transformation, available to support local authorities re-engineer their business practices and redesign service delivery.
- 34 In 2014-15, £15 million is being made available to fund bids which:
- a) facilitate small district councils to share a senior management team, including any chief executive, with one or more other councils. Bids of up to £400,000 in 2014/15 will be considered;

- b) support a small number of places which by working with other public sector partners have existing 'ready to go' partnership projects to reform services and make a return in 2014/15. The funding will be to part fund such projects.
- 35 In 2015-16, £305 million is being made available, comprising £105 million revenue grant and £200 million flexible use of capital receipts to support proposals to re-engineer business processes and re-design services. The fund will include two elements:
- a) Encouraging authorities which already share a senior management team, and any chief executive to go further with their plans to re-design their services. Bids will not be limited to £400,000;
 - b) Encouraging places that have ambitious plans to work in partnership across the public sector and with the voluntary and community sector or the private sector to re-design services.
- 36 Bids for funding in 2014-15 need to be submitted by 1 July 2014. Bids for funding in 2015-16 need to submit an outline expression of interest by 1 July 2014 and full bids by 1 October 2014, following feedback from government on the outline expression of interest.

Transparency in local government

- 37 On 4 February 2014, the Secretary of State for Communities and Local Government made a written ministerial statement asking all councils to publish, as a matter of record, how each councillor votes on any budget decisions including council tax changes.
- 38 To implement this, the government laid before Parliament, the Local Authorities (Standing Orders) (England) (Amendment) Regulations 2014, which require councils to amend their Standing Orders so as to make mandatory the practice of recorded votes at budget meetings.
- 39 On 10 March 2014, the government published a draft transparency code for parish councils. Under the Local Audit and Accountability Act 2014, smaller local authorities with an annual turnover not exceeding £25,000, including parish councils will be exempt from routine external audit. Instead, such councils will be subject to new transparency requirements which would require timely publication of the following:
- a) all items of expenditure;
 - b) end of year accounts;
 - c) annual governance statement;
 - d) internal audit report;
 - e) location of public land and building assets;

- f) agendas, approved minutes and papers of formal meetings;
 - g) list of councillor responsibilities.
- 40 The government is consulting on whether the code should be mandatory, whether smaller parish meetings should be exempt, whether authorities should publish the required information online and how much additional staff time and cost would be involved in publishing the required data online.

Public Services (Social Value) Act

- 41 The government has published an update document considering how the Public Services (Social Value) Act has been implemented. The Act was introduced in January 2013, and was designed to ensure that wider social, economic and environmental benefits were considered during commissioning exercises. The document '*Public Services (Social Value) Act 2012: 1 year on*', provides a number of case studies of how public bodies have used the Act as well as outlining how government plans to extend the principles further.
- 42 The report concludes that despite progress in using the Act, there is still further work that needs to take place. For example:
- a) some commissioners are yet to be inspired as to the potential of embedding social value in the work that they do;
 - b) some commissioners are held back by uncertainty as to what they can and cannot do under the law;
 - c) there is a lot of material and activity to help commissioners understand how to embed social value in their commissioning processes, but some see this support as fragmented and difficult to access;
 - d) some providers who could bring added social value to the table find it difficult to demonstrate that added value to commissioners.
- 43 The council has been proactive in responding to the Public Services (Social Value) Act. Following its introduction, we established a task force to enable us to further promote our commitment to sustainable procurement and to specifically respond to the opportunities of the Act. The task force includes key stakeholders such as North East Purchasing Organisation, Federation of Small Business, Social Enterprise UK, and The Social Return Company.
- 44 The task force will be presenting a report with case studies for consideration by Cabinet shortly.

Vocational qualifications and apprenticeships

- 45 On 5 March 2014, the government published *Getting the Job Done: The Government's Reform Plan for Vocational Qualifications*, which builds on the earlier reviews by Alison Wolf, Doug Richards, Frank McLoughlin, and Nigel Whitehead. The plan was informed by an evaluation of the views of both

learners and employers who had been involved in vocational qualifications in the past, and included a wide range of areas for further intervention. The majority of the plan recaps on the purpose of the government reforms, as well as a progress update and a forward plan for outstanding and additional reforms up to 2020. One of its key purposes is to refocus support for vocational qualifications that are more closely related to specific occupations or skills needed for specific jobs.

- 46 At the same time, the government published its implementation plan for responding to the Richard Review of apprenticeships.
- 47 In future, apprenticeships will be based on standards designed by employers, in line with a small number of criteria set by the government to ensure consistency and that apprenticeships help individuals to progress their career.
- 48 Employers will also be involved in developing the high level approach to apprenticeship assessments, which will be graded against a three point scale of pass, merit and distinction.
- 49 All apprenticeships will be required to last at least 12 months with no exceptions. Off-the-job training will continue to be a requirement of all apprenticeships and English and maths requirements will be stepped up gradually, reflecting the importance of these transferable skills.
- 50 Trailblazers in a range of sectors will develop new apprenticeship standards and the high-level assessment approaches that sit alongside them, prior to full implementation of the reforms during 2015/16 and 2016/17. The government's intention is that from 2017/18, all new apprenticeship starts will be based on the new standards and funded under new arrangements which will see employers funded directly for the apprenticeships they provide.

Planning

- 51 In March 2014, the government published the National Planning Practice Guidance as a web-based resource which sits alongside the National Planning Policy Framework, replacing Planning Policy Guidance notes and Planning Policy Statements. The guidance has been developed in response to a consultation that the government ran in Autumn 2013 and gives additional detail to more than 40 specific planning issues.
- 52 In addition, following consultation last year, the government published in February 2014, revised guidance on the Community Infrastructure Levy, which is intended to help fund additional community infrastructure in areas affected by development. A number of technical changes have been made including exemptions for self-build homes and specific types of homes extensions and annexes, and a relief for owner-occupied homes.
- 53 The County Durham Plan includes proposals for the introduction of Community Infrastructure Levies (CILs) in different parts of the county, where

certain types of development will pay for additional or new community infrastructure.

North East Local Enterprise Partnership and North East Combined Authority

- 54 In December 2013, the North East Local Enterprise Partnership (NELEP) published its draft Strategic Economic Plan (SEP) entitled *More and Better Jobs*. The SEP was developed using the recommendations from the North East Independent Economic Review, which was published in April 2013.
- 55 NELEP partners were involved in developing the draft SEP during 2013, and between December and February NELEP held a public consultation including a series of workshops and events. The SEP provides a vision, priorities, and actions for supporting economic growth across the NELEP area and will be used to negotiate support from the government as well as European investment packages. The final SEP is expected to be published in spring 2014.
- 56 In November 2013, NELEP submitted a proposal to the government to create a new combined authority, to be known as the North East Combined Authority. The Local Democracy, Economic Development and Construction Act 2009, enabled the Secretary of State to create combined authorities at the request of local authorities which wish to undertake joint functions. In 2011 the Greater Manchester Combined Authority (GMCA) was the first to be created and took over the responsibilities of the Greater Manchester Integrated Transport Authority as well as a number of other functions.
- 57 Government considered the NELEP proposal alongside those from the Sheffield and Liverpool city regions and West Yorkshire. Similar to the GMCA, the combined authority for the North East would take over the responsibilities of the Tyne and Wear Integrated Transport Authority as well as accelerating skills development and inward investment. The government and NELEP held a consultation on the North East Combined Authority between November and January which showed broad support for the new body. The government subsequently laid the order before parliament to give the go-ahead for the combined authority and dissolving the Tyne and Wear integrated transport area (TWITA). On its abolition, the TWITA functions, property, rights and liabilities transferred to the Combined Authority and were delegated back to the local authorities concerned.
- 58 A more detailed report on the combined authority and the transfer of transport functions was considered by Cabinet at its meeting on 16 April 2014.

Regional Growth Fund

- 59 On 10 April 2014, the government announced the latest awards under the fifth round of the Regional Growth Fund (RGF).

- 60 £57 million from a national pot of £300 million was awarded to 11 projects in North East England including three in County Durham:
- Industrial trailer maker Tinsley Special Products in Peterlee;
 - Car parts manufacturer Gestamp Tallent of Newton Aycliffe;
 - sheet metal firm Hydrum Engineering Limited in Chilton.
- 61 In addition, the regional Let's Grow in the North East programme which helps smaller businesses to access RGF funding received further investment, building upon an initial award in an earlier funding round.
- 62 A sixth round of the RGF will open for applications in the summer.

Local bus services

- 63 On 21 August 2013, the Senior Traffic Commissioner for Great Britain issued a 12 week public consultation seeking views on the introduction of a statutory document on local bus services. The draft document set out what traffic commissioners should expect from operators who run registered bus routes and proposed revisions to the standards for reliable and punctual services. It also made reference to the responsibilities on local authorities, local bus partnerships and the expectations on the Driver and Vehicle Standards Agency (incorporating VOSA and the DSA). In addition, the consultation proposed revisions to financial penalty levels where operators fail, without a reasonable excuse, to operate a local bus service, or do not run a registered service according to the timetable.
- 64 On 3 March 2014, the Traffic Commissioner published a summary of responses to the consultation. In the light of responses calling for clarification on the requirements, the removal of some provisions, the inclusion of others and consideration of likely financial and administrative burdens, the Commissioner confirmed that he has undertaken a substantial review of the draft issued for consultation and will re-issue a revised draft for further consultation in due course.

Community energy

- 65 On 27 January 2014, the government published its first ever community energy strategy, which sets out the role that communities can play in helping to meet the UK's energy and climate change challenges, including supporting a sustainable and secure energy system; and reducing UK greenhouse gas emissions for the country.
- 66 The strategy envisages local authorities playing an important role and the Secretary of State for Energy and Climate Change has written to all local authorities in England to encourage them to support communities and community groups to develop and implement community energy projects.

NHS, public health and care and support reform

- 67 A more detailed report on progress with NHS and public health reforms and the implementation of the Care Bill is included elsewhere on the agenda for this meeting of Cabinet (7 May 2014).

Community safety

- 68 The Anti-Social Behaviour, Crime and Policing Act received royal assent in March 2014. In the last amendments, the Lords agreed a government amendment extending protection against 'nuisance and annoyance' to cover all housing settings, rather than just social housing. Other issues considered as part of the parliamentary debating process included the new offence of forced marriage, with the government confirming its commitment to engage with affected communities and develop an information programme to help and support victims.
- 69 The Offender Rehabilitation Act received royal assent in March 2014. The legislation includes provisions about the release, and supervision after release, of offenders, the extension period for extended sentence prisoners, community orders and suspended sentence orders, and for connected purposes.
- 70 In addition, probation trusts have received formal notification of the termination of Probation Trust Service Contract as part of the Transforming Rehabilitation Programme. Trusts are now completing the allocation of staff to their new roles. Probation Trust contracts will be terminated on the 31 May 2014, as the government transitions under the Transforming Rehabilitation reforms to a new operating structure for probation service delivery. Probation Trust staff and cases are to be split into 21 new Community Rehabilitation Companies (CRCs) and a National Probation Service (NPS) to 'go live' on the 1 June 2014.

Free school meals for infant pupils

- 71 All infant children in state-funded schools in England will, for the first time, be entitled to a free school meal from September 2014 and the government has set out a package of measures to help support schools. The government is providing £1 billion to support the scheme, as well as £150 million to help schools expand their kitchen and dining facilities.

Children and Families Act 2014

- 72 The Children and Families Act 2014 has gained royal assent. Before gaining royal assent, the Children and Families Bill was amended with the following changes:
- a) Local Authorities will be required to identify children with special educational needs and publish this data within its formal offer;
 - b) Provision for children and young people with special educational needs in the youth justice system will be strengthened;

- c) Changes were made to assessment of post-detention education, health and care (EHC) needs of detained persons;
- d) Changes to EHC plans remove the explicit requirement to have regard to a young person's age, instead requiring local authorities to consider whether a young person aged over 18 needs more time to complete their education and if they have achieved the outcomes specified in their plan;
- e) Local Authorities will also have a clear duty to secure the special educational provision in a child or young person's education, health and care plan;
- f) There has been an update to the existing law that gives parents of disabled children under 18 the right to have a carer's assessment;
- g) New provision regarding regulation of retail packaging of tobacco products and regulations making it an offence for any person who drives a private vehicle to fail to prevent smoking in the vehicle when a child or children are present.

Child poverty strategy

- 73 On 27 February 2014, the government launched a consultation on a new Child Poverty Strategy 2014-17. The strategy emphasises the government's commitment to the coalition agreement, which made a pledge to end child poverty in the UK by 2020.
- 74 The focus of the strategy is on addressing the root causes of child poverty with a concern for preventing poverty across the generations. To achieve this, the strategy is structured around three main themes:
- a) Supporting families into work and increasing their earnings;
 - b) Improving living standards;
 - c) Preventing poor children becoming poor adults through raising their educational attainment.
- 75 The strategy includes an action plan which outlines current policies and steps which are being taken to address some of the factors which result in child poverty.
- 76 The document is supported by a comprehensive evidence review which presents research identifying the key factors which prevent families from moving out of poverty, as well as the factors which may make some poor children more likely to become poor adults.
- 77 The council will be responding to the consultation, which closes on 22 May 2014. The final Child Poverty Strategy is to be laid in Parliament later in 2014.

Consultations

- 78 Since the last report to Cabinet in January, the government has opened 56 consultations and calls for evidence. Appendix 2 details the consultations and calls for evidence which are currently open (as at 11 April 2014).

Implications

- 79 The government's policy proposals have many implications for the county and the council, its role and function and the way it works with and relates to local communities and strategic partners. Below, we provide a commentary against the strategic themes of the Council Plan and County Durham Sustainable Community Strategy.

Altogether better council

- 80 The Chancellor's Budget statement contained few surprises for the council, confirming that the government intends to continue with its austerity programme. Whereas in 2010, the government set out to clear the deficit within the lifetime of this parliament, the OBR forecasts that it will be 2018/19 before the country achieves a surplus.
- 81 In his 2012 Autumn statement, the Chancellor announced the introduction of an annual cap on total welfare spending which would be subject to parliamentary approval. In March, we learnt that the overall cap for 2014/15 would be set at £119 billion and would rise in line with inflation to £127 billion in 2018/19. In effect, the government is proposing that welfare spending should be held at current levels into the next parliament, unless a future government wins parliamentary approval for a change. The policy maintains the current strategy of reducing and controlling welfare expenditure, alongside measures to encourage benefit recipients to become more independent and self-sufficient.
- 82 The council will be able to submit bids towards the £200 million challenge fund for pothole repairs. This is in addition to £185 million previously announced, from which the council has been allocated £1.24 million to carry out repairs.
- 83 The council will also be able to submit bids to the second round of the Transformation Challenge Fund. However, it should be noted that the government intends to direct a significant proportion of the funding available in 2014-15 towards supporting smaller district councils to share senior management teams and to reduce their corporate overheads. All district councils that do not currently have shared management arrangements are being encouraged to apply and those that already do, are being pointed towards bidding for funding in 2015-16 to extend shared services.

- 84 The remainder of the funding available in 2014-15 will be directed towards a small number of existing 'ready to go' projects which can deliver a return that year.
- 85 Greater funding opportunities will be available in 2015-16, when more funding is being made available to support councils which already have shared management arrangements to redesign services and to fund partnership projects with the voluntary and community sector or the private sector to re-design services.
- 86 Officers are currently considering the Transformation Challenge Fund guidance and will consult relevant portfolio holders on whether to submit applications.

Altogether wealthier

- 87 Businesses in the county stand to benefit from the various measures in the Budget designed to promote exports and investment in research and development. For instance, the Catapult Network was identified for development growth through a £74 million investment in graphene innovation. This will benefit the innovation growth at NETPark. Smaller businesses may benefit from identified changes to National Insurance contributions and the move to provide further rates relief for pubs, shops and restaurants.
- 88 The grant awards to County Durham businesses under the fifth round of the Regional Growth Fund are welcome, however it should be noted that the overall level and proportion of investment for economic development, business growth and regeneration through RGF does not compare with that available in previous years. The approach to supporting growth nationally and across the North East region has changed significantly since 2010 with the closure of the Regional Development Agencies (RDAs). One North East, for example had an annual budget of £250 million and invested over £227 million into the regional economy in 2010/11 and £2.7 billion over its lifetime (1999-2011). In addition, there has been a significant reduction in area based grants which provided targeted grant funding to support regeneration, business growth and employability such as Working Neighbourhoods funding and Local Enterprise Growth Initiative. This has impacted on the scale and number of projects supported within our region and more specifically within County Durham.
- 89 Partners within County Durham and the council have helped inform the development of the SEP and the identified priorities for investment through the Local Growth Fund. The draft SEP, that will be submitted to government, reflects the county's growth priorities including: making the most of Durham City as an urban, economic, cultural and academic core; supporting innovation, business support and infrastructure at NETPark and Durham University; developing the A19 and A1(M) transport corridor opportunities and our major transport schemes at Peterlee (Horden) Rail Station and A167 Park and Ride; and capitalising on inward investment like Hitachi through supply chain development and enhancing/expanding infrastructure at Aycliffe Business Park.

- 90 The establishment of the combined authority for the North East provides local authorities in the NELEP area with a legal structure to increase collaboration and enable strategic decision-making on economic growth and transport and the council is continuing to support the development and delivery of the new body.
- 91 The order to create it also dissolved the Tyne and Wear integrated transport area (TWITA), transferring TWITA functions, property, rights and liabilities to the combined authority. However, under the constitution for the new authority, and under an operating agreement agreed by the councils involved, transport functions have been delegated back to the local authorities so that the local authorities concerned remain responsible for their historic transport assets and liabilities.

Altogether Healthier

- 92 A more detailed report on progress with and the implications of the government's reforms to the NHS, public health and health and social care integration is included elsewhere on the agenda for this Cabinet (7 May 2014).
- 93 The proposal in the Budget to consult on a minimum excise tax for tobacco and the above inflation increase in duty on tobacco may help in efforts to reduce smoking and the consumption of tobacco.
- 94 In contrast, the reduction in duty on beer and the freeze in duty on spirits and ordinary cider are at odds with the policy advice from Balance, the regional alcohol office, which advocates the use of price control measures to reduce the harmful impacts of alcohol on individuals and local communities.

Altogether Safer

- 95 The Transforming Rehabilitation Programme aims to reform local delivery of probation services and effective probation and offender management services in the county need to be maintained during the transition process.
- 96 Probation Trusts have received formal notification of the termination of Probation Trust Service Contract as part of the Ministry of Justice 'Transforming Rehabilitation' Programme. The programme of probation reforms will shortly split probation services into two new organisations:
- A new public sector National Probation Service (NPS) dealing with all those who pose the highest risk of serious harm to the public;
 - Twenty one regional private sector Community Rehabilitation Companies (CRCs) managing all other offenders.
- 97 The Durham Tees Valley Probation Trust began the transition last month, with staff and resources being allocated to the new NPS or a public sector CRC.

This will be completed by the end of May 2014 with the new services in place by 1 June 2014. Completion of the competition process to establish the new CRCs is expected in October 2014 with contract package areas awarded and ownership of the CRCs transferred into private ownership in 2015.

- 98 Maintaining effective probation and offender management services in the county during the transition process is essential to prevent a rise in crime rates and the Safe Durham Partnership Board has an active task and finish group in place to manage the transition from a County Durham perspective. The Transforming Rehabilitation Task and Finish Group was established on 23 January 2014 and has met three times. The membership of the task and finish group includes the Ministry of Justice Competition Lead Manager for our area, giving the partnership a local forum to raise concerns, queries and highlight opportunities as the Transforming Rehabilitation programme progresses.

Altogether Better for Children and Young People

- 99 The Children and Families Act will change the processes within the authority that provide for children with Special Educational Needs and Disabilities, and also assessments for children turning 18. This could result in an increase in the number of assessments carried out, which would increase pressure on the council and NHS services.
- 100 Under the Children and Families Act local authorities will also have a new legal duty to support a young person who wants to stay in foster care until their 21st birthday.

Altogether greener

- 101 There were no major policy announcements about this theme during the most recent reporting period. However, the Budget contained a number of measures to promote energy efficiency and the carbon economy from which the council may benefit.

Implications for partnership working

- 102 Given the scope of government reforms, the council continues to work with partners to ensure that we achieve the aims of the sustainable community strategy.
- 103 The County Durham Partnership considers these policy implications reports alongside Cabinet and Corporate Issues Overview and Scrutiny Committee. Emerging government policy and legislation has been taken into consideration, as the partnership refreshed the sustainable community strategy for the county, which was considered by Cabinet on 19 March 2014.

Conclusions

- 104 Since the coalition government was formed in 2010, it has embarked on a major programme of public service reform.
- 105 In the initial years of this government, the pace of policy announcements and reforms was intense, but compared with previous policy implications reports to Cabinet, it is apparent that the government is making fewer major policy announcements. In part, this reflects the shift in policy effort from policy development, reform and legislation seen in the first few years to the subsequent implementation of those reforms. It may also reflect a natural slowing down in policy development as the coalition partners and other political parties prepare for the forthcoming general election campaign.
- 106 Of particular note is the government decision to continue with its strategy of austerity measures as outlined in the Budget. This will have significant financial implications for the council and its partners in future years and for our poorer communities, given the cap and proposed freeze in overall welfare spending.
- 107 Clearly, the various policy changes will have major implications for the council and the steps it is taking to develop an 'altogether better Durham'.
- 108 The council and its partners are continuing to analyse the impact that government policy will have on local communities and on our ability to deliver the sustainable community strategy and are responding accordingly. Wherever possible, the council and its partners are working together to respond proactively to the government's policy changes, which have been taken into account in the refresh of the County Durham Sustainable Community Strategy and the council plan and supporting service plans, as considered by Cabinet at its meeting of 19 March 2014.

Recommendations

- 109 Members are recommended to note the contents of this report and the actions taken to anticipate and respond to the government's reforms.

Background papers

[Cabinet, 22 January 2014, Implications for Durham County Council of the Government's policy programme](#)

[Cabinet, 12 February 2014, Welfare reform update](#)

Contact: Kevin Edworthy Tel: 03000 268045

Appendix 1: Implications

Finance – The government’s decision to continue with its austerity programme will have on-going financial implications for the council, which will have to continue to reduce spending within its medium term financial plan. Although some further funding opportunities were announced in and around the Chancellor’s Budget, it should be noted that these tend to be challenge fund competitions in which the council would have to bid for funding against other authorities.

Staffing – No specific implications have been identified.

Risk – Individual assessments of the risks associated with specific policy proposals are undertaken as a matter of course in council project planning and management.

Equality and Diversity – Equality impact assessments will be undertaken on individual policy proposals the council develops in response to the government’s reforms.

Accommodation – No specific implications have been identified.

Crime and Disorder – No specific implications have been identified.

Human Rights – No specific implications have been identified.

Consultation – No specific implications have been identified.

Procurement – No specific implications have been identified.

Disability Discrimination Act – No specific implications have been identified.

Legal Implications – A number of the government policy changes outlined above, place new statutory duties on the council and change the regulatory framework in which it operates. The council considers the legal implications of all decisions it takes.

Appendix 2: : Government current consultations and calls for evidence

Consultation	Government Department	Closing date
Separate judgements for early years and sixth form	Ofsted	13/05/2014
Independent inspectorates: regulations and advice	Department for Education	16/05/2014
Review of audit arrangements in FSA approved meat establishments within the UK	Food Standards Agency	16/05/2014
Open consultation: Local bus services: revised statutory guidance	Department for Transport	19/05/2014
Wildlife legislation in England: General and Class Licences	Natural England	19/05/2014
Childminder agencies and changes to the local authority role	Department for Education	22/05/2014
Open consultation: Proposal to use a legislative reform order to set up town and parish councils	Department for Communities and Local Government	22/05/2014
Open consultation: Review of local authority role in housing supply: call for evidence	Department for Communities and Local Government	23/05/2014
Transition from children's to adult services: scope consultation	NICE	24/05/2014
Open consultation: Home to school travel and transport guidance	Department for Education	03/06/2014
Open consultation: Alternative dispute resolution for consumers	Department for Business Innovation and Skills	03/06/2014
Open consultation: Savings to the education services grant for 2015 to 2016	Department for Education	19/06/2014

Open consultation: Statutory duty of candour for health and adult social care providers	Department of Health	25/06/2014
Open consultation: Education, vocational training and youth: review of the balance of competences	Department for Education	30/06/2014
Open consultation: Balance of competence review information rights	Ministry of Justice	01/07/2014

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Overview and Scrutiny Management Board

17 June 2014

Quarter 4 2013/14

Performance Management Report



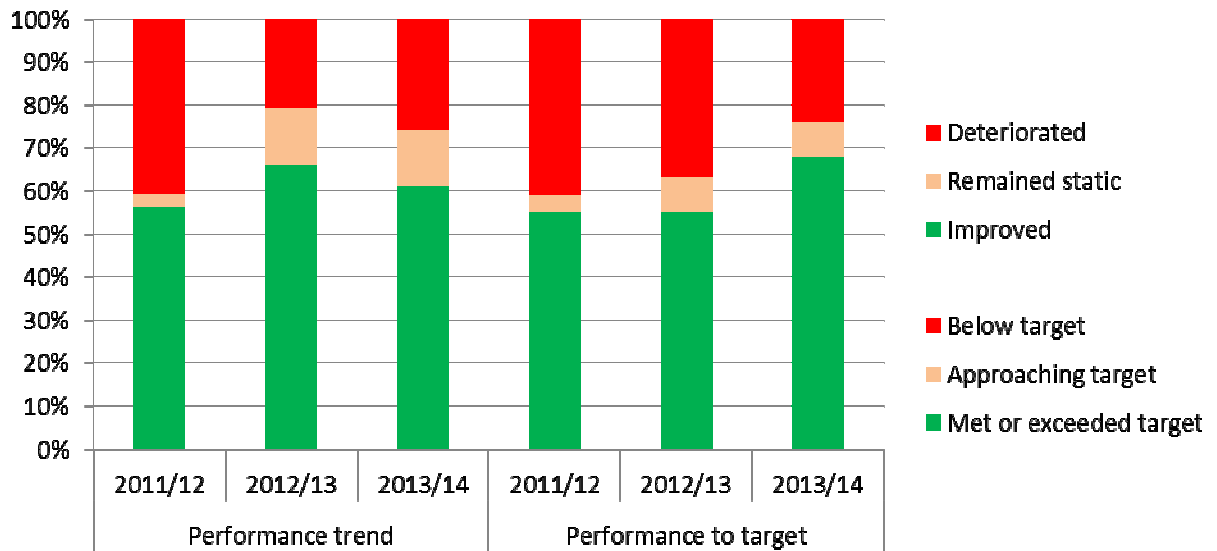
Report of Corporate Management Team Lorraine O'Donnell, Assistant Chief Executive Councillor Simon Henig, Leader

Purpose of the Report

1. To present a summary of the council's performance for the 2013/14 financial year.

Background

2. Since 2010, the council has been required to make significant financial savings following reductions in government grants. We have delivered just under £114million savings to date and have plans in place to make a further £23million of reductions in 2014/15.
3. At the same time, the council has also had to cope with a very changing environment over this period and manage the introduction of new legislation which has fundamentally changed the shape of public services in areas like health, policing and crime and welfare reform.
4. Demand over the previous year for key services such as children in need referrals, presentations to our housing solutions service, people requiring rehousing and residents using our customer access points have also increased.
5. It is critical that against this backdrop of reducing resources, increasing demand and level of change that we continue to actively manage performance and ensure that the difficult decisions we have had to make do not have a detrimental effect on the services that we provide and that we are focusing on what matters.
6. The following chart shows that we have improved or maintained performance in 74% of our key performance indicators over the last year. It is this strong focus on service performance that was a key factor that the judges highlighted when they awarded Durham County Council as LGC Council of the Year 2014.



7. 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.

8. 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.

9. Work has been carried out by officers and members on developing the proposed indicator set and targets for 2014/15 (see Appendix 5) to ensure that our performance management efforts continue to stay focused on the right areas.

Executive Summary

Overview

10. Throughout 2013/14 performance has been maintained or improved in the majority of services. 74% of our indicators have shown either an improvement or have maintained current performance and a similar number (78%) are approaching, meeting or exceeding target which is an improvement against last year.
11. The UK economy grew again in the fourth quarter of this year which means that in 2013 the economy showed its strongest growth since 2007. This quarter County Durham has seen an improvement in the employment rate (increased from 65.1% in quarter 4 last year to 66.1% this year) but this still remains worse than national (73.3%) and regional rates (66.7%). The youth unemployment level still remains high although this is continuing to decrease with the level improving from the same period last year. The claimant count for young people receiving Jobseekers Allowance (JSA) has fallen by over 15,000 in the 2013/14 financial year. The long-term unemployment level has improved from last quarter but with 34.7% of people claiming JSA, this remains higher than the corresponding period last year and national and regional rates, although actual numbers have fallen.
12. The level of housing development going on in the county is a good indicator of economic buoyancy. Both the number of new housing completions and the number of affordable homes have increased. The numbers of empty properties brought back into use and private sector properties improved by the council have both exceeded target. Decency levels in the council's housing stock have also improved in all three housing providers and homeless indicators continue to show a positive year on year trend in terms of levels of applications, acceptances and preventions.
13. Performance against key safeguarding targets has generally improved but there is a particular challenge for the council in relation to the rising number of children in need referrals. Provisional data for 2013/14 identifies that overall numbers of children in need referrals have increased significantly and that of these 28.5% occurred within 12 months of the previous referral, which did not meet target, declined in comparison to the previous year and was worse than the 2012/13 England, North East and statistical neighbour averages.
14. However, provisional data for 2013/14 shows that 96.8% of child protection cases were reviewed within timescale. Although this has not achieved target, it is a significant improvement from 2012/13 and better than 2012/13 averages for England, North East and statistical neighbours. Additionally there were no reviews completed outside of timescale during quarter four.
15. The council has made progress in working with troubled families achieving reductions in crime/anti-social behaviour, improved school attendance or moving back into employment. A total of 407 families achieved the government's results criteria to February 2014 which equates to 31% of County Durham's overall target of 1,320 families to turn around by May 2015.

16. Key health and adult care measures show that good progress has been made. The under 75 mortality rate from cardiovascular and respiratory disease and cancer has shown improving trends at a county, regional and national level. The mortality rate from liver disease has been gradually increasing nationally, however the County Durham rate although high has shown slight improvement.
17. The council has a range of policies to allow older people to stay in their own home for as long as possible. In pursuing this policy the council and partners have driven down permanent admissions to residential or nursing care for adults aged 65 by 12% from the same period last year and has achieved the profiled target.
18. We have also increased the percentage of social care service users in receipt of community services who had a personal budget to 59.3% which is an improvement from 56.7% at the same time last year and exceeds target (55%), England average (55.5%) and the North East rate (52%).
19. Older people still at home 91 days after discharge from hospital was 87.6%, which continues to exceed target (85%) and is a slight improvement from the same period last year (87%).
20. A larger proportion of service users require no on-going care following completion of their reablement package and this has exceeded 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/assessment exceeds target and national comparator group average. In addition, 94.5% of respondents to the local care survey responded that the help and support they received had improved their quality of life. This is above the target of 92%.
21. However, the number of smoking quitters has deteriorated from last year and the Stop Smoking Service has failed to achieve its target. There has been a national trend of decreasing quitters. It is suggested that the impact of e-cigarettes may be one factor in the declining numbers.
22. The percentage of eligible people who received an NHS health check failed to achieve target but performance has improved from the same period last year and is better than national and regional comparator group averages.
23. Low levels of successful drug treatment continue this quarter and remain below our target and national performance although people successfully completing alcohol treatment is achieving target and national performance levels.
24. Turning to crime and community safety, incidents of anti-social behaviour have fallen by 4.9% this year. We also continue to have low levels of repeat victims of domestic violence. The 2013/14 counter terrorism self-assessment achieved a Level 4 rating (out of 5), which is an improvement from Level 3 in 2012/13. The self-assessment has been identified as best practice by the North East Counter-Terrorist Unit.
25. However, overall crime rate has shown an increase of 9.7% in 2013/14. This reflects a national trend with the majority of constabulary areas throughout the country seeing similar increases. Despite the increase in crime, levels are still below the 2011/12 rates and County Durham Community Safety Partnership area

continues to see one of the lowest levels of crime per 1,000 population and has significantly lower rates than its most similar Community Safety Partnerships average. A major contributor to the increase in crime rates experienced this year is not seen in current crime but in the reporting of historic crimes of physical and sexual abuse, experienced across the country linked to publicity surrounding the Savile enquiry.

26. Key environmental indicators show that street and environmental cleanliness has improved with levels of litter and detritus better than the profiled target. The rate of waste sent to landfill is half of the rate recorded at the end of 2012/13 although the percentage of household waste re-used, recycled or composted has declined due to contamination. Fly-tipping incidents have seen further increases this period.
27. The council has improved its performance in a number of corporate areas measured by our Altogether Better Council basket of indicators. We have implemented new computer systems and put in place a new staffing structure which has resulted in improvements in processing of housing and council tax benefit claims. Council tax and business rates collected have also met or are close to targets. Tenant rent arrears have fallen for all three housing providers and targets have been met.
28. The level of staff sickness absence has reduced over the year and the council has met its annual target. Employee appraisals completed have shown improvement this year but have not met the annual target. Customer service indicators show improved telephone handling and waiting times at customer access points. Freedom of Information requests processed within statutory timescales has fallen significantly although this is against a backdrop of the highest volume of requests received in a quarter in the last three years.

Volume of Activity

29. The council has seen significant increases in demand for a number of key frontline services. This includes children in need referrals, fly tipping incidents reported, presentations to our housing solutions service and people requiring rehousing. The number of residents using our customer access points has also increased.
30. This information has been captured by the introduction of some volume measures into the basket of indicators that we monitor. Looking at these measures show that there is generally a direct link between workload volumes and performance. As the demand for a service increases then, given a fixed and in some cases reducing resource available to process this work, performance may be adversely affected unless business process efficiencies can be made. Conversely, where volumes fall, then it is expected that the effect on performance will be favourable. There are several areas where we see that performance deteriorates as volumes increase or performance improves as volumes decrease. This has been observed in:
 - *Children in need referrals within 12 months of previous referral* (Appendix 4, Chart 5)
The volume of children in need referrals has increased this year. There has

been just under 50% more referrals compared to the previous year. However, the performance in terms of re-referrals within 12 months has increased by 153.6%

- *Telephone calls answered* (Appendix 4, Chart 7)

The volume of telephone calls received in comparison with the same quarter from the previous year shows that calls are decreasing. There has been a substantial improvement in performance with 85% of calls being answered within one minute and 95% being answered within three minutes, which is well within target.

- *Face-to-face contact* (Appendix 4, Chart 8)

Comparing the number of customers seen at our customer access points with quarter 2 (quarter 3 is unrepresentative as it includes the Christmas closure) shows that demand for face-to-face contact has reduced and performance has improved. The number of contacts have increased compared to the same period last year with improved waiting times.

- *Benefits – new claims* (Appendix 4, Chart 9)

The volume of new claims for both housing benefit and council tax reduction has remained relatively static whilst processing times have remained similar to the previous quarter.

- *Requests for information under the Freedom of Information Act or Environmental Information Regulations* (Appendix 4, Chart 11)

There has been a significant deterioration in performance with only 70% of requests being answered within the guideline 20 day period. Demand has increased to its highest level in three years.

31. Services where the contrary trend has been observed is in:

- *Processing of planning applications* (Appendix 4, Chart 1)

Here, volumes of overall planning applications received by the authority have increased by over 15% compared to last quarter but performance has remained high and within target.

- *Benefits – Changes in circumstances* (Appendix 4, Chart 10)

The volume of changes in circumstances for both housing benefit and council tax reduction has increased by around 44% and the performance in terms of processing times has improved for both benefits. This is a reflection of the nature of the changes that are processed at this time of year with high volumes of welfare benefit income and rent increase changes that can be processed quickly.

32. The overall trend for presentations to the Housing Solutions Service, although demonstrating some seasonality is one of a steady increase (Appendix 4, Chart 2.) The number of people registered on the Durham Key Options service who have been rehoused has shown a continual increase over the last three years (Appendix 4, Chart 3). Welfare reforms will have an impact in this area.

33. The volume of fly-tipping incidents reported across the county has increased for the fourth quarter in succession.

Welfare Reform and Demand

34. Expectations that housing rent arrears and arrears in respect of under occupancy would increase have failed to materialise. We have experienced increased numbers of presentations to the housing solutions service but no increase in homeless levels. Increases in levels of stealing and in children in need referrals are likely to link to the wider economic position of which welfare reform is a contributor. Turning to our specific support schemes, at the end of 2013/14 the council had spent its full Discretionary Housing Payments (DHP) budget. Modelling for the 2014/15 budget was undertaken in April and early indications already show a run rate which if sustained would exceed the available funds. As a result further enquiries will be made with the Department for Work and Pensions (DWP) later this year to determine if additional DHP funds will be available for 2014/15. A revised DHP policy was agreed in April to include additional priority groups, the approach to backdating awards, and the extension of non-time related priority group awards. A commitment to continue with triage has been supported by the main housing providers and the housing workstream will progress further work required on training, sharing best practice and capturing and reporting outcomes. The retention of the temporary staff was agreed within Housing Solutions to continue to assist with the engagement of tenants and other priority work, and funding for these posts will be split between new burdens and service budgets.
35. Spend on the Welfare Assistance Scheme in March 2014 was up 39% when compared to spend during February and if the current levels continue spend would be over £1m per annum. Analysis is being carried out on the current run rate to determine where the increased demand has come from. Work is also underway on establishing a project approach for the Welfare Assistance Scheme 2015/16 proposals. The Social Justice Pilot in Crook held a start-up session in March. This is a joint pilot between the DWP and Durham County Council to lead on partnership working to improve the welfare and wellbeing of our customers, particularly those who are vulnerable or have complex needs. The session identified opportunities to improve the way that different organisations work in partnership together and to build on some of the good existing relationships that are already in place. An action plan is in place to take this work forward.

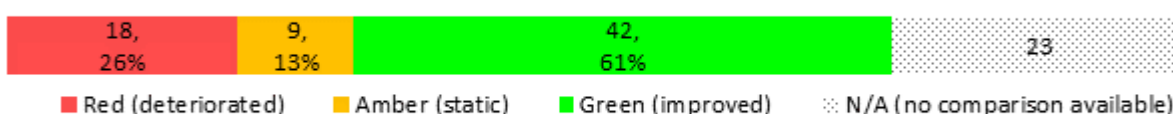
Overall Performance of the Council

Key Performance Indicators

Performance against targets



Direction of travel



Source: Service performance monitoring data

36. In 2013/14, 78% (65) of reported indicators approached, met or exceeded targets with 74% (51) of reported indicators that improved or remained static.

37. Areas where there has been improvement in performance in terms of direction of travel are:

- Number of affordable homes delivered
- Empty properties and private sector properties brought back into use
- Homes meeting decency criteria
- Employment rate
- JSA claimants aged 18-24
- Number of those registered on the Durham Key Options system who have been rehoused
- Homeless presentations, acceptances and applications
- First time entrants to the youth justice system
- Children becoming the subject of a Child Protection Plan for a second or subsequent time
- 16 to 18 year olds who are not in education, employment or training
- Under 18 conceptions
- Looked After Children per 10,000 population
- Emotional and behavioural health of looked after children
- Mortality rates for cardiovascular and respiratory disease
- Successful alcohol treatment completions
- Permanent admissions to residential or nursing care (aged 65+)
- Police reported incidents of anti-social behaviour

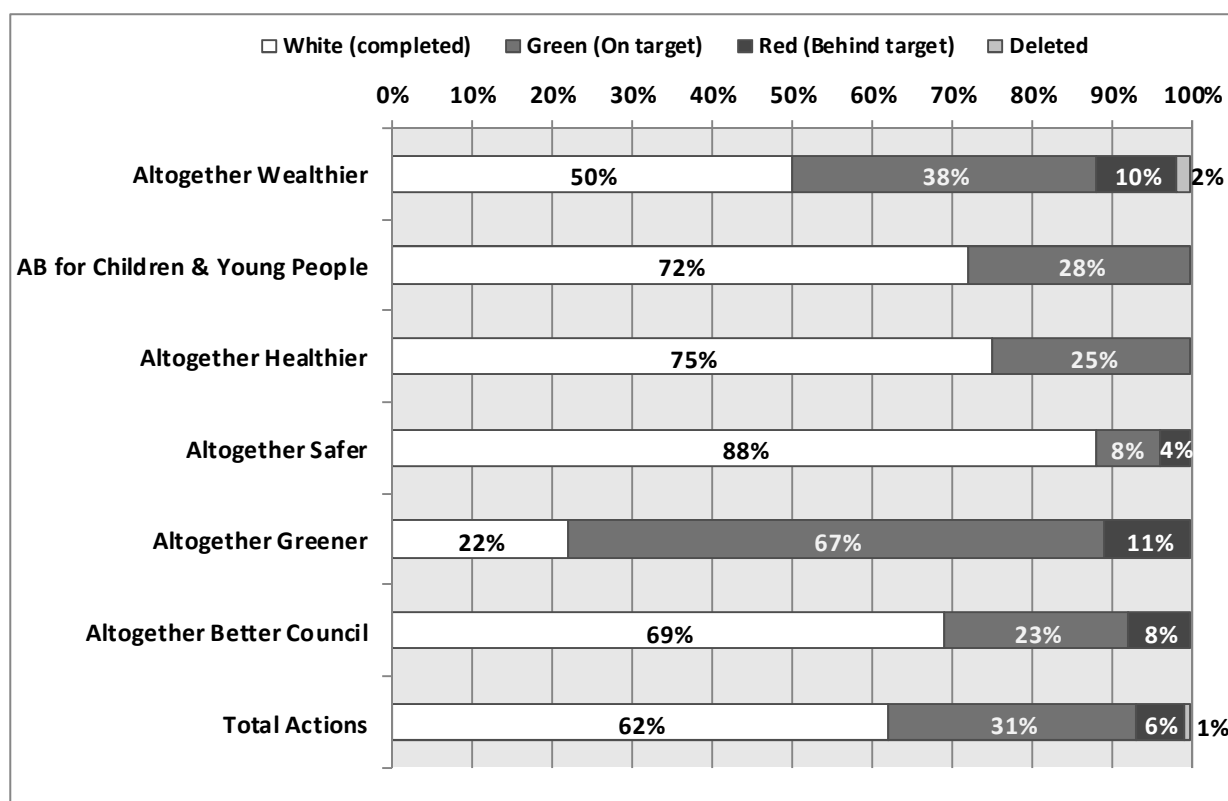
- Counter terrorism self-assessment
- Levels of litter and detritus
- Municipal waste landfilled
- Average waiting time at a customer access point
- Days/shifts lost to sickness absence – all services including school staff

38. Key issues in terms of areas where there has been a deterioration in performance in terms of direction of travel are:

- JSA claimants claiming for 1 year or more
- Children in Need referrals occurring within 12 months of previous referral
- Smoking quitters
- Number of people killed or seriously injured in road traffic accidents
- Overall crime rate
- Crimes categorised as stealing
- Serious or major crimes
- Alcohol related violent crime
- Household waste that is reused, recycled or composted
- Fly-tipping incidents reported
- ICT service desk incidents resolved on time
- Invoices paid in 30 days

Council Plan Actions

Progress against Council Plan by Altogether theme: Quarter 4 2013/14



39. 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 final quarter of 2013/14 with 62% (98 out of 159) of actions being achieved and 31% (50 actions) on target. 6% (10 actions) did not meet target. Detail of these actions is available throughout the report. The Altogether Safer theme has achieved the highest percentage of actions completed (88%) and the Altogether Greener theme has the highest percentage which did not meet target (11%), which amounts to five actions.

Service Plan Actions

Service Plan Progress to End of Quarter 4

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
ACE	73	59	81%	9	12%	5	7%	0	0%
CAS	178	145	81%	29	16%	3	2%	1	1%
NS	107	61	57%	37	35%	8	7%	1	1%
RED	95	33	35%	57	60%	5	5%		0%
RES	115	77	67%	29	25%	8	7%	1	1%
Total	568	375	66%	161	28%	29	5%	3	1%

Source: Service monitoring data

40. The table above shows that overall, 94% of service plan actions have either been achieved or are on target to be achieved by the deadline. Actions which did not meet target equate to 5%. There were three actions (1%) proposed to be deleted as they are no longer relevant. The Children and Adults Services grouping has the highest percentage of actions achieved or on target (97%). Three service groupings had 7% of their actions behind target: the Assistant Chief Executive (5 actions), Neighbourhood Services (8 actions) and Resources service groupings (8 actions).

41. 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

Carbon Reduction by the Council

42. 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 action was completed during quarter 1, which was to recruit a minimum of one eco-champion per tier 4 manager. The action relating to the office carbon reduction surveys has been completed in quarter 3. The remaining action to reduce car business mileage for each service grouping (by a minimum of 10% for 2013/14) is behind target and has been carried forward for monitoring during 2014/15.

Risk Management

43. Effective risk management is a vital component of the council's change agenda and forms an integral part of our efforts made to minimise them. The council's risk management process therefore sits alongside our change programme and is incorporated into all significant change and improvement projects.
44. The strategic risks to successfully achieving our objectives are detailed against each Altogether theme in the relevant sections of the report. These risks have been identified using the following criteria:-
- Net impact is critical, and the net likelihood is highly probable, probable or possible.
 - Net impact is major, and the net likelihood is highly probable or probable.
 - Net impact is moderate, and the net likelihood is highly probable.
45. As at 31 March 2014, there were 31 strategic risks, a reduction of two since 31 December 2013. The following matrix categorises the strategic risks according to their net risk evaluation as at 31 March 2014. To highlight changes in each category during the last quarter, the number of risks as at 31 December 2013 is shown in brackets.

Figure 4: Corporate Risk Heat Map

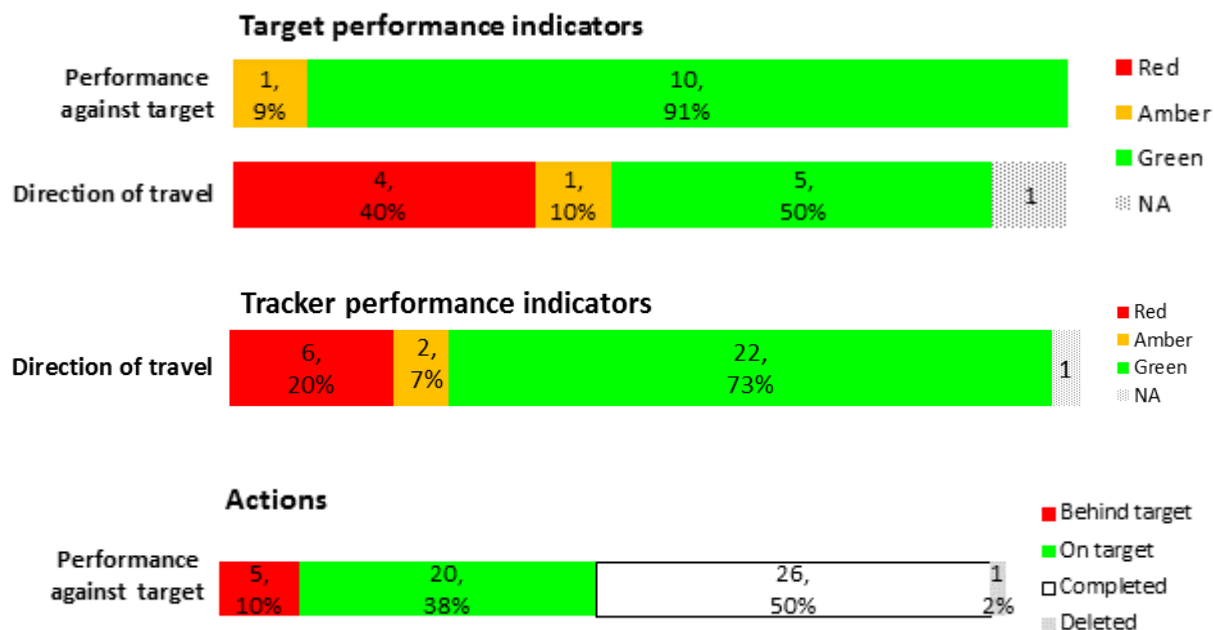
Impact					
Critical	2 (2)	1 (1)	3 (2)		1 (1)
Major		3 (3)	4 (4)	0 (1)	
Moderate			8 (9)	6 (4)	1 (1)
Minor				1 (2)	1 (2)
Insignificant					0 (1)
Likelihood	Remote	Unlikely	Possible	Probable	Highly Probable

Key risks 

46. At a corporate strategic level, key risks to draw attention to are:
- Ongoing government funding cuts, which now extend to at least 2017/18, will continue to have an increasing major impact on all council services (critical impact/highly probable likelihood).
 - If there was to be slippage in the delivery of the agreed Medium Term Financial Plan (MTFP) savings projects, this will require further savings to be made from other areas, which may result in further service reductions and job losses (critical impact/possible likelihood).

- c. Potential restitution of search fees going back to 2005 (moderate impact/highly probable likelihood).
 - d. The council could suffer significant adverse service delivery and financial impact if there are delays in the procurement and implementation of the new banking contract (critical impact/possible likelihood).
 - e. 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, which rely on secure transfer of personal data (critical impact/possible likelihood).
47. Five 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.
48. 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



Council Performance

49. Key achievements this quarter include:

- a. A further 301 private sector properties have been improved as a result of local authority intervention, bringing the total for 2013/14 to 984, exceeding the annual target of 893. Significant progress has been made in relation to the acquisition/demolition, group repair and facelift schemes through working with Area Action Partnerships, ward members and community safety enabling the identification of further funding sources.
- b. This quarter 30 additional empty properties have been brought back into use through the targeted approach and partnership work with registered providers and community/voluntary organisations. This brings the total for 2013/14 to 110, exceeding the target of 75 and performance for 2012/13 (56). Discussions with owners regarding their options for returning the properties back into use continue to be progressed.
- c. There has been a significant increase in the number of affordable homes this quarter with 316 homes delivered, exceeding the target of 88. Performance shows improvement from last quarter (176) and the corresponding quarter last year (172). Overall, 630 affordable homes were delivered during 2013/14 against a target of 350, representing an increase of 84% from 2012/13 when 387 were delivered. An affordable home includes new build, rented homes, empty homes brought back into use and assistance schemes such as homebuy.
- d. All three housing providers have met their annual targets for non-decent homes, with Durham City Homes and Dale and Valley Homes achieving 0%. East Durham Homes has improved from 41% at quarter 4 2012/13 to 18% this quarter (1,494 homes), against a target of 25%. Work will

- continue during 2014/15 to ensure that all stock meets the Decent Homes Standard by 31 March 2015.
- e. Between April 2013 and March 2014, 182 apprenticeships started through Durham County Council funded schemes, following change of the criteria and pro-active employer engagement. Performance has exceeded the target of 130.
 - f. The proportion of overall planning applications determined within deadline remain the same as last quarter, at 85%, achieving target, although performance is not as good as quarter 4 2012/13 (91.1%). The average outturn for 2013/14 (87.2%) has improved from 2012/13 (85.4%). The annual number of overall planning applications increased from 3,031 in 2012/13 to 3,091 in 2013/14 (see Appendix 4, Chart 1).
 - g. The proportion of major planning applications determined within 13 weeks also remains static at 72.7% this quarter. Performance exceeds the target of 71%, although it has declined from 94.3% for the corresponding period last year. The average outturn for 2013/14 is 72.3% compared to 75.6% last year. Performance is similar to national benchmarking (73%), however is worse than North East (81%) and nearest statistical neighbour (86%) averages. During 2013/14, 137 major planning applications were received compared to 119 in 2012/13.
 - h. Good progress has been made with the following Council Plan and service plan actions:
 - i. Developing the Durham Key Options and Choice Based Lettings scheme to increase the number of landlords operating within the scheme. The Durham Key Options Board has agreed to the expansion of the Durham Key Options Scheme through a pilot with a registered provider who is not currently a partner in the scheme following interest from three organisations. The board will run the pilot for three months starting in June/July 2014 and if successful, the registered provider will become a full partner. Work is also ongoing to expand the scheme to include a greater number of low cost home ownership properties.
 - ii. Development of the County Durham Plan and supporting supplementary planning documents. The submission documents for the County Durham Plan are complete and have been submitted to the Planning Inspectorate. The Planning Inspectorate will soon confirm the start date of the examination in public. This is the largest and most significant suite of policy documents created since the council was set up and will make Durham County Council one of the first in the country to have a plan adopted.
 - iii. Pursuing the preferred option for the future of council housing across County Durham. The housing transfer application was approved by Government. Work continues with the offer document with regular updates given to the Homes and Communities Agency. A new governance structure has been agreed and the shadow parent board held its inaugural meeting on 14 January 2014.

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

- a. At March 2014, 73.9% of council owned business floor space was occupied. This is slightly below the target of 75%, although it is above the same period last year (73%). Business Durham continues to implement improvements in the way in which it interacts and manages its clients and stock, for example through pro-active debt management.
- b. Key Council Plan actions which have not achieved target in this theme include:
 - i. Sector specific pre-employment training to prepare clients for employment and meet employers needs and requirements, due to be developed by March 2014, has been delayed until June 2014 as a decision for potential Youth Contract funding is awaited from Job Centre Plus Flexible Support Fund.
 - ii. Opportunities for funding and work with employers to develop and deliver sector specific qualifications within the workplace, due to be sought by March 2014, has been delayed until June 2014 as there has been lack of time and resources due to meeting other contractual requirements on other externally funded contracts.
 - iii. A co-ordinated events programme for the county, providing cultural engagement and encourage participation in sport and leisure, was due to be developed by March 2014. The development of this programme is now reliant on National Portfolio Organisation funding, which replaces our regular funding programme. A bid has been submitted for three years funding however the outcome will not be known until July 2014.
 - iv. Delivery of a programme of transport capital works across the county:
 - Bishop Auckland rail station, due for completion by February 2014 will not be completed until May 2014 due to problems with the installation of the fibre optic cable. An alternative option is now being sought.
 - Transit 15 bus priority improvements on key transport corridors, initial consultation has been completed and following discussions with Cabinet Members it was agreed that this action be deleted.

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

- a. The employment rate has improved from 65.7% last quarter to 66.1% this quarter, with the number of people employed increasing by 200 to 224,700. The employment rate remains better than the corresponding period last year when 65.1% of the working age population were employed. The rate however remains worse than national (73.3%), regional (66.7%) and nearest statistical neighbour (69.3%) rates.
- b. The proportion of the working age population not in work who want a job has worsened from 14.39% reported last quarter to 14.58% this period

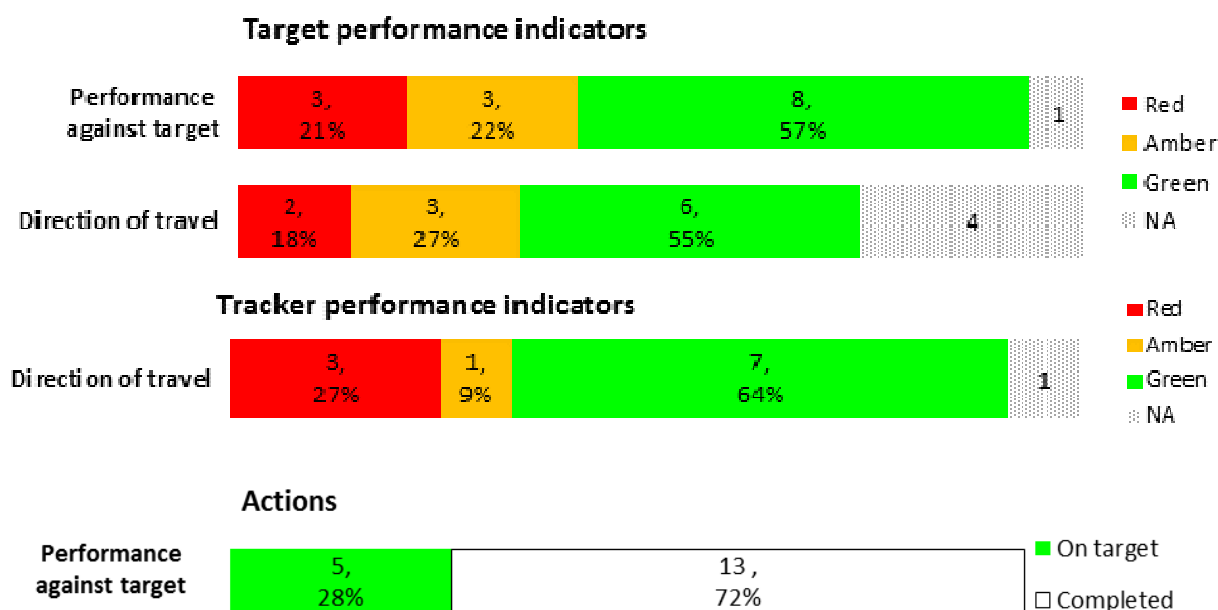
- (January to December 2013). This represents 48,000 people. Although this is better than the corresponding period last year (16.45%), the County Durham figure is worse than national (11.17%), North East (13.66%) and nearest statistical neighbour (11.91%) rates.
- c. The proportion of Job Seekers Allowance (JSA) claimants claiming for one year or more has fallen slightly from 36.35% last quarter to 34.75% this quarter, although the actual number of long term claimants has improved significantly, from 5,055 in March 2013 to 3,980 in March 2014. The rate remains higher than at the corresponding period last year (32.33%) and national (25.5%), regional (34.5%) and nearest statistical neighbour (31.6%) rates in spite of the reduction in numbers.
 - d. The number of 18 to 24 year olds claiming JSA has also improved, falling from 3,525 last quarter to 3,415 in March 2014. Youth unemployment has fallen 31% from March 2013, when there were 4,955 18 to 24 year olds claiming JSA.
 - e. Homeless indicators generally show a positive year on year trend.
 - Homeless presentations have decreased from 1,761 at the corresponding period last year to 1,646 this quarter (see Appendix 4, Chart 2). The triage is having an impact on the number of presentations to Housing Solutions, as housing providers are doing more pro-active work.
 - In relation to statutory applications, the proportion has improved from 14.03% (247 applications) at quarter 4 last year to 13.79% (227 applications) this year.
 - The level of acceptances of a statutory duty has also improved, falling to 2.61% (43 acceptances) this quarter from 3.69% for the corresponding period last year.
 - The level of preventions has fallen slightly to 18.17% (299 preventions) this quarter from 19.53% at quarter 4 2012/13, although there were more preventions during 2013/14 than there were in 2012/13. Links with appropriate services have been created to improve support for clients, enabling them to be assisted into alternative/appropriate accommodation and ensure access to financial support services.
 - f. There has been a significant increase in the annual number of people rehoused from 3,983 in 2012/13 compared to 5,045 in 2013/14. This quarter, 1,363 people registered on the Durham Key Options scheme have been rehoused compared to 1,024 in quarter 4 2012/13 (see Appendix 4, Chart 3).
 - g. During quarter 4 there have been 179 net new homes completed bringing the total for 2013/14 to 986. Although this is lower than last quarter (352 homes) and same period last year (354 homes), the annual number of completions is higher than last year, when 852 homes were completed. In Durham City the number of completions fell from 18 last quarter to 8 this quarter to give an annual total of 51, which is higher than last year's figure of 27. The proportion of homes completed near major settlements (108

homes) increased from 44.86% last quarter to 48.86% this period. Between April 2013 and March 2014, 52.62% of homes completed were in and around major settlements which is a decrease of 14.43% from the previous year (67.05%). Although net completions have increased, permissions have been implemented in smaller settlements, with sites in larger settlements beginning to be implemented in quarter 4 this year.

- h. The percentage of children in poverty at November 2013 has improved slightly, falling from 24.1% last quarter to 23.5%. The rate remains worse than the national rate (18.5%) but is better than the regional rate of 24.4%.

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

Altogether Better for Children and Young People: Overview



Council Performance

53. Key achievements this quarter include:

- Provisional data for 2013/14 show 14.7% (97 of 660) of children who became subject to a child protection plan had previously been the subject of a plan, achieving the annual target of 15%. Performance improved from 16.9% during the previous year and is better than 2012/13 outturn for England (14.9%) and the North East (15%), but worse than the statistical neighbour average of 13.3%.
- The Stronger families programme aims to assist individual(s) in a family achieve reductions in crime/anti-social behaviour, improved school attendance or moving back into employment as set out in the Department for Communities and Local Government's Troubled Families Programme Financial Framework (March 2012). A total of 407 families achieved the results criteria to February 2014. A payment by results claim of £242,600 has been made. Overall performance equates to 31% of County Durham's target of 1,320 families.
- Provisional data for April 2013 to March 2014 indicates that there were 210 first time entrants (FTEs) to the Youth Justice System. This performance has achieved the 2013/14 target of 340 FTEs and is an improvement from the 2012/13 final FTEs figure of 251.

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

- Between October and December 2013, 18.7% of mothers smoked at the time of delivery in County Durham. This equates to 251 mothers. Performance has improved from the same period of 2012 (21.1%, 276 mothers) and is achieving target (20.6%) but is worse than the England average (12%). During July to September 2013, eight County Durham & Darlington Foundation Trust midwives completed their babyClear training and started

delivering stop smoking support to pregnant women at their 20 week appointments.

- b. Provisional data for 2013/14 identify that 2,042 out of 7,163 children in need referrals occurred within 12 months of the previous referral, which equates to 28.5% of referrals. Performance has not met the target of 21%, declined in comparison to the previous year (16.8%), and is worse than the 2012/13 England average of 24.9% and the North East and statistical neighbour averages of 22.5%. The volume of children in need shows a significant increase in the number of referrals from 4,792 in 2012/13 to 7,163 in 2013/14 (see Appendix 4, Chart 5). A detailed analysis of this trend is being produced. As part of the Transformation of Children's Services, the new First Contact Service came into operation on the 7th April 2014. This service provides a single point of contact, which will mean: more consistent decision making on need; an appropriate response proportionate to need; a reduction in inappropriate referrals to social care services; and more effective action being taken resulting in fewer cases being re-referred. Performance over the first six weeks shows a reduction in referrals of 26% compared to the same period in 2012/13.
- c. Provisional data for 2013/14 show that 304 out of 314 child protection cases were reviewed within timescale, which equals 96.8%. Performance is below the target of 100% but is a significant improvement from 91% during the previous year. During quarter 4 there were no reviews out of timescale. Durham's performance is better than the 2012/13 averages for England (96.2%), North East (96.6%) and statistical neighbours (94.8%). Systems have been put in place to ensure that reviews are rearranged within timescales and any proposals to cancel reviews need to be agreed by senior managers.
- d. There are no Council Plan actions behind target in this theme.

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

- a. The latest quarterly data for October to December 2012 show the County Durham under 18 conception rate was 26.7 per 1,000 (58 conceptions), which is an improvement from 35.3 during the same period of the previous year. This is significantly better than the North East rate (31.5) and similar to the England average (26.3). The full year data for 2012 show 291 conceptions, which equates to a conception rate of 33.7 per 1,000 girls aged 15-17 years. Performance improved in comparison to the previous year (37.4). The annual rate in County Durham is better than the North East (35.5) and statistical neighbour (36.9) averages but worse than the England rate of 27.9.
- b. Data for 2012 show the under 16 conception rate was 8.9 per 1,000 girls aged 13-15 years, which is worse than 7.7 in the previous year. The annual rate in County Durham is worse than England (5.6), the North East (8.4) and statistical neighbours (8.3). Although the rate for under 16 teenage conceptions has increased in 2012, the actual number of conceptions remains low at 76. A two year social norms marketing campaign is currently being delivered within secondary schools across County Durham. This work aims to correct identified misperceptions

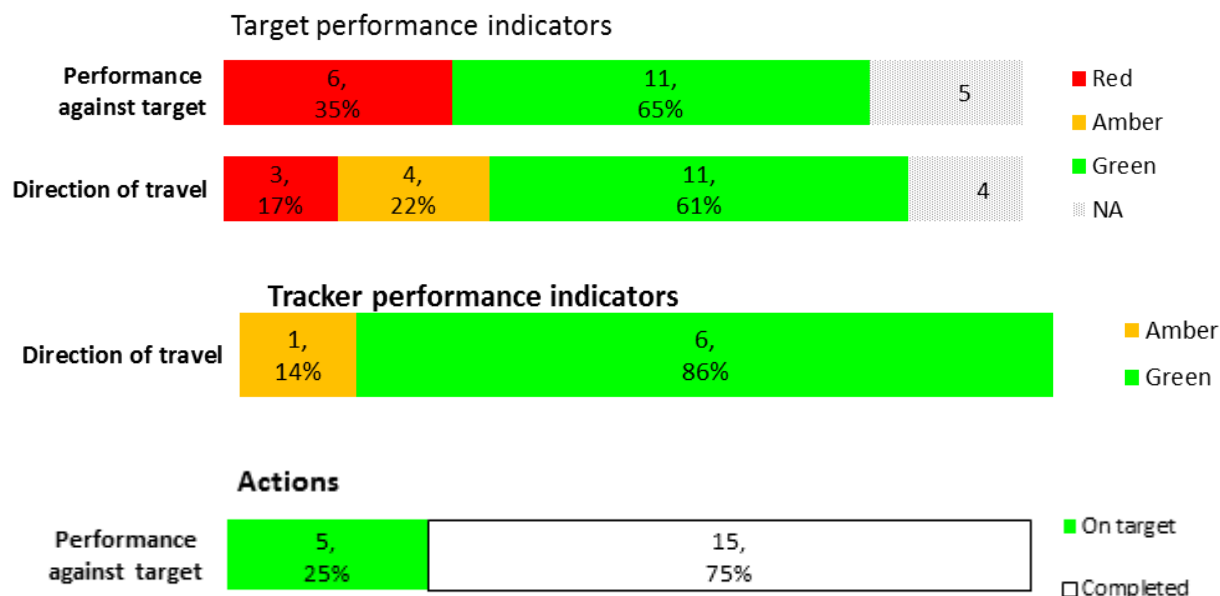
- around sex and relationships, alcohol and smoking to drive behaviour change of individuals.
- c. Provisional data show that at the end of March 2014 there were 607 looked after children, which equates to a rate of 60.6 per 10,000 population. This is an improvement from 63.4 per 10,000 at the same point of the previous year and is better than the latest available comparative data (31 March 2013) for the North East (80) and statistical neighbours (81). The national rate was 60 per 10,000 (see Appendix 4, Chart 4).
 - d. Between April 2013 and March 2014, 27.1% of mothers (1,495 of 5,514) were breastfeeding at 6-8 weeks. This is a decrease from 28.1% in 2012/13 and is worse than the national rate (47.2%) in 2012/13 and North East average (31.2%). Actions being taken to increase breastfeeding include:
 - Telecontact has been rolled out across the county. This is a daily telephone call to new mothers, up to and including 10 days following birth.
 - 18 Baby Cafes have been set up across County Durham.
 - 110 mothers who have previously breastfed have been trained as peers to provide support to new mothers who choose to breastfeed.
 - Businesses and other organisations are being approached to sign up to the Breastfeeding Friendly Scheme in order to provide a welcoming venue to mothers to breastfeed and to promote behaviour change within the population. There are 107 organisations/venues in County Durham signed up to the scheme.
 - e. Data for November 2013 to January 2014 show 7.1% of 16 to 18 year olds were not in education, employment or training (NEET), 1,167 young people. Durham's performance is better than the North East average (7.6%) but worse than the national rate of 5.3% and the statistical neighbour average of 6.6%. The Improving Progression Team and One Point Service are continuing to implement the action plan that was developed following the Peer Review by Wakefield. Actions undertaken include:
 - Implementation of risk of NEET indicators across schools so that measures can be put in place to support young people at key transition points.
 - Enhanced information about NEET and not known performance is shared on a monthly basis to key partners e.g. schools, colleges and other learning providers.
 - Information about young people who are eligible for support from the Youth Contract is shared with the provider on a monthly basis in order to engage with those NEETs and help overcome barriers to progression.
 - f. The percentage of 16-18 year olds whose status in relation to education, employment or training is not known was 7.5% for November 2013 to

January 2014, which relates to approximately 1,316 young people. Durham's performance was better than the England average of 9.2% and the North East and statistical neighbour averages of 6.4%.

- g. Between April and December 2013, 155 offences were committed by the 151 young people in the 2013 cohort within 9 months of inclusion in the cohort. This equates to a re-offending rate of 1.03 offences per young offender. This was worse than 0.89 reported at the equivalent period of the previous year. Actions taken by County Durham Youth Offending Service (CDYOS) to reduce reoffending include: targeting resources on high risk young people; robust risk management planning processes; implementation of CDYOS Offending Behaviour Programmes; expansion of restorative justice across all orders; increased focus on young people's speech, language and communication needs as well as barriers to engagement.

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

Altogether Healthier: Overview



Council Performance

57. Key achievements this quarter include:

- a. The under 75 mortality rate per 100,000 population from cardiovascular and respiratory diseases and cancer has shown improving trends at a county, regional and national level.
 - i. Mortality from cardiovascular diseases (including heart disease and stroke) in County Durham has improved from 169.9 (2001-03) to 91.3 (2010-12), which equates to 813 fewer deaths in the three-year period and a decrease of 46%. This is a greater reduction than nationally (42% decrease). The rate in County Durham is better than the North East (92.4) but worse than the England rate of 81.1.
 - ii. Mortality from respiratory diseases in County Durham has improved from 53.3 (2001-03) to 40.1 (2010-12), which equates to 101 fewer deaths in the three-year period and a decrease of 25%. The rate in County Durham is better than the North East (42.2) but worse than the England rate of 33.5.
 - iii. Mortality from cancer in County Durham has improved from 191.2 (2001-03) to 164.2 (2010-12), however, in comparison to the previous time period (2009-11) the rate increased slightly from 163.5. The rate in County Durham is better than the North East (171.4) but worse than the England rate of 146.5.
 - iv. Mortality from liver disease has however been gradually increasing nationally. Compared to 2001-03 the County Durham rate has increased by 21%, which is similar to the rise in the North East (20%) but higher than the increase seen in England as a whole (14%). The County Durham rate for 2010-12 (21.7) was a slight improvement from

22.1 for 2009-11 and is better than the North East rate of 22.3 but worse than the England rate of 18.0.

- b. Provisional 2013/14 data for adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care show 711 over 65 year olds were admitted on a permanent basis to residential or nursing care. This equates to 736.2 per 100,000 and has achieved the annual target of 850 per 100,000. Performance is also better than the previous year (840.7 per 100,000).
- c. The proportion of people using social care who receive self-directed support, and those receiving direct payments, provisional data for 2013/14 show 59.3% (10,548 of 17,785) of service users in receipt of social care services had a personal budget, which is an improvement from 56.7% at the same time last year and exceeded the 2013/14 target of 55%. Performance is better than the 2012/13 England average of 55.5% and the North East rate of 52%.
- d. Between April 2013 and February 2014, 94.5% (775 of 820) of service users reported that the help and support they receive has made their quality of life better. This is above the target of 92%.
- e. Local provisional data show that of those older people discharged from hospital into reablement/rehabilitation services between January and December 2013, 87.6% (1,225 of 1,398) remained at home 3 months later. Performance is exceeding the 2013/14 target of 85% and is above the same period last year (87%). The national measure from the Adult Social Care Outcomes Framework is recorded only for the months October to December. Performance is 89.4%, which is an improvement from 85.4% in 2012/13 and is better than the 2012/13 comparator group average of 84.9% and the England average of 81.4% (provisional figures).
- f. Data for April 2013 to March 2014 show 62.3% of service users (837 of 1343) required no ongoing care following completion of their reablement package. Performance is better than 60.3% in 2012/13 and exceeded the 2013/14 target of 55%.
- g. In the year-ending March 2014, 2,590 of 2,925 adults (88.5%) receiving secondary mental health services were known to be in settled accommodation at the time of their last review/assessment. This achieved the 2013/14 target of 85% and is better than the 2012/13 national average (58.5%).

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

- a. Latest provisional figures show that the Stop Smoking Service achieved 2,875 smoking quitters between April and December 2013, which equates to 675 quitters per 100,000 population. This is below the target of 749 per 100,000 and is less than the 816 per 100,000 during the same period of the previous year. Benchmarking data for this period is not currently available. There has been a national trend of decreasing quitters. It is suggested that the impact of e-cigarettes may be one factor in the declining numbers. Latest Public Health England data (January to December 2012) shows an

estimated smoking prevalence for persons aged 18 and over of 22.2% in County Durham. This is an increase from 21.2% in 2011 and is worse than the national average of 19.5% and similar to the North East rate of 22.1%. Fresh, the regional tobacco programme funded by all North East Local Authorities, launched the 'Don't Be the 1' campaign with a TV advert and website on 11 February 2014 followed by radio and cinema adverts. The campaign features stories of local people and highlights how one in two long term smokers will die prematurely.

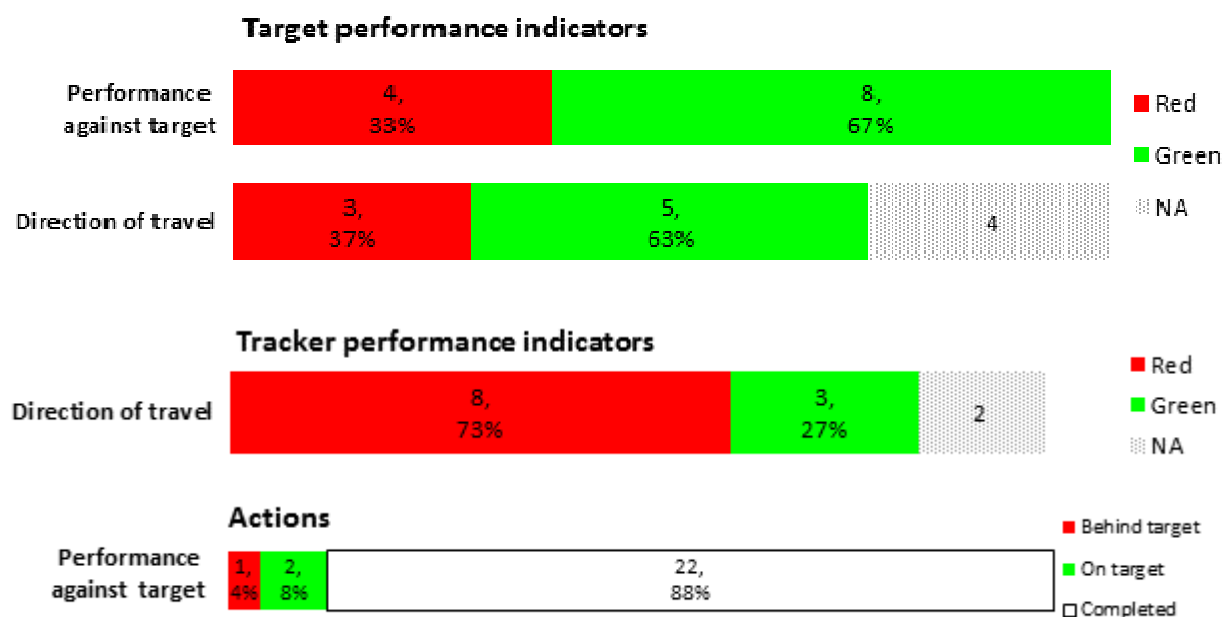
- b. Between April and December 2013, 7.9% of eligible people (12,799) received a NHS health check, which is below the quarterly target of 15%. This is better than the same period of 2012 where 6.8% of eligible people (8,126) had received a health check. Performance is better than the regional average of 7.5% and the England rate of 6.4%. Public Health is changing the focus of health checks from a universal to a targeted approach at those with a high prevalence of cardiovascular disease (CVD) risk factors. 20 GP practices have been identified to take part in the pilot programme and training has been provided to staff in these practices. The Check4Life bus visited various locations across the county from October 2013 to March 2014, including County Hall, and enabled people to attend on the day for their health check and discuss the results with a Check4Life Health Advisor.
- c. There are no Council Plan actions behind target in this theme.

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

- a. Latest data for 2009-12 show that in County Durham there were 16.8% more deaths (an additional 820) in winter months than non-winter months, which was an improvement from 18.1% (891 more deaths) for 2008-11. County Durham's rate is similar to the England average (16.5%) but worse than the North East (13.7%). The longer term trend from 2006-09 to 2009-12 shows that excess winter deaths have reduced by 22.9% in County Durham, which is significantly better than the national decrease of 8.8%. The North East displayed a 25.9% reduction.
- b. Delayed transfers of care from hospital in the 11 sample days in April 2013 to February 2014 show there were 491 delays, which equates to a rate of 10.8 per 100,000 population per day. This is consistent with 10.8 per 100,000 in the equivalent period in the previous year. Performance is worse than the England average for the period of 9.2 delays per 100,000 per day. Delayed transfers of care from hospital which are fully or partly attributable to adult social care show there were 40 delays, which equates to a rate of 0.9 per 100,000 population. Performance has improved from 1.76 per 100,000 in the equivalent period in the previous year and is better than the national figure for the period of 3.0 per 100,000 per day. (data to be included re wider delays)

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

Altogether Safer: Overview



Council Performance

61. Key achievements this quarter include:

- a. Between April 2013 and March 2014, 8.9% (25 of 282) of victims of domestic violence who presented at the Durham Multi Agency Risk Assessment Conference (MARAC) were repeat referrals. Latest research from Coordinated Action Against Domestic Abuse identifies the England average repeat rate of 24%, and the North East rate of 28% (January to December 2013).
- b. Between April 2013 and February 2014, 93% (882 of 948) of adult social care users who responded to the local 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 national (78.1%) and regional (80.1%) averages.
- c. The total number of offences committed in 2012/13 by the 238 offenders in the Integrated Offender Management (IOM) cohort was 1,173. In 2013/14 the full year figure is 416 offences which gives a 65% reduction on the 2012/13 final figure. This exceeds the 2013/14 target of a 40% reduction and 2012/13 equivalent period performance of a 58% reduction.
- d. The number of people in alcohol treatment with the Community Alcohol Service between January and December 2013 was 1,533, with 552 successfully completing treatment. This equates to a 36% successful completion rate, which has achieved the target of 36% and is consistent with national performance.
- e. The 2013/14 counter terrorism self-assessment achieved a Level 4 rating (out of 5), which is an improvement from Level 3 in 2012/13. The self-assessment has been identified as best practice by the North East Counter Terrorist Unit.

62. 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 July 2012 and June 2013 was 1,433, with 103 successfully completing treatment, i.e. they did not re-present to the CDS between July and December 2013. This equates to a 7.2% successful completion rate, which is below the annual target of 11%, and slightly below national performance of 8%. The successful completion rate for those in drug treatment for non-opiate use was 36.9% (166 of 450). This is below the annual target of 48%, and below the national performance of 40%. Three performance clinics were held in December 2013 to address key areas of underperformance, including successful completions. An action plan is in place and has been signed off by the Provider Partnership Board. Actions will be performance managed via the same group.
- b. The number of people killed or seriously injured in road traffic accidents between January and December 2013 was 201 which missed the target of 167 and is worse than same point in 2012/13 (196). Of the 201 incidents, 22 were fatalities. The number of children killed or seriously injured was 24 which missed the target of 16 and is worse than same point in 2012/13 (19). None of the incidents were fatal. Of the 24 child casualties, 19 were pedestrians and 5 cyclists with 10 of the 24 aged between 11 to 16 years.
- c. The Council Plan action which has not achieved target in this theme is to identify trends and install appropriate engineering solutions to reduce road casualties and implement a programme of engineering improvements by March 2014. This has been delayed until May 2014.

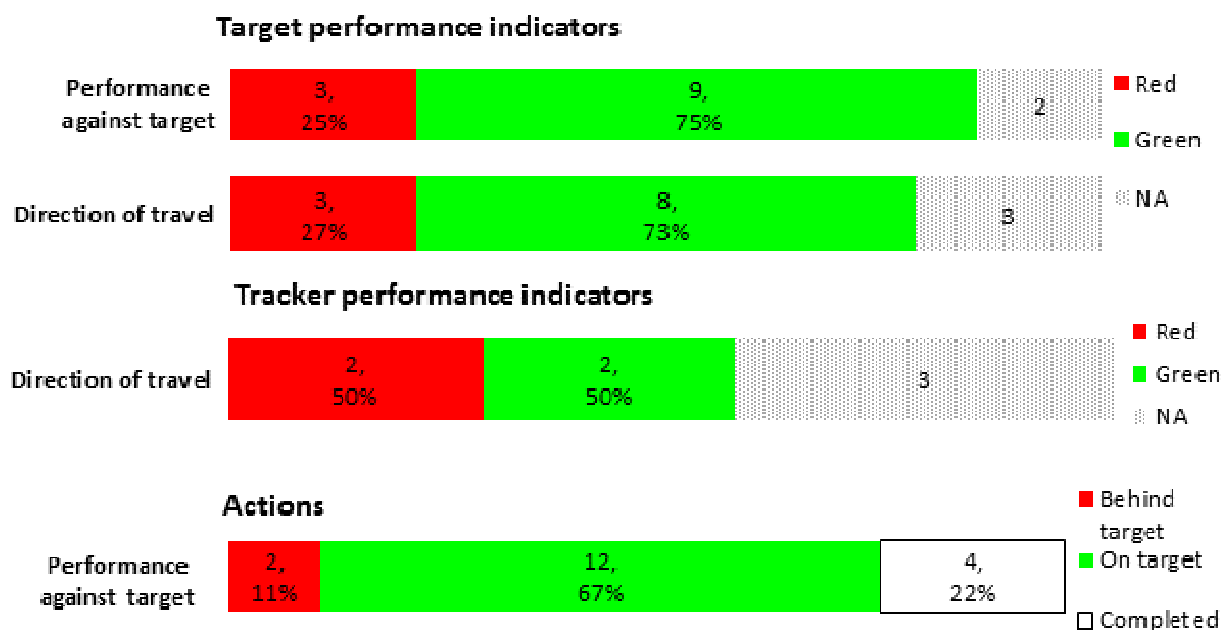
63. Tracker indicators for this priority theme (see Appendix 3, table 2) show:

- a. During April 2013 to March 2014 there were 24,234 incidents of anti-social behaviour (ASB) reported to Durham Constabulary. This equates to a 4.9% decrease (1,262 incidents) from the 2012/13 revised figure of 25,496. Decreases in the number of police reported incidents have been observed across both the personal (-6%) and nuisance (-5.5%) ASB categories when compared with 2012/13. There is a marginal increase in the number of reported incidents of environmental ASB (+0.7%). Durham County Council, in partnership with Durham Constabulary and the Environment Agency, ran a campaign in December 2013 targeting people who dump waste illegally.
- b. In the period April 2013 to March 2014 there were 25,210 crimes, equating to a rate of 49.1 per 1,000 population. This is an increase from 22,987 crimes in 2012/13 and equates to a 9.7% rise in overall crime. Analysis has highlighted that this rise is primarily due to increases in specific offence categories; theft, violence against the person, sexual offences, criminal damage and arson. Whilst the trend is cause for concern, crime levels are below 2011/12 rates and the County Durham Community Safety Partnership (CSP) area continues to see one of the lowest levels of crime per 1,000 population and has a significantly lower rate than its most similar CSP average of 62 per 1,000 population (rolling year to February 2014). A significant element of the increase was to a rise in reported historic physical and sexual offences linked to the Savile enquiry.

- c. Between April 2013 and March 2014 there were 22,401 victim based crimes, which is a 10.7% increase (2,172 more victims of crime) when comparing to revised figures for the same period in 2012/13 (20,229). Despite this increase, the rate of victim based crimes per 1,000 population in the Durham Community Safety Partnership (CSP) area (43.1) continues to be significantly lower than its most similar CSP average of 55.5 per 1,000 (rolling year to February 2014).
- d. Between April 2013 and March 2014 there were 3,701 incidents of alcohol related anti-social behaviour (ASB). This equates to 15% of total ASB reported to the police, a one percentage point increase on 2012/13. Between April 2013 and March 2014 there were 4,681 violent crimes reported to the police, of these 34.8% were recorded as alcohol related (1,629). This is a 2.8 percentage point increase on 2012/13. Actions are being taken by Durham Constabulary and the 4Real Service which include:
- Reducing alcohol related ASB and criminal damage through increased use of the Alcohol Seizure Policy and increased referrals to the 4Real service.
 - Alcohol harm education is delivered jointly with 4Real in schools and colleges and addresses ASB and criminal damage.
 - A training package is being developed by 4Real that will provide an opportunity for neighbourhood teams to receive training.
- e. In the period April 2013 to March 2014, there were 11,745 stealing offences. This is an increase of 7.4% (810 offences) when comparing to 2012/13. Increases have been observed across most theft categories, except dwelling burglary which have decreased. Durham Constabulary has introduced a number of initiatives in response to the increases in crime, including Operation Relentless, with the aim of reducing volume crime (including burglary and shoplifting). Operation Spoke is a Durham Constabulary led operation with other partners to significantly reduce cycle crime by uniquely marking and registering cycles. Durham Constabulary has also had a major success with reducing metal theft.
- f. The number of hate incidents reported to Durham Constabulary in 2013/14 was 282, this is an increase of 27% from 2012/13 (222 incidents). The Safe Durham Partnership has in place a hate crime action plan, which contains a number of objectives to target this issue.
- g. The Police Crime Survey (including County Durham and Darlington) shows that between January and December 2013 the percentage of people that agree with the statement that the police and local authority are dealing with ASB and crime was 57.3%, which is a decrease from 59% in the corresponding period of the previous year.

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

Altogether Greener: Overview



Council Performance

65. Key achievements this quarter include:

- a. Street and environmental cleanliness has improved this period. The results of the third survey relate to the period December 2013 to March 2014 and indicate that of relevant land and highways assessed as having deposits of litter, 5.33% fell below an acceptable level. Performance is better than the target of 7% and has improved from 10% reported at quarter 4 2012/13. Of relevant land and highways assessed as having deposits of detritus, 8.78% fell below an acceptable level. Performance is better than the target of 10% and has improved from 12% reported at quarter 4 2012/13.
- b. The percentage of waste sent to landfill is decreasing significantly and the rate is now half what it was at the end of 2012/13. This is due to the increased diversion of waste to energy generation. The percentage of municipal waste landfilled for the 12 month period to February 2014 was estimated as 18.7% which decreased from 25.5% reported at previous quarter and from 42.3% reported 12 months earlier. Performance is better than the 35% target.
- c. There were 1,170 feed in tariff installations registered and approved, including 1,168 solar PV and 2 wind installations equating to installed capacity of 4.359MW. The year-end target of 1,000 installations was achieved. There has been an increase of 4% in renewable energy generation this quarter compared to the same period last year. The installed or installed/approved capacity within County Durham was 206.33MW in quarter 4; 177.99MW operational and 28.344MW approved (Wind - 128.83 operational and 6.51 approved).

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

- a. During the 12 months ending February 2014, 42.4% of household waste was re-used, recycled or composted. Performance is below the 44% target and has deteriorated from 44.9% reported 12 months earlier. The 2.5 percentage point decrease can be attributed to an increase in the amount of recyclate rejected due to contamination. Between April 2013 and March 2014, 805 additional tonnes of recyclate were rejected due to contamination, 21% more than during the same period last year. In April 2014, a new campaign (Bin it right) started and it focuses on reducing the level of contamination of recyclable materials, particularly food waste, nappies and pet waste. Leaflets, bin stickers and posters will be used to remind residents of what goes in each bin, and recycling assistants will be carrying out home visits in hotspot areas.
- b. There were 8,999 fly-tipping incidents reported in the 12 month rolling period from April 2013 to March 2014. This is an increase of 40.1% compared to 12 months earlier (see Appendix 4, chart 6). The situation surrounding fly-tipping is very complex and is influenced by many different and often changing factors.

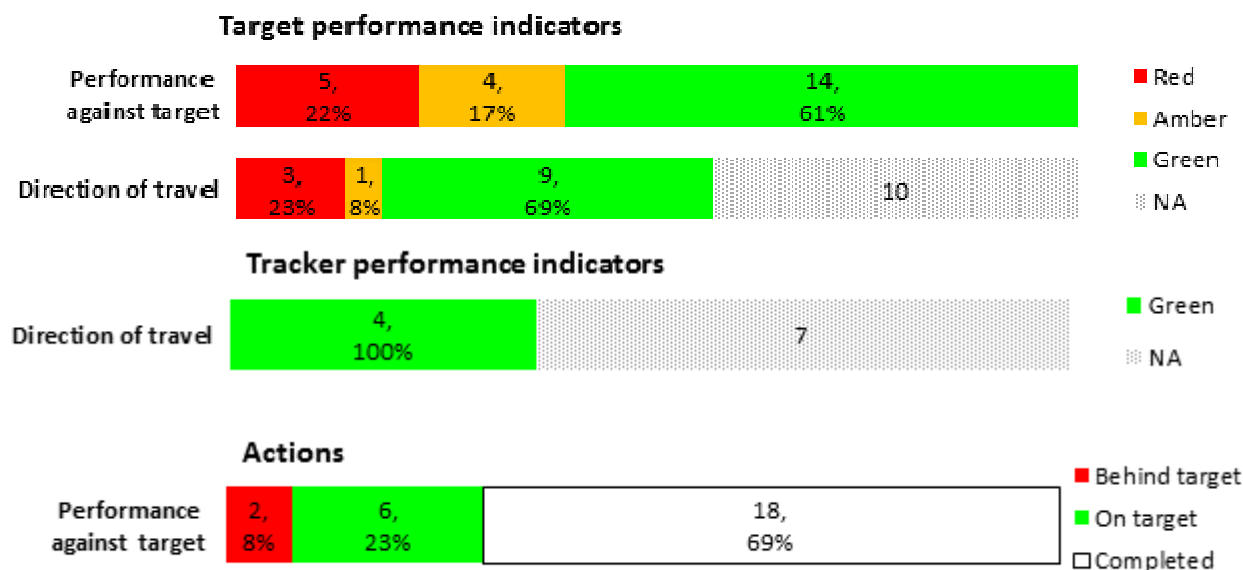
Work continues to address this issue through a multi-agency approach which uses a range of intelligence and data to identify hot spot areas and inform targeted approaches. Currently 22 investigations are taking place in hotspot areas across the county; seven in Durham, seven in Peterlee and eight in Seaham. A range of interventions are put in place to address the issue of fly-tipping, including installing both covert and overt CCTV, warning signs and increased patrols. Neighbourhood Wardens service and the Clean and Green Teams are working together more closely to improve the collection and exchange of information.

In partnership with the Police and the Environment Agency, a three week campaign was carried out between 2 December and 20 December. Its purpose was to clamp down on those who dump waste illegally. As a result of this campaign there were 502 incidents reported, 100 suspected incidents investigated, two fixed penalty notices issued, four prosecutions and five cases are waiting for court dates. During 2013/14, 11 prosecutions have been carried out in relation to fly-tipping offences.

- c. Key Council Plan actions that have not achieved target in this theme include:
 - i. To coordinate the development and implementation of a re-charging network for electric vehicles to provide 35 electric charging points across the county by March 2014 has been delayed until March 2015. There have been delays in the review of the existing electric charging points but this has been completed and the next stage is the implementation of the findings from the plan.
 - ii. To produce a new Waste Strategy for Durham County Council by April 2014, will now be delayed until June 2014.

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

Altogether Better Council: Overview



Council Performance

68. Key achievements this quarter include:

- a. Despite higher volumes of calls during the quarter 4 period, resulting from demand associated with council tax annual billing, performance has continued to improve. Between January and March 2014, 246,312 telephone calls were answered which is 96% of all calls received compared to 91% at quarter 3. During quarter 4, 95% were answered within three minutes against a target of 80%, an improvement on quarter 3, when 87% were answered within three minutes. Telephone calls answered within one minute also shows improved performance with 85% of calls answered in one minute compared with 56% at same period last year. The volume of telephone calls shows a 9.4% increase in calls received this quarter (257,158) when compared with quarter 3 (235,064) but slight reduction compared to same period last year (264,908) (see Appendix 4, Chart 7). This is due to a combination of better planning of resource allocation during this time; support from the Fraud, Benefits and Revenues Teams; improved skills as a result of training and a strengthened performance monitoring framework.
- b. During quarter 4, the average waiting time at a Customer Access Point (CAP) was 3 minutes 45 seconds, which is well within the 15 minutes target. Footfall in our CAPs increased from 78,729 in quarter 3 to 88,745 in quarter 4. An additional 10,148 customers visited our CAPs during quarter 4, 2013/14 compared to the same period last year. Even though there has been greater demand, the average wait time at CAPs has improved from 4 minutes 34 seconds during quarter 4, 2012/13 to 3 minutes 45 seconds during quarter 4, 2013/14. This is partly due to the introduction of an appointment system at one CAP, changes to service delivery processes and the introduction of a more intensive performance monitoring process (see Appendix 4, Chart 8).

- c. During 2013/14, new housing benefit (HB) claims were processed in 22.39 days on average while new council tax reduction (CTR) claims were processed in 24.21 days on average. The end of year performance is better than the 25 day target and it has significantly improved, compared to the end of year performance of 38.5 days for 2012/13.

The volume of new HB claims processed has slightly decreased from 3,453 in quarter 3 to 3,407 this quarter. The volume of new CTR claims processed has slightly decreased from 3,801 in quarter 3 to 3,787 this quarter (see Appendix 4, Chart 9). There were 13,156 new HB claims and 14,799 new CTR claims processed during 2013/14.

- d. Processing rates for changes of circumstances improved significantly in 2013/14 with monthly performance exceeding target particularly during the latter half of 2013/14. However, performance when averaged out over the year did not quite achieve the yearend target of 12 days (12.14 days for HB claims and 13.28 days for CTR claims). This is as a result of a period at the beginning of 2013/14 when processing was affected by increased volume of work arising from welfare reform issues, and backlogs that arose when annual billing for 2013/14 took longer than anticipated.

The volume of change of circumstances for HB claims processed has increased from 22,873 in quarter 3 to 33,015 this quarter. The volume of change of circumstances for CTR claims processed has increased from 24,319 in quarter 3 to 30,707 this quarter (see Appendix 4, chart 10). There were 113,614 changes of circumstances for HB claims and 112,567 changes of circumstances for CTR claims processed during 2013/14.

- e. The average days lost to sickness absence per full time equivalent (including school based employees) increased by 0.89% from 8.92 days in quarter 3 (January to December 2013) to 9.00 days this quarter (April 2013 to March 2014). Current performance is better than the 9.05 days corporate target for the second consecutive quarter. Improving the management of attendance and reducing incidences of sickness absence is a priority for the council. From quarter 1 2014/15 a broader suite of measures will be provided.
- f. The percentage of council tax collected during 2013/14 was 95.44%, an improvement of 0.44 percentage points over the previous year performance of 95%. Whilst marginally short of the 95.5% target, the collection of over 95% of council tax owing is a good outcome after taking into account the large increase in collectable debt (c £10m) during 2013/14 arising from changes to empty property discounts, increases in precepts and tax base growth from new build developments.

Analysis revealed that when additional empty property charges and council tax reduction claimants are excluded from the calculation, the collection rate increases to 97.3%. A detailed review is to be undertaken in 2014/15 with the aim of improving the 85.6% empty property charge collection rate.

- g. The 96.42% collection rate for business rates in 2013/14 equates to payments of £112m. Performance is better than target of 96.2%, and an improvement from 95.9% in 2012/13. The continued improvement is

welcome given the change in localised business rates funding that splits the income 50/50 between the council and central government.

- h. Tenant rent arrears have fallen for Durham City Homes from 2.86% in 2011/12 and 2.50% in 2012/13 to 2.07% this quarter and the target of 2.5% has been met. Arrears level at year-end stand at £499,771. Dale and Valley Homes performance of 1.21% at year-end is well within target of 3% and it has significantly improved from 1.63% reported in 2012/13 and from 20.7% reported in 2011/12. Arrears currently stand at £199,520. Arrears for East Durham Homes have fallen from 3.24% in 2011/12 and 3.02% in 2012/13 to 2.72% this quarter and the target of 3% has been achieved. Arrears currently stand at £771,498. Performance at year-end is testament to the additional resource invested in welfare services and advice given to tenants by all three housing providers to address the difficulties faced in light of welfare reform and increasing living costs.
- i. Good progress has been made in increasing availability of technology across the county by developing the Digital Durham programme which has seen significant progress throughout 2013/14 and delivery is ahead of plan at this point. South Tyneside Council has now joined Digital Durham so the programme now covers nine north-east councils of the twelve in total. Additional funds have been secured through the approval of a combined Durham and Tees Valley Rural Community Broadband Fund application (£1.053m to cover 3,545 premises – British Telecom added £300K to this amount); the Government has also allocated an additional £3.9m to address the remaining premises which will not have access to a superfast broadband service (to be fully matched by councils). The BDUK Broadband Assurance Board recently reviewed Digital Durham and agreed that there was a high level of confidence that the required level of contract management is in place, concrete evidence of sustained assurance activity, and excellent levels of knowledge and compliance with contractual mechanisms.

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

- a. Despite renewed focus on paying supplier invoices on time, performance in quarter 4 was 89%, 3 percentage points below the 92% target. Just over 35,000 out of more than 370,000 supplier invoices were paid beyond the 30 day target during 2013/14. This equates to annual outturn of 90.5%, which is below the target. January performance of 86% had an adverse impact on both quarter 4 and outturn performance due to a software issue that slowed down the invoice payment process. Monthly improvement meetings, attended by representatives from all service groupings, are being held to discuss process changes and system enhancements. In addition, supervisors from the Accounts Payable Team are meeting monthly with each service to discuss service-specific issues and developments. Discussions are ongoing with ICT and Oracle System Support to improve the responsiveness of the DbCapture software and thereby improve automated invoice processing speed and performance.
- b. Employee appraisal activity across the council, whilst increasing significantly to 68.9% at the end of 2013/14, has not achieved target of 80%, and continues to require further and sustained effort by managers

and supervisors to ensure that all relevant employees have undergone an appropriate appraisal event in the last 12 months, and that this is recorded on the MyView system. The council average deteriorated over the last two quarters of 2013/14 from the 75% achieved in quarter 2. All service groupings now have access to the appraisal module within MyView. It is anticipated that this will continue to increase appraisal recording and ensure that any data produced is more reflective of appraisals undertaken. Managers are notified of non-compliance with the appraisal process and all Heads of Service are receiving a monthly summary of employees in their service area who have not had appropriate appraisal activity in the rolling year period so that appraisal performance can be actively managed from a senior level.

- c. The percentage of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within 20 days was 70% this quarter which is significantly below the national target of 85%. Performance has dropped by 10 percentage points from the previous quarter. Current performance reflects the highest volume of requests received in any quarter (see Appendix 4, chart 11).
- d. Key Council Plan actions which have not achieved target in this theme include:
 - i. Re-launching the council's website as a principal service channel by April 2014. The project has been subject to delay for technical reasons and will launch this summer.
 - ii. Significant progress has been made to implement the Community Buildings Strategy, which is on track to ensure at least 94 will remain in community usage. 75 community buildings have been asset transferred to community management groups, passed to housing providers or declared as surplus and a further 30 are on track to be asset transferred by October 2014, which has allowed additional time to ensure that each centre is viable and has a sustainable future. Of the remaining 15 centres 12 are on track to be either transferred or closed by March 2015, two were given Cabinet approval to have their transfer extended to July 2015 and one will require further work to establish a way forward as the Council is the tenant of this building.

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

- a. *Ongoing government 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, and to mitigate the risk, sound financial forecasting is in place based on 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 team is closely monitored by Corporate Management Team and

Cabinet as described above. It should be recognised that this will be a significant risk for at least the next 4 years.

- c. *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.
- d. *The council could suffer significant adverse service delivery and financial impact if there are delays in the procurement and implementation of the new banking contract.* Pre-procurement meetings will be held with alternative providers to establish what services can and cannot be provided. Awareness-raising will take place at Tier 4 manager level that banking arrangements are due to change. The new contract is expected to be in place by September 2015 to ensure a smooth transition.
- e. *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.* An ongoing project is in place to maintain compliance.

Conclusions

71. A major impact on the council continues to be performance of the UK economy with it affecting a number of tracker and target indicators. Alongside this, the ongoing impact of welfare reforms is also affecting household income, whilst public sector and local council spending reductions are increasingly affecting support available locally. Despite the UK economy showing its strongest growth since 2007, issues linked to unemployment and homelessness continue across County Durham but the council is still improving performance in many of its key priority areas. In particular improvements are evident in housing development, decency levels of council housing, effective care of older people and vulnerable residents, anti-social behaviour and domestic violence and tenant arrears and council tax and business rates collected.
72. Performance has been maintained in many areas and improvements achieved in some services against a backdrop of the council achieving £113m savings to date and increased volume in some key areas such as fly tipping incidents, people rehoused through the Durham Key Options system, overall planning applications and face-to-face customer contacts and those relating to vulnerable or potentially vulnerable residents such as increased referrals of children in need, and new claims for council tax support and housing benefit. Despite increased demands placed on services, improvements have still been delivered. Stronger focus on input measures will be given in our performance framework next year. This will allow us to better quantify productivity in future years and monitor the effects of reductions in resources and increases in volume driven by national policy changes such as welfare reform

Recommendations and Reasons

73. Overview and Scrutiny Management Board is recommended to:
- a. Note the performance of the council at 2013/14 and the actions to remedy under performance.
 - b. Note the new performance indicator set and targets proposed for corporate reporting in 2014/15 (Appendix 5).
 - c. Note all changes to the Council Plan outlined below:

Altogether Wealthier

- i. Develop sector specific pre-employment training to prepare clients for employment and meet employer's needs and requirements by March 2014. Revised date: June 2014.
- ii. Seek opportunities for funding and work with employers to develop and deliver sector specific qualifications within the workplace by March 2014. Revised date: June 2014.
- iii. Develop and deliver a co-ordinated events programme for the county by March 2014. Revised date: July 2104.
- iv. Delivery of a programme of transport capital works across the county: Bishop Auckland rail station by February 2014. Revised date: May 2014.

Altogether Safer

- v. Identify trends and install appropriate engineering solutions to reduce road casualties and implement a programme of engineering improvements by March 2014. Revised date: May 2014.

Altogether Greener

- vi. Coordinate the development and implementation of a re-charging network for electric vehicles to provide 35 electric charging points across the county by March 2014. Revised date: March 2015.
- vii. Produce a new Waste Strategy for Durham County Council by April 2014. Revised date: June 2014.

Altogether Better Council

- viii. Re-launch the council's website as a principal service channel by April 2014. Revised date: Summer 2014.
- ix. Implementation of Community Buildings Strategy by June 2014. Revised date: October 2014.

Deleted Actions

Altogether Wealthier

- x. Deliver a programme of transport capital works across the county which relates to the Transit 15 bus priority improvements on key transport corridors.

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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	182	Apr 2013 - Mar 2014	130	GREEN	New indicator	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	316	Jan - Mar 2014	88	GREEN	172	GREEN			
4	Number of private sector properties improved as a direct consequence of local authority intervention	984	Apr 2013 - Mar 2014	893	GREEN	1183	RED			
5	Number of empty properties brought back into use as a result of local authority intervention	110	Apr 2013 - Mar 2014	75	GREEN	56	GREEN			
6	Proportion of Dale and Valley Homes properties currently not meeting decency criteria	0.0	As at Mar 2014	0.0	GREEN	0.6	GREEN	36.4 GREEN	4.4** GREEN	2011/12
7	Proportion of Durham City Homes properties currently not meeting decency criteria	0.0	As at Mar 2014	0.0	GREEN	0.0	AMBER	36.4 GREEN	4.4** GREEN	2011/12
8	Proportion of East Durham Homes properties currently not meeting decency criteria	18.0	As at Mar 2014	25.0	GREEN	41.0	GREEN	36.4 GREEN	4.4** RED	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
9	Percentage of council owned factories and business support centre floorspace that is occupied	73.9	As at Mar 2014	75.0	AMBER	73.0	GREEN			
10	Percentage of major planning applications determined within 13 weeks	72.7	Jan - Mar 2014	71.0	GREEN	94.3	RED	73.0 RED	86** RED	Oct - Dec 2013
11	Overall proportion of planning applications determined within deadline	85	Jan - Mar 2014	85.0	GREEN	91.1	RED			
Altogether Better for Children and Young People										
12	Percentage of looked after children achieving 5 A*-C GCSEs (or equivalent) at KS 4 (including English and maths)	20	2012/13 ac yr	25.0	RED	17.4	GREEN	15.3 GREEN	16.3* GREEN	2012/13 ac Yr
13	Percentage of 16-18 year olds whose status is 'not known'	7.5	Nov 2013 - Jan 2014	8.5	GREEN	Not comparable	Not comparable [1]	9.2 GREEN	6.4** RED	Nov 2013 - Jan 2014
14	Percentage of pupils achieving 5 or more A*-C grades at GCSE or equivalent including English and Maths	63.1	2012/13 ac yr	63.0	GREEN	62.5	GREEN	59.2 GREEN	60.1** GREEN	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	98.9	2012/13 ac yr	98.1	GREEN	99.1	AMBER	97.9 GREEN	98.6** GREEN	2012/13 ac yr
Page 79	Achievement gap between pupils eligible for free school meals and their peers (Key Stage 2) (% pts)	21.0	2012/13 ac yr	Not set	GREEN	20.0	Not comparable [1]	19 RED	21** AMBER	2012/13 ac yr

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 RED	31.6** GREEN	2011/12 ac yr
18	Percentage of mothers smoking at time of delivery	18.7	Oct - Dec 2013	21	GREEN	21.1	GREEN	12 RED	19.7* GREEN	England Oct - Dec 2013 North East 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)	461	Apr 2013 - Mar 2014	729	GREEN	538	GREEN			
20	Percentage of Children In Need (CIN) referrals occurring within 12 months of previous referral	28.5	2013/14	21.0	RED	16.8	RED	24.9 RED	22.5** RED	2012/13
21	Percentage of children becoming the subject of a Child Protection Plan for a second or subsequent time	14.7	Apr 2013 - Mar 2014	15.0	GREEN	16.9	GREEN	14.9 GREEN	13.3** RED	2012/13
22	Percentage of looked after children cases which were reviewed within required timescales	95.7	Apr 2013 - Mar 2014	97.6	AMBER	96.5	AMBER	90.5 GREEN	93.7** GREEN	2009/10
23	Percentage of child protection cases which were reviewed within required timescales	96.8	Apr 2013 - Mar 2014	100.0	RED	91.0	GREEN	96.2 GREEN	94.8** GREEN	2012/13
24	Parent/carer satisfaction with the help they received from Children and Young People's Services	66.7	Apr - Dec 2013	72	AMBER	67.90	AMBER			

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
25	Percentage of successful interventions via the Stronger Families Programme	59.9	Apr 2012 - Dec 2013	37.5	GREEN	NA	NA	7.1 GREEN		Jan 2013
26	Percentage of children in the Early Years Foundation Stage meeting or exceeding expected levels of development in the prime areas of learning	41.90	2012/13 ac yr	Not set for 2012/13	NA	NA	NA	52 RED		2012/13 ac yr
Altogether Healthier										
27	Four week smoking quitters per 100,000	675	Apr - Dec 2013	749	RED	816	RED	316 GREEN	488* GREEN	Apr - Sep 2013
28	Percentage of eligible people who receive an NHS health check	7.9	Apr - Dec 2013	15.0	RED	6.8	GREEN	6.4 GREEN	7.5* GREEN	Apr - Dec 2013
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	77.7	2013	80.0	RED	78.8	RED	73.9 GREEN	75.9* GREEN	2013
31	Under 75 all cause mortality rate per 100,000 population	294.6	2012	288	RED	307	GREEN	256.4 RED	298.3* GREEN	2012
Page 81	Under 75 mortality rate from cardiovascular diseases (including heart disease and stroke) per 100,000 population	91.3	2010/12	Not set for 2010/12	NA	96.6	GREEN	81.1 RED	92.4* GREEN	2010/12

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
33	Under 75 mortality rate from cancer per 100,000 population	164.2	2010/12	Not set for 2010/12	NA	163.5	AMBER	146.5 RED	171.4* GREEN	2010/12
34	Under 75 mortality rate from liver disease per 100,000 population	21.7	2010/12	Not set for 2010/12	NA	22.1	GREEN	18 RED	22.3* GREEN	2010/12
35	Under 75 mortality rate from respiratory disease per 100,000 population	40.1	2010/12	Not set for 2010/12	NA	42.1	GREEN	33.5 RED	42.2* GREEN	2010/12
36	Percentage of women eligible for breast screening who were screened adequately within a specified period	78.6	2013	70	GREEN	79.3	AMBER	76.3 GREEN	77.9* GREEN	2013
37	Percentage of exits from alcohol treatment (Community Alcohol Service) that are planned discharges (Also in Altogether Safer) <i>This indicator is no longer reported, please see indicator below.</i>	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)	36	Jan - Dec 2013	36	GREEN	New indicator	NA	36 AMBER		Oct 2012 - Sep 2013
39	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Safer)	7	Jul 2012 - Jun 2013	11	RED	New indicator	NA	8 RED		2012/13
40	Percentage of successful completions of those in drug treatment - non-opiates (Also in Altogether Safer)	36.9	Jul 2012 - Jun 2013	48	RED	New indicator	NA	40 RED		2012/13

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
41	Number of adult community health checks / appraisals completed	3,489	Apr 2013 - Mar 2014	2,500	GREEN	4,420	RED			
42	Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care	736.2	Apr 2013 - Mar 2014	850	GREEN	840.7	GREEN	709	759**	2012/13 (provisional)
43	Proportion of people using social care who receive self-directed support, and those receiving direct payments	59.3	Apr 2013 - Mar 2014	55.0	GREEN	56.7	GREEN	55.5	52.6**	2012/13
44	Percentage of service users reporting that the help and support they receive has made their quality of life better	94.5	Apr - Feb 2014	92.0	GREEN	94.9	AMBER	88.2		Apr 2011 - Mar 2012
45	Proportion of older people who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services	87.6	Jan - Dec 2013 (provisional data)	85.0	GREEN	87.0	GREEN	81.4	84.9**	2012/13
46	Percentage of people who have no ongoing care needs following completion of provision of a reablement package	62.3	Apr 2013 - Mar 2014	55.0	GREEN	60.3	GREEN		60.2*	Jul - Sept 2013
47	Percentage of adults receiving secondary mental health services known to be in settled accommodation	88.5	Apr 2013 - Mar 2014	85.0	GREEN	89.16	AMBER	58.5	57.4**	2012/13
Page 83	Patient experience of community mental health services (scored on a scale of 0-100)	89.4	2013	87	GREEN	88.4	GREEN	85.8		2013

Page 84	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 Safer										
49	Repeat incidents of domestic abuse (referrals to Multi-Agency Risk Assessment Conferences (MARAC))	8.9	Apr 2013 - Mar 2014	25.0	GREEN	12.6	GREEN	24.0 GREEN	28* GREEN	Jan - Dec 2013
50	Percentage of adult safeguarding investigations completed within 28 days	77.9	Apr 2013 - Mar 2014	75.0	GREEN	81.6	RED			
51	Proportion of people who use adult social care services who say that those services have made them feel safe and secure	93	Apr 2013 - Feb 2014	75.0	GREEN	New indicator	NA	78.1 GREEN	80.1* GREEN	2012/13
52	Percentage reduction in detected crimes for offenders in the Integrated Offender Management (IOM) cohort	65	Jan - Mar 2014	40	GREEN	58	GREEN			
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)	461	Apr 2013 - Mar 2014	729	GREEN	538	GREEN			
54	Percentage of exits from alcohol treatment (Community Alcohol Service) that are planned discharges (Also in Altogether Healthier) <i>This indicator is no longer reported, please see indicator below.</i>	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)	36	Jan - Dec 2013	36	GREEN	New indicator	NA	36 AMBER		Oct 2012 - Sep 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
56	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Healthier)	7	Jul 2012 - Jun 2013	11	RED	New indicator	NA	8 RED		2012/13
57	Percentage of successful completions of those in drug treatment - non-opiates (Also in Altogether Healthier)	36.9	Jul 2012 - Jun 2013	48	RED	New indicator	NA	40 RED		2012/13
58	Building resilience to terrorism (self assessment)	4	Apr 2013 - Mar 2014	3	GREEN	3	GREEN	2.34 GREEN	2.88** GREEN	2009/10
59	Number of people killed or seriously injured in road traffic accidents	201	Jan - Dec 2013	187	RED	196	RED			
	Number of fatalities	22				29				
	Number of seriously injured	179				167				
60	Number of children killed or seriously injured in road traffic accidents	24	Jan - Dec 2013	16	RED	19	RED			
	Number of fatalities	0				1				
	Number of seriously injured	24				18				
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 within the private sector made energy efficient with the use of Green Deal loans as part of the Warm Up North consortium	Not available	NA	95	NA [2]	5,356	NA			

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
63	Number of registered and approved Feed In Tariff (FIT) installations	1,170	Apr 2013 - Mar 2014	1,000	GREEN	1,096	GREEN			
64	Value of bids to Environment Agency for Local Levy Scheme	520,000	Apr 2013 - Mar 2014	400,000	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	5.33	Dec 2013 - Mar 2014	7	GREEN	10.00	GREEN	11 GREEN		2011/12
66	Percentage of relevant land and highways assessed (LEQSPRO survey) as having deposits of detritus that fall below an acceptable level	8.78	Dec 2013 - Mar 2014	10	GREEN	12.00	GREEN	11 GREEN		2011/12
67	Percentage of the 378 local sites (geological and wildlife) that have an up to date management plan in place	20.63	Apr 2013 - Mar 2014	19.5	GREEN	18.3	GREEN			
68	Area of council owned woodland brought into positive management (ha)	Data not available	NA	50	NA [3]	New indicator	NA			
69	Percentage of conservation areas in the county that have an up to date character appraisal.	39	As at Mar 2014	37	GREEN	35	GREEN			
70	Number of additional heritage assets that are open for Heritage Open Days	20	As at Sep 2013	30	RED	34	RED			
71	Percentage of household waste that is re-used, recycled or composted	42.4	Mar 2013 - Feb 2014	44.0	RED	44.9	RED	41.59 GREEN	35.89* GREEN	2012/13

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
72	Percentage of household waste collected from the kerbside - recycling	21.4	Mar 2013 - Feb 2014	19.0	GREEN	21.0	GREEN			
73	Percentage of household waste collected from the kerbside - composting	10.3	Mar 2013 - Feb 2014	10.1	GREEN	10.2	GREEN			
74	Percentage of municipal waste landfilled	18.7	Mar 2013 - Feb 2014	35.0	GREEN	42.3	GREEN	30.3 GREEN	28.33* GREEN	2012/13
Altogether Better Council										
75	Percentage of calls answered within 3 minutes	95	Jan - Mar 2014	80	GREEN	New indicator	NA			
76	Average waiting time at a customer access point (mins:secs)	03:45	Jan - Mar 2014	15:00	GREEN	04:34	GREEN			
77	Percentage all ICT Service Desk incidents resolved on time	90.25	Apr 2013 - Mar 2014	90	GREEN	95	RED			
78	Average time taken to process new housing benefit claims (days)	22.39	Apr 2013 - Mar 2014	25.0	GREEN	New indicator	NA	22 RED	24** GREEN	Oct - Dec 2013
79	Average time taken to process new council tax reduction claims (days)	24.21	Apr 2013 - Mar 2014	25.0	GREEN	New indicator	NA			
80	Average time taken to process change of circumstances for housing benefit claims (days)	12.14	Apr 2013 - Mar 2014	12.0	AMBER	New indicator	NA	12 RED	13** GREEN	Oct - Dec 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
81	Average time taken to process change of circumstances for council tax reduction claims (days)	13.28	Apr 2013 - Mar 2014	12.0	RED	New indicator	NA			
82	Percentage of council tax recovered for all years excluding the current year	99.36	As at Mar 2014	98.5	GREEN	NA	NA			
83	Percentage of business rates recovered for all years excluding the current year	99.28	As at Mar 2014	98.5	GREEN	NA	NA			
84	Savings delivered against the MTFP (£m)	19.3	16 Apr 2014	20.9	RED	NA	NA			
85	Percentage of council tax collected in-year	95.44	Apr 2013 - Mar 2014	95.5	AMBER	95	GREEN	97.4	96.7*	2012/13
86	Percentage of business rates collected in-year	96.42	Apr 2013 - Mar 2014	96.2	GREEN	95.9	GREEN	97.7	96.7*	2012/13
87	Percentage of accounts paid to the council within 30 days (debtors)	75.2	Jan - Mar 2014	73.0	GREEN	72.8	GREEN			
88	Income generated from council owned business space (£)	2,513,000	Apr 2013 - Mar 2014	2,420,000	GREEN	2,845,000	RED			
89	Percentage of local authority tenant satisfaction with landlord services	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	1.21	As at Mar 2014	3.0	GREEN	1.63	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
91	Current tenant arrears as a percentage of the annual rent debit - Durham City Homes	2.07	As at Mar 2014	2.5	GREEN	2.5	GREEN			
92	Current tenant arrears as a percentage of the annual rent debit - East Durham Homes	2.72	As at Mar 2014	3	GREEN	3.02	GREEN			
93	Average asset rating of Display Energy Certificates (DECs) in county council buildings	97.7	As at Mar 2014	96.0	AMBER	99.7	GREEN			
94	Percentage of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within statutory deadlines	70	Jan - Mar 2013	85	RED	70	AMBER			
95	Percentage of undisputed invoices paid within 30 days to our suppliers	89	Jan - Mar 2014	92	RED	90	RED			
96	Percentage of performance appraisals completed	68.9	Apr 2013 - Mar 2014	80.0	RED	NA	NA			
97	Days / shifts lost to sickness absence – all services including school staff	9	Apr 2013 - Mar 2014	9.05	GREEN	9.08	GREEN			

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

[\[2\] Information has been forwarded to residents and the impact will be measured next quarter](#)

[\[3\] Contracts have been awarded but work has not yet commenced](#)

Table 2: Key Tracker Indicators

Page 90	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 Mar 2013	13	AMBER	13	AMBER			
	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	73.76	As at Mar 2014	71.08	GREEN	76.35	RED			
	100	Number of visitors to the main tourist attractions in Durham City.	298,698	Jul - Sep 2013	99,687	<u>Not comparable [4]</u>	121,626	GREEN			
	101	Number of passenger journeys recorded by the operator of the 3 Durham City Park and Ride sites	258,703	Jan - Mar 2014	317,904	RED	251,925	GREEN			
	102	Number of all new homes completed in Durham City	8	Jan - Mar 2014	18	RED	2	GREEN			
	103	All homes completed in and near all major settlements, as defined in the County Durham Plan, as a proportion of total completions	48.86	Jan - Mar 2014	44.80	GREEN	45.40	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
104	Proportion of properties within the county that are within council tax band D and above as provided by the District Valuation Office	14.89	As at Dec 2013	14.86	GREEN	14.79	GREEN			
105	Total number of planning applications received against all categories	819	Jan - Mar 2014	712	GREEN	712	GREEN			
106	Total number of major planning applications received	22	Jan - Mar 2014	33	RED	35	RED			
107	Number of apprenticeships started by young people resident in County Durham as recorded by the National Apprenticeship Service	1,372	2012/13 ac yr	1,659	RED	1,659	RED			
108	Proportion of the working age population defined as in employment	66.1	Jan - Dec 2013	65.7	GREEN	65.1	GREEN	73.3 RED	66.7* RED	Jan - Dec 2013
109	Number of Jobseeker's Allowance (JSA) claimants aged 18-24	3,415	As at 13 Mar 2014	3,525	GREEN	4,955	GREEN			
110	Proportion of all Jobseeker's Allowance (JSA) claimants that have claimed for one year or more	34.75	As at 13 Mar 2014	36.35	GREEN	32.33	RED	25.50 RED	34.5* RED	As at Mar 2014
Page 91	Percentage of children in poverty (quarterly proxy measure) (Also in Altogether Better for Children and Young People)	23.5	As at Nov 2013	24.1	GREEN	24.6	GREEN	18.5 RED	24.4* GREEN	As at Nov 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
112	Percentage of children in poverty (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
113	Proportion of the working age population currently not in work who want a job	14.58	Jan - Dec 2013	14.39	RED	16.45	GREEN	11.17 RED	13.66* RED	Jan - Dec 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	179	Jan - Mar 2014	352	RED	354	RED			
116	Total number of those registered on the Durham Key Options system who have been rehoused (includes existing tenants and new tenants)	1,363	Jan - Mar 2014	1,370	RED	1,024	GREEN			
117	Number of preventions as a proportion of the total number of housing solutions presentations	18.17	Jan - Mar 2014	25.29	RED	19.53	RED			
118	Number of statutory homeless applications as a proportion of the total number of housing solutions presentations	13.79	Jan - Mar 2014	13.1	RED	14.03	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
119	Number of homeless acceptances (of a statutory duty) as a proportion of the total number of housing solutions presentations	2.61	Jan - Mar 2014	3.4	GREEN	3.69	GREEN			
120	Total number of housing solutions presentations	1,646	Jan - Mar 2014	1,443	RED	1,761	GREEN			
121	Number of passenger journeys made by concessionary bus pass holders	3,074,807	Jan - Mar 2014	2,513,309	GREEN	3,052,279	GREEN			
122	Number of passenger journeys made on the Link2 service	8,167	Jan - Mar 2014	8,351	RED	7,773	GREEN			
123	Number of trips made using council funded community transport	10,000	Jan - Mar 2014	10,500	RED	24,515	Not comparable [1]			
124	Number of local passenger journeys on the bus network	5,932,007	Jan - Mar 2014	6,210,395	RED	5,923,981	GREEN			
125	Number of visitors to the main attractions in County Durham	1,665,324	Jul - Sep 2013	1,326,220	Not comparable [4]	1,433,272	GREEN			
126	Number of tourism businesses actively engaged with Visit County Durham	Not reported	Not reported	89	NA	47	GREEN			
Page 33	Businesses engaged with/assisted (all sectors)	111	Jan - Mar 2014	77	GREEN	104	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
128	Number of new business start-ups as a result of receiving business assistance	11	Oct - Dec 2013	9	GREEN	3	GREEN			
Altogether Better for Children and Young People										
129	Percentage of 16 to 18 year olds who are not in education, employment or training (NEET)	7.1	Nov 2013 - Jan 2014	10.4	GREEN	10.4	GREEN	5.3 RED	6.6** RED	Nov 2013 - Jan 2014
130	Percentage of 16 to 18 year olds who are not in education, employment or training (NEET) - comparison against corresponding quarter of previous year	7	Jan - Mar 2014	7	AMBER	Not comparable	Not comparable [1]	6 RED		Sept - Nov 2013
131	Percentage of children in reception with height and weight recorded who have excess weight	21.9	2012/13 ac yr	23.6	GREEN	23.6	GREEN	22.2 GREEN	22.8** GREEN	2012/13 ac yr
132	Percentage of children in year 6 with height and weight recorded who have excess weight	35.9	2012/13 ac yr	38.4	GREEN	38.4	GREEN	33.3 RED	34.7** RED	2012/13 ac yr
133	Under 18 conception rate per 1,000 girls aged 15-17	26.7	Oct - Dec 2012	31.8	GREEN	35.3	GREEN	27.9 GREEN	36.9** GREEN	2012
134	Under 16 conception rate per 1,000 girls aged 13 - 15	8.9	Jan - Dec 2012	7.7	RED	7.7	RED	5.6 RED	8.3** RED	Jan - Dec 2012
135	Rate of proven re-offending by young offenders	1.03	Apr - Dec 2013	0.93	Not comparable [5]	0.89	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
136	Emotional and behavioural health of Looked After Children	15.5	Apr 2013 - Mar 2014	16.1	GREEN	16.1	GREEN	14.0 RED	13.5** RED	2012/13
137	Rate of Looked After Children per 10,000 population	60.6	As at 31 Mar 2014	59.8	RED	63.4	GREEN	60.0 RED	81** GREEN	As at Mar 2013
138	Prevalence of breastfeeding at 6-8 weeks from birth	26.2	Jan - Mar 2014	27.3	RED	26.9	RED	47.2 RED	31.2* RED	Jan - Mar 2013
139	Percentage of children in poverty (quarterly proxy measure)(Also in Altogether Wealthier)	23.5	As at Nov 2013	24.1	GREEN	24.6	GREEN	18.5 RED	24.4* GREEN	As at Aug 2013
140	Percentage of children in poverty (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)	77.9	2010/12	77.5	GREEN	77.5	GREEN	79.2 RED	77.8* GREEN	2010/12
142	Female life expectancy at birth (years)	81.5	2010/12	81.4	GREEN	81.4	GREEN	83.0 RED	81.6* RED	2010/12
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	29.8	Oct 2011 - Oct 2013	24.3	GREEN	24	GREEN	22.6 GREEN	22.1* GREEN	Jan - Dec 2012
144	Excess winter deaths (3 year pooled)	16.8	2009/12	18.1	GREEN	18.1	GREEN	16.5 RED	13.7* RED	2009/12

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
145	Delayed transfers of care from hospital per 100,000 population	10.8	Apr 2013 - Feb 2014	11.3	GREEN	10.8	AMBER	9.2 RED	7.6* RED	2012-13 (provisional data)
146	Delayed transfers of care from hospital, which are attributable to adult social care, per 100,000 population	0.9	Apr 2013 - Feb 2014	0.9	AMBER	1.8	GREEN	3.0 GREEN	2.2* GREEN	2012-13 (provisional data)
147	Suicide rate per 100,000 population (Also in Altogether Safer)	11.3	2010/12	12	GREEN	12	GREEN	8.5 RED	9.8* RED	2010/12
Altogether Safer										
148	Recorded level of victim based crimes	22,401	Apr 2013 - Mar 2014	16,666	Not comparable [5]	20,270	RED			
149	Perceptions that the police and local council are dealing with concerns of anti social behaviour and crime	57.3	Jan - Dec 2013	58.3	RED	59.0	RED		55.3** GREEN	Apr 2012 - Mar 2013
150	Overall crime rate (per 1,000 population)	49.1	Apr 2013 - Mar 2014	36.6	Not comparable [5]	44.9	RED	71 GREEN		Apr 2011 - Mar 2012
151	Perceptions of anti-social behaviour	30.5	Aug 2013 - Mar 2014	35.3	Not comparable [7]	37.7	Not comparable [7]			
152	Number of serious or major crimes	840	Apr 2013 - Mar 2014	557	Not comparable [5]	461	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
153	Number of police reported incidents of anti-social behaviour	24,234	Apr 2013 - Mar 2014	19,011	Not comparable [5]	25,496	GREEN			
154	Number of reported crimes categorised as stealing	11,745	Apr 2014 - Mar 2014	8,905	Not comparable [5]	10,935	RED			
155	Number of adult safeguarding referrals fully or partially substantiated	221	Apr 2013 - Mar 2014	161	RED	New indicator	NA			
156	Proportion of offenders who re-offend in a 12-month period	29.2	Jan - Dec 2011	29.7	GREEN	29.3	GREEN	26.8 RED		Jan - Dec 2011
157	Percentage of alcohol related anti-social behaviour incidents	15	Apr 2013 - Mar 2014	16	GREEN	13.7	RED			
158	Percentage of alcohol related violent crime	34.8	Apr 2013 - Mar 2014	34.4	RED	32	RED			
159	Percentage of families where a successful intervention for crime/anti-social behaviour is achieved	50.1	Apr 2012 - Jan 2014	33.6	GREEN	New indicator	NA			
160	Suicide rate per 100,000 population (Also in Altogether Healthier)	11.3	2010/12	12	GREEN	12	GREEN	8.5 RED	9.8* RED	2010/12
161	Number of hate incidents	282	Apr 2013 - Mar 2014	224	Not comparable [5]	222	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

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
163	Renewable energy generation -MwE installed or installed/ approved capacity within County Durham	206.33	As at Mar 2014	205.13	Not comparable [6]	198.35	Not comparable			
164	Number of fly-tipping incidents reported	8,999	Apr 2013 - Mar 2014	7,889	RED	6,390	RED			
165	Percentage of fly tipping incidents that have been investigated	87	Oct - Dec 2013	92	RED	New indicator	NA			
166	Number of prosecutions by Durham County Council in response to fly tipping	2	Oct - Dec 2013	1	GREEN	New indicator	NA			
167	Net change in the number of sites on the Heritage at Risk Register	4	2012/13	0	RED	0	RED			
168	Net change in the number of sites at 'high risk' on previous years Heritage at Risk register	-1	2012	0	GREEN	0	GREEN			
Altogether Better Council										
169	Staff aged under 25 as percentage of post count	5.59	As at Mar 2014	5.45	NA	4.52	NA			
170	Staff aged over 50 as a percentage of post count	38.34	As at Mar 2014	37.79	NA	38.04	NA			
171	Women in the top 5 percent of earners	51.02	As at Mar 2014	52.11	NA	50.20	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
172	BME as a percentage of post count	1.42	As at Mar 2014	1.4	NA	1.55	NA			
173	Staff with disability (DDA definition) as a percentage of post count	2.85	As at Mar 2014	2.9	NA	3.14	NA			
174	Percentage of abandoned calls	4	Jan - Mar 2014	9	GREEN	17	GREEN			
175	Percentage of calls answered within 1 minute	85	Jan - Mar 2014	76	GREEN	56	GREEN			
176	Staff - total headcount (ONS return)	17,581	As at Mar 2014	17,577	NA	17,724	NA			
177	Staff - total full time equivalent (FTE) (ONS return)	14,225	As at Mar 2014	14,211	NA	14,316	NA			
178	Number of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) incidents reported to the Health and Safety Executive (HSE)	10	Jan - Mar 2014	20	Not comparable [5]	16	GREEN			
179	Percentage of posts with no absence (excluding SCHOOLS)	72.81	Jan - Mar 2014	73	RED	72.10	GREEN			

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

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

[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] [Due to changes in the local police confidence survey the data is not comparable](#)

Appendix 4: Volume Measures

Chart 1 – Planning applications

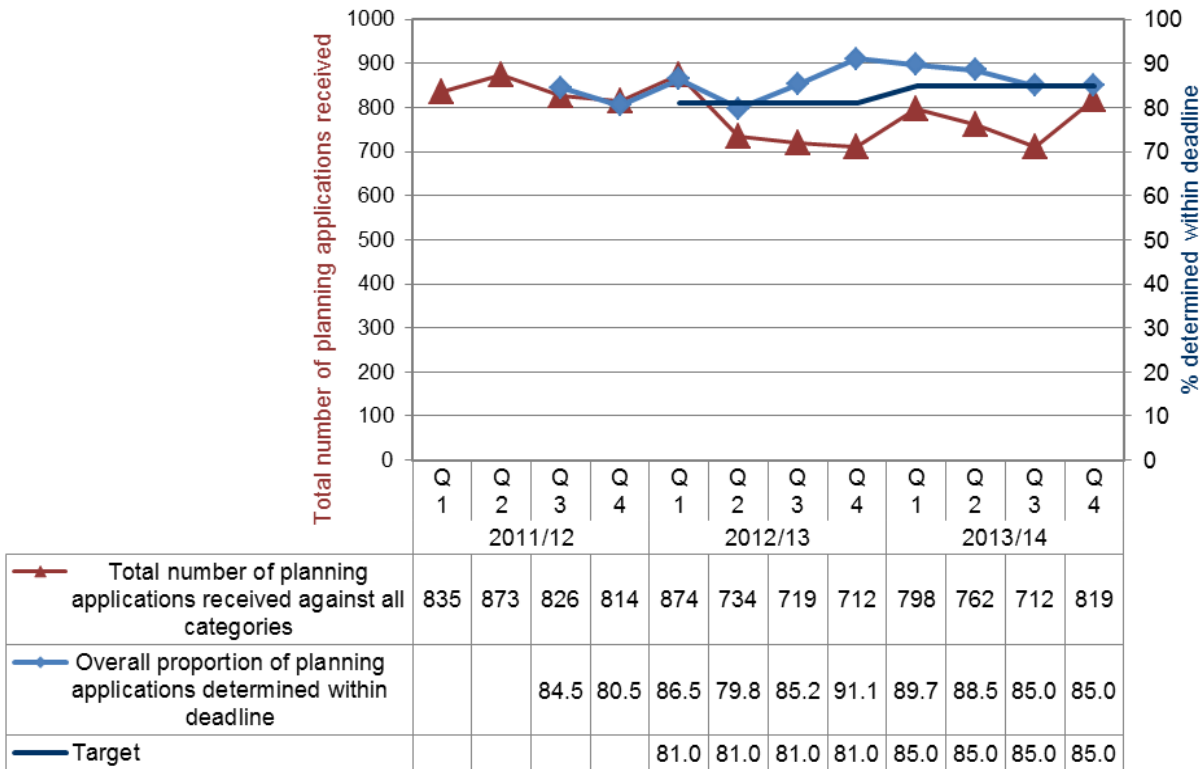


Chart 2 – Housing Solutions presentations

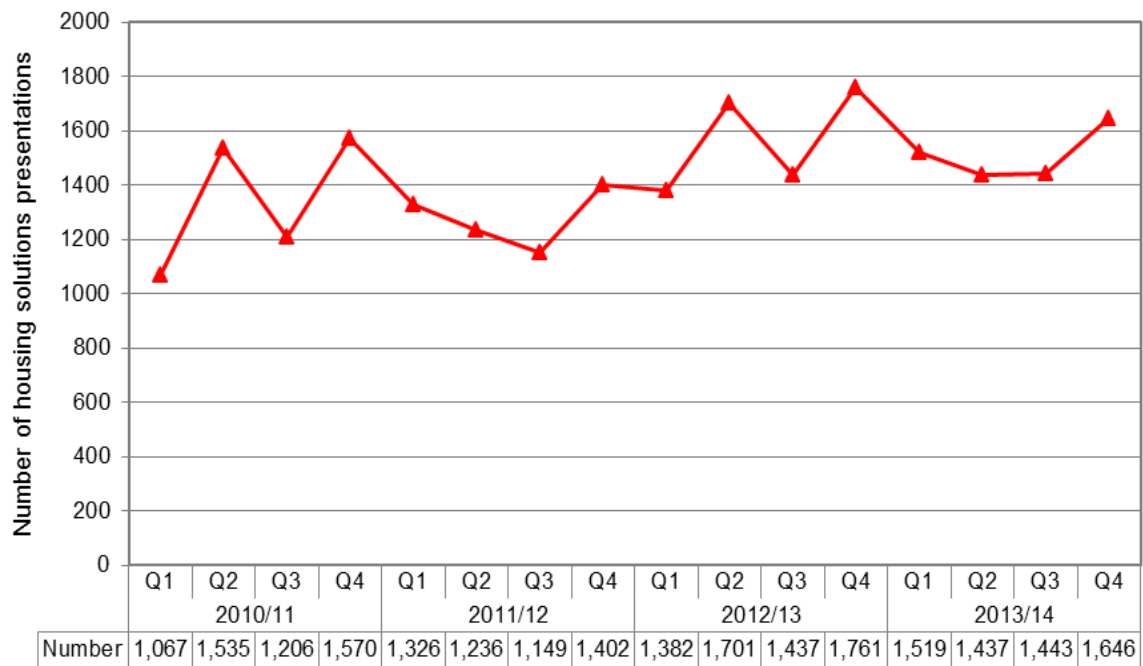


Chart 3 – Durham Key Options - total number of those registered on the Durham Key Options system who have been rehoused (includes existing tenants and new tenants)

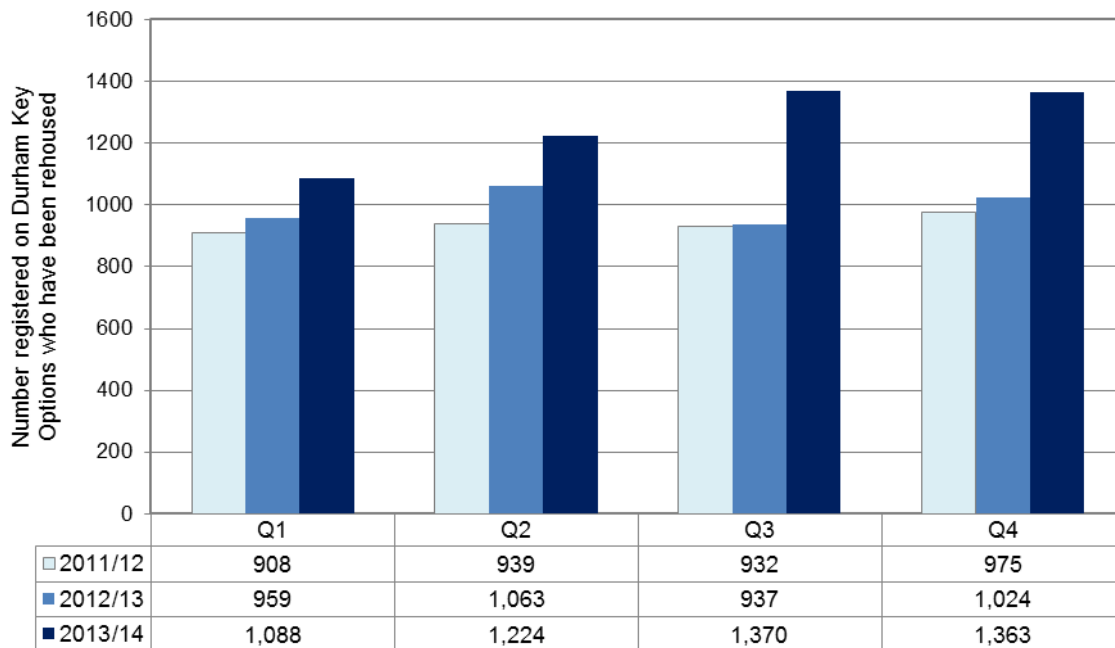


Chart 4 - Number of looked after children cases

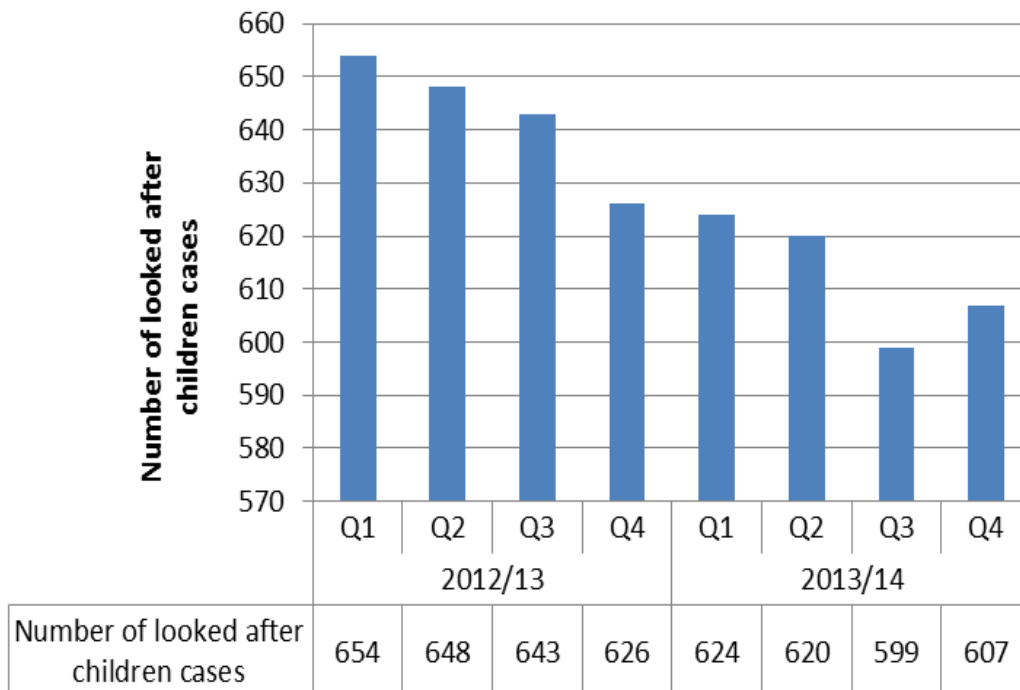


Chart 5 - Children in need referrals within 12 months of previous referral

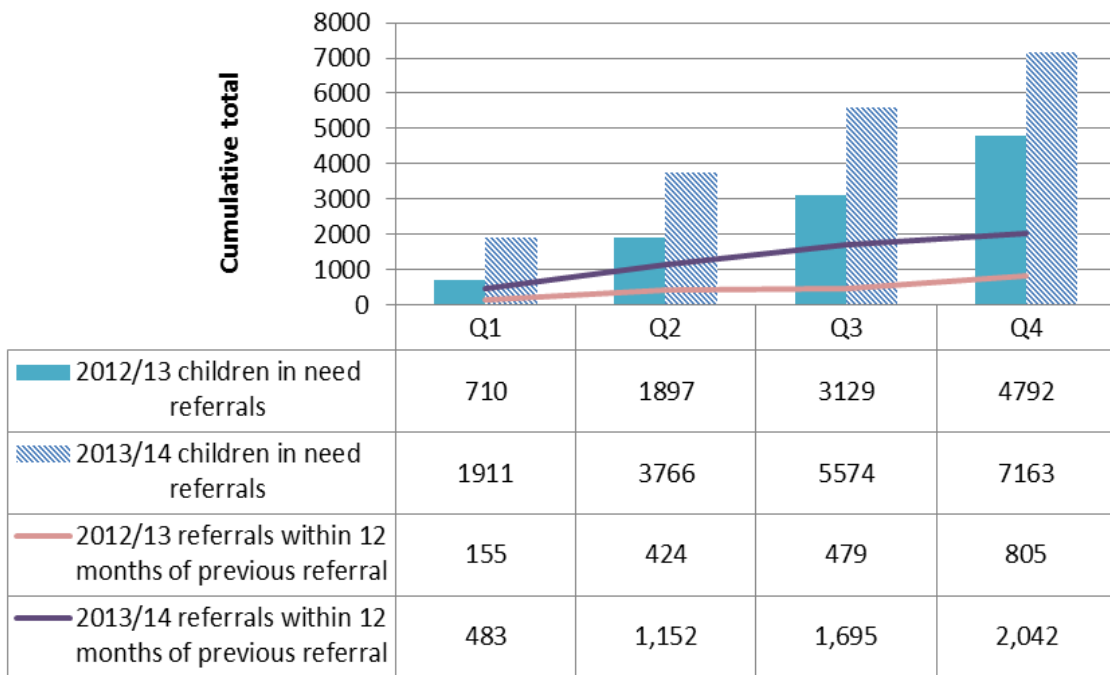


Chart 6 – Fly-tipping incidents

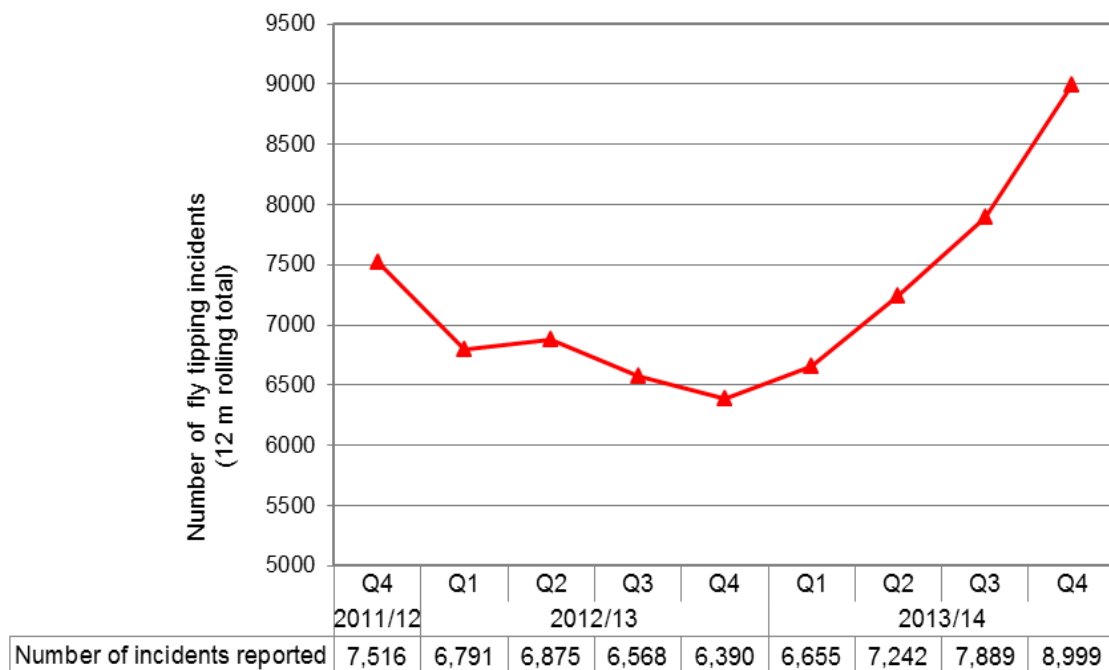


Chart 7 - Telephone calls

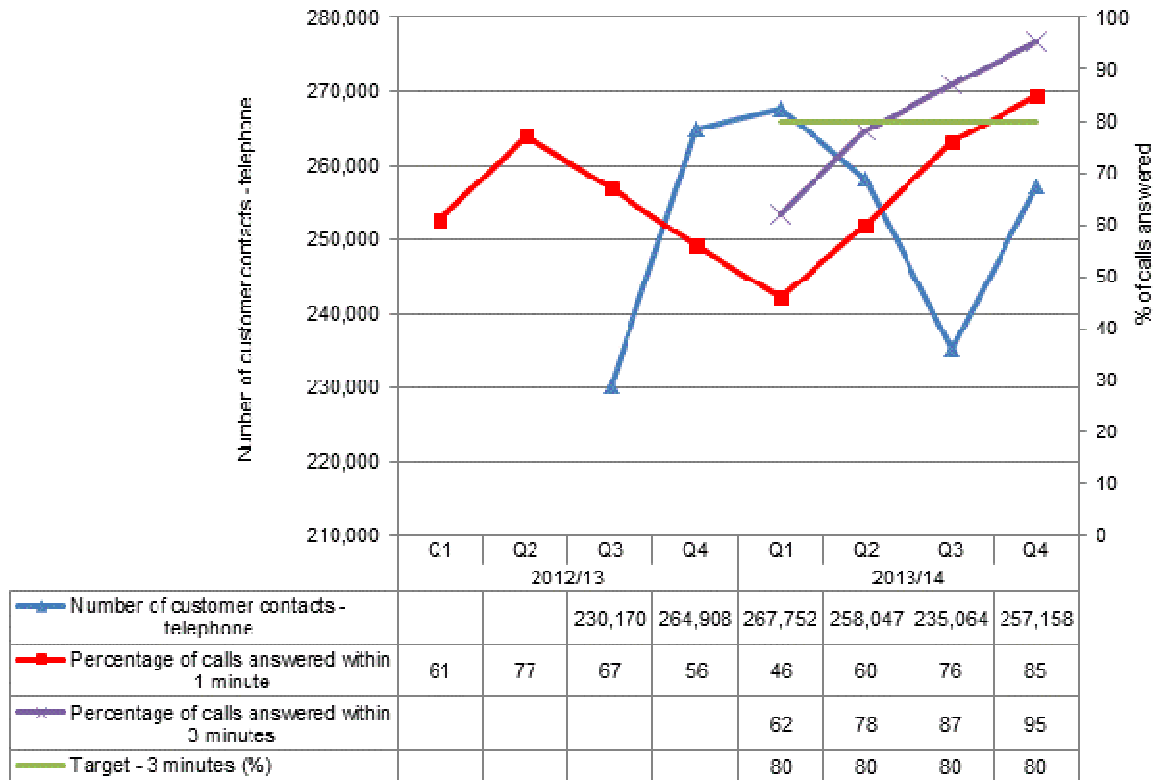


Chart 8 – Face to face contacts

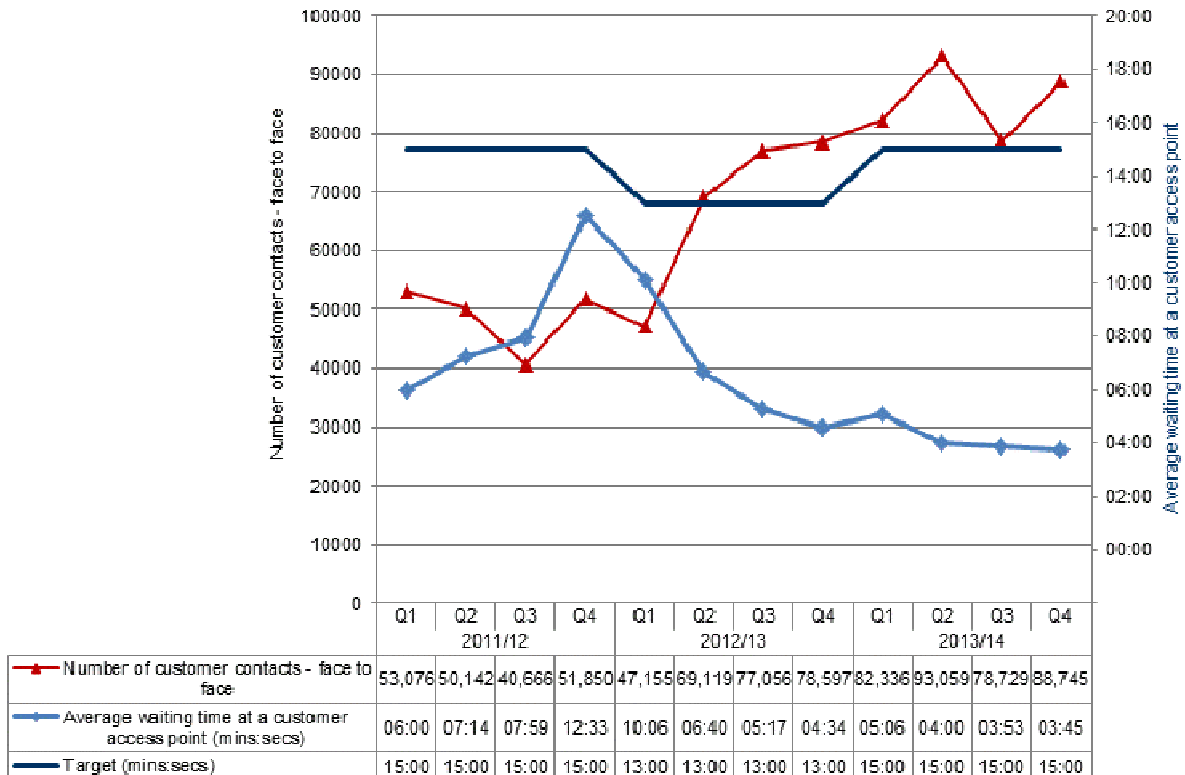


Chart 9 – Benefits – new claims

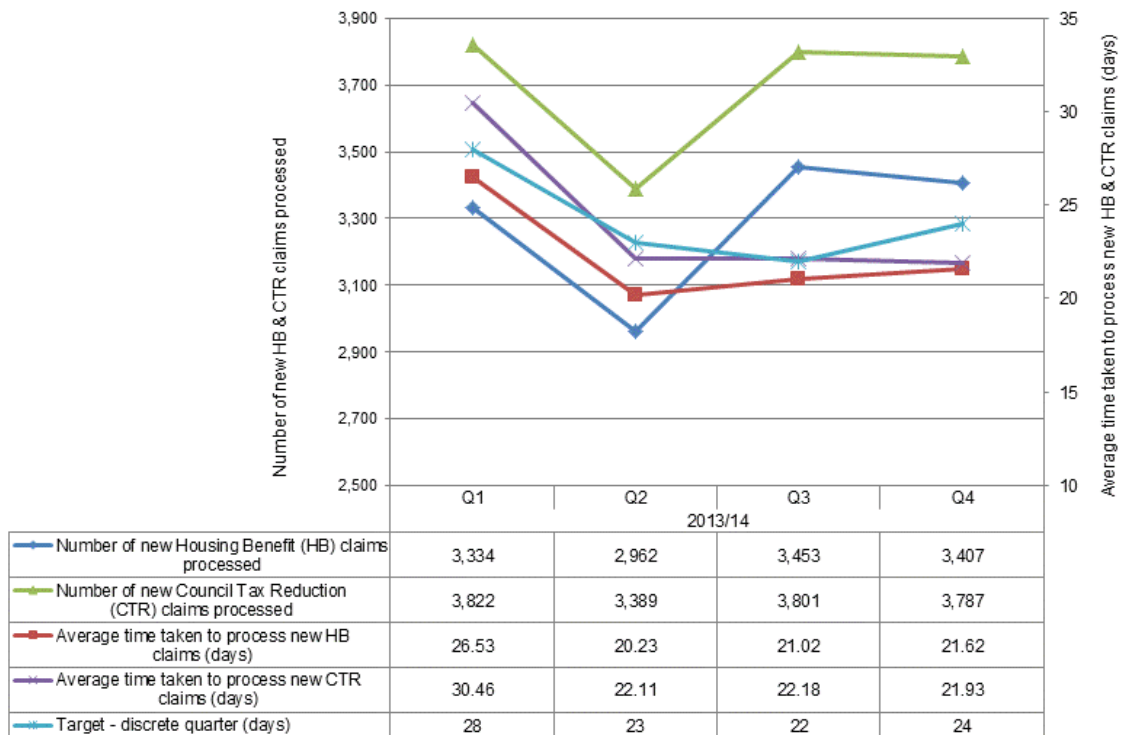


Chart 10 – Benefits – changes of circumstances

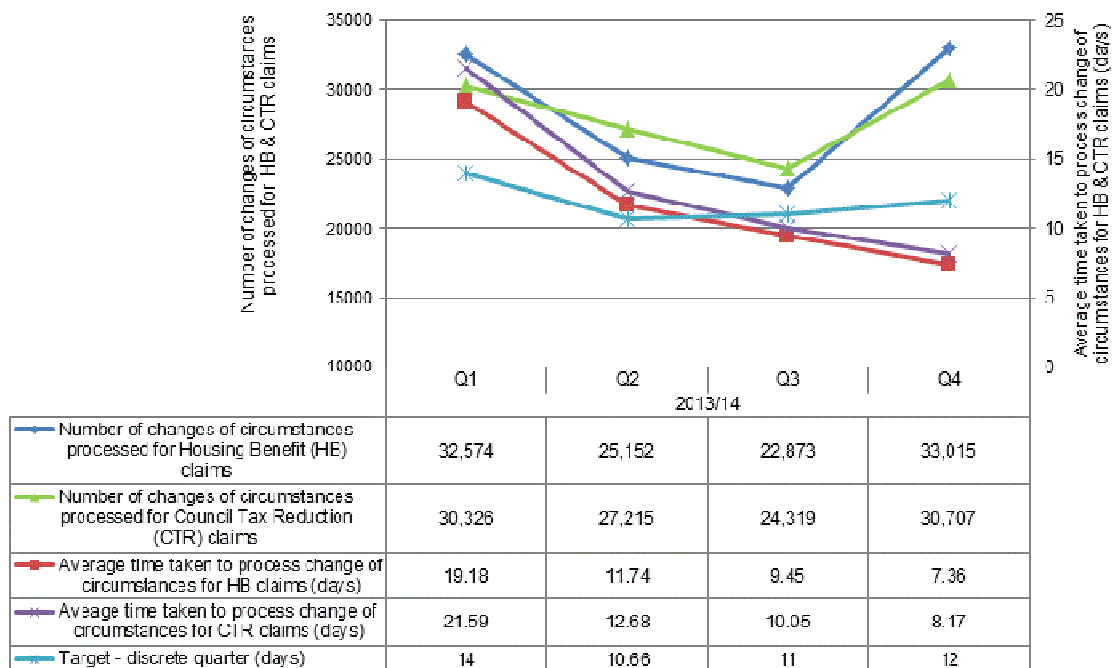
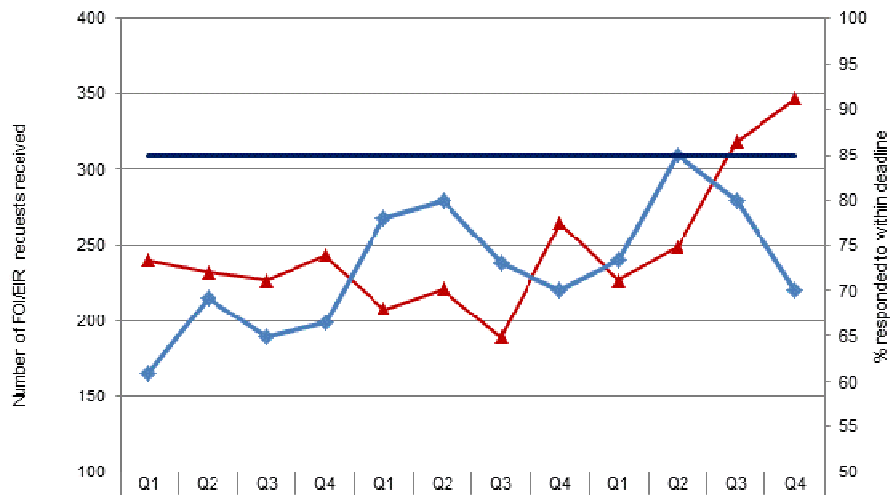


Chart 11 – Freedom of Information (FOI) requests



	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	2011/12				2012/13				2013/14			
Number of FOI/EIR requests received	240	232	227	243	208	221	189	265	227	249	319	347
% of FOI/EIR requests responded to within statutory deadlines	61	69	65	66	78	80	73	70	73	85	80	70
Target (%)	85	85	85	85	85	85	85	85	85	85	85	85

Appendix 5: Proposed 2014/15 Corporate Indicator set

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Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Altogether Wealthier												
Tracker	REDPI3	Number of all new homes completed in Durham City	RED	Quarterly		27	43					
Tracker	REDPI22	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.	RED	Quarterly		76.35%	71.08%					
Tracker	REDPI38	Number of passenger journeys recorded by the operator of the 3 Durham City Park and Ride sites	RED	Quarterly		1,113,937	317,904					
Tracker	REDPI80	Percentage annual change in the traffic flow through Durham	RED	Quarterly		New indicator	New indicator					
Tracker	NS01	Number of visitors to theatres	NS	Quarterly		New indicator	New indicator					
Tracker	NS02	Number of visitors to museums	NS	Quarterly		New indicator	New indicator					
Tracker	NS03	Number of visitors to leisure centres	NS	Quarterly		New indicator	New indicator					
Tracker	NS12	Percentage of food establishments rated as 3 star or above (Food Hygiene Rating System)	NS	Quarterly		New indicator	New indicator					

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Tracker	REDPI97 a	Occupancy rates for retail units in town centres – Barnard Castle	RED	Annual		93%		NA				
Tracker	REDPI97 b	Occupancy rates for retail units in town centres – Bishop Auckland	RED	Annual		91%		NA				
Tracker	REDPI97 c	Occupancy rates for retail units in town centres – Chester-le-Street	RED	Annual		89%		NA				
Tracker	REDPI97 d	Occupancy rates for retail units in town centres – Consett	RED	Annual		88%		NA				
Tracker	REDPI97 e	Occupancy rates for retail units in town centres – Crook	RED	Annual		95%		NA				
Tracker	REDPI97 f	Occupancy rates for retail units in town centres – Durham City	RED	Annual		90%		NA				
Tracker	REDPI97 g	Occupancy rates for retail units in town centres – Newton Aycliffe	RED	Annual		80%		NA				
Tracker	REDPI97 h	Occupancy rates for retail units in town centres – Peterlee	RED	Annual		87%		NA				
Tracker	REDPI97 i	Occupancy rates for retail units in town centres – Seaham	RED	Annual		87%		NA				
Tracker	REDPI97 j	Occupancy rates for retail units in town centres – Shildon	RED	Annual		88%		NA				

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Tracker	REDPI97k	Occupancy rates for retail units in town centres – Spennymoor	RED	Annual		89%		NA				
Tracker	REDPI97l	Occupancy rates for retail units in town centres – Barnard Castle	RED	Annual		91%		NA				
Target	REDPI75a	Overall proportion of planning applications determined within deadline	RED	Quarterly 12 month rolling total		88.60%	88.4%	85%	85%	85%	85%	
Target	REDPI10a	Number of affordable homes delivered	RED	Quarterly		387	176	350	300	300	300	
Tracker	REDPI10b	Number of net homes completed	RED	Quarterly		852	807					
Target	REDPI24	All homes completed in and near all major settlements, as defined in the County Durham Plan, as a proportion of total completions	RED	Quarterly		67.05%	44.80%	Tracker	70%	70%	70%	
Target	REDPI29	Number of private sector properties improved as a direct consequence of local authority intervention	RED	Quarterly		1,183	215	893	525	510	510	
Target	REDPI30	Number of empty properties brought back into use as a result of local authority intervention	RED	Quarterly		56	28	75	120	Not set	Not set	

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Tracker	REDPI34	Total number of those registered on the Durham Key Options system who have been rehoused (includes existing tenants and new tenants)	RED	Quarterly	Y	3,983	1,370					
Tracker	REDPI36 a	Number of preventions as a proportion of the total number of presentations to the Housing Solutions Service.	RED	Quarterly	Y	18.45%	25.29%					
Tracker	REDPI36 b	Number of statutory applications as a proportion of the total number of presentations to the Housing Solutions Service	RED	Quarterly	Y	16.83%	13.10%					
Tracker	REDPI36 c	Number of acceptances (of a statutory duty) as a proportion of the total number of presentations to the Housing Solutions Service	RED	Quarterly	Y	5.40%	3.40%					
Tracker	REDPI36 d	Total number of presentations to the Housing Solutions Service	RED	Quarterly	Y	6,281	1,443					
Tracker	REDPI96	The number of people in reasonable preference groups on the housing register	RED	Quarterly		TBC New indicator	TBC New indicator					
Tracker	REDPI82	Proportion of council owned housing that are empty	RED	Quarterly	Y	New indicator	1.84%					

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Tracker	REDPI82a	Proportion of council owned housing that have been empty for six months	RED	Quarterly	Y	New indicator	0.20%					
Target	REDPI95	Proportion of council owned properties currently meeting decency criteria	RED	Quarterly		DVH 99.41% DCH 100% EDH 59%	DVH 93.16% DCH 95.5% EDH 74%	DVH 100% DCH 100% EDH 75%	100%	100%	100%	
Tracker	REDPI28	Number of apprenticeships started by young people resident in County Durham as recorded by the National Apprenticeship Service	RED	Quarterly		1,659 (2011/12 ac yr)	1,372 (2012/13 ac yr)					
Tracker	REDPI40	Proportion of the working age population defined as in employment	RED	Quarterly	Y	65.8	65.7					
Target	REDPI62	Apprenticeships started through County Council funded schemes	RED	Quarterly		188	38	130	180	200	220	
Tracker	REDPI73	The proportion of the working age population currently not in work who want a job	RED	Quarterly	Y	16.45	14.39					
Tracker	REDPI7a	Number of Jobseeker's Allowance (JSA) claimants aged 18-24	RED	Quarterly	Y	4,955	3,525					
Tracker	REDPI88	Per capita household disposable income	RED	Annual Q1		New indicator	£14,522					
Tracker	REDPI8b	Proportion of all Jobseeker's Allowance (JSA) claimants that have claimed for one year or more	RED	Quarterly	Y	32.33	36.35					

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Tracker	REDPI87	GVA per capita in County Durham	RED	Annual Q3		New indicator	£12,661					
Target	CAS AW2	Overall success rate of Adult Skills Funded Provision	CAS	Annual		New indicator	86.0% (2012/13 Ac yr)	Not set	86.0% (2013/14 Ac yr)	87.5% (2014/15 Ac yr)	89.0% (2015/16 Ac yr)	
Tracker	ACE018	County Durham residents starting a first degree in an academic year (per 100,000 population aged 18+)	ACE	Annual		155.4 (2010/11 Ac yr)	161.4 (2011/12 Ac yr)					
Target	REDPI64	Number of passenger journeys made on the Link2 service	RED	Quarterly		31,619	24,959		33000	Not set	Not set	
Tracker	REDPI72	Number of local passenger journeys on the bus network	RED	Quarterly		23903428	6210395					
Target	REDPI81	Percentage of timetabled bus services that are on time	RED	Quarterly		89%	86.50%	80%	85%	87%	89%	
Target	REDPI41c	Percentage of major planning applications determined within 13 weeks	RED	Quarterly 12 month rolling total		76.70%	77.3%	71.0%	71%	71%	71%	
Tracker	REDPI89	Number of registered businesses in County Durham	RED	Annual Q4		New indicator	14,785					
Target	REDPI93	Number of business enquiries handled	RED	Quarterly		New indicator	747		1200	Not set	Not set	
Target	REDPI94	Number of inward investment successes	RED	Annual Q4		New indicator	New indicator		10	Not set	Not set	

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Tracker	REDPI32	Percentage of tourism businesses actively engaged with Visit County Durham	RED	Twice a year - Q3 and Q4		New indicator	New indicator					
Target	REDPI66	Number of businesses engaged	RED	Quarterly		New indicator	New indicator	New indicator	720	Not set	Not set	
Tracker	REDPI90	Percentage change in the number of visitors to the core attractions in County Durham compared to the previous year	RED	Annual Q2		New indicator	New indicator					
Tracker	REDPI91	Number of unique visitors to the thisisdurham website	RED	Quarterly		New indicator	624,943					
Target	REDPI92	Number of gross jobs created and safeguarded	RED	Quarterly		New indicator	New indicator		2,400	Not set	Not set	
Altogether Better for Children and Young People												
Tracker	ACE016	Percentage of children in poverty (quarterly proxy measure) (Also in Altogether Better Council)	ACE	Quarterly	Y	24.7%	23.5% (at Nov 2013)	NA	NA	NA	NA	18.5% (Nov 2013) (England)
Tracker	ACE017	Percentage of children in poverty (national annual measure) (Also in Altogether Better Council)	ACE	Annual	Y	23% (2011)	23% (2011)	NA	NA	NA	NA	20.6% (2011) (England)
Target	CAS CYP15	Percentage of children in the Early Years Foundation Stage (EYFS) achieving a good level of development	CAS	Annual		New indicator	42% (2012/13 Ac yr)	Not set	48% (2013/14 Ac yr)	52% (2014/15 Ac yr)	56% (2015/16 Ac yr)	52% (2012/13 Ac yr)

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Target	CAS CYP4	Percentage of pupils achieving 5 or more A*-C grades at GCSE or equivalent including English and Maths	CAS	Annual		62.5% (2011/12 Ac yr)	63.1% (2012/13 Ac yr)	63.0% (2012/13 Ac yr)	63% (2013/14 Ac yr)	61% (2014/15 Ac yr)	Not set	59.2% (2012/13 Ac yr)
Target	CAS CYP6	Achievement gap between Durham pupils eligible for Pupil Premium and Durham pupils not eligible for Pupil Premium funding achieving Level 4 in Reading, Writing and Maths at Key Stage 2	CAS	Annual		21ppts (2011/12 Ac yr)	21ppts (2012/13 Ac yr)	N/A	20.5ppts (2013/14 Ac yr)	20.0ppts (2014/15 Ac yr)	19.5ppts (2015/16 Ac yr)	18ppts (2012/13 Ac yr)
Target	CAS CYP7	Achievement gap between Durham pupils eligible for Pupil Premium and Durham pupils not eligible for Pupil Premium funding achieving 5 A*-C GCSE's including English and Maths at Key Stage 4	CAS	Annual		32.4ppts (2011/12 Ac yr)	30.6ppts	N/A	29.5ppts (2013/14 Ac yr)	28.0ppts (2014/15 Ac yr)	26.5ppts (2015/16 Ac yr)	26.9ppts (2012/13 Ac yr)
Tracker	CAS CYP16	Percentage of 16 to 18 year olds who are not in education, employment or training (NEET)	CAS	National measure (Nov-Jan average) reported Q4. Quarterly averages reported Q1 to Q3.	Y	10.4% (Nov 12-Jan 13)	7.0% (Oct-Dec 2013)					5.8% (Nov 12-Jan 13)

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Target	CAS CYP5	Percentage of pupils on level 3 programmes in community secondary schools achieving 2 A levels at Grade A*-E or equivalent	CAS	Annual		99.1% (2011/12 Ac yr)	98.7% (2012/13 Ac yr)	98.1% (2012/13 Ac yr)	98.5% (2013/14 Ac yr)	98.9% (2014/15 Ac yr)	99.0% (2015/16 Ac yr)	97.7% (2012/13 Ac yr)
Tracker	ACE016	Percentage of children in poverty (quarterly proxy measure) (Also in Altogether Better Council)	ACE	Quarterly	Y	24.7%	23.5% (at Nov 2013)	NA	NA	NA	NA	18.5% (Nov 2013) (England)
Tracker	ACE017	Percentage of children in poverty (national annual measure) (Also in Altogether Better Council)	ACE	Annual	Y	23% (2011)	23% (2011)					20.6% (2011) (England)
Target	CAS CYP2	Percentage of looked after children achieving 5 A*-C GCSEs (or equivalent) at KS 4 (with English and Maths)	CAS	Annual		17.4% (2011/12 Ac yr)	20.0% (2012/13 Ac yr)	25.0% (2012/13 Ac yr)	20.9% (2013/14 Ac yr)	23.3% (2014/15 Ac yr)	26.7% (2015/16 Ac yr)	14.6% (2011/12 Ac yr)
Target	CAS AS5	First time entrants to the Youth Justice System aged 10 - 17 (per 100,000 population of 10-17 year olds) (Also in Altogether Safer)	CAS	Quarterly	Y	538 (251 FTE's)	351 (160 FTE's) (Apr - Dec 2013)	729 (340 FTE's)	681 (310 FTEs)	681 (310 FTEs)	681 (310 FTEs)	514 (2012/13 [PNC Data])
Tracker	CAS CYP18	Percentage of children aged 4-5 classified as overweight or obese (Also in Altogether Healthier)	CAS	Annual		23.6% (2011/12 Ac yr)	21.9% (2012/13 Ac yr)					22.2% (2012/13 Ac yr)

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Tracker	CAS CYP19	Percentage of children aged 10-11 classified as overweight or obese (Also in Altogether Healthier)	CAS	Annual		38.4% (2011/12 Ac yr)	35.9% (2012/13 Ac yr)					33.3% (2012/13 Ac yr)
Tracker	CAS CYP20	Under 16 conception rate per 1,000 girls aged 15-17	CAS	Annual		7.7 (Jan-Dec 2011)	Reported Q4					6.1 (Jan-Dec 2011)
Tracker	CAS CYP21	Under 18 conception rate per 1,000 girls aged 13 - 15	CAS	Quarterly		37.4 (Jan-Dec 2011)	31.8 (Jul-Sep 2012)					26.2 (Jul-Sep 2012)
Tracker	CAS CYP29	Rate of proven re-offending by young offenders	CAS	Quarterly		New indicator	New indicator					1.36 (Jan-Dec 2011)
Target	CAS CYP8	Percentage of mothers smoking at time of delivery	CAS	Quarterly		19.9%	19.1% (Jul-Sep 2013)	20.6%	20.5%	20.4%	20.3%	11.8% (Jul-Sep 2013)
Tracker	CAS CYP23	Emotional and behavioural health of Looked After Children	CAS	Annual		16.3	Reported Q4					14.0 (2012/13)
Tracker	CAS CYP26	Young people aged 10-24 years admitted to hospital as a result of self-harm (rate per 100,000 population aged 10-24 years)	CAS	Annual		228 (2011/12)	Reported Q4					116 (2011/12)
Tracker	CAS CYP27	Number of new referrals to Child and Adolescent Mental Health Services (CAMHS)	CAS	Annual		2150	1,903 (Apr-Dec 2013)					
Target	CAS CYP12	Percentage of child protection cases which were reviewed within required timescales	CAS	Quarterly		91%	95.5% (Apr-Dec 2013)	100%	100%	100%	100%	96.2% (2012/13)

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Target	CAS CYP13	Parent/carer satisfaction with the help they received from Children's Services	CAS	Biannually Q2 and Q4		67.90%	72% (Apr-Sep 2013)	72%	72%	72%	72%	
Tracker	CAS CYP28	Rate of Children with a Child Protection Plan per 10,000 population	CAS	Quarterly		40.7 (March 2013)	44.9 (Dec 2013)					37.9 (March 2013)
Target	CAS CYP9	Percentage of Children in Need referrals occurring within 12 months of previous referral	CAS	Quarterly		16.80%	30.4% (Apr-Dec 2013)	21%	28%	26%	24%	24.9% (2012/13)
Target	CAS CYP14	Percentage of successful interventions via the Stronger Families Programme	CAS	Quarterly		40% (Jan 2013)	42% (Oct 2013)	50%	70%	Not set	Not set	19% (Oct 2013)
Tracker	CAS CYP25	Prevalence of breastfeeding at 6-8 weeks from birth	CAS	Quarterly		28.10%	27.3% (Oct-Dec 2013)					47.2% (2012/13)
Target	CAS CYP11	Percentage of looked after children cases which were reviewed within required timescales	CAS	Quarterly		96.5%	96.6% (Apr-Dec 2013)	97.6%	97.8%	98.0%	98.2%	90.5% (2009/10)
Tracker	CAS CYP24	Rate of Looked After Children per 10,000 population	CAS	Quarterly		63.4 (March 2013)	59.8 (Dec 2013)					60 (March 2013)
Altogether Healthier												
Tracker	CAS CYP18	Percentage of children aged 4-5 classified as overweight or obese (Also in Altogether Better for Children and Young People)	CAS	Annual		23.6% (2011/12 Ac yr)	21.9% (2012/13 Ac yr)					22.2% (2012/13 Ac yr)

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Tracker	CAS CYP19	Percentage of children aged 10-11 classified as overweight or obese (Also in Altogether Better for Children and Young People)	CAS	Annual		38.4% (2011/12 Ac yr)	35.9% (2012/13 Ac yr)					33.3% (2012/13 Ac yr)
Target	CAS AH1	Four week smoking quitters per 100,000 population	CAS	Quarterly		165 per 100,000 (4949 quitters)	475 per 100,000 (2,023 quitters) (Apr-Sep 2013)	1193 per 100,000 (5,066 quitters)	1,133 per 100,000 (4813)	Not set	Not set	316 per 100,000 (Apr-Sep 2013)
Target	CAS AH22	Estimated smoking prevalence of persons aged 18 and over	CAS	Annual		20.9% (2011/12)	22.2% (2012)	Not set	21.1%	20.1%	19.1%	19.5% (2012)
Target	CAS AH10	Percentage of women eligible for breast screening who were screened adequately within a specified period	CAS	Quarterly		79.3% (2012)	78.6% (2013)	70%	70%	70%	70%	76.3% (2013)
Tracker	CAS AH18	Male life expectancy at birth (years)	CAS	Annual		77 (2008/10)	77.5 (2009/11)					78.9 (2009/11)
Tracker	CAS AH19	Female life expectancy at birth (years)	CAS	Annual		81 (2008/10)	81.4 (2009/11)					82.9 (2009/11)
Target	CAS AH2	Percentage of eligible people who receive an NHS health check	CAS	Quarterly		14.2% (2012/13)	4.8% (Apr-Sep 2013)	20%	8%	8%	8%	4.2% (Apr-Sep 2013)
	CAS AH3	Percentage of people eligible for bowel cancer screening who were screened adequately within a specified period	CAS	Quarterly								

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Target	CAS AH4	Percentage of women eligible for cervical screening who were screened adequately within a specified period	CAS	Quarterly		78.8% (2012)	77.7% (2013)	80%	80%	80%	80%	73.9% (2013)
Tracker	CAS AH5	Under 75 all cause mortality rate per 100,000 population	CAS	Annual		307.0 (2011)	294.6 (2012)					256.4 (2012)
Tracker	CAS AH6	Under 75 mortality rate from cardiovascular diseases (including heart disease and stroke) per 100,000 population	CAS	Annual		70.6 (2011)	Reported Q4					58 (2011)
Tracker	CAS AH7	Under 75 mortality rate from cancer per 100,000 population	CAS	Annual		120.7 (2011)	Reported Q4					107.0 (2011)
Tracker	CAS AH8	Under 75 mortality rate from liver disease per 100,000 population	CAS	Annual		17.9 (2009/11)	Reported Q4					14.4 (2009/11)
Tracker	CAS AH9	Under 75 mortality rate from respiratory diseases per 100,000 population	CAS	Annual		28.5 (2009/11)	Reported Q4					23.4 (2009/11)
Target	CAS AS23	Percentage of successful completions of those in alcohol treatment (Also in Altogether Safer)	CAS	Quarterly		42% (Oct 11 - Sept 12)	36.3% (Oct 12 - Sep 13)	36%	36.6%	Not set	Not set	36%
Target	CAS AS7	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Safer)	CAS	Quarterly		8% (Oct 11- Sep 12)	7.4% (Apr12-Mar13)	11%	7.9%	Not set	Not set	8% (Apr12-Mar13)

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Target	CAS AS8	Percentage of successful completions of those in drug treatment - non opiates (Also in Altogether Safer)	CAS	Quarterly		33% (Oct 11 - Sep 12)	35.3% (Apr 12 - Mar 13)	48%	40.4%	Not set	Not set	40% (Apr 12-Mar13)
Tracker	CAS AH23	The gap between the actual recorded prevalence of diabetes and expected prevalence	CAS	Annual		TBC New indicator	TBC New indicator					
Tracker	CAS AH20	Excess winter deaths	CAS	Annual		18.1 (2008/11)	Reported @ Q1 2014/15	Tracker				19.1 (2008/11)
Target	CAS AH11	Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care	CAS	Quarterly		840.7 (782 admissions)	538.4 (520 admissions) (Apr-Dec 2013)	850 per 100,000	766 (740 admissions)	Not set	Not set	708 (2012/13)
Target	CAS AH12	Proportion of people using social care who receive self-directed support	CAS	Quarterly		60.0%	59.5% (YE Dec 2013)	55.0%	56.5%	58.0%	59.5%	55.6% (2012/13)
Target	CAS AH13	Percentage of service users reporting that the help and support they receive has made their quality of life better	CAS	Annual		94.9%	94.7% (Apr-Dec 2013)	92%	93%	93%	93%	
Target	CAS AH14	Proportion of older people who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services	CAS	Quarterly		85.2%	87.1% (Jan-Sep 2013)	85%	85.4%	Not set	Not set	81.5% (2012/13)

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Target	CAS AH15	Percentage of people who have no ongoing care needs following completion of provision of a reablement package	CAS	Quarterly		60.3%	74.6% (Apr-Dec 2013)	55%	55%	55%	55%	
Tracker	CAS AH20i	Delayed transfers of care from hospital per 100,000 population	CAS	Quarterly		10.7	11.3 (Apr-Nov 2013)					9.5 (2012/13)
Tracker	CAS AH20ii	Delayed transfers of care from hospital, which are fully or partly attributable to adult social care, per 100,000 population	CAS	Quarterly		1.76	0.9 (Apr-Nov 2013)					3.3 (2012/13)
Target	CAS AH16	Proportion of adults in contact with secondary mental health services living independently, with or without support	CAS	Quarterly		89.2%	88.3% (YE Dec 2013)	85%	88.5%	88.5%	88.5%	59.3% (2012/13)
Tracker	CAS AH17	Patient experience of community mental health services (scored on a scale of 0-100)	CAS	Annual		88.4 (2012)	89.4 (2013)	87				85.8 (2013)
Tracker	CAS AS26	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population (Also in Altogether Safer)	CAS	Annual	Y	11.5 (2009/11)	Reported Q4					7.9 (2009/11)

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Tracker	NS11	Percentage of the adult population (aged 16+) participating in at least 30 minutes sport and active recreation of at least moderate intensity on at least 3 days a week (Active People Survey)	NS	6 monthly		24	29.81					
Altogether Safer												
Tracker	CAS AS11	Perceptions that the police and local council are dealing with concerns of anti-social behaviour and crime	CAS	Quarterly		59.5%	58.3%					56.7% (Most Similar Group)
Tracker	CAS AS12	Overall crime rate (per 1,000 population)	CAS	Quarterly	Y	44.9	36.9 (Apr-Dec 2013)					31.3
Tracker	CAS AS13	Perceptions of anti-social behaviour	CAS	Quarterly		N/A	35.3% (Aug-Nov 2013)					
Tracker	CAS AS14	Number of serious or major crimes	CAS	Quarterly		458	557 (Apr-Dec 2013)					
Tracker	CAS AS24	Rate of theft offences (per 1,000 population)	CAS	Quarterly	Y	21.7	11.3 (Apr-Sep 2013)					16.2 (Most similar group, Apr - Sep 2013)
Tracker	CAS AS25	Rate of Robberies (per 1,000 population)	CAS	Quarterly		0.16 per 1000 pop	0.06 per 1000 (Apr-Sep 2013)					0.18 (Most Similar Group, Apr-Sep 2013)

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Target	CAS AS3	Proportion of people who use services who say that those services have made them feel safe and secure	CAS	Quarterly		81.7% (National Survey)	91.3% (Local Survey)	75%	85%	85%	85%	78.1% (2012/13)
Target	CAS AS9	Building resilience to terrorism (self assessment)	CAS	Annual		Level 3	Reported Q4	Level 3	Level 4	Level 4	Level 4	
Tracker	CAS AS15	Number of police reported incidents of anti-social behaviour	CAS	Quarterly		25,474	19,011 (Apr - Dec 2013)					
Target	CAS AS1	Repeat incidents of domestic violence (referrals to Multi-Agency Risk Assessment Conferences [MARAC])	CAS	Quarterly	Y	12.60%	8.2% (Apr-Dec 2013)	Less than 25%	Less than 25%	Less than 25%	Less than 25%	24.4% (Oct 12 - Sep 13)
Tracker	CAS AS10	Recorded level of victim based crimes	CAS	Quarterly		20,270	16,666 (32.5 per 1,000) (Apr-Dec 2013)					27.8 (per 1,000)
Tracker	CAS AS17	Number of adult safeguarding referrals fully or partially substantiated	CAS	Quarterly		N/A	161 (Apr-Dec 2013)					
Tracker	CAS AS22	Number of hate incidents	CAS	Quarterly		222	224 (Apr-Dec 2013)					
Tracker	CAS AS26	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population (Also in Altogether Healthier)	CAS	Annual	Y	11.5 (2009/11)	Reported Q4					7.9 (2009/11)

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Tracker	REDPI44	Number of people killed or seriously injured in road traffic accidents	RED	Quarterly		196	140					
Tracker	REDPI45	Number of children killed or seriously injured in road traffic accidents	RED	Quarterly		19	19					
Tracker	CAS AS18	Proportion of offenders who re-offend in a 12-month period	CAS	Annual		29.4% (2010/11)	29.2% (Jan-Dec 2011)					26.9% (Oct10-Sept11)
Target	CAS AS4	Percentage change in detected crimes for offenders in the Integrated Offender Management (IOM) cohort	CAS	Quarterly		58% reduction	46% reduction (Oct-Dec 2013)	40%	40%	40%	40%	
Target	CAS AS5	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 and Young People)	CAS	Quarterly	Y	538 (251 FTE's)	347 (158 FTE's) (Apr-Dec 2013)	729 (340 FTE's)	681 (310 FTEs)	681 (310 FTEs)	681 (310 FTEs)	514 (2012/13 [PNC Data])
Tracker	CAS AS19	Percentage of alcohol related ASB incidents	CAS	Quarterly		14%	16% (Apr-Dec 2013)					
Tracker	CAS AS20	Percentage of alcohol related violent crime	CAS	Quarterly		32%	34% (Apr-Dec 2013)					
Target	CAS AS23	Percentage of successful completions of those in alcohol treatment (Also in Altogether Healthier)	CAS	Quarterly		42% (Oct 11 - Sept 12)	36.3% (Oct 12- Sep 13)	36%	36.6%	Not set	Not set	36%

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Target	CAS AS7	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Healthier)	CAS	Quarterly		8% (Oct 11 - Sep 12)	7.4% (Apr12 - Mar13)	11%	7.9%	Not set	Not set	8% (Apr12 - Mar13)
Target	CAS AS8	Percentage of successful completions of those in drug treatment - non opiates (Also in Altogether Healthier)	CAS	Quarterly		33% (Oct 11 - Sep 12)	35.3% (Apr 12 - Mar 13)	48%	40.4%	Not set	Not set	40% (Apr 12 - Mar13)
Tracker	CAS AS21	Percentage of families where a successful intervention for crime/anti-social behaviour is achieved	CAS	Quarterly		New indicator	33.6% (Apr 12 - Oct 13)					
Altogether Greener												
Target	NS14a	Percentage of relevant land and highways assessed as having deposits of litter that fall below an acceptable level.	NS	3 times a year		7.26	5.91	7	7	7	7	
Target	NS14b	Percentage of relevant land and highways assessed as having deposits of detritus that fall below an acceptable level.	NS	3 times a year		8.8	7.33	10	10	10	10	
Tracker	NS14c	Percentage of relevant land and highways assessed as having deposits of dog fouling that fall below an acceptable level	NS	3 times a year		TBC	TBC					

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Tracker	NS15	Number of fly-tipping incidents reported	NS	Quarterly		6,390	7,889					
Tracker	NS16	Number of fly-tipping incidents cleared	NS	Quarterly		TBC	TBC					
Tracker	NS09	Megawatt hours (MWh) of energy produced from municipal waste sent to Sita's 'Energy from Waste' plant	NS	New indicator		New indicator	New indicator					
Target	NS10	Percentage of municipal waste diverted from landfill	NS	Quarterly		62.5	TBC	65	85	85	86	
Tracker	NS17a	Percentage of household waste collected from the kerbside – recycling	NS	Quarterly		21.5	TBC	19				
Tracker	NS17b	Percentage of household waste collected from the kerbside – composting	NS	Quarterly		10.4	TBC	10.1				
Target	NS19	Percentage of household waste that is reused, recycled or composted	NS	Quarterly		44.9	TBC	44	45	46	47	
Target	REDPI53	Percentage of the conservation areas in the County that have an up to date character appraisal	RED	6 monthly Q2 and Q4		35%	39%	37%	42%	43%	45%	
Target	NS07	Average annual electricity consumption per street light (KwH)	NS	Annually		TBC New indicator	TBC New indicator	NA	TBC	TBC	TBC	
Target	NS08	Percentage reduction in CO2 emissions from the DCC fleet	NS	Annually		TBC New indicator	TBC New indicator	NA	TBC	TBC	TBC	

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Tracker	REDPI46	Reduction in CO ₂ emissions in County Durham by 40% by 2020 and 55% by 2031 – March 2017	RED	Annual Q2		25.1 (2010/11)	41.2 (2011/12)					
Tracker	REDPI47	The amount of renewable energy generation (MwE) installed or installed/approved capacity within County Durham	RED	Quarterly		198.35	205.13					
Target	REDPI48	Reduction in CO ₂ emissions from local authority operations	RED	Annual Q2		6.25%	Not due	9%	5%	5%	5%	
Target	REDPI49	Number of new registered and approved Feed In Tariff (FIT) installations	RED	Quarterly		1,096	374	1,000	500	250	250	
Target	NS04	Percentage of recorded actionable defects repaired within 24 hours (CAT1)	NS	Quarterly		75	96	N/A	90	90	90	
Target	NS05	% of recorded actionable defects repaired with 14 working days (CAT2.1)	NS	Quarterly		TBC	TBC	N/A	90	90	90	
Altogether Better Council												
Tracker	NS43a	Number of customer contacts- face to face	NS	Quarterly		N/A	78,729					
Tracker	NS43b	Number of customer contacts-telephone	NS	Quarterly		N/A	235,064					
Tracker	NS43c	Number of customer contacts- web forms	NS	Quarterly		N/A	4,196					

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Tracker	NS43d	Number of customer contacts- emails	NS	Quarterly		N/A	13,290					
Tracker	NS20	Percentage of abandoned calls	NS	Quarterly		17	9					
Target	NS22	Percentage of calls answered within 3 minutes	NS	Quarterly		N/A	87	80	80	80	80	
Target	NS24	Percentage of customers seen within 15 minutes at a CAP	NS	Quarterly		TBC	TBC	TBC	95	95	95	
Target	RES/038	Percentage of all ICT Service Desk incidents resolved on time	RES	Quarterly		95%	91%	90%	90%	90%	90%	
Tracker	NS100	Number of complaints recorded on the CRM	NS	Quarterly		3,634	2,610					
Tracker	RES/013	Staff aged under 25 as a headcount	RES	Quarterly		4.52%	5.45%					
Tracker	RES/014	Staff aged over 50 as a headcount	RES	Quarterly		38.04%	37.79%					
Tracker	RES/LPI/011a	Women in the top 5% of earners	RES	Quarterly		50.20%	52.11%					
Tracker	RES/LPI/011b(i)	BME as a percentage of headcount	RES	Quarterly		1.55%	1.40%					
Tracker	RES/LPI/011c(i)	Staff with disability (DDA definition) as a percentage of headcount	RES	Quarterly		3.14%	2.90%					
Tracker	REDPI79	Number of tenants of the seven main housing providers seen through the triage process	RED	Quarterly	Y	New indicator	485					

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Tracker Page 18	REDPI79 a	Percentage of triaged tenants of the seven main housing providers who were given employability advice	RED	Quarterly	Y	New indicator	44% [214]					
Tracker	REDPI79 b	Percentage of triaged tenants of the seven main housing providers who were given debt advice	RED	Quarterly	Y	New indicator	55% [269]					
Tracker	REDPI79 c	Percentage of triaged tenants of the seven main housing providers who were given income advice	RED	Quarterly	Y	New indicator	65% [317]					
Tracker	REDPI79 d	Percentage of triaged tenants of the seven main housing providers that have been rehoused	RED	Quarterly	Y	New indicator	6% [27]					
Tracker	RES/028	Discretionary Housing Payments - number/value for customers affected by social sector size criteria	RES	Quarterly	Y	New indicator	951 £353,417					
Tracker	RES/029	Discretionary Housing Payments - number/value for customers affected by Local Housing Allowance Reforms	RES	Quarterly	Y	New indicator	115 £369,433					
Target	RES/NI/181a1	Time taken to process new Housing Benefit claims year to date and (discreet quarter)	RES	Quarterly			27.44 Days	21.02 Days	25 Days	23 Days	21 Days	21 Days

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Target	RES/NI/181a2	Time taken to process new Council Tax Reduction claims year to date and (discreet quarter)	RES	Quarterly		N/A	22.18 Days	25 Days	23 Days	21 Days	21 Days	
Target	RES/NI/181b1	Time taken to process change of circumstances for housing benefit claims	RES	Quarterly		9.63 Days	9.45 Days	12 Days	11 Days	10 Days	10 Days	
Target	RES/NI/181b2	Time taken to process change of circumstances for Council Tax Reduction claims year to date and (discreet quarter)	RES	Quarterly		9.63 Days	10.05 Days	12 Days	11 Days	10 Days	10 Days	
Target	RES/001	Savings delivered against the Medium Term Financial Plan (MTFP)	RES	Quarterly		100% £26.6m	£18.7m (96%)	£20.9m	£23.0 25m	£39.0 42m	£47.7 12m	
Target	RES/002	Percentage of Council Tax Collected In-Year	RES	Quarterly/ Cumulative		94.9%	82.9%	95.5%	96.0%	96.4%	96.8%	
Target	RES/003	Percentage of business rates collected in-year	RES	Quarterly/ Cumulative		95.2%	85.4%	96.2%	96.5%	97.0%	97.3%	
Tracker	RES/034	Staff - total headcount (ONS Return)	RES	Quarterly		17,724	17,577					
Tracker	RES/035	Staff - total full time equivalents (ONS Return)	RES	Quarterly		14,316	14,211					
Target	RES/129	Percentage of council tax recovered for all years excluding the current year	RES	Yearly		New indicator	99.1%	98.5%	98.5%	98.5%	98.5%	
Target Page 129	RES/130	Percentage of business rates recovered for all years excluding the current year	RES	Yearly		New indicator	99.2%	98.5%	98.5%	98.5%	98.5%	

Indicator type Page 100	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Target	REDPI33	Percentage of Council owned business floor space that is occupied	RED	Quarterly		73%	76.5%	75%	77%	79%	81%	
Target	REDPI39	Current tenant arrears as a percentage of the annual rent debit	RED	Quarterly	Y	DVH 1.62% DCH 2.50% EDH 3.02%	DVH 1.58% DCH 2.05% EDH 2.85%	DVH 3% DCH 2.5% EDH 3%	2.45%	Not set	Not set	
Target	REDPI49b	£ saved from solar installations on council owned buildings	RED	Quarterly		New indicator	£214,000	£242,000	£242,000	Not set	Not set	
Target	REDPI68	Average asset rating of Display Energy Certificates in County Council buildings	RED	Quarterly		99.7	Not due	96	98	97	96	
Target	REDPI76	Income generated from Council owned business space (£)	RED	Quarterly		2,845,000	715,991	2.57m	3.03m	Not set	Not set	
Target	REDPI78	Percentage of capital receipts received	RED	Quarterly		New indicator	21.5%	100%	100% (£8.5m)	100% (£9m)	100% (£9m)	
Target	ACE006	Percentage of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within statutory deadlines (20 working days)	ACE	Quarterly		70%	80%	85%	85%	85%	85%	
Target	RES/LPI/010	Percentage of undisputed invoices paid within 30 days to our suppliers	RES	Quarterly		90%	91%	92%	92%	93%	94%	

Indicator type	PI Ref	Performance Indicator Definition	Service Grouping	Frequency	Welfare Reform	Performance		2013/14 Target	Proposed targets			National Comparison
						2012/13	2013/14 Q3		2014/15	2015/16	2016/17	
Tracker	RES/020	Percentage of time lost to sickness in rolling year	RES	Quarterly (Rolling Year Figure)		New indicator						
Target	RES/011	Percentage of performance appraisals completed	RES	Quarterly (Rolling Year Figure)		47.82%	73.27%	80%	85%	95%	95%	
Tracker	RES/036	Number of RIDDOR Incidents reported to the Health and Safety Executive	RES	Quarterly/ Cumulative		20	17					
Tracker	RES/052	Percentage posts with no absence (excluding schools) rolling year	RES	Quarterly		72.10%	73%					
Target	RES/LPI/012	Days/shifts lost to sickness absence - all services including school staff	RES	Quarterly (Rolling Year Figure)		9.08 Days	8.92 Days	9.05 Days	8.7 Days	8.5 Days	8.2 Days	
Target	RES/LPI/012(a)	Days/Shifts lost to sickness absence - all services excluding school staff	RES	Quarterly (Rolling Year Figure)		12.55 Days	12.03 Days	Tracker	11.8 Days	11.5 Days	11.2 Days	

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Overview and Scrutiny Management Board

17 June 2014

Cabinet

7 May 2014



County Durham Partnership Update

Report of Corporate Management Team

Report of 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 key issues 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. There has been a significant amount of work carried out within the County Durham Partnership in recent months which includes the approval of the renewed Sustainable Community Strategy by Cabinet, Full Council and the County Durham Partnership Board. This SCS shows that the county remains ambitious and optimistic and maintains a strong belief in partnership working.
3. The AAPs have decided on their priorities for 2014/15 following their extensive consultation last year. This report highlights some of the changes that have taken place over the last five years in the areas that AAPs have focussed on and why these changes may have occurred. AAPs have also received feedback on the budget consultation that they delivered through their forum events, with specific information tailored to each AAP, and the possible implications of this. They, along with other groups, have had early discussions as to whether there is any interest from the voluntary and community sector, local councils or other interested groups in running council services or buildings. This 'ask' builds on work with both the voluntary sector and local councils to date on how working together in a more effective way could potentially maximise resources for the benefit of County Durham's residents.

Welfare Reform

4. The partnership hosted a second welfare reform conference on Thursday 13 February which brought together many agencies involved in this agenda with many

delegates returning from the previous event to discuss progress of local and countywide initiatives. The aims of the conference were to:

- a. Continue to build a common understanding of the impact of the changes across the County;
 - b. Share information on the practical solutions being put into place to address the problems people face and consider what more we can do;
 - c. Identify any gaps and to work together to look at how these gaps might be filled;
 - d. Building on the partnership working already in place to provide the support and reassurance people need and
 - e. Promote further action to mitigate the impact of the changes.
5. The main themes emerging from the event were: the need to build healthy, resilient and self-sufficient communities by way of improved access to IT systems, affordable food and essentials promoting local initiatives and encouraging the use of credit unions. The feedback suggested communities would benefit from more preventative work/proactive projects and an increase in the presence and engagement of Area Action Partnerships. Represented groups felt that there should be more regular events, such as the Welfare Reform Conference, to effect positive multi-agency working and the council should continue to work closely with agencies with limited resources. It was suggested that sharing good practice and improving partnership working with better trained front line staff would be a positive step and simpler correspondence and improved information sharing/signposting will result in positive outcomes.
6. Some delegates mentioned positive impacts of changes which they described as a general increase in partnership working that was taking place and a streamlining of communication methods between agencies and users which was enhancing working relationships.
7. Many of the AAPs are continuing to develop initiatives around welfare reform in order to support their local communities and help to ensure they are as resilient as possible before any negative implications are felt. The **Great Aycliffe and Middridge (GAMP) AAP** Board has chosen to implement the Welfare Champions concept through the recruitment and training of six volunteers to work in community venues within the GAMP area. The project which is funded from GAMP's Area Budget with match funding from Livin was officially launched on Friday 28 March. To date, six local volunteers have been trained as Welfare Champions and has been operating in local venues since early April 2014.
8. This is an example of sharing learning between AAPs and replicates the successful programme that has been running in East Durham for 12 months and involved the identification and recruitment of key community activists who were subsequently trained to be responsive to the needs of individuals in their own neighbourhoods. The model works on the principle that significant numbers of people who are likely to be affected by changes in the benefits system would not contact the statutory advice services and may seek support from known members of their community.
9. **East Durham AAP** continues to have 'Maintaining the Social Fabric of Our Community' priority as its overarching priority with three key themes featuring in their 2014/15 AAP Action Plan: support for vulnerable people in the community; support for volunteers and support for community buildings. All of these are

impacted on by the changes to the welfare system and East Durham AAP has been very proactive in their approach to supporting some of the most affected communities in the county.

10. In developing their focus for the forthcoming year the task and finish group has reflected on the impact of the 2013/14 action plan which had three key themes:
 - a. Access to Finance: the funding for a Development Officer establishing a Credit Union in East Durham has proven to be highly successful with over 1,000 East Durham residents joining. The second phase of the project is now focusing on six targeted communities to elevate the impact of both legal and illegal lenders on those that can least afford the high interest rates. In addition, the project is working with local employers to introduce payroll deduction schemes to tackle the rise in pay day loans.
 - b. Access to Advice: the development of the Welfare Champions project arose from the need identified through the priority group for a service that could be easily accessed by those members of the community requiring information, signposting and support with online applications. It was identified that often residents would not seek out support until the issue was critical and required more intensive and continuing support. The trained volunteers are known in their communities and are often those that the community would naturally turn to for information.
 - c. Access to Food: the rise in the number and need for food banks and access to food has dominated discussions at every level. AAP has supported the extension of the mobile meals service, run by volunteers, this project originated from the 'Winter Squad' project and the recognition that there were isolated and vulnerable people requiring support all year round. The volunteers, in addition to delivering meals, provide both emotional and practical support.
 - d. The group also wished to develop practical approaches to this issue and supported the 'FEED' project in the period after Christmas. However the group want to address this issue through a more sustainable and informed approach. Research is being developed both locally and at county level to inform what support is required for the ability of a community to access food. Questions include:
 - i. What support is required to build capacity and maintain the infrastructure of those organisations providing food through lunch clubs?
 - ii. What age range is most affected by this issue?
 - iii. Is there a need to have community gardens or food co-ops? What impact do school holidays have on those young people reliant on free school meals?
 - iv. The research is due to be completed in the spring and will link into the countywide approach to this issue and inform localised action.

Armed Forces

11. The Armed Forces Forum, established by the County Durham Partnership as a commitment to the Armed Forces Community Covenant, met for the third time on 18 March. It seeks to ensure that service and ex-service personnel in County Durham suffer no disadvantage as a result of military service. It involves representatives of the armed forces and organisations for ex-service personnel, as well as partner organisations.

12. The Armed Forces Forum heard about the work of the Royal British Legion's welfare support for ex-service personnel of all ages through their network of local case workers. Their 'Knowledge Base', an on-line self-help resource centre which can be accessed via the link: <http://support.britishlegion.org.uk/>
13. The Community Covenant Grant Scheme remains open to any voluntary and community sector group or public body, such as schools, to develop projects which strengthen the ties or mutual understanding between members of the armed forces community and the wider community in which they live.
14. Local Business can sign up to the Corporate Covenant which can be adopted by a business or charitable organisation of any size, and from any industry, whether they are an employer of a member of the armed forces community or simply wish to acknowledge publicly your support for the armed forces. Businesses and charitable organisations who wish to participate will be asked to pledge their support for the two key principles of the armed forces covenant, but also to select from a range of other commitments they may feel able to make. Business Durham have circulated a news item about the Corporate Covenant and circulated to their business networks which includes business clubs and engineering forums.

Chairman's Medal

15. In 2011 the Chairman of the Council asked the Area Action Partnerships if they could help to 'formalise' the process for deserving people and agencies to receive the Chairman's Medal Award. The Chairman felt that the AAPs would be best placed to seek nominations locally but equally have coverage of the whole county.
16. Working with the Chairman's office, officers from AAPs developed a nomination process where the community have an opportunity to nominate deserving people and organisations for 'individual voluntary effort' or 'outstanding charitable organisation'. AAPs continue to be central to promoting the awards and obtaining and shortlisting nominations locally. The Chairman then chooses an award winner from the shortlists provided by each AAP culminating in 14 award winners representing all 14 AAP areas.
17. This year's award ceremony was held in April with around 150 nominations of individuals or groups in recognition of services to County Durham. The 14 winners all demonstrate considerable contributions to their local communities and include a 102 year old lady from the Spennymoor AAP area who has sold poppies on behalf of the Royal British Legion for over 50 years and believes she has sold over one million poppies. Also recognised were the Lifeline Community Action Group from the GAMP area which encourages those seeking help to help and support themselves and their families by teaching practical life-skills such as problem solving and budgeting. The group also organises local events, including a Christmas Day meal for disadvantaged people in Newton Aycliffe. A further winner was from the 3 Towns AAP area which had transformed allotments in the area on a voluntary basis and has captured community spirit and included a number of local people in the work.

Voluntary Sector and Local Councils Working Groups

18. The working groups held with colleagues from the voluntary and community sector and representatives from local councils continue to meet and share information on key issues affecting all parts of the partnership.

19. The VCS group is developing a countywide approach to volunteering, and building on the strong foundation of our current procurement practice to further increase VCS involvement in tendering exercises.
20. The Local Councils group has held discussions on the council's budget proposals with particular reference to national changes on local councils funding such as potential capping increases in council tax, similar to the rules applied to principal authorities at present.
21. A joint meeting was scheduled to complement the CDP forum meeting in February, to discuss interest from the voluntary and community sector, local councils or other interested groups in running council services or buildings. This 'ask' was launched at the CDP forum meeting and builds on work with both groups to date on how working together in a more effective way could potentially maximise resources for the benefit of County Durham's residents.

Sharing good practice

22. The AAPs and thematic partnerships of the CDP continue to share examples of best practice with each other which, in some cases, have seen initiatives or ways of working transferred to other parts of the wider partnership. They also continue to be innovative in their approaches and to learn from partners on new ways of working within communities.
23. During 2013/14 a lot of work has been done between the thematic partnerships and AAPs to embed the strategic priorities at a local level and also to feed in local issues into strategic planning. A good example of this was discussed at a recent **Children and Families Partnership** meeting where young people from Investing in Children gave a presentation on the improvements they had been involved in on the Sherburn Road Estate in Durham, supported by **Durham AAP**. In summary this meant three "agenda days" took place to gather the views of young people in the local area on their priorities, with three main themes emerging:
 - a. Things to do and places to go
 - b. Environment and safety
 - c. Police and relationships with young people
24. The young people looked at these themes with support from Investing in Children and Durham AAP, to identify potential improvements. Some of the achievements and outcomes from this work were:
 - a. Play park improvements - which included the installation of additional equipment and ensuring the range of equipment was suitable for all ages, and graffiti removal
 - b. A successful Community Group AAP Bid - the people responsible for delivering community youth activities worked together to ensure that their timetables were complementing rather than competing with each other
 - c. Relationships between police and young people improved, with both engaging in team building activities e.g. football and snooker matches and Mini PACT (Police and Communities Together) meetings were established for the first time in County Durham.

25. The young people posed questions to the Partnership including: 'can more of this be done, and by whom?' Acknowledgement was given to the level of success the young people, Durham AAP and liC have achieved. The partnership felt that this success should be highlighted as an area of best practice and information shared with other AAPs and that the AAPs are well placed to take this type of improvement work forward. On a more general point the Children and Families Partnership is fully supportive of the work undertaken by the AAPs, linked to their priorities.
26. **Bishop Auckland and Shildon (BASH) AAP** has successfully been working with other funders to secure additional funding for projects. They have worked closely with the Durham Dales Easington and Sedgefield Clinical Commissioning Group who have invested over £90,000 in AAP projects including the continuation of their successful employability projects. Although these are not specific health projects the CCG have chosen to do this because they are impressed with the work carried out by the AAP and acknowledge that they have an impact on the wider social determinants of health.
27. They have also built relationships with some local charitable trusts which have resulted in a further investment into the local community of nearly £200,000. Project supported include community groups, village halls, charities and schools.
28. An example of AAPs working together with partners is **GAMP AAP's** 'Work 4 Health' project which aims to develop and deliver a training package that addresses the relationship between employment and health, often referred to as the social determinants of health. These are intrinsically linked, with good health associated with being in work and poor health linked to long term unemployment. The training will be aimed at those with a health condition or disability, aged 19 plus who reside in the GAMP area and are preparing to enter employment for the first time or are unemployed or unwaged and seeking to improve their employability skills for return to work.
29. The Learning for Health Coordinator at the Pioneering Care Partnership (PCP) will deliver a range of training sessions aimed at:
 - a. Meeting the needs of employers;
 - b. Building confidence/self-esteem so that individuals are empowered to apply for and secure/sustain meaningful employment;
 - c. Providing the opportunity to develop an understanding of relationships in the workplace and employer expectations;
 - d. Encouraging the development of values, personal attributes and interpersonal skills that contribute to success in the workplace.
30. A series of interactive workshop sessions will be built into the training to enable the individuals to learn invaluable skills outside the accredited programme including:
 - a. Team building activities focusing on: healthy lifestyles, communication etc.
 - b. Activity to increase self-management competence and ensuring goal setting is meaningful.
 - c. Working with employers and the National Careers Service to explore how they can improve their chances of landing a job.
 - d. Exploring the worth of their skills/competencies in relation to rapidly changing labour market needs.

31. The project will be delivered during 2014 and in addition to each ten week course, and where appropriate, individuals will be provided with one to one personalised support and 50% of the participants will have access to health therapies and treatments agreed with the Learning for Health Coordinator. There are a number of proposed outcomes attached to the delivery of the programme.
32. Similar to this is **Stanley AAP's** support of the delivery of the 'Health Improvement through Sport' (HITS) project that has been running successfully in Derwentside since April 2010, working with over 1,650 people to date. Targeting Derwentside residents (and their families) at risk of type II diabetes or cardiovascular disease, HITS aims to increase participation in regular physical activity through sports development structures and pathways.
33. HITS takes a unique community development approach in creating and sustaining physical activity opportunities, including recruiting and training volunteers to support and lead multi-sports sessions, working in partnership with local sports clubs. As well as delivering sessions directly, project staff undertake development work to help improve local capacity, helping to set up new groups and clubs such as Archery at Shotley Bridge Cricket Club, Pilates at Craghead Village Hall and Back to Netball Stanley. The project has been recognised nationally as a model of best practice in improving health through physical activity and has been included as a case study/positive example in 'Improving Health Through Activity and Sport' 2012, a report commissioned by Sport England.

Refreshed AAP priorities

34. The AAPs have recently chosen their priorities for the forthcoming year through their November forum events. The participatory budgeting element of the events this time meant that many more people than usual voted on the priorities for their AAP area. A usual forum meeting attracts between 80 and 150 people whereas a participatory budgeting event can attract on average 800 people, with a wider age range and people who may not usually engage with the AAP. This can offer a variety on the priorities that are usually chosen as well as offer a different perspective as to why they are chosen. The events can also facilitate discussions amongst groups of people that may not usually meet and this can have an impact on the decisions that they make.
35. Since their inception in 2009 the AAPs have worked on a diverse range of initiatives in order to meet their priorities. At their launch events in the spring of 2009, 13 of the 14 identified activities for children and young people as a priority, with Teesdale being the only exception, possibly due to the demographic of the local residents. At that time less than half of the AAPs identified employment related issues as a priority although many identified town centre regeneration and vitality which covered physical and environmental issues. Support for the voluntary sector also came out as an issue which may have been related to a change in arrangements within the county following local government reorganisation and a fear that central funding would be reduced.
36. The table below shows how AAP area budget and Member's Neighbourhood budget, including any match funding was allocated in the first year of AAPs, with economic activity and support for children and young people receiving the most support.

Altogether	NB 2009/10	Match	AB 2009/10	Match	Total
Wealthier	270,113	457,227	800,787	1,852,485	3,380,612
Children and Young People	946,779	1,699,222	659,106	664,670	3,969,777
Healthier	92,500	155,739	242,049	610,065	1,100,353
Safer	219,767	42,797	142,904	0.00	405,468
Greener	203,746	264,438	236,112	345,561	1,049,857
Totals	1,732,905	2,619,423	2,080,958	3,472,781	9,906,067

37. The priorities for most of the AAPs remained quite static until 2012/13 and 2013/14 when nearly all AAPs identified priorities linked to employment support, job creation and education and training. Whilst wider Altogether wealthier projects have always featured heavily these were initially more about the physical regeneration and town centre vitality whereas they are now much more people focussed. This is believed to be due to the changing economic climate and the recognition locally that people needed additional help and support to find a job after a period of unemployment or to access training that would help them change jobs. Also, many AAPs have used their area budgets to identify specific support for people wanting to start their own business as this was a recognised gap in provision within the county that has seen significant success in many AAP areas.

38. The table below shows how funding from AAPs and Members budgets in 2012/13 and 2013/14 have been invested in the thematic priorities, with the majority supporting altogether wealthier, the county's top priority.

Altogether	NB 2012/14	Match	AB 2012/14	Match	Total
Wealthier	2,657,642	8,082,819	2,007,598	5,876,713	18,624,802
Children and Young People	1,806,164	2,092,708	732,685	801,046	5,432,603
Healthier	610,455	1,114,021	270,653	426,547	2,421,676
Safer	868,647	400,351	163,495	111,212	1,543,705
Greener	419,358	309,121	89,650	205,417	1,023,546
Totals	6,362,266	11,999,020	3,264,081	7,420,935	29,046,332

39. Many AAPs in the last year have specifically linked their work to changes in the welfare system and trying to minimise the impact this has on local communities. This is a theme that has continued for the current year with AAPs learning from each other and adopting some project ideas. As Durham has pockets of quite severe deprivation this work is vital in helping people to not only understand the changes but also to be able to put measures in place to mitigate against them. The AAPs are proactively identifying innovative ways of working with partners and local groups to keep

40. An example of how priorities can change can be found in **Mid Durham AAP's** area. Their forum meeting saw Crime and Community Safety rise up to the top priority from previously being sixth and environmental issues rise from seventh to third. The AAP staff team carried out further investigation into the feedback provided on these two priority areas and discovered the following:

- a. Crime and Community – came up high because it was a lot of people’s second or third choice. The comments made were not specific to issues and places, but generally, perception based comments; *‘Crime is always a priority’* and *‘More police on the streets’*. The team also discovered that the majority of these comments had been made by older people. They then took this information to the LMAPs group and agreed that the use of the Durham Constabulary ‘Opportunity Knocks’ scheme might help them to be able to provide better background information as to what local people do feel about community safety within their village. This was discussed at the AAP Board meeting in March, with the Board agreeing not to set up a task group around this priority, but to wait on what further information could be provided through the ‘Opportunity Knocks’ scheme. However, the board agreed to pursue the older people angle further through our existing ‘Support for Older People’ task group.
 - b. Environment – The environmental issues were very village specific and it was agreed at the AAP Board meeting in February that the best way to deal with these was to conduct the work through the village action plans rather than setting up a specific task and finish group. The key issues were litter, dog fouling and general street cleanliness and to date it appears that the village specific work in partnership with the Parish Councils, County Councillors, relevant service partners and residents has managed to address a lot of these issues.
41. Crime and Community Safety was also voted highly as a priority this year in the **East Durham Rural Corridor AAP** area and similarly there is little statistical evidence from community safety partners and council information to corroborate this. The representative from Durham Community Action however, highlighted that research shows that younger people and older people are the groups most affected by fear of crime. Therefore the board decided to have Crime and Community Safety running alongside the priorities of Activities for Children and Young People and Older People.
 42. The **Spennymoor AAP** has also seen a shift in priorities and has re-adopted the priority of Town Centre Regeneration for the 2014-15 financial year, a priority theme which it has not had since the 2011-12 financial year. Taking into consideration the previous work the partnership did around Town Centre Regeneration and the continuing desire from members of the public and wider forum for employment and jobs to be considered as priority, the AAP has decided to merge the two themes to try and instigate a more joined up approach in tackling the two target areas. It is intended that this will result in some innovative work that will provide schemes that produce, amongst other things, economies of scale and value for money.

Altogether wealthier

43. The **County Durham Economic Partnership (CDEP)** meeting in February invited a presentation on the opportunities and the delivery strategy of Durham University. This was presented by Professor Ray Hudson who covered enhancing impacts of the cultural events on the economy of County Durham, with Roger Kelly, the Chair of the Cultural Partnership, providing support on influencing opportunities for investment presented through the NELEP. Edward Twiddy, NELEP Director, also

provided an update on the developments for the SEP and moving EU Investment planning towards delivery.

44. The CDEP recognised that Durham University is continuing to strive for excellence in research and education. Part of its strategy includes the promotion of Enterprise Zones and additional research and development; widening participation in higher education, specifically working with young people and the provision of scholarships; developing its local supply chain and opportunities to develop and expand local career progression for students through business engagement and start-ups. The Cultural Partnership is in the process of setting out a ten year strategy for the county. It supported the Cultural Partnership's plans to identify events, undertake a cultural audit of the county and to work with, and make links with, people to make the most of the assets we have. The CDEP continue to support the development of opportunities presented through the next round of European Funding and endorsed the establishment of a new Durham Investment Group to drive forward this activity within the CDEP and to continue to work closely with the NELEP.
45. In order to provide useful information to improve understanding of the impacts of welfare reform on housing provision and to consider housing demand across the sub region the Housing Forum has commissioned some research to analyse the current and future housing demand needs within County Durham and Tees Valley. Also, the current partnership Housing Strategy is due to be reviewed and refreshed by partners, with a new strategy planned for April 2015.
46. The **4 Together AAP** has supported a number of initiatives to support local people into employment, including supporting job club facilities at the Ladder Centre, a local community building, due to the increased demand for the service. This has increased the opportunity for local people to access support from one day a week to four days, available four hours a day. This service is provided by fully qualified employability mentors who have the ability and skills to support local people with both the ICT requirements but also employment support and advice. In order to address the needs of the local community and ensure that job search requirements are met, the project offers general support and one to one mentoring for clients who require extra help and support.
47. The job club provision provides open access to ICT from ten laptops, allows clients to complete online applications and provides help and support to set up email accounts, government gateway accounts and also CVs.
48. Only five months into the 12 month project outcomes are exceeding targets:
 - a. 150 advice and guidance sessions provided
 - b. 21 people have been supported into employment
 - c. 81 local people have gained skills to improve employability
 - d. 65 people have taken part in training with 21 receiving qualifications
 - e. 75 local people have reported being more confident and able to cope with benefit requirements.

Altogether better for children and young people

49. A robust consultation process with key stakeholders, including children and young people, has taken place to review the Children, Young People and Families Plan 2014-2017. The reviewed plan has a focus on early years' provision, support for children and young people in education and those who are not in education,

employment or training (NEET). Children and young people will be supported to make healthy choices and have the best start in life which will include the development of an emotional health and wellbeing strategy. Partners will also work to embed a Think Family approach to consider the whole family when carrying out work with individual children or adults.

50. Following consultation, a final version of the “Believe, Achieve and Succeed: Increasing the Participation of Young People in Learning 2013-2015 Plan” has been approved by the **Children and Families Partnership**. The aim of the plan is to identify and co-ordinate a range of activities to increase the participation of young people in learning and to reduce the NEETs. European funding is available to support young people aged 14-19 who are NEET or at risk of becoming NEET.
51. Significant changes in relation to children with special educational needs and disabilities will be implemented from September 2014, following Royal Assent of the Children and Families Act on 13 March 2014. A Special Educational Needs and Behaviour Review has been undertaken in Durham which identified that the county has more children and young people with special educational needs than the national average. A multi-agency steering group has been established to plan for the implementation of these reforms in the county. This includes piloting Education Health and Care Plans with a number of families; bringing together a holistic approach to meeting children and young people’s needs. Local Authorities must also publish a clear and easy to understand “local offer” of services available in the local area.
52. The Children and Families Partnership has been awarded Investors in Children status to recognise the work undertaken to support children and young people. At each meeting, children and young people provide feedback to the Partnership on the issues that affect them. This includes issues in relation to homophobic bullying, mental health and self-harm support and access to local services.
53. **East Durham Rural Corridor** is the latest AAP that is focussing on specifically engaging with children and young people. Their ‘Making a Difference – Children and Young Peoples Voice’ project has the overall aim to create opportunities for children and young people to be involved in having a say about their community and the issues that affect them.
54. Throughout the year funding will be used to deliver a series of activities which will offer opportunities for dialogue that will hopefully result in change. All of the activities will be developed and steered by children and young people, Investing in Children, local Councillors and the AAP Board. As part of the project the following will take place:
 - a. **Youth Forum** – a Youth Forum will be established for children and young people living in the East Durham Rural Corridor area. Meetings of the forum will take place on a bi-monthly basis running parallel to the AAP Board meetings and feeding in the views of children and young people and vice versa. Young people sitting on the forum will represent their local area and act as the voice of other young people living there; they will have a place on the AAP Board agendas at every meeting. The forum will also link in with other agencies involved in the AAP, e.g. Police, health and the fire service etc, and have a say on service provision for youth activities.

- b. **Events** – Forum members will be responsible for seeking the views of other children and young people by organising and facilitating events such as agenda days (adult free events run by young people for young people), research groups and councillors surgeries etc. All events will take place in community buildings children and young people are comfortable in.
- c. **Councillor Surgeries** – Forum members will work directly with local Councillors to organise local Councillor surgery events throughout the year that will offer young people the opportunity to speak directly to their local Councillors, raise any concerns they may have and make changes to their area.
- d. **Training** – Forum members will be offered training in order to develop their skills in delivering such events, interview training to enable them to be able to interview future youth workers for the area if need be, equal opportunities training and e-safety training.
- e. **Peer Mentoring** – Young people on the forum will be trained to act as peer mentors for other young people and youth projects in the area.

55. Another of the many ways that AAPs have of involving children and young people is through celebratory events. The **3 Towns AAP** Children and Young People's Awards 2013/14 was held on Friday 4 April 2014 with almost 150 people gathered to celebrate the achievements of the Children and Young People of the three towns. This is the third time that the Youth Forum has organised an awards night in order to promote the positive activities of young people and reduce the negative attitude towards this age range. This year, 23 nominations were received for the eight categories which are: Help in the Community Award; Young Carer's Award; Hero Award; Young Role Model Award; Youth Project of the Year; Silver Lining Award; Young Person's Choice Award and Wildcard Award. All nominations were extremely strong and the panel had a very difficult decision shortlisting for each award. For the first time, the panel recommended to the Youth Forum that Special Recognition Awards should also be given to those who had not been shortlisted but whose nomination deserved recognition.
56. **Teesdale AAP (TAP)** has led on the development of a new Youth Arts Festival for County Durham. The feasibility work was done in 2013/14 and this is being built on so a festival can be delivered on the 20 and 21 July this year. This 'pilot' festival will involve 200 young people from the Durham Dales area and will bring them together for a weekend of drama, art and music in Barnard Castle. The project brings together a number of local partners and has been successful in attracting significant amounts of match funding including £11,000 from the Arts Council. The pilot will hopefully lead to a much bigger festival in 2015 attracting young people from right across County Durham and the North East region to a part of the county many people may not have previously visited.
57. Working with the council's leisure services team, TAP has also funded the delivery of multi-sport activities for young people in 11 villages in the Teesdale area. Getting activities out into some of the more remote parts of County Durham is essential for the inclusion of children and young people and will also benefit their

health and well-being. The project will support local volunteers and encourage them to continue to deliver activities for children and young people in future.

58. As featured in a number of these reports previously, during the **Spennymoor AAP** supported community trips of 2011 and 2012 parents were asked if they would like to 'find out more' and help on future trips. Having completed training with CAVOS and working closely with Spennymoor Extended Services, Spennymoor Area Family Events (SAFE) came into existence. SAFE, via this project, aimed to offer families within the Spennymoor AAP area, the opportunity to engage in positive activities and hope to bridge the gap in the community by offering affordable trips that are accessible for all.
59. This project has now been completed and over the past year SAFE has planned and carried out five very successful trips and events which have been accessed by approximately 769 people from all parts of the community. The project has built relationships with local businesses that have enabled trips and events to be offered at the best possible prices to all members of the community.
60. SAFE has been out and about in the community working hard to fund raise and publicise the group and its activities. These activities have ranged from bag packing in ASDA, walking in the Spenny Gala, organising raffles and tombola and helping out at local events run by Success North East. The feedback from all SAFE events has been fantastic, with many families expressing their appreciation of the group's efforts to provide this service, enabling families to spend "quality fun family time together". Those involved are currently hard at work looking for further funding opportunities to run this year's trips and events, with plans in place for an Easter trip for the community to look forward to.
61. **Stanley AAP** is also supporting events for young people through the re-start of alcohol-free young bands nights in Stanley. The project will build on the positive features and outcomes of the previous programme and will help to contribute towards the reduction of alcohol misuse and the promotion of healthier and safer lifestyle choices amongst young people. The project will enable a series of live music events to take place in a central location in Stanley. Young bands from the Stanley area, as well as from other parts of County Durham and the region will perform on a professional stage with full technical support (lighting, sound, crew) to help raise self-esteem and aspirations, and to encourage young bands to take their music seriously and develop performance skills.
62. Young people will be involved in all aspects of the live music events, including: the planning, promotion and delivery of the events such as leaflet/poster design, promotion through social media, helping out back-stage and front of house, taking photographs of bands, running stalls and the completion of audience surveys during and after the event. A partnership approach to the planning and delivery of the events will be undertaken to encourage collaboration between a range of public, statutory and voluntary agencies in the area. Further added value will be brought to the young bands nights through links with other opportunities and projects specifically the 'Sound Connections' project being managed by regional music agency Generator and Durham County Council Arts Team.
63. The re-starting of this popular project will give young people a place to meet with friends, listen to live music played by their peers, participate in other leisure activities, access information about a range of issues relating to healthy lifestyles,

and find out about other local opportunities from key partners. The project will result in a regular series of eight alcohol-free live music events over a 12 - 15 month timescale featuring young bands in a range of styles and genres popular with the local audience, with programming decisions guided by young people themselves. Another aim of the project is to build on other local and regional music-making activity involving young people, and find ways in which the young bands nights can complement and add value to the commitment, enthusiasm and resources of other providers based or operating in the Stanley AAP area.

Altogether healthier

64. The **Health and Wellbeing Board** has agreed the first annual review of the Joint Health and Wellbeing Strategy 2014-2017 following consultation with over 400 local people including service users, carers, young people, scrutiny committees, partners and Area Action Partnerships. The review of the strategy has also been informed by the Joint Strategic Needs Assessment 2013, Annual Report of the Director of Public Health County Durham and the Better Care Fund plan. Additional actions have been incorporated in the Strategy to address the important issues that have been identified, including support for children with mental health needs, offender health and social isolation.
65. The Better Care Fund plan for County Durham was ratified by the Health and Wellbeing Board at its meeting in March. This is a pooled budget which will be deployed locally on health and social care initiatives from 2015/16. The Better Care Fund plan will support the aim of providing people with the right care, in the right place, at the right time, including a significant emphasis upon care in community settings, with the express aim of reducing admissions and readmissions to secondary care and alleviating pressures on the acute sector.
66. The Better Care Fund plan has been aligned to the strategic objectives in the reviewed Joint Health and Wellbeing Strategy and to Clinical Commissioning Groups strategic and operational plans to ensure that the work on health and social care integration and transformation is fully reflected. One of the important initiatives in the plan relates to the integrated short term intervention service (ISIS). The service will provide one route into all intermediate care services following discharge from hospital, which will prevent unnecessary readmission to hospitals or premature admission to care homes, and promote independence and faster recovery from illness.
67. Six of the **Northern area AAPs (Chester le Street, Derwent Valley, Durham, East Durham Rural Corridor, Mid Durham and Stanley)** are working closely with the Council's Culture and Sport, Leisureworks and Age UK County Durham to extend and further develop the 'Healthy Horizons' physical activity programme for older people. All six AAPs have either older /vulnerable people or health as a key priority and recognise that the Healthy Horizons programme is working with hundreds of older people across our areas to keep them both physically and mentally active. The programme has been externally evaluated on several occasions and feedback has indicated how important this programme is in keeping older people independent, for longer. The project addresses several key issues identified both locally and countywide (Health & Wellbeing Strategy) including heart, stroke and lung disease, dementia, mental health and an increasing older population.

68. Healthy Horizons was established in 2005 and has a proven track record in improving the health of the older population by getting people active within their own communities and during its nine years it has worked with over 3,000 older people with popular sessions including Line Dancing, Aqua Salsa, Yoga and FitSteps.
69. Over the next two years Healthy Horizons will seek to encourage older people, aged 65 and above, but particularly the more elderly and those living in disadvantaged communities, who may be more restricted in terms of their ability to access traditional physical activity provision, to improve their lifestyle through the provision of accessible physical activity opportunities within their own community.
70. Further to the success of **Derwent Valley AAP's** Chitter Chatter project, which set out to tackle inequalities in language, literacy and personal and social development skills, the AAP is now supporting a family learning project called Healthy starts which is currently being delivered and which will focus on the limiting the impact of welfare reform, healthy eating and exercise. Families will also continue to get language enriched activities during the healthy starts project.

Altogether safer

71. The **Safe Durham Partnership** continues to see one of the lowest levels of crime per 1,000 population despite County Durham experiencing a recent increase in crime following year on year reductions. Durham has the lowest crime rate of 15 'Most Similar' community safety areas (year to December-end 2013). Crime levels are lower than the equivalent period in 2011/12 but are 6% higher than the number of crimes in the same period of 2012/13. Based on current figures, Durham Constabulary forecast a 10.7% increase in total crime by the end of 2013/14. This increase, however, is within the context of an increasing crime rate in more than half of police forces nationally.
72. On 14 January 2014 the **Safe Durham Partnership** held a Restorative Approaches conference which was a milestone for accelerating this work. Their aim is to become a restorative county by creating a culture of restorative approaches both in local communities and within partner agencies and services. The partnership aims to integrate restorative approaches into a number of groups and areas of work. The current and planned provision of restorative approaches has been mapped, along with training needs for staff from those organisations involved.
73. The Safer Home Scheme continues to provide safety and security equipment to the homes of those who need it most. More than 4,500 homes have benefited since 2011 and while the scheme is not able to deliver these numbers today, it is delivering home safety at a fraction of the cost of the original funded scheme. The scheme is now run by 19 volunteers from Neighbourhood Watch in the east and the south of the county. Volunteers have given 452 hours of their time by visiting 213 homes where they have carried out crime prevention surveys and handed out basic security equipment. Volunteers have raised £2,500 in funding to add to the funding provided by the Council.
74. A task and finish group has been established to provide strategic level co-ordination of Safe Durham Partnership issues leading up to and during the transition of probation services across County Durham. The group includes representatives from the Council, Police, Probation, Ministry of Justice, Prisons, Public Health and

the Police and Crime Commissioners office. The group is managing the local transitional arrangements and the replacement of the existing Probation Trusts with a new National Probation Service and the creation of 21 public sector Community Rehabilitation Companies which took place on April 1 2014.

75. A new national Serious and Organised Crime Strategy has been published by the Home Office. The strategy uses the Counter Terrorism (Contest) Framework as a model to connect activity at an international, national and local level. It utilises the four P's to describe its objectives:
 - a. Pursue and disrupt serious and organised criminals;
 - b. Prevent people from getting involved in organised crime;
 - c. Protect against serious and organised criminality; and,
 - d. Prepare when serious organised crime occurs and ensure communities, victims and witnesses are provided support.
76. County Durham is at an advanced stage of development and has started to, provide advice to other areas of the country in terms of 'lessons learnt'. Therefore work has been undertaken to review and update our position against the requirements of the strategy.
77. In recognising the importance of the CDP's work in addressing drug and alcohol misuse, the **4 Together Partnership**, is funding a project to deliver a support group for those experiencing drug and alcohol problems. The new project is set to help users and families suffering from the effects of drug and alcohol addiction via the community group called Clean and Sober Living, situated in the Cornforth Partnership building.
78. The project, for people living in Ferryhill and the surrounding areas, will target 25 to 30 people with an addiction and may be resorting to crime. Those taking part will be put in touch with former addicts who are in long term recovery and will benefit from 50 peer led drug and alcohol support group sessions led by an experienced mentor. Additionally the project will engage with families and wider stakeholders by offering an educational/training programme surrounding addiction and alcoholism and abstinence based recovery.

Police and Crime Plan

79. Ron Hogg, Durham's Police and Crime Commissioner, has reviewed his Police and Crime Plan which was launched to the public and partners on April 1 2014. This refreshed plan sets out the PCC's vision and commitments and the objectives needed to achieve this. This plan provides strategic direction for the Chief Constable, who has responsibility for day to day operational policing.
80. The vision for County Durham and Darlington remains unchanged and it is 'to achieve excellence in local policing and the highest levels of public confidence by working alongside communities and partners to address what matters locally'.
81. The Police and Crime Plan 2014-17 is available to view on Ron Hogg's website: www.durham-pcc.gov.uk and is also available in large print, as a leaflet for residents and as a video on YouTube.

Altogether greener

82. The **Environment Partnership** will host the 25th annual Environment Awards with the launch to coincide with World Environment Day on Thursday 5 June. A revised and refreshed format is proposed for the 25th year including a new category for creation and improvement of public open space, more recognition of role of regeneration and health benefits in schemes and more low carbon technologies as part of the Climate Change category.
83. The judging process will also be streamlined and more focussed in specialist areas of Communities, Sustainability and Built and Natural Environment. New judges are being sought to join the panel in a shadow capacity and Board members asked to consider candidates.
84. The awards will be launched at the Gala Theatre, to include presentations from past outstanding winners in the key areas (Communities, Sustainability and Built and Natural Environment). The finalists' ceremony will be held on 13th November at the Radisson Hotel in Durham when the commemorative book will be launched so that 2014 winners can be included.
85. Environmental initiatives are increasing in some AAP areas and the **Chester le Street AAP's** Improved Environment Task Group of the AAP is supporting a bid to the Rural Community Energy Fund (RCEF) to undertake a feasibility study into the potential viability of large scale renewable energy projects. The bid (if successful) will allow the AAP to explore some of the natural resources locally and give scope to consider alternative energy projects. Alongside this the group is talking to the local social housing provider about domestic related opportunities (solar panels), as this is outside of the parameters of the funding criteria for RCEF.
86. The whole aim of this exploration is to potentially create a community energy company which would be able to draw in its own sustainable funding through the gain from renewable energy. The development of a 'community owned' renewal energy company would be able to have its own 'trust' in order to decide how locally generated income could be recycled locally, into a whole range of existing and new community projects supporting the voluntary sector without the need to be as reliant on external grants. The RCEF bid is for £20,000, which would be funds drawn in to the local area.
87. Working with colleagues in the Civil Contingencies Unit (CCU) the AAP is working with effected communities within the area to help develop a series of community resilience plans designed to ensure communities are better prepared for/in disaster type situations. Chester-le-Street (town) has a recorded history of flooding and with recent events in 2012 in particular this has sparked a whole series of actions by the council's Neighbourhood Services Team, Northumbrian Water and the Environment Agency. The AAP saw a 'gap' in terms of how the community are 'better prepared' should the town and surrounding villages suffer again through severe flooding.
88. Through the AAP Improved Environment task group at the first stage we are planning to host a 'drop-in' session and invite communities, parish councils and community building representatives as well as the general public. The nature of the drop-in will be to showcase the emergency services and how they respond to

emergency situations and what support and activities they undertake to negate issues. These agencies will also give some prevention advice.

89. There will also be a session about community resilience planning and hopefully identify champions or key people in communities where we can continue that dialogue and hopefully develop a series of plans where different potential risks are identified in different geographic areas. The plans would be developed in support of the community knowing and understanding their roles and what they may need to do should such an event occur. The drop-in session is planned for 30th April 2014. If this goes well the CCU are looking at a potential role out of this 'model' in other areas. There is a correlation to the 'Operation Valencia' model which took place in Lanchester, which some people may be familiar with.

Area Action Partnerships Update

90. In addition to individual projects the AAPs are collectively involved in a number of different pieces of work. All AAPs have received feedback on the budget consultation that took place late last year with information tailored to each area showing the specific findings. Also as part of this presentation there has been focus on the offer also discussed at the joint VCS and local councils working groups as highlighted earlier in the report. Local groups involved in AAPs may also be interested in running council services or buildings and working together in a more effective way in order to maximise resources for the benefit of County Durham's residents.
91. The 14 AAPs all implement projects that are relevant to their own area. Some of these are not specific to one of their task and finish groups or one of the priority themes directly but have a positive impact on the local area and have come out of local consultation or been brought forward by local people. The following information highlights a selection of projects from AAPs additional to the work already mentioned in the report.
92. **Stanley AAP** is producing two editions of a directory via their area budget. The directory will contain activity details and support information for local residents; elderly, carers, disabled, children and young people who all reside in the Stanley AAP area. The directory will have input from Stanley AAP's Support for the Elderly, Carers, and Disability Task Group and the Opportunities and Activities for Young Peoples Task Group.
93. At the core of all AAPs is its ability to engage effectively with the local community, partners and other stakeholders. Part of this engagement is to ensure that the AAP communicates and publicises local activities and support information of its partners and local community buildings for the benefit of the residents of the area it covers.
94. The directory will include up to date information about what is available in local community buildings (libraries, community centres, sports centres, social clubs, youth centres, care homes, offices, schools etc.) in the Stanley area and will range from a local toddler group to a seated exercise class for elderly and disabled residents. The directory will also include information from key partners detailing the support and advice they are able to provide to local residents.
95. It will also promote the work and priorities the Stanley AAP are focusing on and the associated Task & Finish Groups that come up with project ideas to address the

priorities and their underlying issues, support better communication links between the AAP and local residents, and to empower the community with relevant local information on other local services and avenues for how they can interact effectively with them to improve service delivery in their area and better meet their needs. The information will go some way in assisting the AAP to work more effectively with local residents, workers, businesses, agencies and services within the Stanley AAP locality to help address the AAP's priorities.

96. The **Derwent Valley AAP** is supporting Consett Amateur Swimming Club (CASC) to develop the swimming skills of children and swimmers of all ages to national NPTS standards by developing Level one coaches up to Level two. Support provided by the AAP will enable six coaches to undertake the necessary training to provide a higher level of coaching to the current 350 Club members.
97. The club is an entirely amateur club run by volunteers dedicated to the health, fitness and swimming development of their membership and the six beneficiaries of the AAPs support will be committing to at least 12 months of voluntary coaching for the club.
98. **Weardale AAP's** support has led to the restoration of the Westgate Memorial Clock which is now back to its former glory and has been re-dedicated. The clock was erected as a memorial to those that fell in the Great War, and suffered from 100 years of Dale's weather. The clock has been fully restored using support from the community, grant aid bodies and the AAP.
99. Working with local farmers the AAP is also building on the artisan expertise within the Dale to revive some long forgotten pastimes of spinning and weaving. Utilising local farms wool supply, the Spinning group now spin the wool into yarn that can be either knitted or woven. The skills shared within the group ensure this craft continues. Working with the 'Matters' in Wearhead, the AAP have facilitated some commissions, these will support the group financially, to ensure their suitability.

Recommendations and reasons

100. Members are requested to note 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

Appendix two

Partnership Events 2014

Date	Event Title	Lead Partner	Contact Information
June 5 2014	Launch of 25 th Annual Environment Awards	Durham County Council/Environment Partnership	Victoria Burrell, 03000 266099
June 18 2014	Community Buildings Conference. To be held at Durham County Cricket Club, Riverside, Chester le Street.	Durham Community Action (DCA)	Sarah Robinson, DCA, 01207 529621

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**Overview and Scrutiny
Management Board**

17 June 2014



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 the meeting on 11 June 2014. It also contained information on those key decisions that are currently scheduled to be considered by the Executive up to 30 September 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/14/02	16/07/14	To consider the Council's approach to the 2015/16 General Fund Revenue and Capital Budget, MTFP 5 and Council Plan and Services Plans		Cllr Simon Henig and Cllr Alan Napier	The Council carried out a significant consultation process for MTFP (4). The responses to this process will be utilised for MTFP (5) although AAPs will be consulted on the 2015/16 budget and there will be targeted consultation on individual savings plans.	Don McLure, Corporate Director, Resources Tel: 03000 261945 and Lorraine O'Donnell, Assistant Chief Executive Tel: 03000 268060	The OSMB and CIOSC will input into the formulation of the MTFP 5 and Council/Service Plans and provide member assurance into this development process. Meetings planned for Sept/Dec 2014 and March 2015.
Corp/R/14/03	10/09/14	Welfare Reform Update and Council Tax Reduction Scheme	Localisation of Council Tax Benefit: Introduction of the Local Council Tax Support Scheme - Cabinet 18 April 2012, 12 September 2012 and 19 December 2012 and Council 9 January 2013, Cabinet 11 September 2013	Cllr Simon Henig		Lorraine O'Donnell, Assistant Chief Executive Tel: 03000 268060 and Don McLure, Corporate Director, Resources Tel: 03000 261945	The OSMB receive regular updates on Welfare Reform, and as part of the MTFP process CIOSC received information on the Council Tax Reduction Scheme.

**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
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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/02/14	11/06/14	County Durham Plan - Updated Evidence		Portfolio Holder for Economic Regeneration	Neighbouring authorities, prescribed public bodies, local residents and businesses by meeting and correspondence	Stuart Timmiss, Head of Planning and Assets 03000 267 334	The Economy and Enterprise OSC has fed into all consultation stages in relation to the County Durham Plan. As part of the refresh of the work programme for the committee further updates will be provided.
R&ED/07/14	16/07/14	Housing Stock - Outcome of Stage 1 Consultation & Amendments to Offer Document		Portfolio Holder for Housing and Rural Issues	Secure and introductory tenants via an Offer Document on the Council's stock transfer proposal	Sarah Robson, Head of Economic Development 03000 267 332	The Economy and Enterprise OSC has considered several updates in respect of the Stock Transfer project and will receive updates in respect of the initiative at future meetings.
R&ED/08/14	16/07/14	Housing Stock - Principles of Land Transfer, TUPE Issues and SLAs		Portfolio Holder for Housing and Rural Issues	Council staff via the formulation of transfer principles	Sarah Robson, Head of Economic Development 03000 267 332	The Economy and Enterprise OSC has considered several updates in respect of the Stock Transfer project and will receive updates in respect of the initiative at future meetings.

SECTION THREE - REGENERATION AND ECONOMIC DEVELOPMENT

<p>R&ED/09/14</p>	<p>10/09/14</p>	<p>Housing Stock - Outcome of All Tenant Ballot and Next Steps in Transfer Process</p>	<p>Portfolio Holder for Housing and Rural Issues</p>	<p>Secure and introductory tenants via a ballot</p>	<p>Sarah Robson, Head of Economic Development 03000 267 332</p>	<p>The Economy and Enterprise OSC has considered several updates in respect of the Stock Transfer project and will receive updates in respect of the initiative at future meetings.</p>
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SECTION FOUR - NEIGHBOURHOOD SERVICES

Ref. No.	Date of Decision (i.e. date of Cabinet meeting)	Description of Decision to be Made	Background Documents	Lead Cabinet Member	Main Consultees & Means of Consultation	Contact details for further information
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**Overview and Scrutiny
Management Board**

17 June 2014



Update in relation to Petitions

Report of the Head of Legal and Democratic Services

Purpose of the Report

1. To provide Members of the Overview and Scrutiny Management Board with the quarterly update in relation to the current situation regarding various petitions received by the Authority.

Background

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

Current Position

- 3 To-date 38 e-petitions have been submitted. Of these, 21 have been accepted and 15 rejected, 3 as they were duplicates of e-petitions already received, 12 as they did not qualify under the Council's Petition Scheme. 2 e-petitions did not go ahead at the request of the Petitioner, 1 of which did not "go live" on the Council's website. Of the 21 e-petitions accepted, all have now completed the petition process.
 - 3.1 Since the last update, 7 new paper petitions have been submitted and 9 petitions have completed the petition process. A list giving details and current status of all active petitions is attached as Appendix 2 to the report.

Recommendation

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

Contact: Ros Layfield, Committee Services Manager
Tel: 03000 269 708 E-mail: ros.layfield@durham.gov.uk

Appendix 1: Implications

Finance : None

Staffing: None

Risk: None

Equality and Diversity/ Public Sector Equality Duty: None

Accommodation: None

Crime and Disorder: None

Human Rights: None

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

Procurement: None

Disability Issues: None

Legal Implications: None

Petition Table – Active Petitions.

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
Petition 133 Petition for the adoption of Wellfield Park Estate, Wingate No. of signatures - 92 Petition received 12.7.11	J Collins – Highway Adoptions Team Leader, Regeneration and Economic Development	The inspection of the site had taken place and the remedial works had been identified and were being priced up. Site adopted on 30 January 2014.	Final letter sent to petitioner 10.02.14. Petition CLOSED .
Petition 211 Community Petition to save the Walls of Barnard Castle E-petition - Petition received 14.05.13 No. of signatures – 63 Paper petition received 07.04.14 No. of signatures - 1895	S Timmiss, Head of Planning and Assets, Regeneration and Economic Development	Petitioner informed of a positive meeting between the parties involved, with all involved noting the importance of working together to attempt to resolve the issue. It was agreed for a structural survey of the cliff be undertaken and all parties to keep public and other interested parties up to date. Further discussions would take place after the survey and the Council would in the meantime reinforce fencing at the area	Regular update sent, with the last one being dated 27.06.13 Petition continued – update sent 9.05.14
Petition 222 Parking Problems at Sacriston Nursery and Infant School No. signatures – 16 Petition received 27.09.13	T Smith, Special Projects Officer, Neighbourhoods	Petition to have parking problems near to Sacriston Nursery and Infant School resolved. Council were aware of parking issues and ongoing discussions with local Members and local Council as regards land that may be suitable for parking. An order has been placed with the Highway Operations team for the scheme to be constructed. Works on the proposed car park scheme at Mafeking Terrace are programmed to begin week commencing 9 June 2014.	Regular update letters sent, with the final letter dated 27.05.13 Petition CLOSED .

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
<p>Page 68</p> <p>Petition 225 Save County Durham's Badgers from Culling</p> <p>E-petition - No. signatures – 71 Petition received 02.10.13</p>	<p>Steve Bhowmick, Environment and Design Manager, Regeneration and Economic Development</p>	<p>Petition relating to potential Badger Culling in County Durham.</p> <p>Petitioner informed of the current situation within the County, and petition made live 02.12.13 until 31.03.14 (at request of the petitioner).</p> <p>Petitioner informed no proposals by Government at the moment to roll out their pilot scheme nationwide.</p>	<p>Regular updates sent, with the last one being dated 10.04.14</p> <p>Petition CLOSED.</p>
<p>Petition 229 Road Surfacing, Windlestone Park</p> <p>No. signatures – 11 Petition received 06.03.14</p>	<p>T Smith, Special Projects Officer, Neighbourhoods</p>	<p>Petition relating to the poor surface of road at Windlestone Park - County Council own the road in question</p> <p>Response from service, further investigations led to resurfacing works being scheduled to be completed within the next 3 months.</p>	<p>Final letter sent to petitioner 25.03.14.</p> <p>Petition CLOSED.</p>
<p>Petition 230 Closure of Woodview Community Centre</p> <p>No. signatures – 20 Petition received 13.3.14</p>	<p>Gordon Elliott, Head of Partnership and Community Engagement</p>	<p>Petition relating to the closure of Woodview Community Centre, Langley Park.</p> <p>Petitioner informed that information submitted showing that the group can raise sufficient capital investment to assist with the refurbishment of the facility and to raise sufficient revenue to ensure the long term financial sustainability of the facility will be analysed.</p> <p>Notice to quit served on Community Group to vacate the property on 30 June 2014.</p>	<p>Update letter sent 15.04.14</p> <p>Petition CLOSED.</p>
<p>Petition 231 Fencing around wood of field in New Seaham</p> <p>E-petition – Petition received 05.04.14</p>	<p>Laura Martin Planning Officer RED</p>	<p>Petition relating to fields and woods being fenced off at New Seaham.</p> <p>Petition rejected as refers to planning application.</p>	<p>Acknowledgement letter dated 07.04.14</p> <p>Petition CLOSED.</p>

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
Petition 232 Objections to Planning Applications in the Sedgefield Area No. of signatures – 1406 Petition received 16.04.14	John Byers South West Team Leader Planning RED	Petition relating to the objections of planning application at Eden Drive, Sedgefield and all other planning applications in the Sedgefield area. Petition rejected as refers to planning applications.	Acknowledgement letter dated 17.04.14 Petition CLOSED .
Petition 233 To prevent Livin from Selling Off Properties in Dean Bank, Ferryhill with big discounts E-petition – Petition received 28.04.14	David Siddle Strategic Housing Projects Manager RED	Petition to prevent Livin from selling off properties in Dean Bank, Ferryhill with big discounts further to Cabinet Report dated 19 March 2014. DCC agree to pilot their owned properties in the Coundon area, Livin (formerly Sedgefield Borough Homes) are responsible for properties in Dean Bank, Ferryhill area. Petition rejected as responsibility of Livin, not Durham County Council.	Letter sent to lead petitioner dated 02.05.14 Petition CLOSED .
Petition 234 New School, New Pool – Like for Like Seaham No. signatures – 2441 Petition received 02.05.14	Sheila Palmerley Strategic Manager, School Places and Admission	Petition requesting that the new school in Seaham have a pool incorporated into the build – like for like. Service response that the new school is being designed and built by contractors appointed by central Government, not the County Council. This is part of the Government's Priority School Building Programme, but unfortunately, they are not providing for a swimming pool in the new school. The Council is not in a position to make its own arrangements for what is included in the new build school.	Final letter sent 30.05.14 Petition CLOSED .

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
Petition 235 Put a Safe pedestrian crossing on Manor Way between St Cuthberts Church Vicarage and the William Brown Centre No. of signatures – 171 Petition received 15.05.14	T Smith, Special Projects Officer, Neighbourhoods	Petition requesting that in order for all pedestrians to cross the road safely a pedestrian crossing be installed.	Acknowledgement letter sent 15.05.14
Petition 236 Removal of trees from Chapel Hill Road, Peterlee No. of signatures – 10 Petition received 28.05.14	Oliver Sherratt, Head of Direct Services	Request to remove trees from Chapel Hill Road, Peterlee	Acknowledgement letter sent 29.05.14