



## Overview and Scrutiny Management Board

**Date**        **Friday 12 September 2014**  
**Time**        **9.30 am**  
**Venue**       **Committee Room 2, County Hall, Durham**

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### Business

#### Part A

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

1. Apologies for Absence
2. Substitute Members
3. Minutes of the meetings held on 17 June and 31 July 2014 (Pages 1 - 10)
4. Declarations of interest, if any
5. County Durham Drug Strategy 2014-2017- Report of Director of Public Health, County Durham (Pages 11 - 64)
6. Medium Term Financial Plan (5), Council Plan, Service Plans 2015/16 - 2017/18 and Review of the Council's Local Council Tax Reduction Scheme - Joint Report of Corporate Director, Resources and Assistant Chief Executive (Pages 65 - 78)
7. Co-op Bank Contract - Joint Report of Corporate Director, Resources and Assistant Chief Executive (Pages 79 - 80)
8. Quarter 1 2014/15 Performance Management - Report of Assistant Chief Executive (Pages 81 - 150)

9. Request for Call-In - Durham Villages Regeneration Ltd - Report of the Head of Legal and Democratic Services (Pages 151 - 156)
10. Notice of Key Decisions - Report of Head of Legal and Democratic Services (Pages 157 - 166)
11. Information update from the Chairs of the Overview and Scrutiny Committees - Report of Assistant Chief Executive (Pages 167 - 172)
12. Any other urgent business (subject to the Chairman's approval)

**Colette Longbottom**  
Head of Legal and Democratic Services

County Hall  
Durham  
4 September 2014

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

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

Councillors 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 Little, T Nearney, C Potts, A Shield, M Simmons, W Stelling, R Todd, J Turnbull and S Wilson

**Faith Communities Representatives:**  
Revd K Phipps

**Parent Governor Representatives:**  
Mr R Patel

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**Contact: Ros Layfield**

**Tel: 03000 269708**

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**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 **Tuesday 17 June 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, A Bonner, R Crute, B Graham, K Henig, A Hopgood, P Lawton, J Lethbridge, T Nearney, M Simmons, R Todd, J Turnbull and S Wilson

**Faith Community Representative:**

Reverend K Phipps

**1 Apologies for Absence**

Apologies for absence were received from Councillors B Alderson, D Boyes, J Chaplow, H Liddle, C Potts and A Shield.

**2 Substitute Members**

There were no substitute members.

**3 Minutes**

Minutes of the meeting held on 28 April 2014 were confirmed as a correct record and signed by the Chairman.

The Chairman referred to item 6 of the minutes of the meeting held on 28 April 2014 and gave an update on the Combined Authority. He informed the Board that he and the Vice-Chairman of Overview and Scrutiny both attended the North East Combined Authority Overview and Scrutiny meeting on the 12 June 2014 where he was appointed interim Chairman. Members would appoint a Chairman and Vice-Chairman for the municipal year 2014/15 at the next meeting. The Committee would focus on areas such as investment, regeneration plans, transport network plans, European funding and employment, a dedicated work programme would be produced once a range of items had been identified.

The Head of Planning and Performance referred to item 9 of the minutes and reported that the Annual Overview and Scrutiny report would now be presented to County Council on the 23 July 2014.

Referring to item 12 of the minutes regarding site visits, the Head of Planning and Performance informed the Board that local members would be invited to site visits and any other members interested in a particular site visit should contact the relevant officer.

#### **4 Declarations of interest**

There were no declarations of interest.

#### **5 Update on the Delivery of the Medium Term Financial Plan 3**

The Board considered a report of the Assistant Chief Executive that provided 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 (MTFP3) and provides a summary over the past three years of the MTFP savings made (for copy see file of minutes).

The Head of Policy and Communications reported that the MTFP4 had been agreed by Council and the overall savings target for the period from 2011/12 to 2016/17 was now estimated at around £224m.

Delivery of the MTFP programme continues to be very challenging, however the council has been able to continue 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 that period. £113m of savings have now been made since April 2011 which equates to just over 50% of the savings target we estimate will be required by the end of 2017.

Councillor R Bell referred to the 2016/17 targets and asked if there was anything that could be done to ease the pressure on the council. The Head of Policy and Communications responded that there may be changes after the forthcoming general election but they would not be in a position plan anything until then so the austerity programme would continue.

Reverend Phipps commented that the council would not be able to make the same reductions in 2015/16 that had been made previously. The Chairman added that there would be further public consultations and even more difficult decisions would have to be made.

Councillor R Todd requested further information on where the cuts had been made and which services had been most affected. The Head of Policy and Communications would produce a summary to be included in a future report.

Councillor J Lethbridge expressed his concern that the Council could not continue to make cuts without performance been affected and services being reduced.

Councillor R Bell highlighted that redeployment figures were very positive. The Chairman agreed that redeployment had been managed effectively, he added that the Council's assertive approach had been recognised by being shortlisted for a major industry award.

Councillor B Graham referred to the Equality Impact Assessment of changes to leisure centres and informed the Board that the new multi-sensory facilities at Spennymoor would be officially opened on the 25 June 2014. She suggested that a site visit be arranged through Children and Young Peoples Scrutiny for members to view the new state-of-the-art facility.

**Resolved:**

That the content of the report and the progress being made in delivering the MTFP be noted.

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

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

The Head of Policy and Communications highlighted the most significant announcements since the last report to Members which relate to the following:

- 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.

The Chairman asked if there had been any announcement on who would be leading the LEP. The Head of Policy and Communications responded that an announcement would be made shortly.

Councillor R Bell referred to the Regional Growth Fund and requested that a cumulative figure be provided.

Councillor T Nearney referred to the Welfare Reform and asked if there was a formal structure for partnership working with AAPs and housing providers. The Head of Policy and Communications responded that a steering group had been set up that would then feed into further groups to ensure that all parties work collectively to provide a single approach. The Council also work closely with social housing providers to help identify those people in need of extra support. He added that the approach had been successful in joining services together to be able to manage Welfare Reform.

Councillor Wilson requested further information on the provision of free school meals in particular the figures to support the scheme and questioned whether it would be enough to cover every school in the county. Councillor Hopgood added that all school kitchens in County Durham are up to standard from the previous pilot therefore would not receive any additional funding allocated to expand kitchen and dining facilities. The Chairman suggested that the matter be referred to the Corporate Director, Children and Adults Services to provide a breakdown of figures.

**Resolved:**

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

## **7 Quarter 4 2013/14 Performance Management**

The Board considered a report of the Assistant Chief Executive which presented a summary of the council's performance for the 2013/14 financial year. A presentation was given by the Head of Planning and Performance (for copy of report and slides, see file of minutes).

Councillor T Nearney referred to page 48 of the report and queried why only 22% of the Altogether Greener target had been completed. The Head of Planning and Performance responded that the 3 year rolling document had longer term targets set within the theme, with 67% of the targets ongoing for future years.

Councillor Todd commented on the increase in fly tipping and asked if there was any correlation between the increase and the charges. The Chairman responded that the relevant scrutiny committee will look into fly tipping performance.

**Resolved:**

That the information contained in the report be noted.

## **8 County Durham Partnership Update**

The Board considered a report of the Assistant Chief Executive that provided an update on issues being addressed by the County Durham Partnership (CDP) including 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 (for copy see file of minutes).

The Principal Partnerships and Local Councils Officer highlighted work carried out within the County Durham Partnership in recent months and the priorities and changes that have taken place over the last five years in the areas that AAPs have focussed on and why these changes occurred.

**Resolved:**

That the information contained in the report be noted.

## **9 Notice of Key Decisions**

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

The Senior Committee Services Officer reported that since the last update there had been the following movement in items being considered at Cabinet:-

- Camera Enforcement of parking and bus lane contravention, and the parking strategy were listed however have now been removed due to changes in government legislation.
- Gypsy Roma Traveller allocations were listed for June however it had been removed from the notice as it would be dealt with under delegated powers.
- New to the plan for 10 September were items on Housing Stock Outcome of the tenant ballot and next steps in the transfer process, and also an update on Welfare Reform and the council tax reduction scheme.

**Resolved:**

That the information contained in the report be noted.

## **10 Update in relation to Petitions**

The Board considered a report of the Head of Legal and Democratic Services which provided an update on the current situation regarding various petitions received by the Authority (for copy see file of minutes).

The Senior Committee Services Officer reported that since the last update, 7 new paper petitions had been received and 9 had completed the process.

**Resolved:**

That the information contained in the report be noted.

## **11 Appointment of Co-optees**

The Head of Planning and Performance reported that interviews for Co-opted members had taken place at the beginning of June 2014 and appointments were made to the following Overview and Scrutiny Committees:-

- **Children and Young Peoples Scrutiny**  
Keith Gilfillan and David Kinch
- **Environment and Sustainable Communities Scrutiny**  
Tom Bolton and Pam Spurrell
- **Safer and Stronger Communities Scrutiny**  
Tony Cooke and Jim Welch
- **Adults, Wellbeing and Health Scrutiny**  
Rosemary Hassoon and Betty Carr
- **Economy and Enterprise**  
Ian McLaren and Ted Henderson

Councillor A Hopgood commented that she had been unable to take part in the interview process due to the date changes and would be interested to know the number of minority party representatives that were on the interview panels. The Head of Planning and Performance responded that the date changes were due to the applicants' availability and she would provide Councillor Hopgood with the information requested.



## **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 **Thursday 31 July 2014 at 9.30 am**

#### **Present:**

**Councillor J Armstrong in the Chair**

#### **Members of the Committee:**

Councillors P Stradling, J Blakey, A Bonner, D Hall, K Henig, A Hopgood, P Lawton, J Lethbridge, H Liddle, C Potts, M Simmons, W Stelling, R Todd, J Turnbull, S Wilson, C Hampson (substitute for T Nearney) and P Oliver (substitute for A Shield)

#### **Also Present:**

Councillors O Johnson, A Laing, M Nicholls, M Wilkes and M Williams

#### **1 Apologies for Absence**

Apologies for absence were received from Councillors B Alderson, A Batey, B Graham, T Nearney, A Shield and Mr R Patel.

#### **2 Substitute Members**

Councillor C Hampson substitute for Councillor T Nearney and Councillor P Oliver substitute for Councillor A Shield.

#### **3 Declarations of interest**

There were no declarations of interest.

#### **4 Review of Children's Centres in County Durham - Request for call in**

The Board considered a request for call-in, in accordance with Section 17 (d) (ii) of the Overview and Scrutiny Procedure Rules.

The following documents were considered:- (for copy see file of minutes)

- (i) Statement of Request from Councillors Alderson, R Bell, Hicks, Hopgood and Simmons.
- (ii) Extract of Executive Decision of 16 July 2014 together with the report of Corporate Director, Children and Adults Services.

- (iii) Constitution and Extracts for reference
  - (a) Article 12 – Decision Making
  - (b) Overview and Scrutiny Procedure Rule 17 – call in.

The Head of Legal and Democratic Services explained the call-in procedure and the format of the meeting.

The Chairman clarified that only members of Overview and Scrutiny Management Board and members who signed the call-in notice could speak on the matter.

Councillor Hopgood spoke on behalf of those members who had signed the call-in notice and highlighted the reasons why they felt the consultation was flawed:-

- All stakeholders were not going to be consulted, in particular neighbouring authorities which may be carrying out similar reviews and could work with Durham County Council to provide cross-authority savings. Councillor Hopgood pointed out that the idea of a Combined Authority was to work together yet neighbouring authorities were not going to be consulted.
- The basis for the consultation does not take into account the geographically-based needs of the County. Councillor Hopgood fully supported the review however questioned the 15 clusters chosen to retain, in particular the reason for closing centres that had been identified in OFSTED inspections as good, and retaining one that was classified as requiring improvement.
- All Council members had not been treated equally, as required under the Constitution. Councillor Simmons expressed concern that as a group, they had only found out about the review when Cabinet papers were published on the 8 July 2014, and she understood other Council members from a different political group were informed 3 weeks previously.

Councillor Johnson, Cabinet Portfolio Holder for Children and Young People's Services advised that the consultation process was open and transparent with an aim to provide the best outcome for all children in County Durham.

The Corporate Director, Children and Adults Services provided the background to the Review of Children's Centres and advised that the new community delivery model proposed would provide the council with greater flexibility to deliver closer to where families live and concentrate resources where deprivation levels and needs were highest whilst achieving the necessary savings.

The Corporate Director, Children and Adults Services responded to points raised:-

- Consultation with neighbouring authorities was not considered necessary. 8 neighbouring authorities had already reviewed and reduced their service, and as far as she was aware, without consulting Durham. Any Ofsted inspection on Durham, would focus on Durham entirely, and therefore resources would be directed in that area, rather than on joint services with other authorities. Focus remains at local level and every effort would be made to ensure stakeholders representation is comprehensive.

- The methodology used when proposing which centres were to be retained had to be clear and a range of factors were taken into account. The consultation exercise would highlight any aspects that may have been missed or require further consideration.
- The Corporate Director, Children and Adults Service apologised on behalf of the service as all members should have received the information at the same time and gave her assurance that it would not happen again.

Councillor Hopgood in questioning the areas where centres were proposed to be retained, gave an example of the Bishop Auckland cluster and Woodhouse Close that had the highest proportion of children in the top 30% Super Output Areas (SOAs). She suggested that higher clawback figures would be incurred in respect of funding by retaining St Helens Auckland rather than Woodhouse Close. She requested scrutiny look at locations and clawback opportunities.

Councillor Stelling referred to clawback and asked if data would be provided in order to be able to review other aspects. In response the Head of Planning and Service Strategy confirmed this information would be available to members.

Councillor Simmons suggested it would be useful to visit the centres and see the range of activities that take place.

In response to a query from Councillor Liddle regarding the Durham and Chester-le-Street cluster, the Head of Planning and Service Strategy advised that the consultation document would be published in the public domain, and he would let the members know if the centres in the Witton Gilbert area had been contacted, to let the parents know so they can feed into the consultation.

The Corporate Director, Children and Adult Services advised that any comments or suggestions made from members taking part in the consultation would be considered.

Councillor Johnson referred to Councillor Hopgood's request to look at locations and clawback opportunities and advised that those matters would be fully considered as part the consultation and added that he had already raised the issue of Woodhouse Close with the Head of Early Intervention and Partnership Services.

The Chairman advised that the consultation outcomes would be considered by scrutiny before a final decision is made.

The Head of Legal and Democratic Services explained the options and advised against referring to Full Council as the matter was an Executive Decision and Council could only refer the decision back to Cabinet.

**Resolved:**

That upon a vote being taken, the Board determined that having considered the information it would take no further action, in which case the decision made by the Cabinet would take immediate effect.

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**Overview and Scrutiny Management Board**

**12 September 2014**



**County Durham Drug Strategy 2014-2017**

**Report of Anna Lynch, Director of Public Health, County Durham**

**Purpose of the Report**

1. This report presents for comment the first County Durham Drug Strategy 2014-2017 (Appendix 2).

**Background**

2. The Government's Drug Strategy *Reducing Demand, Restricting Supply, Building Recovery: Supporting people to live a drug free life* was published in 2010. It focusses on three themes:
  - *Reducing Demand* – creating an environment where the vast majority of people who have never taken drugs continue to resist any pressures to do so;
  - *Restricting Supply* – making the UK an unattractive destination for drug traffickers by attacking their profits and driving up their risks; and
  - *Building Recovery in Communities* – build on the investment that has been made into treatment to ensure more people are tackling their dependency and recovering fully.
3. A multi-agency Strategic Drug Strategy Group was established to develop and drive forward its implementation. A stakeholder event was held in January 2014 with professionals, council members, service users and carers to identify priorities for 2014-2015. Stakeholders provided feedback on the draft objectives and identified areas for action for the forthcoming year. The final draft was circulated for consultation and comment and the organisations involved are detailed in Appendix 3 of the strategy.
4. The aim of the Strategy is *to prevent harm, restrict supply and sustain a future for individuals to live a drug free and healthy life, whilst minimising the impact on communities and families.*
5. The Strategy has 6 strategic objectives under the three themes of the Strategy:

**Theme: Preventing Harm**

**Strategic objectives:**

- Increase awareness and understanding of drugs in order to reduce drug misuse across the population
- Have fewer people taking up drug use and to break the inter-generational path to drug misuse and dependency

### **Theme: Restricting Supply**

#### **Strategic objective**

- Reduce the supply of drugs and number of drug related incidents impacting upon families and communities.

### **Theme: Building Recovery**

#### **Strategic objective**

- Ensure recovery is understood and visible in the community.
- Support people to successfully recover from their dependency, addressing both their health and social needs arising from their drug use.
- Involve and support families and carers living with drug related issues.

6. The Drug Strategy is underpinned by an action plan and performance framework. It is important to note that as this is the first County Durham drugs strategy a number of key performance indicators will need to be developed. The group will consider a quarterly performance report as well as monitor progress against the action plan. Any key issues will be escalated to the Safe Durham Partnership, Health and Wellbeing Board and/or Children and Families Partnership as appropriate.
7. An overview presentation of the strategy will be provided at the Board's meeting and Members are invited to provide a response to Public Health by the 30<sup>th</sup> September. In addition, outcomes within the Strategy are linked to the Council's Safer and Stronger Communities, Economy and Enterprise, Children and Young People and Adults, Wellbeing and Health Overview and Scrutiny Committees and this report has been shared with Members of those committees to contribute to the Board's response. The Strategy is scheduled to be presented to the Health & Wellbeing Board for final sign off in November 2014.

### **Recommendations**

8. That the Overview and Scrutiny Management Board consider information within the County Durham Drugs Strategy 2014-2017, the presentation to the Board's meeting and together with any comments from Overview and Scrutiny Committees provide a response to Public Health by 30<sup>th</sup> September 2014.

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## **Appendix 1: Implications**

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### **Finance**

No additional financial implications as a result of the implementation of the strategy.

### **Staffing**

Existing staffing already members of the strategy group to be involved with the implementation of the strategy.

### **Risk**

No risk identified in implementing the strategy.

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

People with drug issues and their families are often identified as priority groups for support.

### **Accommodation**

No implications.

### **Crime and Disorder**

A key strand of the strategy is to tackle the supply of drugs, this is already led by Durham Constabulary.

### **Human Rights**

None identified.

### **Consultation**

The strategy was developed by a range of stakeholders and multi-agency consultation events were held which included service users as well as partner organisations.

### **Procurement**

No additional procurement issues as a result of the strategy.

### **Disability Issues**

Some people with drug issues also have mental health issues (referred as dual diagnosis). These individuals are identified as a priority group in the strategy.

### **Legal Implications**

There are no legal implications.

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# County Durham Drug Strategy 2014 – 2017

Version 0.1 24<sup>th</sup> June 2014

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## Foreword

### Welcome to the County Durham Drugs Strategy

I am delighted to provide the introduction on behalf of a range of partners to the first County Durham Drug Strategy.

Our vision is for all agencies and partners to work together to prevent harm, restrict supply and sustain a future for individuals to live a drug free and healthy life. This needs to be achieved whilst minimising the impact on our communities and families within County Durham. Whilst it is crucial to treat drug misuse, we also need to reduce the number of people taking drugs in the first place, and do this whilst tackling the drugs trade. In line with the Government's *Drug Strategy (2010) Reducing Demand, Restricting Supply, Building Recovery: Supporting People to Live a Drug Free Life* our strategy sets out a clear and ambitious vision with recovery at its heart.

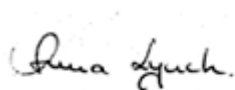
The purpose of our strategy is to provide a framework that support and enables the active contribution of all partner agencies. Partners in County Durham are committed to working at a local level to tackle drug misuse across the county and to support the delivery of the national strategy in our communities.

The Drug Strategy for County Durham was developed by the drug strategy Development Group comprising key partners, service users and carers. It is based on the comprehensive identification of needs and identifying evidence based practice to ensure the needs of individuals, families and communities are safeguarded.

We are committed to working together to make a real difference to our communities in County Durham. Drug misuse is a serious issue not only to the health and wellbeing of the individual that is affected but that of their families and the wider community. Tackling drug misuse requires a coordinated approach across a whole range of services including Education, Health, Social Care, Youth Offending, Probation and the Police. Individuals and the wider community also have a role to play in reducing and preventing drug misuse.

The strategy aims to build a healthier, more productive and resilient society which supports recovery from dependency; promotes health and wellbeing and challenges health inequalities.

We hope that together we can make a difference to the lives of our communities across County Durham. Comments and feedback on the strategy are very welcome and will support the monitoring of the action plan.



**Anna Lynch**  
Director of Public Health, County Durham



## 1. Executive Summary

**Vision: County Durham is committed to preventing harm, restricting supply and sustaining a future for individuals to live a drug free and healthy life, whilst minimising the impact on communities and families.**

	Objectives	Examples of Key Actions for 2014/15
<b>Preventing Harm</b>	Increase awareness and understanding of drugs in order to reduce drug misuse across the population	<ul style="list-style-type: none"> <li>• Develop a social marketing plan to raise awareness about the harms of drugs</li> <li>• Work with schools and families to promote awareness of the risks associated with drug misuse</li> <li>• Gain a better understanding of the needs around New Psychoactive Substances (NPS).</li> <li>• Support schools and colleges in the delivery of drug education and ensure the development and implementation of drug policies</li> </ul>
	Have fewer people taking up drug use and break the inter-generational path to drug misuse and dependency	<ul style="list-style-type: none"> <li>• Ensure the delivery of Prevention Champions Training to drug and alcohol staff</li> <li>• Involve and support young people, families and carers (including young carers) living with drug related issues in order to break the cycle of drug misuse.</li> <li>• Strengthen the pathway between Children and Family Services and specialist drug and alcohol services to ensure vulnerable families and children are supported with their substance misuse and related problems.</li> </ul>
<b>Restricting Supply</b>	Reduce the supply of drugs and number of drug related incidents impacting upon families and communities	<ul style="list-style-type: none"> <li>• Improve the quality of data collection to understand the full impact of drugs on health, crime, offending and re-offending</li> <li>• Increase public reassurance and reduce the fear of drug related crime.</li> <li>• Create a forum to debate the decriminalisation of drug users' to ensure a shared County Durham response.</li> <li>• Tackle the supply chain within HMP System by ensuring the supply and demand strategy is fully implemented</li> </ul>
<b>Building Recovery in our communities</b>	Ensure recovery is understood and visible in the community	<ul style="list-style-type: none"> <li>• Further develop a recovery community in County Durham, including HMPS which celebrates and promotes recovery.</li> <li>• Develop a communications plan for promoting the Community Drug Service (CDS) and recovery community in County Durham</li> <li>• Further develop the work on recovery including recruiting, training and supporting Ambassadors and peer mentors</li> </ul>
	Support people to successfully recover from their dependency, addressing both their health and social needs arising from their drug misuse	<ul style="list-style-type: none"> <li>• Undertake a review of community based drug and alcohol specialist treatment service</li> <li>• Ensure services are attractive and accessible to underrepresented groups, e.g. pregnant women and veterans</li> <li>• Commission and deliver effective treatment and recovery services in both community and criminal justice settings in line with national guidance.</li> <li>• Explore joint commissioning opportunities between drug, alcohol and mental health services.</li> </ul>
	Involve and support families and carers living with drug related issues	<ul style="list-style-type: none"> <li>• Commission family support services and ensure the needs of carers are met.</li> <li>• Improve access to family support for offenders.</li> </ul>

## **2. Drug Strategy: Vision and Objectives**

### **The Vision:**

County Durham is committed to preventing harm, restricting supply and sustaining a future for individuals to live a drug free and healthy life, whilst minimising the impact of drugs on communities and families.

### **Objectives:**

#### Preventing Harm

1. Increase awareness and understanding of drugs in order to reduce drug misuse across the population.
2. Have fewer people taking up drug use and to break the inter-generational path to drug misuse and dependency.

#### Restricting Supply

3. Reduce the supply of drugs and number of drug related incidents impacting upon families and communities.

#### Building Recovery in Communities

4. Ensure recovery is understood and visible in the community.
5. Support people to successfully recover from their dependency, addressing both their health and social needs arising from their drug misuse.
6. Involve and support families and carers living with drug related issues.

### 3. Definitions

Drugs: Within this strategy the term 'drugs' is taken to mean those substances that are controlled under the Misuse of Drugs Act 1971, and medicines regulated under the Medicines Act 1968. This strategy does not include reference to alcohol or tobacco, although it is acknowledged that there should be a greater alignment of approaches to address all drug misuse. This strategy will also allow for the inclusion of the misuse of a wide range of products such as gases, glues and aerosols (also known as Volatile Substance Abuse, or VSA).

In addition to this there is emerging evidence that people are taking new psychoactive substances instead of or as well as other drugs and that this is increasing. New psychoactive substances (NSPs) are drugs which are not currently controlled under the UK's Misuse of Drugs Act 1971, but which mimic the effects of illegal drugs. Most of these substances have never been tested for use by humans and the immediate risks they pose or the long term damage they are doing, are often not immediately apparent. It is due to this changing profile of drug use across the UK and County Durham that this strategy will include these new psychoactive substances within the term 'drug'.

In the UK, there are no clear recommendations for daily caffeine limits, either for children or adults. The British Soft Drinks Association recommends labelling energy drinks as not suitable for children or pregnant women. However, these drinks are widely available and accessible to children and young people. There have been concerns about the amount of caffeine consumed by young children particularly in soft drinks and chocolate. Although much of the evidence around high caffeine drinks and young people is anecdotal, through consultation with our stakeholders this concern was raised and will therefore be included in the strategy to be further explored.

Recovery: The term 'recovery' in the context of this document has been defined by County Durham Ambassadors. Ambassadors are ex drug treatment service users, are currently drug and crime free and have undergone training as volunteers.

Ambassadors advocate, offer guidance and provide support for service users currently still in treatment. They listed some key principles and thoughts around what 'recovery' means to them:-

- Design for a new way of life
- Sense of well-being
- Different for everyone but abstinence is preferred
- Freedom and peace of mind
- Hope
- A journey
- Giving something back to the community

## 4. Policy Drivers

### 4.1 National Policy Drivers

The *Misuse of Drugs Act 1971* categorises drugs (or ‘controlled substances’) according to their perceived harmfulness and makes their ‘production, supply and possession’ illegal except in clearly defined circumstances, as set out in the *Misuse of Drugs Regulations 2001*. This is the primary legislation for the United Kingdom and came fully into effect in 1973.

Whilst much of this Act consolidated earlier legislation, it introduced some important changes, which included the setting up of the Advisory Council on the Misuse of Drugs (ACMD), the concept of irresponsible prescribing and it also introduced the term “controlled drugs”. Historically, there has been very little movement of drugs between the three classes since the Misuse of Drugs Act was introduced in 1971 and this has led to prolonged disagreements over whether certain drugs have been classified correctly according to their relative harms.

Establishing a class system necessarily means there will be a class of drugs deemed more harmful than the lower class of drugs. The drugs in the lower class(es) still present significant risk. It is important that within this strategy it is clearly understood that every drug within the classification system presents significant harms and that misusing or illegally supplying those drugs is a serious matter.

The government’s ***Drug Strategy (2010) Reducing Demand, Restricting Supply, Building Recovery: Supporting People to Live a Drug Free Life*** was published in 2010 and focusses on 3 themes:

*Reducing Demand* – creating an environment where the vast majority of people who have never taken drugs continue to resist any pressures to do so;

*Restricting Supply* – making the UK an unattractive destination for drug traffickers by attacking their profits and driving up their risks; and

*Building Recovery in Communities* – build on the investment that has been made into treatment to ensure more people are tackling their dependency and recovering fully.

The strategy signifies a fundamentally different approach to preventing drug use, putting more responsibility on individuals to seek help and calling on those involved in tackling the issue to look at wider issues such as employment, offending and housing. As well as addressing the traditional drug use, it also warned about dependency on prescription drugs and New Psychoactive Substances. This reflects the changing nature of drug use over the last few years.

In September 2012, the Department for Education (DfE), jointly with the Association of Chief Police Officers (ACPO), published its non-statutory ***Drug Advice for Schools (2012)*** to address the twin approach of delivering quality drug education and having a clear disciplinary approach to drug related problems within schools.

### ***The Health and Social Care Act (2012)***

This Act strengthens Health and Wellbeing Boards to provide democratic legitimacy by bringing together locally elected and accountable councillors, Directors of Adult Social Services, Children's Services, Public Health, Clinical Commissioning Groups (CCGs) to work together to improve the health and wellbeing of their local population and reduce health inequalities. The Act also gave responsibility for the commissioning of specialist community based drug and alcohol services to local authorities.

### ***Breaking the Cycle: Effective Punishment, Rehabilitation and Sentencing of Offenders. Governments Response (2011)***

The government identified a key priority to get offenders off drugs and alcohol for good; address offenders' mental health problems; get offenders into work; and reduce barriers to resettlement. There has been a move to a system focused on recovery which does not maintain heroin users on prescription alternatives such as methadone, unless absolutely necessary. Drug Recovery Wings are being piloted – focused on providing short-sentenced, drug-dependent prisoners with continuity of treatment between prison and the community.

### ***The Police Reform and Social Responsibility Act (2011)***

The Police Reform and Social Responsibility Act replaced the Police Authority with a Police and Crime Commissioner (PCC). The PCC will play a full role in tackling drug and alcohol problems.

### ***Transforming Rehabilitation: A Strategy for Reform (2013)***

This strategy sets out how the Government will transform the way they rehabilitate offenders, to make progress in driving down reoffending rates. Overall reoffending rates have barely changed over the last decade and the same faces come back through the system – almost half of all offenders released from custody in 2010 reoffended within a year. The reasons why offenders turn to crime vary widely. Unemployment and substance misuse rates are also high amongst offenders. *Transforming Rehabilitation* has these principles at its centre:

- offenders need to be supported 'through the prison gate', providing consistency between custody and community;
- those released from short-sentences, who currently do not get support, need rehabilitation if their prolific reoffending is to be brought under control;
- public protection is paramount, and the public sector must take the key role in keeping people safe;
- the voluntary sector has an important contribution to make in mentoring and turning offenders' lives around;
- local partnerships are key and bring together the full range of support, be it in housing, employment advice, drug treatment or mental health services.

### ***Social Justice: Transforming Lives (2012)***

This strategy sets out an ambitious new vision for supporting the most disadvantaged individuals and families in the UK. That vision is based on two fundamental principles.



First, prevention throughout a person's life, with carefully designed interventions to stop people falling off track and into difficult circumstances. This starts with support for the family – but also covers reform of the school and youth justice systems, the welfare system, and beyond to look at how we can prevent damaging behaviours like substance abuse and offending.

Second, the strategy sets out a vision for a 'second chance society'. Anybody who needs a second chance in society should be able to access the support and tools they need to transform their lives.

### ***Serious and Organised Crime Strategy (2013)***

This is a new strategy to deal with the challenges that are faced from serious and organised crime. Organised crime includes drug trafficking. The aim of this strategy is to substantially reduce the level of serious and organised crime affecting the UK and its interests. The strategy uses the framework that has been developed for counter-terrorist work and has four components: prosecuting and disrupting people engaged in serious and organised crime (Pursue); preventing people from engaging in this activity (Prevent); increasing protection against serious and organised crime (Protect); and reducing the impact of this criminality where it takes place (Prepare).

### ***Guidance for local authorities on taking action against 'head shops' selling new psychoactive substances (NPS) (2013)***

New psychoactive substances, also known as 'legal highs', are an emerging threat, both in the UK and worldwide. This guidance focuses on the criminal or civil offences that head shops may be committing, it also highlights the importance of minimising the harms caused by these outlets and requires wider engagement with local partners. It advises of the need to engage with all the relevant partners to identify the issues of most concern, agree the most appropriate tools to tackle the unique local situation and construct a coordinated response.

## **4.2 Local Policy Drivers**

This strategy will support the vision and engage with the challenges outlined in the County Durham Joint Health and Wellbeing Strategy and the Safe Durham Partnership Plan.

### County Durham Joint Health and Wellbeing Strategy 2014-2017

The Health and Social Care Act places clear duties on local authorities and Clinical Commissioning Groups to prepare a Joint Strategic Needs Assessment and Joint Health and Wellbeing Strategy which will influence commissioning strategies for health and social care, to be discharged through the Health and Wellbeing Board. The County Durham Joint Health and Wellbeing Strategy is a document that aims to inform and influence decisions about health and social care services in County Durham so that they are focused on the needs of the people who use them and tackle the factors that affect health and wellbeing.

The County Durham Joint Health and Wellbeing Strategy strategic objective 2 aims to reduce health inequalities and early deaths through:

- Implementation of the Drugs Strategy to prevent harm, restrict supply and sustain a future for individuals to live a drug free and healthy life, whilst minimising the impact of drugs on communities and families.

#### Safe Durham Partnership Plan 2014-2017

The Safe Durham Partnership is made up of 'responsible authorities' (police, council, clinical commissioning groups, fire service and probation service). The Partnership has a statutory duty to carry out an annual strategic assessment to identify its priorities. It also has a duty to develop and implement a Partnership Plan that describes how partners will work together to deliver those priorities in a way that reduces crime and disorder and combats substance misuse in County Durham. The new Safe Durham Partnership Plan will align with the Police and Crime Commissioner's Policing Plan and the Health & Wellbeing Strategy which both end in March 2017.

#### **4.3 Linked local strategies**

- County Durham Sustainable Community Strategy 2010-2030
- Council Plan 2014-2017
- County Durham Alcohol Harm Reduction Strategy 2012-2015
- County Durham Domestic Abuse Strategy 2012-2015
- County Durham and Darlington Dual Diagnosis Strategy 2014-2017
- County Durham Children, Young People and Families Plan 2012-2016
- County Durham & Darlington Sexual Violence Strategy 2011-2014
- Safe Durham Partnership Reducing Re-offending Strategy 2014-2017
- County Durham Homelessness Strategy 2013-2018
- County Durham Think Family Strategy 2012-15
- County Durham Public Mental Health Strategy 2014-2017
- County Durham Protocol for Working Together in the delivery of services to adults and children 2010
- Durham Local Safeguarding Children Board Neglect Strategy 2010
- Police and Crime Commissioners Plan 2013-2017
- North East Prisons Substance Misuse Strategy Document 2013- 2016

## 5. Drug Misuse in County Durham

### 5.1 Adult Substance Misuse Treatment Services

It is estimated that County Durham has 2,186 opiate and 526 crack using residents. The data also suggests that 62% (1,358) of the opiate users are injecting (Hay, G. et al, 2011). There is no prevalence data available for the use of non-opiate substances such as amphetamine and cocaine or for young person substance misuse. However, data collected locally gives us an idea of specific drug trends and problems as they occur.

Between 1<sup>st</sup> April 2012 and 31<sup>st</sup> March 2013, County Durham Community Drug Service (CDS) received 1,389 referrals from a variety of referral sources (see Table 1) for structured treatment relating to the use of opiate and non-opiate substances. This equated to 1,142 individuals, 227(19%) female, 915 (81%) male.

**Table 1 – Source of referrals to County Durham Community Drug Service 2012/13**

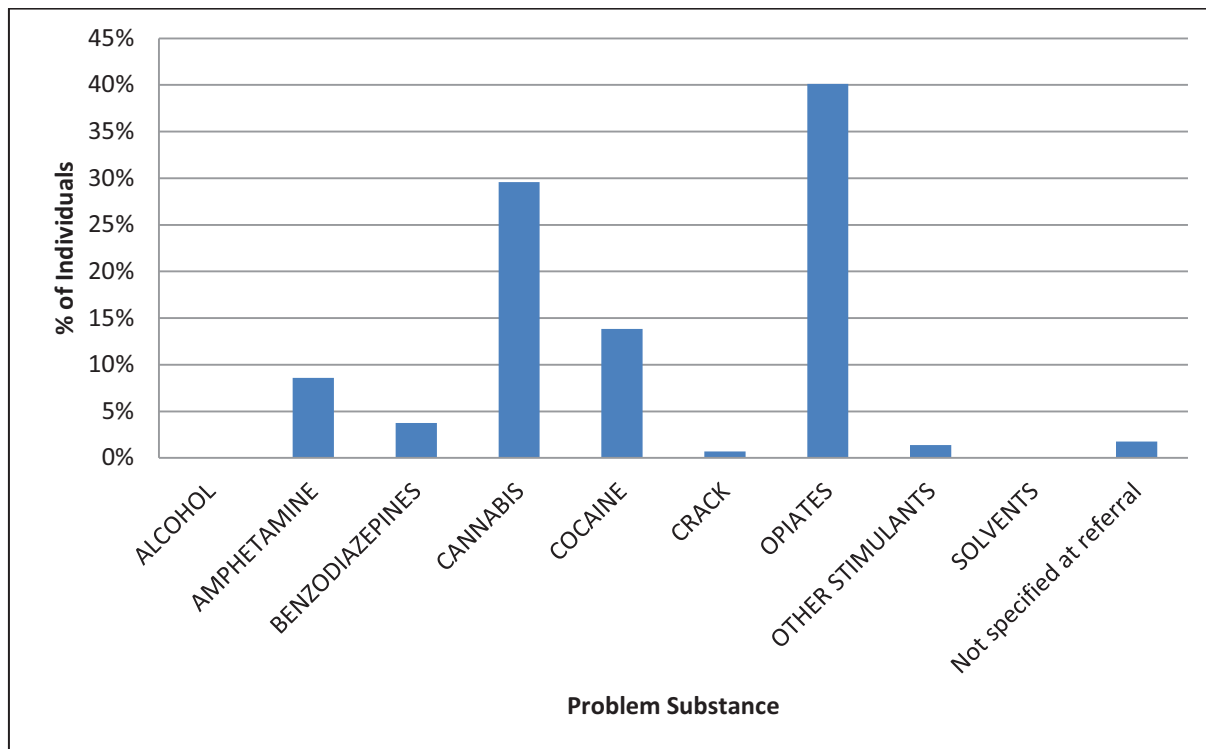
Referral Source	Number Referred	Number assessed	Engagement Rate
Hospital/A&E	24	7	37%
*Criminal Justice	433	188	56%
Alcohol Service	21	14	82%
Friend/Family/other	45	34	87%
**Drug Service	195	102	91%
GP	158	80	57%
Housing Provider	0	0	0%
Employment Service	7	3	60%
Mental Health Provider	21	12	67%
Self	457	308	81%
Social Services/ Children and Family services	18	10	67%
Other	75	46	81%

*Data Source - POPPIE Referral report March 12 to April 13*

\*DIP referrals are included within the Criminal Justice category.

\*\* Other drug services

**Graph 1 - Individuals referred to CDS by Substance - 2012/13**



*Data Source - POPPIE Referral report March 12 to April 13*

Graph 1, shows the primary substance for each individual referred during the reporting period (April 2012-March 2013).

The age breakdown of the referrals shows that most individuals are aged between 18 – 34 years at the time of referral with a few outliers in the 65+ age group.

828 (70%) individuals referred to CDS in 2012/13 attended an assessment appointment.

688 (83%) of the individuals assessed between 1<sup>st</sup> April 2012 and 31<sup>st</sup> March 2013, received a structured intervention from the Community Drug Service.

1,902 individuals in total received a structured treatment intervention during 2012/13; 1,472 (77.4%) opiate clients and 430 (22.6%) non opiate clients. 261 individuals successfully completed treatment giving a 13.7% successful completion rate; 7.4% for opiates and 35.4% for non-opiates. Nationally the successful completion rate was 14.5%; 8.1% opiates and 40.1% non-opiates. County Durham is performing below the national average for successful completions.

## 5.2 Drug Related Deaths

Between 1<sup>st</sup> April 2012 and 31<sup>st</sup> March 2013 there were 13 deaths within County Durham highlighted as possible drug related deaths. The age of these individuals ranged from 18 to 48 years and 92% were male.

## 5.3 Dual Diagnosis

During 2012/13, the Community Drug Service received 21 referrals from mental health services for clients assessed as having a substance misuse problem. This equates to 1.4% of all referrals received by the service in 2012/13.

It is not possible to identify how people involved with mental health services have been assessed for substance misuse. However, a report produced to inform the County Durham Dual Diagnosis strategy suggests that 9% (166) of those accessing substance misuse treatment within 2012/13 reported dual diagnosis and that many of these were not referred via their CPN (Community Psychiatric Nurse) or mental health professional.

## 5.4 Substance Misuse reported in Primary Care (GPs)

Data based on information collected by GP's has been provided for 50% of surgeries within County Durham. The other half did not give consent to share within the time scale for the development of the strategy.

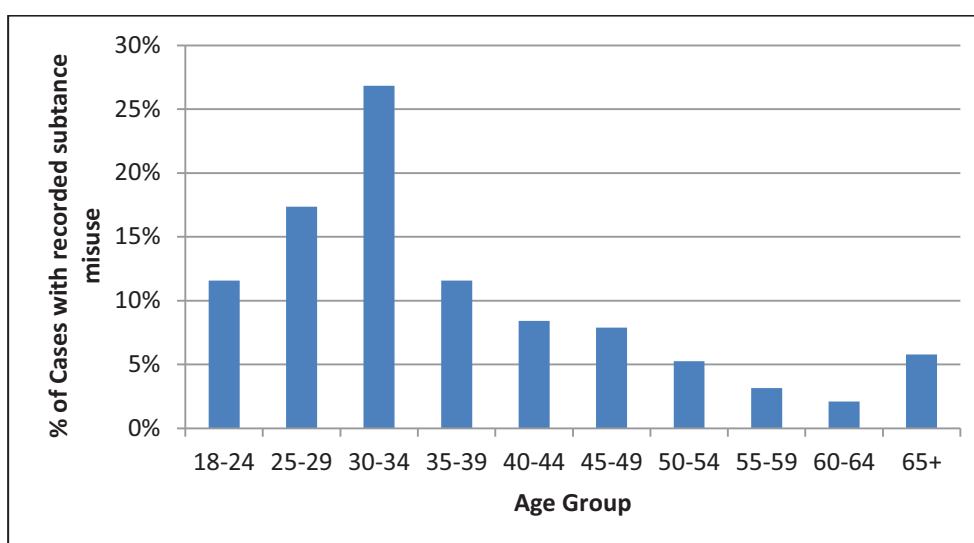
The data available identifies that GP's recorded 190 incidents of substance misuse issues against registered clients. During the same reporting period, 11% (158) of referrals made to CDS were received from GP's, which could suggest that 32 of the cases of recorded substance misuse did not lead to an onward referral to the CDS. The demographics of those identified through the GP data is as follows:

**Table 2 - Gender breakdown of Substance misuse cases in Primary care**

	<b>% of cases</b>
<b>Male</b>	71%
<b>Female</b>	29%

*Data Source – Primary Care data ( March 12 to April 13)*

**Graph 2 - Recorded Substance Misuse in GP data by age –March 2012-April 2013**



*Data Source – Primary Care data ( March 12 to April 13)*

The most prevalent age group identified above is between the ages of 30 – 34years.

### **5.5 Substance Misuse reported in emergency ambulance call outs**

Northeast Ambulance Service (NEAS) recorded 72 call outs where drugs use/abuse have been the main factor. In 37 (51%) of these cases, Naloxone was required to be administered to counteract an opiate overdose.

The ambulance service does not refer directly to CDS but the majority of individuals given Naloxone would be taken to A&E. CDS received 24 referrals from A&E and Hospital wards between April 2012 and March 2013.

### **5.6 Substance Misuse related Hospital Admissions**

There were 521 drug related hospital admissions within County Durham during 2012/13. 386 (74%) of the hospital admissions were emergency admissions, 98 (19%) elective admissions, 7% of admissions were classified as “other”.

**Table 3 - Drug related hospital admissions by area of residence.**

	Number of Drug related hospital admissions	%
<b>Durham and Chester-le-Street</b>	100	19.2%
<b>Derwentside</b>	104	20%
<b>Durham Dales</b>	91	17.4%
<b>Easington</b>	125	24%
<b>Sedgefield</b>	85	16.3%
<b>Unknown</b>	16	3.1%

*Data Source – Hospital Episode data – CDDFT ( March 12 to April 13)*

## **5.7 Housing**

It was reported that 291 individuals presented to Housing Solutions within County Durham between April 2012 - March 2013 who were identified as having substance misuse issues. Housing Solutions provide housing for those considered in priority need and also homelessness support and advice.

## **5.8 Employment**

The referral data taken from the CDS patient records for 2012/13 suggest that 7 referrals were received from employment agencies, 5 from Job Centre Plus. Job Centre Plus have recorded that they made 2 referrals to Drug services during 2012/13 which highlights some data discrepancies.

## **5.9 Carers**

In 2012/13, 93 individuals who cared for people with substance misuse problems were referred to Liberty from Addiction (Liberty from Addiction work with and support carers and families of drug and alcohol misusers). The referrals were made from a range of sources, including GP surgeries, Community Health Teams and self-referrals. All of these referrals were effectively engaged by Liberty from Addiction and received a care plan. 43% of referrals were relating to alcohol misuse, 57% drug use. The drug types recorded were:

- Cannabis
- Cocaine
- Benzodiazepines
- Illicit use of Methadone and Subutex
- Crack
- LSD

## **5.10 Safeguarding Children**

In 2012/13, it was reported that 23% of the children who became subject of an initial child protection plan, became so as a result of parental drug use. 20% of children who became the subject of a review were attributed to parental substance misuse.

## **5.11 Stronger Families**

Families with a substance misuse issue are identified through the nomination process which is based on informed consent to share information and engage with the multi-agency support offered. This is not separated between drug or alcohol issues, but is identified collectively.

During 2012/13 (year 1 of the programme), 2.8% of families (10 out of 357) were identified as having a substance misuse issue.

As of 10 December 2013 (2013/14), 19.4% (173 out of 893 families) were identified as having a substance misuse issue. This change is likely to be as a result of significant increases in the use of the family nomination process by partner agencies, as the programme has developed throughout 2012/13.

Please note that as the identification of families with a substance misuse issue relies upon the family divulging this to the lead professional or another professional before they are nominated, it is likely that the substance misuse needs of the ‘troubled families’ cohort is somewhat under-reported.

### 5.12 Crime and Disorder

Durham Constabulary has carried out a public consultation exercise across the force area. A total of 942 members of the public completed a Priority Questionnaire. The Constabulary gathered 2,102 comments as to what they think the police should be tackling within their local area. Listed below are the findings:

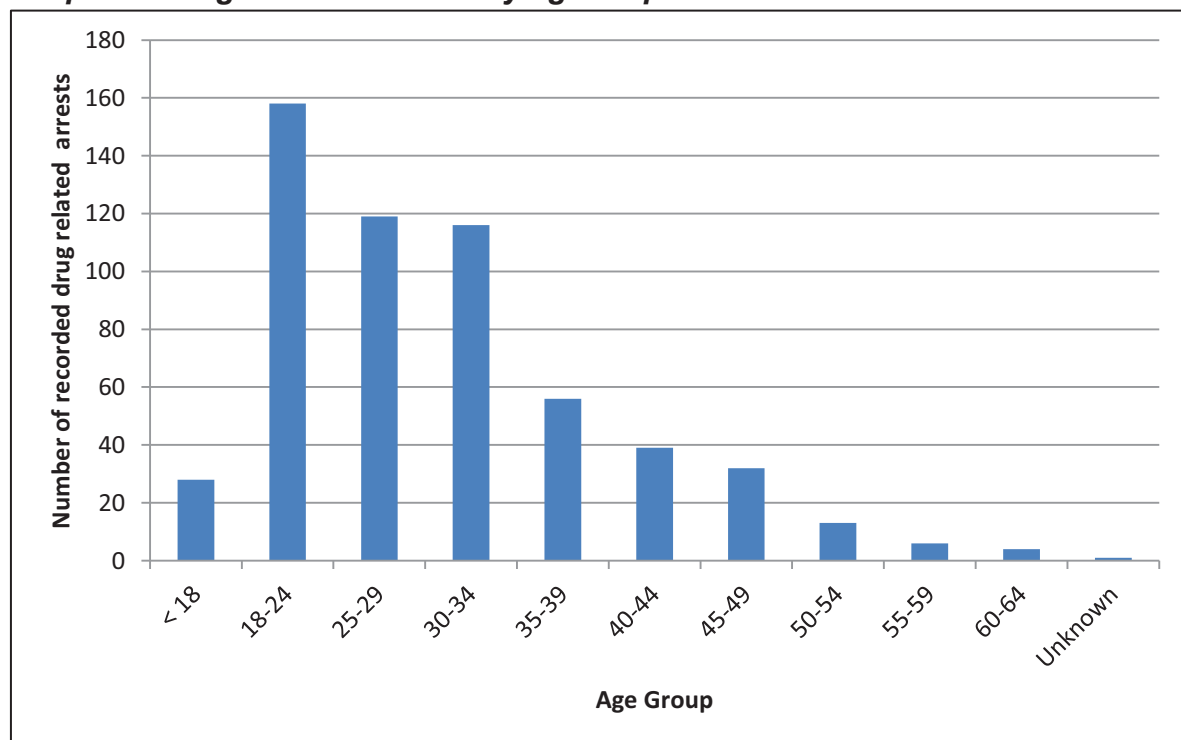
**Table 3 - Top 3 issues the respondents rated highest within the priority questionnaire.**

Issues to be tackled by police	Count	Percentage
Anti-Social Behaviour (ASB)	395	19%
Youths (Including Underage Drinking)	237	11%
Drugs (dealers and users)	212	10%

*Durham Constabulary Data – Perception Survey results (March 12 to April 13)*

In County Durham, between 1<sup>st</sup> April 2012 - 31<sup>st</sup> March 2013 Durham Constabulary recorded 2,050 drug related incidents. This equates to 1.4% of all incidents recorded within that time period.

**Graph 3 - Drug Related arrests by age – April 2012 – March 2013**



*Durham Constabulary Data – drug related arrest (March 12 to April 13)*



Graph 3 shows the age breakdown for drug related arrests in 2012/13. The average age of individuals arrested for drug related offences was between 18 to 34 years old. The majority were male (86.4%).

232 (40.6%) of the drug related offences recorded resulted in the individual receiving a simple caution. 136 (24%) were charged and bailed to court, 37 (6.5%) charged and detained for court. 94 (16.4%) individuals were released with no further action.

8 occurrences for “drug driving” were recorded in addition to 1,249 drug seizures by police officers. The primary substances recorded within the drug seizure data were identified as cannabis, amphetamines and cocaine.

### 5.13 Drug Intervention Programme (DIP)

During 2012/13, the Drug Intervention Programme (DIP) team in County Durham approached 5,208 people from within police custody or courts and referred 240 to the CDS. The DIP provides interventions for drug misusing offenders throughout their criminal justice journey.

79% of individuals approached by the DIP team refused to engage with services available. 80% of those approached within Police custody declined and 73% of those seen through the courts declined.

Within 2012/13, 251 referrals to CDS were recorded as coming via DIP and Arrest Referral routes. This suggests that the links between DIP and structured treatment services are strong. It also suggests that County Durham CDS received 96% of DIP referrals from the County Durham team. The other 4% may have been referred to County Durham CDS from DIP teams from other areas.

### 5.14 Substance Misuse in Prisons

#### Adult Prisons

**Table 4 – New Receptions into Prison commencing Drug treatment 2012 - 13**

	<b>Number commencing Drug Treatment</b>	<b>% of new receptions</b>
<b>HMPYOI Deerbolt</b>	122	14%
<b>HMP Durham</b>	1122	26%
<b>HMP-YOI Low Newton</b>	476	58%
<b>HMP Frankland</b>	20	6%

NDTMS (National Drug Treatment Monitoring System) Quarter 4 Establishment report (March 12 to April 13)

During 2012/13 1,112 individuals who were actively engaged in structured drug treatment within the prison estate were released. 547 (49%) of these individuals were referred to the Criminal Justice Intervention Team and/or a community treatment provider to continue their drug treatment in the community.

Of the 547 that were referred, 454 (83%) commenced structured treatment with a Community Drug Service somewhere within England and Wales; CDS received 244 referrals via a Prison/CARAT (Counselling, Assessment, Referral, Advice, Through-care) or Drug Intervention Programme during 2012/13.

The most prevalent problematic substances reported within each prison treatment population for 2012/13 is shown in Table 5. The information is based upon the number of individuals in treatment within 2012/13, reporting each substance as their main problematic substance.

**Table 5 – Most prevalent problematic substances reported by clients in treatment within prison 2012 - 2013**

	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>
<b>HMPYOI Deerbolt</b>	Cannabis	Alcohol	Amphetamines
<b>HMP Durham</b>	Heroin	Alcohol	Benzodiazepine
<b>HMP-YOI Low Newton</b>	Heroin	Alcohol	Benzodiazepine
<b>HMP Frankland</b>	Alcohol	Cannabis	Heroin

NDTMS Quarter 4 Establishment report (March 12 to April 13)

### 5.15 Young People Substance Misuse Treatment 2012-13

4Real is a substance misuse service designed specifically for people under the age of 18. The service is commissioned by Durham County Council.

During 2012/13, 151 referrals were made to 4Real for an intervention relating to their primary substance misuse. This equated to 57% of all referrals received by the service during 2012/13, compared with 43% for primary problematic alcohol use.

In total, 232 young people received a structured intervention from 4Real within the reporting period. Some of these individuals were referred and commenced treatment between April 2012 – March 2013, some commenced treatment prior April 2012. 133 (57%) of the young people in structured treatment between April 2012 and March 2013 successfully completed their treatment intervention and were discharged from 4Real.

Nationally 49.5% of young people receiving a structured intervention successfully completed their treatment. 4Real is performing above the national average in relation to successful completions.

### 5.16 Youth Offending Service

All young people pre and post court are assessed by County Durham Youth Offending Service (CDYOS). During this assessment the Case Manager determines the extent to which the young person's substance misuse, if any, is associated with the likelihood of further offending. The rating is on a scale from 0 to 4, with 0 being 'not associated at all' and 4 being 'very strongly associated' i.e. clearly and directly related to any offending.

Following this assessment, all young people, under the age of 14 who score 1-4, and all young people aged 14 and over who score 2-4, are subsequently screened using the

4Real Screening Tool, to determine the level of intervention required. If specialist treatment within the community (tier 3 intervention) or within a hospital setting (tier 4 intervention) is required, a referral is made to 4Real for specialist substance misuse intervention. If a brief advice, information and guidance (tier 1 or 2 intervention) is required in relation to their substance use, CDYOS will deliver this.

During 2012/13 65 young people (57 male and 8 female) were referred to 4Real by CDYOS for tier 3 and 4 interventions. The main substance used by 36 of these young people was cannabis. 25 of the young people used alcohol as their main substance and other drugs were used by the remaining 4 young people referred. 345 young people received a tier 1 or 2 intervention from CDYOS.

### **5.17 Children and Young Person's Secure Settings**

Between January and December 2012, there were 189 new presentations in Hassockfield Secure Training Centre (STC). 144 (84%) required a structured intervention in relation to their substance misuse. The main problematic substances reported within the treatment population for this period was Alcohol, Cannabis and Nicotine. Heroin and other opiates were not high on the list of substances used by the Young People within this secure centre (9% of those in treatment reported heroin use).

Between April 2012 - March 2013, there were 72 new presentations to Aycliffe Secure Centre. 71 (92%) required a structured intervention in relation to their substance misuse. The main problematic substances reported within the treatment population for this period was Alcohol and Cannabis. 8% of the treatment population reported using Heroin.

### **5.18 Education - Drug and Alcohol Related Exclusions**

It was reported, that between 3<sup>rd</sup> September 2012 and 30<sup>th</sup> July 2013 there were 2,657 exclusions from school issued in County Durham. 73 (2.7%) were attributed to drug and alcohol use.

## Summary of Key Points

- County Durham has an estimated 2,186 Opiate and 526 Crack using residents, 62% of the opiate users are injecting.
- During 2012/13 there 1,389 referrals into the County Durham Drug Service(CDS) 457 were self-referrals into the (CDS)
- The most prevalent age group of referrals received by the CDS is 18-34 years
- County Durham is below the national average for those successfully completing treatment.
- During 2012/13 there were 521 drug related hospital admissions; 74% were emergency admissions.
- During 2012/13 23% of children, who became subject of an initial child protection plan, became so as a result of parental drug use.
- 10% of comments gathered by Durham Constabulary with members of the public prioritised drugs to be tackled in their local area.
- During 2012/13, Durham Constabulary recorded 2,030 drug related incidents and 1,249 drug seizures
- During 2012/13, 1,740 people who entered into the prison estate in County Durham commenced drug treatment.
- During 2012/13, 57% of young people successfully completed their treatment and the 4Real service is performing above the national average in relation to successful completions

## 6. Current Provision

This section outlines the current provision in County Durham. Due to the complex nature of drug use there are correlations between the three key objectives: preventing harm; restricting supply; and building recovery.

### Commissioning Drug and Alcohol services locally

The responsibility for the commissioning of community based adult and young people's drug and alcohol services, including family support transferred to Local Authorities on 1st April 2013 as part of their new public health responsibilities. The Health and Justice (North East and Cumbria) Commissioning Team working as part of NHS England took over responsibility for all substance misuse services within the North East Prison Estate, including young people's secure estate. The Police and Crime Commissioner is also key to tackling drug problems at a force wide area.

#### 6.1 Objective One: Preventing Harm

- *Increase awareness and understanding of drugs in order to reduce drug misuse across the population*
- *Have fewer people taking up drug use and to break the inter-generational path to drug misuse and dependency*

#### What are we doing in County Durham?

##### 6.1.1 County Durham Youth Offending Service (CDYOS)

CDYOS is a statutory multi-agency partnership in Children and Adults Services, Durham County Council.

CDYOS works with young people aged 10-17 across the whole youth justice spectrum. This encompasses a whole range of work including anti-social behaviour referrals; provision of bail/pre-sentence services; pre court/out of court work; post court (ensuring the orders of the court are delivered); alternatives to custody (e.g. intensive supervision and surveillance); and working with young people in custody (both sentenced and remanded) and on release from custody. The service also works with the families of young people who offend to help them to support/address their son/daughter's behaviour. Restorative practice is a core element of all CDYOS work and the service has a statutory duty to work with and support victims of youth crime.

All young people are screened for substance misuse (alcohol and substances) using the national assessment tools. All case managers in CDYOS use the additional screening tool provided by 4Real if young people require triage.

The Service has implemented a range of specialist Offending Behaviour Programmes, including, substance misuse/alcohol.

##### 6.1.2 4Real

4Real is the County Durham young person's drug and alcohol service. The overall aim of the service is to reduce the harm caused by drugs and alcohol to young people under

18, and to support their parents and carers. Helping young people achieve their potential and have better lives. There are two elements to 4Real, prevention (see below) and treatment (see page 29).

Prevention: Education workers provide specialist and bespoke input into schools, colleges and youth settings across the county offering age/key stage appropriate work with pupils in a variety of formats informed by the PHSEE (Personal, Social, Health and Economic Education) guidelines. The trainers offer a range of accredited and non-accredited courses to promote 4Real, the Community Alcohol Service and Community Drugs Service.

### **6.1.3 Community for Recovery**

Funded by the Department of Health, Community for Recovery ([www.communityforrecovery.org](http://www.communityforrecovery.org)) is a new virtual support service for people misusing volatile substances (gases, aerosols, glues and other solvents), and for their families and friends. A web-hub at [www.communityforrecovery.org](http://www.communityforrecovery.org) offers information about volatile substance abuse, and the option to email or instant-message questions. The service also provides online counselling for those aged 18 and over who cannot currently access local substance misuse service support.

They also make referrals into local substance misuse support services.

### **6.1.4 FRANK**

FRANK is the national drugs information and advice service provided by the Department of Health, the Home Office and the Department for Education. FRANK provides a universally accessible service for anyone wanting help, information or advice about any aspect of drugs. It is available 24 hours a day, 365 days a year. The service is free, confidential and operated by fully trained advisers. The service can be accessed through a number of channels including the helpline, the FRANK website, SMS, email and the FRANK BOT (an interactive service delivered via MSN messenger). Marketing has successfully raised awareness of the service and established FRANK as one of the most trusted source of drugs information amongst young people.

\*Both FRANK and Community for Recovery resources, including leaflets are promoted and used within 4Real with clients, young people, parents and professionals.

### **6.1.5 Housing Solutions Service (HSS)**

The Housing Solutions Service provides a holistic support and advice service enabling clients' needs to be assessed and met through prevention, housing options and the Council's statutory responsibilities.

The service assists all those in housing need, including those with multiple and complex needs. At a strategic level the service has developed a number of responses to assist those facing chronic exclusion from housing, including implementing a local response to the national No Second Night out Service for rough sleepers and a Making Every Adult Matter (MEAM) pilot for female offenders in Durham City.

### **6.1.6 Changing Lives – The Fells**

An emergency direct access accommodation facility based in Chester le Street. The accommodation based service is staffed 24/7 and works with individuals on entry to identify problematic drug use and make referrals to specialist services.

### **6.1.7 County Durham Stronger Families Programme**

In County Durham, the Stronger Families programme (known nationally as Troubled Families) aims for lasting change, resulting in families achieving positive outcomes. The programme aims to provide support to families in the County experiencing problems or difficulties, including those who:

- have children who don't attend school or who are excluded;
- are involved in antisocial behaviour or crime (including Domestic Abuse);
- are not in work; and
- result in high cost services such as families with children on the child protection list, families affected by parental substance misuse, domestic abuse and mental health problems.

This is part of a 'Think Family' approach to service design and delivery in County Durham, so that support can be provided to those families who need it. These are not new families but families who are often known to many services, which despite numerous interventions, over many years, their problems persist and are in many cases intergenerational.

The aim is to ensure that children, young people and adults who are parents or carers receive holistic, coordinated help and support at the earliest opportunity no matter which service they first enter. This involves services working together differently, utilising a 'think family' model, avoid duplication, maximise impact and deliver services that are genuinely designed around the needs of families.

### **6.1.8 Durham Constabulary Drug Education**

Durham Constabulary has trained members of staff who deliver drug education across County Durham. This education is co-ordinated by a strategic lead within the partnerships department.

There are several mechanisms that Durham Constabulary use to communicate education to young people including:

1. Safety Carousels
2. Junior Neighbourhood Watch
3. Junior Neighbourhood Watch Plus
4. Jet and Ben (Police dogs who attend educational settings throughout County Durham and Darlington providing stranger danger, drug/alcohol awareness and internet safety advice with their handler)
5. Targeted Education
6. Responding to external requests

A Young People's Liaison & Drug Intervention Co-ordinating role ensures that emerging trends in reference to drugs misuse are identified. In partnership with other agencies education and awareness programmes are implemented to divert young people away from drugs and drug related offending and to fast track those who persistently offend taking an integrated offender management approach.

Police involvement in diversionary schemes, such as the EDDY (Engage, Divert, Develop Young People) project, aims to deliver personal development programmes which enable disaffected and disadvantaged young people and those at risk of substance misuse to develop their personal and social skills through interactive education and learning.

#### **6.1.9 Durham Agency Against Crime (DAAC)**

The DAAC commission sessions on drugs and alcohol for young people that they work with, these are often carried out by a member of staff from Durham Constabulary or the DAAC team. They also fund educational enterprises such as the Methodrone training video.

#### **6.1.10 Breaking the Cycle (BtC)**

BtC work to support and empower families where parents have substance misuse issues to improve their family functioning and family life and to provide an environment where their children can thrive. BtC are co-located with the Community Drugs Service and work across County Durham. Workers provide an individually designed care package, which takes into account the needs of the whole family. This package includes a wide range of services to help people overcome their problems (such as personal counselling, or help with accessing other services, such as housing associations or health clinics).

#### **6.1.11 Local Safeguarding Children Board**

Neglect continues to be the main reason for children becoming subject of a child protection plan. Neglect is often associated with parental risk factors around their use of drugs and alcohol, whether there is a history of domestic abuse or mental health problems. These could be single risk factors or act in combination.

Multi-agency work is encouraged to identify risks to children at an early stage and support families rather than wait until there is a significant risk of harm.

The LSCB has developed a comprehensive strategy for neglect, as well as the provision of specialist training and assessment tools. The LSCB has a performance management framework which captures data around child protection conferences which are convened arising from the impact of parental drug misuse and which embraces audits of practice around information sharing and compliance with child protection procedures.

#### **6.1.12 Schools**

As part of the statutory duty on schools to promote pupils' wellbeing, schools have a clear role to play in preventing drug misuse as part of their pastoral responsibilities. To



support this, the Government's Drug Strategy (2010) ensures that school staff have the information, advice and power to:

- Provide accurate information on drugs and alcohol through education and targeted information, including via the FRANK service;
- Tackle problem behaviour in schools, with wider powers of search and confiscation;
- Work with local voluntary organisations, health partners, the police and others to prevent drug or alcohol misuse.

Schools across County Durham have a long history of providing good substance misuse education. This is usually delivered through the PSHE (Personal, Social, Health Economic) education and Science curriculum from Key stages 1 to 4 but is also part of a wider and overall responsibility of schools to identify and meet student personal development and wellbeing needs.

Schools liaise closely with other services and providers to support those who are at risk from substance misuse or to support children and young people where substance misuse may be taking place within the family.

School governors have overall responsibility for the school's policy, provision and delivery of substance misuse education within the school environment. Continuing professional development is available to all school staff and governors with responsibility for this area of school life.

## **6.2 Objective Two: Restricting Supply**

- *To reduce the supply of drugs and number of drug related incidents impacting upon communities and families.*

### **What are we doing in County Durham?**

#### **6.2.1 Durham Constabulary**

Durham Constabulary proactively tackles open and closed drug markets operating in the county and these interventions are marketed through policing operations known as NIMROD and SLEDGEHAMMER respectively.

NIMROD aims to:

- Reduce visible dealing of Class A drugs in residential and other public areas of County Durham.
- Reassure the public that positive action is being taken against those who deal Class A drugs.
- Target Class A drug dealers who conduct business in public areas and who are engaged in other crimes.

NIMROD seeks to distinguish between prolific dealers and/or prolific volume crime offenders and those selling only to finance their own habit. As such, prosecutions are sought against the former and interventions to treat & rehabilitate sought for the latter. This inevitably requires a partnership approach.

SLEDGEHAMMER is the force response to tackling serious and organised crime. This type of criminality, which is often, but not exclusively drug related, is not always as visible to communities as the open drugs markets, hence reference to the term “closed drug markets”. By the very nature of these types of investigations covert policing techniques are often utilised. Specialist resources are prioritised against competing demands. Great disruption work is done in communities by local neighbourhood policing teams to ensure organised drug related crime at all levels receives the attention it deserves. An organised crime partnership disruption and intervention panel strengthens activity in this area. It also seeks to identify those at risk of becoming involved in organised crime, for example as drugs couriers, and to divert them away from an organised crime pathway. The proceeds from drug related crime are often visible to the community. Legislation is used to deprive criminals of the proceeds of their offending and this positive action assists in improving public confidence in policing.

It is recognised that there are individuals and/or elements of the community who may be more vulnerable to drugs and associated criminality than others. The police provide an operational and intelligence response to identify the most vulnerable, protect them through partnership working, and investigates offences.

Police and Communities Together (PACT) meetings/events promote regular dialogue with communities to encourage open communication to assist in identifying and tackling individuals involved in drug related crimes/activities.

The aims of Restorative Approaches is to:

- Reduce the risks of offenders re-offending in the future
- Help offenders take responsibility for their behaviour and make reparation to their victims and the community
- Help victims achieve closure
- Enhance community confidence in the Criminal Justice system
- Reduce the costs to the Criminal Justice system and public expenditure more generally
- Adopt an evidence based approach

Durham and Darlington IOMU (Integrated Offender Management Unit) continue to use restorative approaches within their offender management and victim support. The aims of restorative justice are now fully integrated into the day to day operation of the IOMU.

### **Case Study One:**

An offender was sentenced to 16 months imprisonment for a dwelling burglary and placed in a local prison. They were motivated to address their offending behaviour and also whilst in prison worked with drug treatment staff to address their drug and alcohol addictions.

Whilst in prison they met with the victim from the burglary and a full restorative approach conference was held. This allowed the victim to fully explain to the offender the harm that they had caused, and for the offender to understand the impact that their actions, which were driven by their addictions, had had on the victim.

After the conference the offender said, 'the RA conference had a massive impact, meeting the victim really made me think'.

### **6.3 Objective Three: Building Recovery**

- *Ensure recovery is understood and visible in the community*
- *Support people to successfully recover from their dependency, addressing both their health and social needs arising from their drug misuse*
- *Involve and support families and carers living with drug related issues*

#### Treatment

There is good quality evidence and guidance provided by NICE (National Institute for Clinical Excellence) around the clinical management of drug use disorders, prescribing guidance for drug dependency and substitute medication (please see Appendix 2). Commissioned services in County Durham are based on NICE guidance.

#### Recovery

There is a growing body of research to support the recovery approach and the use of mutual aid groups. The most common mutual aid groups in the UK are 12-step fellowships and SMART Recovery.

Evidence shows that treatment is more likely to be effective, and recovery to be sustained, where families, partners and carers are closely involved. A whole family approach to the delivery of recovery services should be taken, and consideration should be made to the provision of support services for families and carers in their own right.

### **What are we doing in County Durham?**

#### **6.3.1 County Durham Drug Service (CDS)**

County Durham Community Drugs Service (CDS) is an integrated multi-agency treatment service working across multiple sites, which brings together statutory and third sector providers to work in partnership to provide treatment to those with a substance misuse problem. CDS provides a range of interventions, including harm reduction, Psychosocial Interventions (PSI), Recovery Interventions, abstinence-orientated treatment and substitute prescribing for adults who have recognised problematic substance use.

A Recovery Coordinator is appointed to the client and upon entering the service a 'recovery plan' is put in place. This is reviewed routinely as well as opportunistically at a frequency determined by the needs of the client, but as a minimum every 12 weeks. The recovery plan must address drug and alcohol misuse, general health needs, offending behaviour and social functioning. Recovery coordination will include assisting with access to suitable housing, employment, education and training opportunities, and parenting support, as required.

### 6.3.2 4Real

4Real is the County Durham young person's drug and alcohol service. It provides one to one support through specialist assessment, care planned interventions and treatment often in collaboration with colleagues from other services. Brief intervention workers provide screening and identify people early and reduce further harm.

#### Case Study Two:

'S' is a 12 year old girl who lives with her Grandmother. She was referred to a brief intervention worker via the SPOC (Police Single Point of Contact) as she had been caught with a bottle of Cider in a public place. 'S' was consuming strong white cider and disclosed having experimented with cannabis and other substances. The grandmother was in desperate need for support with her challenging behaviour. Concerns were raised relating to hidden harm and potential neglect. It was identified that it was appropriate for 'S' to work with the 4Real team due to her vulnerability and other concerning factors.

'S' has been working with 4Real on a weekly basis for several months and has explored her relationship with alcohol and other substances. The worker helped her to explore and identify risky behaviours, set goals, monitor her use and develop alternative coping strategies as part of her care planned interventions. She has been supported to attend her GP following a health assessment with the team. She has made positive changes especially with regard to constructive use of leisure time. Her family have been working with the pathfinder team and now the One Point Service to get additional family support. The case has also been discussed with the sexual exploitation worker in County Durham and work has been undertaken with her with regard to her vulnerability.

### 6.3.3 Harm Minimisation Services/Needle and Syringe Provision (NSP)

There remains dedicated specialist staff in each treatment centre within the County Durham Community Drugs Services (CDS) who provide a comprehensive range of harm minimisation interventions to the drug using population. These interventions include:

- Comprehensive range of needle exchange and associated equipment.
- Provision of Blood Borne Virus (BBV) testing and referral to treatment services for HCV+ (Hepatitis C) individuals.
- Hepatitis A and B vaccination offered to all service users.
- Safer injecting advice.
- Overdose prevention advice.
- Health screening.
- Comprehensive range of harm reduction information and advice on all aspects of drug use.

- Individual motivational work to encourage access to other interventions within CDS.
- Delivery of an overdose prevention training programme for service users and carers which includes the provision of Naloxone for use by users and carers in emergency opioid overdose situations the community.
- Participation in the National PHE Unlinked Anonymous Monitoring People Who Inject Drugs (UAMPWID) as described above.
- Currently there are 3 pharmacies provide needle exchange services supported by staff from CDS

#### **6.3.4 DISCUS – Drugs in Sport Clinic and User Support**

DISCUS is a dedicated harm reduction service for individuals who use image and performance enhancing drugs (IPEDs). The DISCUS service is currently provided within the Chester-Le-Street Community Drugs Service and offers dedicated harm reduction services to IPED users from across the North East region and there are currently 1200 individuals registered with the service.

The DISCUS service gives access to the following services:

- Full range of injecting equipment and needle exchange service
- Health Screening
- Blood testing
- ECG (Electrocardiogram)
- Responsible Medical Officer
- Harm reduction information and advice on all aspects of performance and image enhancing drug use.
- Onward referral if appropriate with the consent of the client
- Hepatitis A and B vaccinations
- Hepatitis B, Hepatitis C and HIV testing
- Up to date resources on drugs and sport

The DISCUS service has been identified as an example of good practice and the services provided are described by the Advisory Council on the Misuse of Drugs as being of the “Gold Standard” service provision which should be provided to users of IPEDs.

#### **6.3.5 Recovery Injectable Opioid (RIO)**

Recovery Injectable Opioid (RIO) is a pilot health service in Easington funded by the Department of Health, for patients living in County Durham, engaged in treatment at the Community Drugs service (CDS) with chronic injecting heroin dependence where standard treatment has not been successful. RIO aims to help patients stop using street heroin, stop injecting and achieve recovery. RIO works by providing time limited supervised injectable opioids with intensive psychosocial interventions based on a recovery model.

### **6.3.6 RAD (Recovery Academy Durham)**

The Recovery Academy Durham is a quasi-residential 12 step rehabilitation service where all service users are expected to move into the therapeutic accommodation provided. The service delivers a Twelve Step programme, which has long been an important part of the recovery process and the basis for many recovery programmes.

There have been a number of developments which have consolidated the RAD; the development of coordinated 'move on' accommodation, supported by Durham County Council's Housing Solutions Team and East Durham Homes; the emergence of five Narcotics Anonymous (NA) meetings in a county which had no NA presence prior; the development of 'Oxford Housing' to support individuals who would wish to live in a communal setting in order to gain mutual support as an aid to their continued recovery; and a visible show of recovery as part of the Miner's Gala and the development of a recovery banner.

### **6.3.7 Mutual Aid**

Mutual aid groups are a source of structure and continuing support for people seeking recovery from alcohol or drug dependence, and for those directly or indirectly affected by dependence, such as partners, close friends, children and other family members. The evidence base shows that clients who actively participate in mutual aid are more likely to sustain their recovery.

County Durham has seen mutual aid groups grow as more people move into visible recovery. Groups such as SMART (Self-Management and Recovery Training)/NA (Narcotics Anonymous)/AA (Alcoholics Anonymous)/CA (Cocaine Anonymous) are becoming an intrinsic part of the treatment system in County Durham. The Community Drugs Service has mutual aid workers whose role is to educate, engage and support clients into mutual aid groups. They work in partnership with the mutual aid facilitators to ensure clients have a smooth journey into groups with support from the mutual aid workers.

### **6.3.8 Ambassador Scheme/peer mentor scheme**

The central purpose of the Ambassador Scheme is to improve the experience of people in the treatment system, whether they are graduating from treatment, currently in treatment, or at the point of entering treatment. Ambassadors are ex-service users who have completed treatment drug free and they act as "recovery champions" for the treatment system. The Ambassador programme is part of a wider context to ensure recovery is possible and visible.

Each Ambassador must complete a ten week accredited training package. Once qualified the Ambassadors will become volunteers and work in treatment centres, community venues and professional settings.

### Case Study Three:

“My recovery journey has involved different recovery experience's, firstly engaging with the private treatment sector where I paid for different recovery procedures, including detoxes and implants. I have undertaken natural recovery, completing self-detoxes abroad in Europe on at least 10 occasions, I've spent as much trying to get off heroin and methadone as I have on it. Due to finances, I began methadone maintenance in the NHS treatment centres, the second time round I successfully reduced off it without using on top. I could always get clean, that wasn't the problem, and it was always a few months after getting clean when life was going well that I made bad decisions. I have greater awareness now of self and self as a process, managing my mental health symptoms more successfully. My time at The Recovery Academy Durham (RAD) taught me basic emotional skills and an ability to handle feelings without having to 'self-medicate'. I have made mistakes, having learnt more from my mistakes than my successes. Being involved with the Ambassador scheme was a great learning process especially our involvement with the treatment centre audits.

Qualifications, training courses, work experience and most importantly the on-going support I have from my family is the reason why I am where I am today, living in the community, working full time, studying part time for a degree and being an effective and caring parent to my two daughters. Recovery has no set definition; recovery for me is personal and individual, with the duration and nature of it varying across people and settings.”

#### 6.3.9 Cornforth Partnership

The Cornforth Partnership aims to provide a wide variety of services to support people of all ages and abilities that live or work in Cornforth and surrounding areas across County Durham. A new project within the Partnership will be helping drug users and their families in their recovery from dependency, focussing on the role of mutual aid.

#### 6.3.10 Family Support Services

##### Liberty from Addiction (LFA)

Liberty from Addiction (LFA) is a unique charitable organisation working with carers of substance misusers (drug and alcohol). They are a county wide service. LFA was originally set up as a support group by parents and carers who were concerned about a loved one misusing drugs and/or alcohol.

Liberty from Addiction provides a variety of interventions for the range of challenges families and carers face, offering support and care but not drug and alcohol treatment.



They offer:

- Direct access to a worker/trained volunteer in times of carer crisis, including direct access over the phone
- Counselling
- Family progression program/ Family relapse prevention program
- Welfare rights and debt advice
- Carers Breaks
- Volunteering opportunities

### Free the Way

Free The Way provides a drop in centre for anyone with an addiction; they also have facilities to provide temporary accommodation for those who are at risk of homelessness.

Parents and carers can also benefit from experienced staff who can advise both through their own experiences and training. Free the Way offer a wide range of services including outreach work and visiting families and carers in their own homes. The main purpose is to provide care, counselling and support with the long term aim of re-educating and rehabilitating individuals back into the family and community so that they can become productive and responsible members of society.

#### **6.3.11 Jobcentre Plus**

The drug and alcohol recovery and employment agenda is a key priority for the Department for Work and Pensions (DWP), and therefore for Jobcentre Plus, as it is estimated that 1 in every 15 benefit claimants are dependent on drugs or alcohol. As such, Ministers have agreed a Jobcentre Plus offer for people who are drug or alcohol dependent to be available across Great Britain.

The DWP drug strategy has now been widened to include an offer for all claimants on any benefit with a dependence on any drug or alcohol within Great Britain.

Jobcentre Plus advisers can refer claimants whose dependency is a barrier to work for a voluntary discussion with a treatment provider.

Jobcentre Plus supports case conferencing, limited to education, training and employment needs, with treatment providers whenever possible to ensure the claimant is receiving the support they need and to collaboratively agree employment focused goals. Jobcentre advisers can tailor the Jobseeker's Agreement to take account of any treatment commitments claimants might have.

#### **6.3.12 Prisons (HMPS)**

The North East prison partnership brings together all substance misuse treatment providers under one single partnership. The aim is to provide an integrated approach, both within prisons and also for prison transfers to the community. The North East is home to between 5,000 and 5,500 prisoners, a large proportion of whom have substance misuse issues. They are housed in a variety of prisons each of which, despite being very different establishments, has a DART (see below). In 2012/13 the

North East region has reviewed the treatment offer relating to substance misuse and has embraced a new way of working which focuses on recovery.

### **6.3.13 Drug and Alcohol Recovery Teams (DART)**

Since 2012, Drug and Alcohol Recovery Teams (DART) have been working within each prison within the North East. DART is an integrated multi-disciplinary treatment service working across multiple sites, which brings together statutory and third sector providers to work in partnership to provide treatment to those with a substance misuse problem. DART offers a range of interventions, including harm reduction, Psychosocial Interventions (PSI), Structured day care, abstinence-orientated treatment and substitute prescribing for prisoners within the North East prison estate. It provides support and treatment for both young people and adults who have recognised problematic substance use. The range of activities offered also includes - access to counselling services, physical exercise, complementary therapies such as Acupuncture, listeners/buddies, peer mentors, purposeful activity, detoxification, recovery wings and specialist programmes.

### **6.3.14 Integrated Offender Management Programme (IOM)**

The Integrated Offender Management Team (IOM) is called The Castle Project in County Durham. It is a multi-agency team including police, probation, drug workers, housing officers and mentors who are supported by other local community services. They manage the most prolific and priority offenders in County Durham who display complex needs and are responsible for committing multiple crimes. Individuals are offered the opportunity to engage with the scheme to address their offending needs.

For individuals with substance misuse issues or who are subject to a Drug Rehabilitation Requirement the DIP (Drug Intervention Programme) is aligned with the IOM scheme to target and support individuals into drug treatment.

### **6.3.15 Drug Rehabilitation Requirements (DRRs):**

The main purpose of the drug rehabilitation requirement is to reduce or eliminate illicit drug use and associated offending. The offender is required to attend appointments with the treatment provider, to submit to regular drug testing and to engage with activities to address their substance misuse. The offender is also required to attend appointments with their Offender Manager to address their offending behaviour through the Citizenship Programme.

DRRs can be of Low, Medium or High Intensity levels; this is dependent upon the individuals need and offence. Additionally all DRRs of 12 months or more are subject to mandatory court review. Shorter orders may be reviewed if so directed by the court.

### **6.3.16 The County Durham Drug Interventions Programme (DIP)**

DIP work exclusively with adults with a drug misuse problem within the criminal justice system. The DIP team operate across three main disciplines with all members of the team multi-functional, working across these areas as and when required to ensure a seamless and professional service. The three areas of work are 1) arrest referral and court work, 2) working alongside the police, probation and other agencies within the Integrated Offender Management Units with Priority and Prolific Offenders and 3) based within the Community Drug Service treatment centres working with DIP clients and those released from prison.

All team members provide assertive outreach to those individuals who have failed to keep appointments to ensure as few as possible drop out of treatment. DIP staff carry out the required assessments, follow up assessments and restriction on bail appointments for those tested positive within Durham Force area or those who reside in County Durham but were tested positive in another force area.

#### **Case study Four:**

“Brian” was a recreational cocaine user, this increased to crack and heroin. He began to sell things from the house, eventually beginning to offend. Put before the courts he was given DRR’s (Drug Rehabilitation Requirement), community orders and custodial sentences but the offending and substance misuse continued. “Brian” was sentenced to 5 years for burglary.

In prison he gradually reduced his methadone script and applied to go onto I wing in HMP Durham (drug free wing facilitated by RAD (Recovery Academy Durham) involving 12 step approach). DIP became involved with “Brian” at the release plan stage. The plan was for him to go directly to RAD, but after over 2 years in prison he decided he did not want to continue with this intense recovery programme and would rather use community support.

DIP worked with “Brian” initially meeting him twice weekly for the first month. They looked at motivational work, coping strategies and relapse prevention. “Brian” found it very difficult in the community and was nervous about going out and about. “Brian” did lapse and at one point started to transfer his addiction to alcohol. To his credit he recognised this and with support from his DIP worker completed the short duration alcohol programme. “Brian” is currently at Finchale College.

## 7. Example of comments from the Stakeholder Event January 2014

A stakeholder event was attended by nearly one hundred people and the participants came from a cross section of the community. This included service users and carers, including Ambassadors, representatives from the police, probation, housing, treatment centres, mental health, prison service, employment and health care. Here are just some examples of the comments from the event:

- We were moving in the right direction and the vision would be for the 2025 stakeholder event to be full with people in recovery leading the way on the agenda.
- County Durham has seen a huge change in visible recovery.
- Sharing information is crucial. Health need to share openly in the interest of those they are trying to protect.
- Need to begin building systems around families and not individuals.
- Confidentiality - people hide behind this and don't fully understand what can be shared and when.
- Need education that challenges the behaviour of families in particular parents.
- Empower communities to take ownership of what's happening in their local areas to their children and families.
- Need to get information out to communities about what they need to look out for and how they can report anything suspicious. Communities need reassurance that they will be ok passing over intelligence and also feeding back what has been done as a result.
- People are scared to be drug free as they don't know how they will cope without substances.
- Need to reach into communities rather than rely on people going to centres.
- Don't lose sight of treatment and harm minimisation services and the role they play in moving people into recovery.
- How can we raise people's aspirations to recover from substance misuse and lead fulfilling lives?
- We are building better relationships with police – recovering addicts and police.
- There is a lack of employment opportunities – need education for employers.
- Transition from young person treatment to adult treatment services. How can we build a smoother transition between services?
- Evaluation of what is working and promote more of it.
- Advertise best practice – need for communities to support recovery.
- Involve clients in designing their own recovery
- Community development – building resilience in the community building upon ongoing restorative work.
- Need to work with the communities to identify supply networks
- Community involvement is the key to preventing supply
- 'Education needs to be done yearly as drugs change all the time. Delivered alongside the police' (parent).

## **8. Summary of Action Plan 2014-2015**

We have consulted with and continue to seek feedback and comments on our priorities for action. We commit to having an annual stakeholder event to help prioritise the action plan for the coming year. Service users and carers continue to have an important role within this strategy and action plan, and their views have been crucial to its development and in identifying the priorities.

### **8.1 Preventing Harm**

What we will do:

- Develop a social marketing plan to raise awareness about the harms of drugs.
- Work with schools and families to promote awareness of the risks associated with drug use
- Support schools and colleges in the delivery of drug education and ensure the development and implementation of drug policies
- Ensure the delivery of Prevention Champions Training to Drug and Alcohol staff
- Include drugs, caffeine and NPS's (New Psychoactive Substances) in the Good practice guidance for schools, colleges and youth settings.
- Develop a key messages document in relation to drugs for use by all partners
- Ensure there is a minimum data collection on drug misuse, particularly where this is currently limited, e.g. primary care and acute trusts
- Map and improve existing drug forums
- Gain a better understanding of the needs around New Psychoactive Substances
- Involve and support young people, families and carers (including young carers) living with drug related issues in order to break the cycle of drug misuse.
- Strengthen the pathway between Children and Family Services and specialist drug and alcohol services to ensure vulnerable families and children are supported with their substance misuse and related problems.
- Ensure that there are appropriate harm minimisation interventions for those who are experimenting with and/or using drugs recreationally.
- Local Safeguarding Children's Board to undertake themed audits of cases linked to parental alcohol and drug use and present findings to the performance management sub group
- Local Safeguarding Children's Board trainer to provide relevant training to professionals on the impact of drugs on children's protection

## 8.2 Restricting Supply

What we will do:

- Improve the quality of data collection to understand the full impact of drugs on health, crime, offending and re-offending
- Work with the Police and Crime Commissioner to ensure that funding is allocated to reduce drug related crime and anti-social behaviour
- Create a forum to debate the decriminalisation of drug users to ensure a shared County Durham response
- Tackle the supply chain within HMP prison system by ensuring the Supply and Demand Strategy is fully implemented
- Increase public reassurance and reduce the fear of drug related crime by the implementation of the communications strategy

## 8.3 Building Recovery

What we will do:

- Further develop a recovery community in County Durham, including HMPS which celebrates and promotes recovery
- Review the referral pathways into and from GP practices, primary mental health and acute hospital trusts
- Raise awareness of referral protocols into and out of custody
- Review and monitor the drug related deaths in County Durham
- Further embed the joint working arrangements between treatment services, HMPS, Jobcentre Plus and work programme providers to address the employment related needs of substance misusers, contributing to positive employment, treatment and recovery outcomes
- Build peer support into the induction process in custody
- Undertake work to understand the transition of young people to adult treatment services
- Further develop the work on recovery including recruiting, training and supporting Ambassadors and peer mentors
- Listen to the views of carers and service users to continually improve the quality of services
- Increase the number of adults and young people accessing and successfully completing treatment and recovering from their dependency
- Ensure families needs are assessed and understood and they receive a collaborative multi-agency whole family response from Team around the Family
- Ensure services are attractive and accessible to underrepresented groups, e.g. pregnant women and veterans
- Develop a communications plan for promoting the Community Drugs Service (CDS) and recovery community in County Durham
- Undertake a review community based drug and alcohol treatment services in County Durham

- Explore joint commissioning opportunities between drug, alcohol and mental health services.
- Commission and deliver effective treatment and recovery services in both community and criminal justice settings in line with national guidance
- Commission family support services and ensure the needs of carers are met.
- Improve access to family support for offenders.
- Improve PRS (Private Rented Sector) management standards through inclusion with Durham Key Options
- Ensure that there are appropriate harm minimisation interventions for those who are experimenting with and/or using drugs recreationally.

## 9. Strategic Framework and Accountability

The performance management framework aligns to the priorities identified within the *Drug Strategy (2010) Reducing Demand, Restricting Supply, Building Recovery: Supporting People to Live a Drug Free Life (HMSO, 2010)*. The Drug Strategy group will report to the County Durham Safe Durham Partnership Board, the Health and Wellbeing Board and the County Durham Children and Families Partnership. Progress on delivery against strategic objectives and action plan will be reported on a six monthly basis.

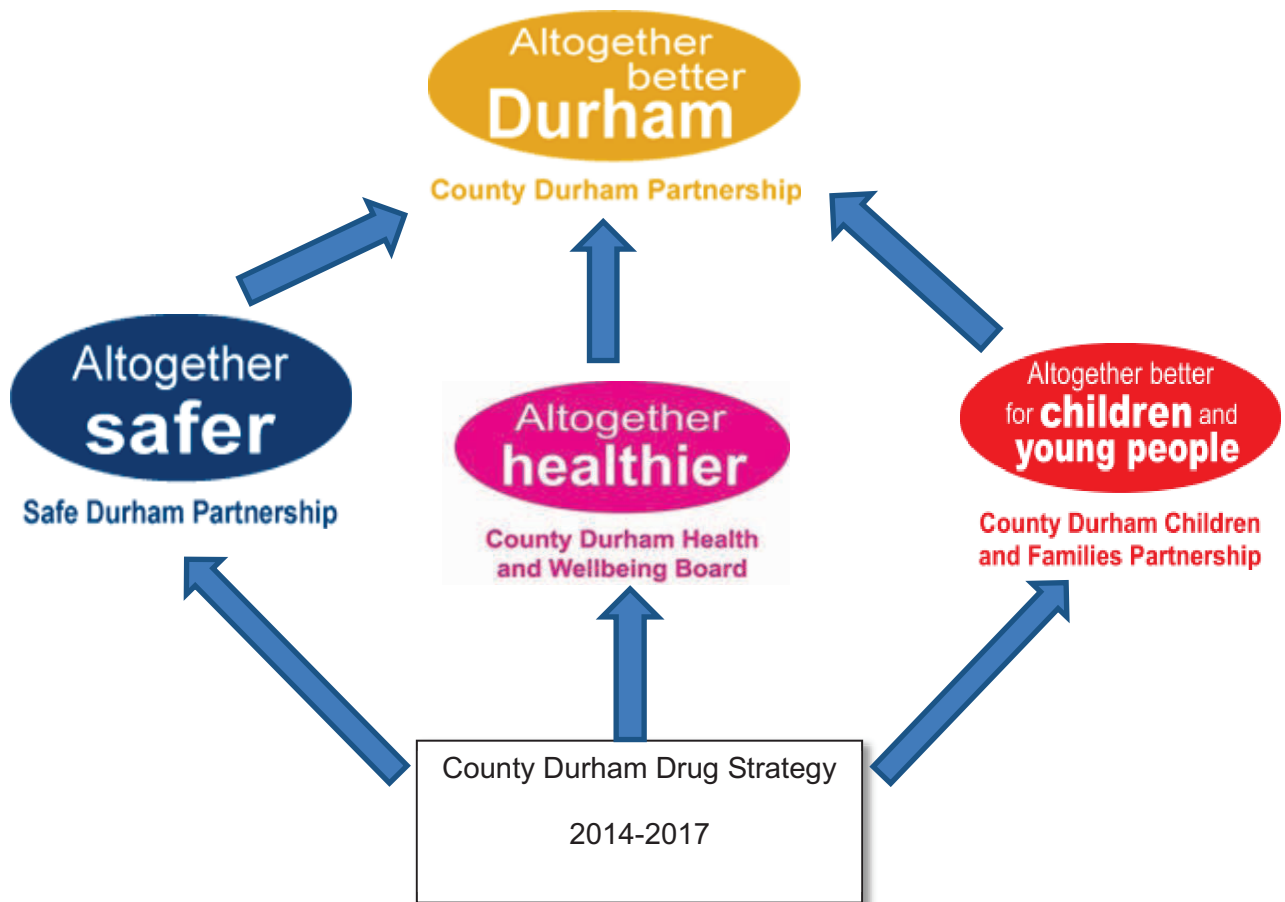
The Drug Strategy Group will consider a quarterly performance report which will contain a range of performance indicators. The Drug Strategy Group will maintain an action plan appropriate to the issues raised from the performance report. Any key issues will be escalated to the relevant Board as appropriate.

Some of the Key Performance measures include:

- Increasing the number of staff trained in drug awareness
- Increasing the knowledge and understanding of drugs across our workforce, schools, families and wider community
- Reduce drug related crime
- Increasing the numbers of families and carers accessing appropriate support
- Increasing the numbers of people in treatment
- Increasing the number of people successfully completing their treatment
- Reducing the number of people who represent to treatment
- Increasing the number of people who access mutual aid and receive peer support



## 9.1 County Durham Drug Strategy Group Structure



## 9.2 Delivery of the Strategy and framework

There is a need for an overarching drugs strategy, but the key areas should be deliverable by other existing partners and agencies as part of their core business.

This work forms the basis of the new strategy, together with a broad understanding of the emerging agendas, including:

- the impact of the Police and Crime Commissioner, and recent and planned changes to policing structures;
- the development of the Health and Well-Being board;
- the changes to commissioning arrangements for local authorities, clinical commissioning groups and NHS England.
- the emerging agenda around Recovery, as opposed to more traditional 'treatment';
- the opportunities offered by the Think Family agenda;

- the impact of localism as it applies to County Durham;
- the changing nature of drug use in the county;
- how we manage the transition from nationally or regionally prescribed approaches to tackling the drugs agenda, to a more locally defined model;
- the changing economic climate.

A strategy alone can achieve nothing without the full and explicit commitment of all key partner agencies and stakeholders, including local communities.

Securing a shared vision and commitment with a clear rationale for tackling drugs misuse in County Durham is essential. The strategy recognises and builds on the actions already being taken by partner agencies to reduce the impact of drugs.

## Appendices

### Appendix 1: Glossary of terms/abbreviations

A&E or ED	Accident and Emergency Department or Emergency Department of a hospital
ACMD	Advisory Council on the Misuse of Drugs
ACPO	Association of Chief Police Officers
ADEPIS	Alcohol and Drug Education Prevention Information Service
Alcohol AUDIT	Alcohol Use Disorders Identification Test. A simple 10 question test developed by the World health Organisation to determine if a person's alcohol consumption may be harmful.
BBV	Blood Bourne Virus
BtC	Breaking the Cycle
CARAT	Counselling, Assessment, Referral, Advice, Throughcare. CARAT works with prisoners who misuse drugs to help them with treatment in prison and offer support when released.
CDS	Community Drugs Service
Clinical Commissioning Groups (CCGs)	Groups of GP practices, including other health professionals who will commission the great majority of NHS services for their patients
DART	Drug and Alcohol Recovery Teams
DCC	Durham County Council the local authority for the County Durham area
DfE	Department for Education
DH	Department of Health
DIP	Drug Intervention Programme
DISCUS	Drugs in Sport Clinic and User Support
Domestic abuse/violence	Any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults, aged 18 or over, who are or have been intimate partners or family members, regardless of gender and sexuality.
DRR	Drug Rehabilitation Requirement
Dual diagnosis	People who have mental illness as well as substance misuse problems
DWP	Department for Work and Pensions
EDDY	Engage, Divert, Develop Young people
GP	General practitioner also known as family doctors who provide primary care
HCV	Hepatitis C Virus
HIV	Human immunodeficiency virus
HMPS	Her Majesty's Prison Service

HSCIC	Health and Social Care Information Centre
Head Shop	A shop that sells smoking implements and accessories for cannabis.
IOMU	Integrated Offender Management Unit
IPEDs	Image and Performance Enhancing Drugs
IRT	Initial response Team
Joint Health and Wellbeing Strategy (JHWS)	The Health and Social Care Act 2012 places a duty on local authorities and CCGs to develop a Joint Health & Wellbeing Strategy to meet the needs identified in the local Joint Strategic Needs Assessment (JSNA)
Joint Strategic Needs Assessment (JSNA)	Health and Social Care Act 2012 states the purpose of the JSNA is to improve the health and wellbeing of the local community and reduce inequalities for all ages
LGBT	Lesbian, Gay, Bi-sexual and Transgender
MEAM	Making Every Adult Matter is a coalition of four national charities – Clinks , DrugScope, Homeless Link and Mind
Mutual Aid	Mutual aid refers to members of a group that give each other support at every stage of their recovery from drug or alcohol dependence.
NA	Narcotics Anonymous
NDTMS	National Drug Treatment Monitoring System
NHS	National Health Service
NICE	National Institute for Health and Care Excellence
NOMS	National Offender Management Service
NTA	National Treatment Agency
Naloxone	A drug used to counter the effects of opiate overdose, for example heroin.
PACT	Police and Communities Together
PCC	Police and Crime Commissioner
PCT	Primary Care Trust
PHE	Public Health England
PRS	Private Rented Sector
PSHEE	Personal, Social, Health and Economic Education
PSI	Psychosocial Intervention
Quasi-residential	Combining local accommodation and housing support with an off-site treatment programme
RAD	Recovery Academy Durham
RAPPO	Restorative Approaches Prolific and Priority Offenders
RIO	Recovery Injectable Opioid
RJ	Restorative Justice
Safe Durham Partnership	The Community Safety Partnership for County Durham
Sexual Exploitation	Exploitative situations, contexts and

	relationships where young people (or a third person or persons) receive “something” (e.g. food, accommodation, drugs, alcohol, cigarettes, affection , gifts , money) as a result of them performing, and/or another or others performing on them, sexual activities.
SMART Recovery	‘Self-Management And Recovery Training’.
SPOC	Single Point of Contact
STC	Secure training centres (STCs) are purpose-built centres for young offenders up to the age of 17. They are run by private operators under contracts. There are four STCs in England.
Tiers 1-4	Department of Health has a tiered system of treatment modalities (different therapies). Tier 1: Non-specific (general) service; Tier 2: Open Access; Tier 3: Community Services; Tier 4a: Specialist Services (residential); Tier 4b: Highly specialist (non-substance misuse) services.
Think Family	An approach which makes sure that the support provided by children’s, adults’ and family services is co-ordinated and focused on problems affecting the whole family
Triage	A process of prioritising needs
UKDPC	UK Drug Policy Commission
4Real	Children and Young People’s Substance Misuse Service in County Durham
12 Step Programme	A set of guiding principles and spiritual foundation for personal recovery from the effects of addiction, i.e. drugs, alcohol

## **Appendix 2: Examples of NICE Guidance**

- National Institute for Clinical Excellence (NICE) (2012) Quality Standard for Drug Use Disorders. (QS 23) London: NICE
- NICE (2007) Drug Misuse: Psychosocial interventions. (CG 51) London: NICE
- NICE (2007) Drug Misuse: Opioid detoxification. (CG 52) London: NICE
- NICE (2007) Methadone and Buprenorphine for managing opioid dependence. (NICE technology appraisal 114) London: NICE
- NICE (2007) Naltrexone for the management of opioid dependence. (NICE technology appraisal 115) London: NICE
- NICE (2007) Interventions to reduce substance misuse among vulnerable young people. (PH 4) London: NICE
- NICE (2007) The most appropriate generic and specific interventions to support attitude and behaviour change at population and community levels. (PH 6). London: NICE
- NICE (2009) Needle and Syringe Programmes. (PH 18) London: NICE
- NICE (2010) Pregnancy and complex social factors: A model for service provision for pregnant women with complex social factors (CG 110) London: NICE
- NICE (2013) Hepatitis B and C: ways to promote and offer testing to people at increased risk of infection. (PH 43) London: NICE
- NICE (2013) Hepatitis B (chronic): Diagnosis and management of chronic hepatitis B in children, young people and adults. (CG 165) London: NICE

### **Appendix 3: Organisations involved in the development of the County Durham Drug Strategy**

Addaction

County Durham Ambassadors

County Durham and Darlington Foundation Trust (CDDFT)

DAAC (Durham Agency Against Crime)

DISC

Durham County Council including representatives from:-

- 4Real

- Children's Services

- Drug and Alcohol Commissioning Team

- Housing Solutions

- Public Health

- Safer Communities

- Youth Offending Service (YOS)

Durham Constabulary

Her Majesty's Prison Service (HMPS)

Jobcentre Plus

Liberty From Addiction

North East Council on Addiction (NECA)

NHS England (Health and Justice)

North of England Commissioning Support (NECS)

Probation Services

Public Health England

Tees, Esk and Wear Valleys NHS Foundation Trust (TEWV)

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- NICE (2007) Interventions to reduce substance misuse among vulnerable young people. (PH 4) London: NICE
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**Overview and Scrutiny Management Board**

**12 September 2014**

**Cabinet**

**16 July 2014**

**Medium Term Financial Plan (5), Council Plan, Service Plans 2015/16 – 2017/18 and Review of the Council's Local Council Tax Reduction Scheme**

**Key Decision CORP/R/14/02**



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**Report of Corporate Management Team  
Don McLure, Corporate Director Resources  
Lorraine O'Donnell, Assistant Chief Executive  
Councillor Alan Napier, Cabinet Portfolio Holder for Finance  
Councillor Simon Henig, Leader of the Council**

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**Purpose of the Report**

- 1 To provide an update on the development of the 2015/16 budget, the Medium Term Financial Plan (MTFP (5)) and Council Plan/Service Plans 2015/16 to 2017/18 and a review of the Council Tax Reduction Scheme, which has been in place since 1 April 2013.

**Executive Summary**

- 2 The financial outlook for the Council continues to be extremely challenging. Although the Chancellor of the Exchequer's March 2014 Budget did not announce any additional specific funding cuts for local government, it confirmed that funding cuts to the public sector will continue until at least 2018/19. Future funding cuts are expected to be of the same scale and scope as those experienced over the last four years although this is conditional upon an additional £12bn of savings being identified against the national Welfare budget.
- 3 In terms of future forecasting, the Council has only received indicative Government funding allocations for 2015/16. Indicative funding allocations beyond 2015/16 have been extrapolated from the chancellor's budget statements and estimates of the impact on the Council made against these. For 2016/17 and beyond, the cuts will only be known after the May 2015 General Election, which means there will be significant uncertainty and risk to planning across years 2016/17 and 2017/18 of the MTFP (5) period. With this in mind, it is prudent for detailed savings plans in MTFP (5) to be focussed upon 2015/16 only at this stage.
- 4 There can be no doubt that the achievement of savings across the three years of the MTFP (5) period will become ever more challenging. The emphasis since 2011/12 has

been to minimise savings in front line services protecting them wherever possible whilst maximising savings in management and support service functions. This will become much more difficult in the future however as the scope for management and back office efficiencies are increasingly exhausted.

- 5 The Council has utilised reserves of over £10m in 2014/15 to balance the budget in order to reduce the immediate impact of savings upon the public and it is likely that this policy will become a constant feature of budget planning in the MTFP (5) period and beyond as the Council continues to deal with the uncertainty of future financial settlements, and seeks to delay where practical, the impact of service cuts.
- 6 Between 2011/12 and the end of 2014/15 the Council will have delivered £136.9m of savings. It is forecast that by the end of the MTFP (5) period 2015/16 to 2017/18 additional savings of £87.5m could be required, resulting in a cumulative savings total between 2011/12 and 2017/18 of £224.4m.
- 7 The development of MTFP (5) will utilise the public feedback the Council received during the extensive consultation process in the Autumn of 2013. It is recommended that this consultation feedback continues to drive the development of MTFP (5).
- 8 Similarly the results of the extensive consultation process in the Autumn of 2013 are reflected in the Council Plan and Service Plans which will be updated in the final draft Council Plan presented to Cabinet and Council for consideration following agreement of the final MTFP(5) proposals.
- 9 The Council is one of only two local authorities in the North East to have retained entitlement levels for Council Tax discounts via the Local Council Tax Reduction Scheme in line with that which applied under the Council Tax Benefit regime prior to 2013/14. This policy has protected vulnerable residents at a time when Welfare Reform changes have had a significant adverse impact. This report is recommending that the current Local Council Tax Reduction Scheme is retained for 2015/16. Should the Cabinet agree, the Council will need to formally adopt this proposal at Full Council by 31 January 2015

## **Background**

- 10 To ensure MTFP (5), Council Plans and Service Plans can be developed effectively, it is important that a robust plan and timetable is agreed and followed.
- 11 The Council's current MTFP (4) covers the three year period 2014/15 to 2016/17. There continues to be significant uncertainty in relation to a number of factors, especially the level of future Government financial settlements beyond 2015/16. With this in mind MTFP (5) will cover a three year period, with detailed savings proposals being worked up for 2015/16 only at this stage.
- 12 At this stage of the planning cycle for MTFP (5) the following areas need to be considered:
  - (i) An update on development of the 2015/16 budget since the Council agreed its MTFP (4) on 26 February 2014;
  - (ii) An update on the MTFP (5) period – 2015/16 to 2017/18;

- (iii) Proposed approach to the Council Plan and Service Plans for 2015/16 to 2017/18;
- (iv) A draft MTFP (5) and Council Plan timetable;
- (v) Proposed approach for consultation on MTFP (5) and the Council Plan;
- (vi) Equality Considerations;
- (vii) Consideration of the proposed Local Council Tax Reduction Scheme for 2015/16.

## 2015/16 Budgets

- 13 In line with previous years, a thorough review of the Council's budget has taken place subsequent to the approval of MTFP (4) at the County Council meeting on 26 February 2014. This has resulted in a number of changes to the assumptions built into 2015/16 and where necessary future years' budget models. The key adjustments are detailed below.

### (i) New Homes Bonus

The New Homes Bonus was introduced in 2011/12 to incentivise and reward local authorities where new houses are built and where empty homes are brought back into use. The funding to finance the New Homes Bonus is being top sliced from the Revenue Support Grant (RSG) and paid back to local authorities as the separately assessed New Homes Bonus. Between 2011/12 and 2014/15 the total sum top sliced from RSG for the Council is estimated to be £9.242m. The New Homes Bonus is expected to be in place for 6 years. At this stage there is some uncertainty as to what may happen to the New Homes Bonus post 2017/18.

The annual sums received by the Council for New Homes Bonus to date are as detailed below:

Year	Sum Received
	£m
2011/12	1.300
2012/13	1.251
2013/14	2.248
2014/15	1.985
<b>TOTAL</b>	<b>6.784</b>

The Council has been particularly successful in the last two years in bringing empty homes back into use which, together with new house building, has boosted the New Homes Bonus sums received, but this income is still £2.458m less than the amount of RSG withheld over this four year period.

It is felt prudent at this stage for planning purposes to introduce an estimate of additional New Homes Bonus of £750k for both 2015/16 and 2016/17. Further work is being undertaken in the current year to review all long term empty properties in advance of the submission of the data which determines the New Homes Bonus grant.

## **(ii) Council Tax and Business Rates – Tax Base Increase**

The Council benefits from any growth in either the Council Tax or Business Rate tax base due in the main to more properties being built. In relation to Council Tax in 2014/15, the Council benefitted from additional council tax income of £1.08m due to council tax base increases. It is felt prudent at this stage to assume an annual increase in council tax income of £750k per annum across the MTFP (5) period from 2015/16 due to tax base increases.

In relation to business rates, the Council is continuing to develop forecasting strategies to determine future business rate income levels. The key difficulty at this stage is the requirement for the Council to finance the full costs of successful business ratepayer appeals to have the rateable values of their properties reduced, including all backdated reductions. The impact of appeals has resulted in a forecast £3.247m deficit on the business rate collection fund in 2013/14 of which the Council's share is £1.591m. This deficit sum is being recovered during 2014/15.

It is expected that the position on outstanding ratepayer appeals will be more fully understood by the end of 2014/15 with the likelihood of some growth in the business rate tax base being available in 2015/16 including the new Hitachi site in Aycliffe. It is felt prudent therefore to include £750k of additional business rate income in 2015/16. At this stage it is not recommended that any additional tax base increase or reduction is included for later years.

## **(iii) Health Funding**

The Council has worked in partnership with health partners and has been utilising additional NHS funding for a number of years to invest in services and to protect current, vital social care services. There is a shared understanding of the need for partnership working across the two sectors as decisions made on either side can have a financial impact upon the other. The transfer of Public Health functions to the Council in April 2013, the introduction of the Better Care Fund from April 2015 and the introduction of the Care Bill are resulting in ever closer working relationships between the Council and health partners. As part of this approach the Council has fully reviewed all of the funding streams available from Health in partnership with the Clinical Commissioning Groups and identified those elements which can be utilised to invest in new services and those which can be utilised to protect and support current core council services linked to health. The outcome of this review has been reflected in the assumptions for the 2015/16 budget and for the MTFP (5) period. This position will be kept under constant review due to the uncertainty regarding future health funding.

## **(iv) Employer National Insurance Increase**

As previously reported, the introduction of the single State Pension in 2016/17 results in a significant increase in employer national insurance costs for the Council due to the change in 'contracting out' regulations. The cost of this to the Council was previously forecast to be £5.1m. This cost has been reviewed in the light of the reduction in the number of employees in the Council and is now estimated to be £4.7m.

## (v) Other Budget Pressures

The Council has previously forecast that Concessionary Fares would continue to be a budget pressure. Significant work has been carried out in negotiation with Bus Contractors and it is felt that the annual £400k budget pressure can now be reduced to £320k in 2015/16 and £100k in later years.

An additional pressure has been introduced into the 2015/16 budget plans in relation to insurance premiums. The Council has been under a long term agreement in relation to Public Liability insurance and Employers Liability insurance which ends as of 31 July 2014. The Council's insurance advisers have indicated that it is likely based upon market conditions that the Council will face an increase in insurance premiums on these policies at renewal. A pressure of £250k has therefore been included in plans for 2015/16 at this stage.

## (vi) Capital Financing

The Council is required to borrow to finance some of the projects within the capital programme. Annually sums are included in the MTFP plans to finance future borrowing. These plans assume the interest rate that must be paid on borrowings with the Public Works Loan Board (PWLB) being the main body from which loans are taken. In recent years interest rates have been forecast for borrowing purposes to be in the 5.5% to 6% range in line with advice from the council's treasury management advisers.

Although forecasts in recent years have indicated that interest rates would soon rise, rates have now remained at historically low levels for a number of years and are unlikely to increase until the end of 2015/early 2016. In addition, the PWLB have allowed discounts of 0.2% on loans in recent years further reducing the rates paid.

The Council in recent years has been accessing loans with interest rates below 4.3% which is generating underspends in the Capital Financing budget which can now be released into the MTFP after a review of the future borrowing strategy. With this in mind a sum of £4m has been released back into the MTFP in 2015/16 from the capital financing budget.

## Utilisation of Reserves

- 14 In recent years the council has utilised reserves to delay the impact of savings and to smooth the MTFP process. In 2014/15 the following reserves have been utilised to delay the impact of making further savings:

Reserve Utilised	Amount
	£m
Adult Demographic Reserve	3.150
Equal Pay Reserve	3.475
Cash Limit Reserves	2.617
General Reserve	0.933
Procurement Reserve	0.104
<b>TOTAL</b>	<b>10.279</b>

- 15 The utilisation of reserves in this way is significantly aiding effective planning whilst delaying the impact of having to make further savings.
- 16 In relation to the Adult Demographic pressures which are forecast to be an additional £1m per annum across each year of the MTFP, it is forecast that sufficient reserves will be available to delay the need to finance the accumulated budget pressure until 2018/19. This reduces the budget pressure by £800k, £4.35m and £1m in 2015/16, 2016/17 and 2017/18 respectively. It is recognised by utilising the Adult Demographic Reserve in this way will delay a £7.15m budget pressure until 2018/19.
- 17 In relation to the Equal Pay Reserve, sufficient sums are now available to finance the costs of Equal pay which was agreed with effect from October 2012 and are forecast to be £4.5m per annum; until 2017/18. This enables this pressure to be removed from the 2016/17 budget forecast in the previous MTFP model and moved back a year.

### **2015/16 Savings Forecast**

- 18 This thorough review of the Council's budget has resulted in the requirement for the Council to identify savings of £16.362m at this stage to balance the 2015/16 budget. Service Groupings are working up options against this target and planning is well advanced and good progress is being made. Further work will be required over the coming months to finalise these savings plans before final approval at County Council on 25 February 2015.

### **MTFP (5) – 2015/16 to 2017/18 Update**

- 19 When the Council agreed its MTFP (4) on 26 February 2014, it identified that significant additional savings would have to be delivered, especially in 2016/17 to achieve a balanced position across the MTFP (4) period. The base budget reviews described earlier in this report have allowed a full revision to be carried out as regards the 2016/17 position whilst a plan has also been developed for 2017/18.
- 20 Whilst developing plans for MTFP (5) consideration has been given to the ongoing utilisation of Reserves to support the MTFP process.
- 21 Although Earmarked Reserves as detailed above are being used in a targeted way, it is felt prudent at this stage to consider the additional utilisation of Reserves during MTFP (5). This would provide the Council with the scope and flexibility to react to the current uncertainty in relation to future government finance settlements.
- 22 With this in mind, a review will be carried out of all Earmarked Reserves to determine the sums that could be made available to support MTFP (5). In addition the 2014/15 forecast of outturn position will also be monitored closely during the year to determine if additional funding could be made available, albeit on a temporary basis.
- 23 Any sums available would be utilised to create a Planned Delivery Programme (PDP) Reserve. This reserve would be available to the Council to support MTFP (5).



- 24 In relation to MTFP (5), an initial utilisation of £10m from the PDP Reserve could be introduced into MTFP (5) model for both 2016/17 and 2017/18 i.e. the utilisation of £20m PDP Reserve in total in order to reduce the savings targets in these two years. The table below summarises the current forecast budget shortfall across MTFP (5) and the impact of utilising £10m of PDP in each of 2016/17 and 2017/18. An updated MTFP (5) model is attached at Appendix 2.

Year	Budget Shortfall	PDP Utilisation	Savings Requirement
	£m	£m	£m
2015/16	0	0	0
2016/17	32.011	(10.000)	22.011
2017/18	49.100	(10.000)	39.100
Total	-	-	61.111

- 25 Utilisation of the PDP Reserve in this way postpones the need to achieve £10m of additional savings until at least 2018/19 and will be kept under continuous review throughout MTFP (5) and (6) in the context of the Council's overall budget position. Savings of £61.111m would still be required over 2016/17 and 2017/18.
- 26 It is expected that greater clarity in relation to government funding cuts across the 2016/17 to 2018/19 period will become clearer after the outcome of the May 2015 General Election and detailed savings proposals will be developed against these requirements at that stage.

### **Proposed Approach to the Development of the Council Plan and Service Plans**

- 27 The Council Plan is the high level corporate plan for the Council. It sets out what the Council is aiming to achieve over the next three years, and is updated on an annual basis. Investments and savings agreed as part of the MTFP (5) will be targeted to achieving the objectives identified in the Council Plan as part of our strategic planning process.
- 28 The Council Plan also aligns to the Sustainable Community Strategy (SCS), which is a long term strategy for the county running to 2030, developed and agreed by the council and its partners through the County Durham Partnership.
- 29 The Council Plan sets out how the Council will deliver its contribution to the SCS across five priority themes:
- Altogether Wealthier
  - Altogether Better for Children and Young People
  - Altogether Healthier
  - Altogether Safer
  - Altogether Greener
  - Plus a sixth theme of an Altogether Better Council, aimed at improving how the council runs itself.

- 30 The priorities set out in the current Council Plan reflect the results of an extensive consultation exercise carried out in late 2013 and early 2014 on spending priorities, and include an ongoing focus on protecting frontline services. Our spending plans for this year and 2015/16 are also based on these assumptions.
- 31 It is proposed that this year there will be a review of the Council Plan format as well as a rolling forward of the current plan. It is proposed to maintain the focus on ongoing priorities which came out of the 2013/14 consultation, but to streamline the format of the document to include a more concise narrative which is quicker and easier to read, with streamlined performance monitoring arrangements.
- 32 The refresh will also allow the Council Plan to be updated to reflect relevant changes in Government policy, plus any changes to local priorities for example arising from consideration of performance outcomes for the last year. In particular, it is proposed that the refreshed Council Plan and the Neighbourhood Services Service Plan will provide an updated high level policy framework for waste management. In the interests of efficiency, this will replace the separate 2010 Municipal Waste Management Strategy which was due for update via Cabinet in Spring 2014. Member input is proposed via Corporate Issues Overview and Scrutiny Committee considering key Cabinet reports, linked to the MTFP, in accordance with the timetable at paragraph 26.
- 33 Draft Service Plans for each service grouping are also scheduled for development during the autumn, and will include a high level action programme across all services. The final draft Council Plan will be presented to Cabinet and Council for consideration following agreement of the final MTFP (5) proposals.

#### **MTFP (5) and Council Plan and Timetable**

- 34 The development of MTFP (5) is fundamental to ensuring that the Council can plan and prepare for the continuing reductions in government funding. The timetable for delivery of MTFP (5), the Council Plan and Service Plans has taken the following into account:
- The need to make changes to Council priorities as part of the development of the Council Plan;
  - Consultation Requirements;
  - Equality and diversity impact considerations;
  - Government announcements;
  - The need to consider both revenue and capital.

35 A high level timetable up to Council Budget Setting is detailed below:

16 July	MTFP/Council Plan scene setting and update report to Cabinet
12 September	Overview and Scrutiny Management Board considers 16 July Cabinet Report
19 September	Corporate Issues Overview and Scrutiny Committee consider 16 July Cabinet report
15 October	MTFP/Council Plan report to Cabinet providing further update
14 November	Corporate Issues Overview and Scrutiny Committee consider 15 October Cabinet report
October/Nov	MTFP/Council Plan consultation process
November/Dec	2015/16 Finance Settlement announced by DCLG
17 December	Tax Base Update
14 January 2015	MTFP/Council Plan report to Cabinet. Detail on settlement and outcome of consultation process
23 January	Corporate Issues Overview and Scrutiny Committee consider 14 January Cabinet report
11 February	Budget report to Cabinet
13 February	OSMB meeting to consider Budget
25 February	Council Budget and MTFP report

### Proposed Approach to Consultation

- 36 During autumn 2013, the Council attracted over 10,000 people to take part in the largest public engagement event ever held in County Durham. These events were managed through the Area Action Partnerships (AAPs) and were held across the County. They provided the opportunity for the public to take part in allocating grants to local projects, setting AAP priorities and critically, providing views as to how the Council should manage its budget challenges up to March 2017.
- 37 At these events, almost 1,300 people took the time to take part in 270 budget setting group exercises where, over 30-45 minutes they deliberated with other members of the public as to how the Council should allocate savings of £100 million over the next few years. Feedback from those taking part in the activities was very positive, with 97% of participants feeling that it was a good way to involve local people in decision making.
- 38 In addition to the group exercises, comments as to how the Council should achieve its savings target were also provided in 2,074 completed paper questionnaires with a further 517 completed online.
- 39 The results of this budget consultation, which included over 3,800 responses, were reported to Cabinet on the 12<sup>th</sup> February 2014. It is intended that the results of the

2013 events will inform the Council's budget setting process for this and subsequent years.

- 40 It is proposed that the budget consultation carried out in October and November 2014 will concentrate on seeking views from the 14 AAPs and the key partner agencies that make up the County Durham Partnership on the details of the 2015/16 proposals. Where individual budget proposals involve a significant service change to the public, these will be subject to a detailed public consultation prior to a decision being made in line with our established practice.

### **Equality Considerations**

- 41 As in previous years, equality impact assessments will be considered throughout the decision making process, alongside the development of MTFP (5). This is in line with the Equality Act 2010 which under the public sector equality duty requires us to pay 'due regard' to the need to:
- Eliminate discrimination, harassment, victimization and any other conduct that is prohibited under the Act;
  - Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
  - Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- 42 To ensure that equalities considerations are properly built into this year's MTFP (5) process, there will be updated guidance for services, setting out an overall timetable and approach for completing equality impact assessments for any additional savings proposals identified. Cumulative impacts of ongoing changes will also continue to be considered through quarterly reports to Cabinet on MTFP delivery, and cumulative impacts will also be considered alongside any new impact assessments,
- 43 We will continue to ensure that full equality impact assessments inform final decision-making on implementing MTFP (5) savings for 2015/16 and subsequent years. This is built into management arrangements to monitor delivery of all MTFP savings, and will help to ensure that any changes implemented take into account equality impacts and that mitigating actions are taken where possible.

### **Local Council Tax Reduction Scheme**

- 44 The Government abolished the national Council Tax Benefit System on 1 April 2013, replacing it with a requirement for local authorities to work with their precepting bodies to establish a local Council Tax Reduction Scheme. These schemes provide a discount against Council Tax, rather than a benefit, and as such impact on the Council Tax Base and therefore the amount of council tax raised in the year.
- 45 Councils are free to design their own Local Council Tax Reduction Schemes, however pensioners, who account for around 50% of the caseload in County Durham, have to be protected, with any reductions in benefit awards applied to working age claimants only. Local schemes must be consulted upon and be subject to an equality impact assessment. Councils are required to review and approved their schemes annually and have this agreed by a Council Meeting before 31 January each year.

- 46 The Local Council Tax Reduction Scheme adopted by the Council for 2013/14 and continued into 2014/15 mirrors the previous entitlement under the national Council Tax Benefit System for all claimants. This created a budget pressure in 2013/14 in terms of the reductions in Government support under the new system, which now forms part of formula grant, and an increased risk in terms of sensitivity to changes in caseload and costs from that point.
- 47 In approving the scheme for 2013/14 and extending this into 2014/15, the Council considered the impacts of the wider Welfare Reforms and the fact that the additional Council Tax liabilities would be relatively small at around £250 per annum and were expected to be more difficult and costly to recover.
- 48 In the North East region, Durham and Northumberland have schemes that mirror entitlement under the former Council Tax Benefit system, whilst the other ten have schemes that have entitlement to working age claimants on average by between 7% and 30%. Budget assumptions in terms of collecting this additional Council tax income from affected council tax payers in these ten authorities ranges from 50% to 96.7% in 2013/14.
- 49 Whilst the full impacts of the Government's Welfare Reforms is complex and difficult to track, anecdotal evidence, from demand for Discretionary Housing Payments; Social Fund Applications and Rent Arrears statistics in County Durham compared to others across the region, would suggest that the council tax benefit protection afforded to working age claimants in addition to the wide ranging proactive support that has been put in place is having a positive impact on these areas.
- 50 Given the updated financial forecast position for 2015/16 and in light of the beneficial impact on vulnerable residents who are being impacted by other Welfare Reform changes, it is proposed that Cabinet recommends to full Council that the existing council tax reduction scheme be extended into 2015/16 without any changes.

## **Recommendations and Reasons**

- 51 Cabinet is asked to:
- (i) Note the updated 2015/16 budget position with the requirement for £16.362m of savings to balance the budget at this stage;
  - (ii) Note the current budget shortfall of £61.111m for the two year period 2016/17 to 2017/18;
  - (iii) Note the option to create a Planned Delivery Programme Reserve and utilise £10m in 2016/17 and 2017/18 to delay savings and to smooth savings implementation;
  - (iv) Agree the proposed approach to preparing the Council Plan and Service Plans;
  - (v) Agree the approach outlined for consultation;
  - (vi) Agree the high level MTFP (5) and Council Plan timetable;
  - (vii) Agree the proposals to build equalities considerations into decision making;

- (viii) Agree that Cabinet recommend to Full Council that the Local Council Tax Reduction Scheme should remain unchanged for 2015/16, with a review to be undertaken in quarter 1 of 2015/16 to inform budget options for 2016/17 and beyond.

### **Recommendation for Overview and Scrutiny Management Board**

52 It is recommended that Members of OSMB:

- (i) Consider the contents of the report and refer the detailed scrutiny of the MTFP to the Corporate Issues Overview and Scrutiny Committee, as per the terms of reference of that committee.

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**Contact: Jeff Garfoot (03000 261946), Jenny Haworth (03000 268071)  
or Gordon Elliott (03000 263605)**

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## **Appendix 1: Implications**

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**Finance** – The report highlights that at this stage £16.362m of savings are required to balance the 2015/16 budget. If £10m of PDP Reserves are utilised in each of 2016/17 and 2017/18 then forecasted additional savings of £61.111m are required for the period 2016/17 to 2017/18.

**Staffing** – The savings proposals in MTFP(5) could impact upon employees. HR processes will be followed at all times.

**Equality and Diversity** – Equality considerations are built into the proposed approach to developing MTFP(5), Council Plan and Services Plans, as a key element of the process.

**Accommodation** – None.

**Crime and Disorder** – None.

**Human Rights** – Any Human Rights issues will be considered for any detailed MTFP(5) and Council Plan proposals as they are developed and decisions made to take these forward.

**Consultation** – The approach to consultation on MTFP(5) is detailed in the report.

**Procurement** – None.

**Disability Discrimination Act** – All requirements will be considered as part of the equalities considerations outlined in the main body of the report.

**Legal Implications** – None.

**Appendix 2**

<b>Medium Term Financial Plan (MTFP5) 2015/16 - 2017/18 Model</b>			
	<b>2015/16</b>	<b>2016/17</b>	<b>2017/18</b>
	£'000	£'000	£'000
<b>Government Funding</b>			
Government Net Funding Reduction	33,195	33,676	33,791
Town and Parish Council RSG Adjustment for LCTSS funding	-285	-196	-211
Business Rates - RPI increase (2.8%/3%/3%)	-1,491	-1,650	-1,700
Top Up Grant - RPI increase (2.8%/3%/3%)	-1,630	-1,830	-1,880
<b>Other Funding Sources</b>			
Council Tax Increase (2% per annum)	-3,370	-3,440	-3,510
New Homes Bonus (Estimate)	-750	-750	0
Council Tax /Business Rate - tax base increase (estimate)	-1,500	-750	-750
NHS Funding - Social Care Transformation	-15,864	-4,432	0
<b>Estimated Variance in Resource Base</b>	<b>8,305</b>	<b>20,628</b>	<b>25,740</b>
Pay inflation ( 1% - 1.5% - 1.5%)	2,150	3,100	3,100
Price Inflation (1.5% - 1.5% - 1.5%)	2,310	2,160	2,160
Corporate Risk Contingency Budget	-1,283	-2,117	0
<b>Base Budget Pressures</b>			
Employer National Insurance increase - State Pension changes	0	4,700	0
Single Status Implementation	0	0	4,500
Council Housing - if 'Large Scale Voluntary Transfer' goes ahead	3,550	0	0
Additional Employer Pension Contributions	760	940	1,000
Energy Price Increases	500	500	500
Insurance Premiums	250	0	0
Concessionary Fares	320	100	100
CAS Demographic and Hyper Inflationary Pressures	1,000	1,000	1,000
Use of Earmarked/Cash Limit Reserve in CAS	-1,000	-1,000	-1,000
<b>Prudential Borrowing to fund new Capital Projects</b>	<b>2,000</b>	<b>2,000</b>	<b>2,000</b>
<b>Capital Financing for current programme</b>	<b>-2,500</b>	<b>0</b>	<b>0</b>
<b>TOTAL PRESSURES</b>	<b>8,057</b>	<b>11,383</b>	<b>13,360</b>
<b>SUM TO BE MET FROM SAVINGS</b>	<b>16,362</b>	<b>32,011</b>	<b>39,100</b>
<b>Savings</b>	<b>-16,362</b>	<b>-32,011</b>	<b>-39,100</b>
<b>Deferred Savings (Utilisation of PDP)</b>	<b>0</b>	<b>0</b>	<b>-10,000</b>
<b>SAVINGS REQUIREMENT</b>	<b>-16,362</b>	<b>-32,011</b>	<b>-49,100</b>
<b>Planned Delivery Programme (PDP)</b>	<b>0</b>	<b>10,000</b>	<b>10,000</b>
<b>REVISED SAVINGS REQUIREMENT</b>	<b>-16,362</b>	<b>-22,011</b>	<b>-39,100</b>
<b>Cumulative Use of PDP Reserve To Support MTFP</b>	<b>0</b>	<b>10,000</b>	<b>20,000</b>



**Overview and Scrutiny Management  
Board**

**12 September 2014**

**Co-op Bank Contract**



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**Report of Don McLure, Corporate Director Resources  
Lorraine O'Donnell, Assistant Chief Executive**

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**Purpose of the Report**

- 1 The purpose of this report is to provide members with an introduction to a presentation given by Jeff Garfoot, Head of Corporate Finance, on changes to Durham County Council's banking provider.

**Background**

- 2 In November 2013, the Co-operative Bank announced its intention to withdraw from the Local Government market.
- 3 Although the authority has a contract with the Co-operative Bank until 2016, it is now necessary to appoint a new banking supplier. There are 130 other local authorities in a similar position.

**Next steps**

- 4 A project plan has been developed which focusses upon the initial procurement phase moving then onto the transition phase as service switches between the old and new bank.
- 5 It is expected the new provider will be appointed by the end of 2014, with the new bank become active from October 2015.
- 6 Once final arrangements are in place, all Council staff will be updated with details of the new bank.

**Recommendations**

- 7 Members of OSMB are asked to receive the presentation and comment accordingly.

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**Contact: Jeff Garfoot, Head of Corporate Finance 03000 261946  
Jenny Haworth, Head of Planning and Performance 03000 268071**

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**Appendix 1: Implications**

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**Finance – None**

**Staffing – None**

**Equality and Diversity – None**

**Accommodation – None**

**Crime and Disorder – None**

**Human Rights – None**

**Consultation – None**

**Procurement – None**

**Disability Discrimination Act – None**

**Legal Implications – None.**

## Overview and Scrutiny Management Board

12 September 2014



### Quarter 1 2014/15 Performance Management Report

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

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#### Purpose of the Report

1. To present progress against the council's corporate basket of performance indicators and report other significant performance issues for the first quarter of 2014/15 covering the period April to June 2014.

#### Background

2. 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 (see Appendix 3, table 1); 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 (see Appendix 3, table 2).
3. Work has been carried out by officers and members on developing a revised indicator set and targets for 2014/15 as set out in Appendix 3. This set of indicators is based around our six Altogether priority themes and will be used to measure the performance of both the council and the County Durham Partnership.
4. The report continues to incorporate a stronger focus on volume measures in our performance framework. This allows us to better quantify productivity and to monitor the effects of reductions in resources and changes in volume of activity. Charts detailing some of the key volume measures which form part of the council's corporate basket of performance indicators are presented in Appendix 4.

#### Developments since Last Quarter

5. Corporate performance indicator guidance which provides full details of indicator definitions and data sources will soon be available from the Councillors Intranet homepage at: <http://intranet/sites/Councillors/default.aspx>. Any queries relating to the definition manual can be directed to the Corporate Performance Team at [performance@durham.gov.uk](mailto:performance@durham.gov.uk).

## Executive Summary

### Overview

6. During the first quarter period 65% of our indicators have shown either an improvement or have maintained current performance and a similar number (67%) are approaching, meeting or exceeding target.
7. The UK economy improved again this quarter and figures confirmed that the economy has returned to its pre-recession peak. For the first time since October 2008 the number of Job Seekers Allowance (JSA) claimants is below 10,000 (9,385 claimants). Although the number of long term JSA claimants has reduced the proportion of claimants claiming for over 12 months has increased from 34.8% last quarter to 35.9% and remains higher than national and regional rates. Youth unemployment is now at its lowest level since June 2008, with 2,580 young people claiming JSA. This reducing trend in JSA claimants is not reflected in the employment rate however, which has remained steady from 66.1% last quarter to 66.2% but remains worse than national (73.3%) and regional (67.6%) rates.
8. The level of housing development in the county is showing signs of improvement. Both the number of new housing completions and the number of affordable homes have increased, although empty properties brought back into use by the council is below the quarterly profiled target. Occupancy rates for retail units in town centres have declined in nine of the 12 town centres. Homeless indicators generally have improved, although the level of acceptances of a statutory duty has increased this period.
9. There is a mixed picture in relation to performance against key children's safeguarding targets. This period shows the overall number of children in need referrals has reduced by 31% compared to quarter 1 last year but the number that occurred within 12 months of the previous referral has not reduced at the same rate (15%). This has meant an increase in the proportion within 12 months of the previous referral to 36.6% which did not meet target, and was worse than the 2012/13 England, North East and statistical neighbour averages.
10. There has been an improvement in looked after children cases reviewed within timescale from 96.9% to 98.3%. This is above the target of 97.8% and coincides with a gradual reduction in the number of looked after children cases. However, child protection cases which were reviewed within timescale have worsened from 99.2% last year to 95.7%, which is worse than the England and regional averages but better than statistical neighbours. All reviews have now been completed.
11. The council has made a lot of progress in working with troubled families, achieving reductions in crime/anti-social behaviour, improved school attendance or moving back into employment. A total of 676 families achieved the government's results criteria to March 2014 which equates to 51.2% of County Durham's overall target of 1,320 families to turn around by May 2015.
12. There have been further reductions in youth offending in County Durham. There were 43 first time entrants (FTEs) to the youth justice system, which is lower than 63 last year and within the target of 78. There has also been a reduction in the rate of re-offending by young offenders with 37.5% of young people reoffending within 12 months. This is slightly higher than nationally (35.3%) but lower than 43.2% the previous year.

13. Key health and adult care measures show that good progress has been made. A larger proportion of service users require no ongoing care following completion of their reablement package and this has exceeded target.
14. 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 and statistical neighbours averages.
15. There has been improvement in the rate of delayed transfers of care with the rate better than the England average. Although there was a slight rise in those attributable to adult social care the rate remains better than the England average.
16. However, the number of smoking quitters has deteriorated further from last year and the Stop Smoking Service has failed to achieve its target. There has been a national trend of decreasing quitters. The percentage of eligible people who received an NHS health check failed to achieve target and is worse than the same period last year. However it is better than national levels and in line with the regional average.
17. Successful completions of alcohol and drug treatment are below target and national levels. However, there has been a reduction in alcohol-related anti-social behaviour incidents and violent crime.
18. A key objective within the Safe Durham Partnership to increase the reporting of hate incidents is being achieved with a 58% increase in one year.
19. Crime levels have risen again this period with a 4.2% increase in overall crime forecast for this year. This is primarily in violence against the person, theft and sexual offences. The number of victim based crimes is forecast to increase by 3.9% as a result. Historic crimes of physical and sexual abuse are continuing to have an effect on crime levels, particularly serious or major crimes, as experienced across the country and linked to publicity surrounding the Savile enquiry.
20. There have also been rises in anti-social behaviour (ASB) incidents reported to the police, which are due to seasonal increases as experienced in previous years, as a result of improved weather conditions. However, they are expected to fall by 5% by the end of the year, except environmental ASB which is forecast to increase by 1.9%.
21. Key environmental indicators show that good progress has been made in diverting municipal waste from landfill although the percentage of household waste re-used, recycled or composted continues to decline due to contamination. Fly-tipping incidents have seen further increases this period.
22. The council continues to improve its performance in a number of corporate areas measured by our Altogether Better Council basket of indicators. The Revenues and Benefits Service has maintained the improved claims processing performance delivered in the latter half of 2013/14, with processing times better than target and significantly better than the same point last year. Customer service indicators show improved telephone handling and more customers seen at our customer access points within the 15 minute target. Freedom of Information requests processed within statutory timescales has improved this period but remains below the national target.

23. The overall trend of staff sickness is reducing but is outside the period target. Despite substantial efforts to increase employee appraisal activity across the council, the rate of appraisals carried out in the last year remains persistently below target and has deteriorated for three consecutive quarters.

### **Volume of Activity**

24. The council has again seen significant increases in demand for key frontline services concerning the number of people requiring rehousing and the number of fly tipping incidents reported.

25. The overall trend for 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 2). Welfare reforms will have an impact in this area.

26. The volume of fly-tipping incidents reported across the county has also shown further increases for the fifth quarter in succession (Appendix 4, Chart 8).

27. There has been an increase in the number of people in drug treatment with the Community Drugs Service (CDS) for non-opiate use and performance has dipped slightly (Appendix 4, Chart 6).

28. There are several areas where we see that performance improves as demand for services decreases. This has been observed in:

- *Telephone calls answered* (Appendix 4, Chart 11). The volume of telephone calls received in comparison with the same period last year shows that calls are decreasing, although there has been a corresponding increase in contact received via emails and web forms of 18.3% compared to the same quarter last year. There has been a substantial improvement in performance with 94% of calls being answered within three minutes, which is well within target.
- *Face-to-face contact* (Appendix 4, Chart 12). The number of customers seen at our customer access points shows that demand for face-to-face contact has reduced and performance has improved.
- *Benefits – new claims* (Appendix 4, Chart 9). The volume of new claims and changes of circumstances for both housing benefit and council tax reduction has decreased whilst processing times are significantly better than the same point last year.
- *Requests for information under the Freedom of Information Act or Environmental Information Regulations* (Appendix 4, Chart 13). The number of requests received has reduced this period. There has been an improvement in performance with 79% of requests being answered within the guideline 20 day period, although this still remains below the national target of 85%.

29. Areas where demand has reduced but performance has deteriorated are evident in:

- *Number of planning applications* (Appendix 4, Chart 1). The volume of planning applications received by the council has shown a steady decline over the last three quarters but performance has also been falling although this has remained within target.
- *Children in need (CIN) referrals within 12 months of previous referral* (Appendix 4, Chart 4). The volume of children in need referrals has seen a reduction this period compared to the previous quarter and same period last year with the actual number of repeat referrals also reducing being significantly lower than those in the same period in 2013/14. The performance in terms of re-referrals within 12 months has worsened and did not meet target but is mainly due to the reduction in the overall number of CIN referrals.

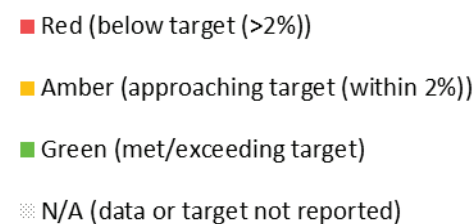
### **Welfare Reform and Demand**

30. We have experienced increased numbers of people requiring rehousing as well as increases in levels of crime specifically theft offences. Each is likely to link to the wider economic position of which welfare reform is a contributor. Turning to our specific support schemes, Discretionary Housing Payments (DHP) spend projections indicate a potential overspend which is up from last month. It was agreed at the Welfare Reform steering group this month to review backdating awards and extending awards to manage spend. A letter is to be sent to Government formally requesting a top up to the grant provided. There are a number of options available to meet any overspend if a top up is not provided, these include using Welfare Assistance underspend and unspent new burdens funding provided by Government.
31. Welfare Assistance spend saw an increase in spending compared to the previous month. Projections indicate a potential underspend down from last month with the number of awards fluctuating significantly month on month. Options for the Welfare Assistance Scheme 2015/16 proposals are being developed and at the next steering group a proposal to run an in-house scheme next year will be presented, which will need to be approved by Members.
32. Expectations that housing rent arrears and arrears in respect of under occupancy would increase have failed to materialise. Current tenant arrears for Dale & Valley Homes, Durham City Homes and East Durham Homes as a percentage of the annual rent debit stand at 2% compared to 3.4% at quarter 1 last year and well within the target of 2.5%.

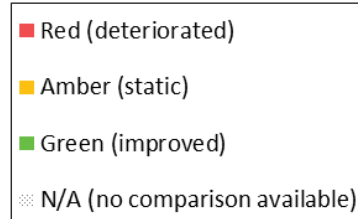
## Overall Performance of the Council

### Key Performance Indicators

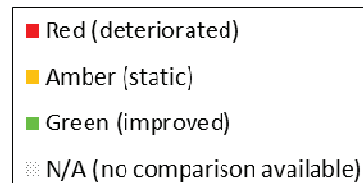
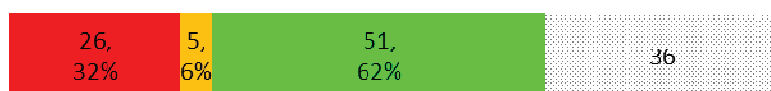
#### Performance against targets



#### Direction of travel



#### Tracker indicators - Direction of travel



#### Source: Service performance monitoring data

33. In quarter 1 2014/15, 66% (45) of reported indicators approached, met or exceeded targets with 68% (46) of reported indicators that improved or remained static.

34. Areas where there has been improvement in performance in terms of direction of travel compared to 12 months earlier are:

- Net homes completed
- Council owned housing that is empty including that which has been empty for six months
- Major planning applications determined within 13 weeks
- Proportion of the working age population currently not in work who want a job
- JSA claimants aged 18-24
- First time entrants to the youth justice system
- Looked after children cases reviewed within timescale



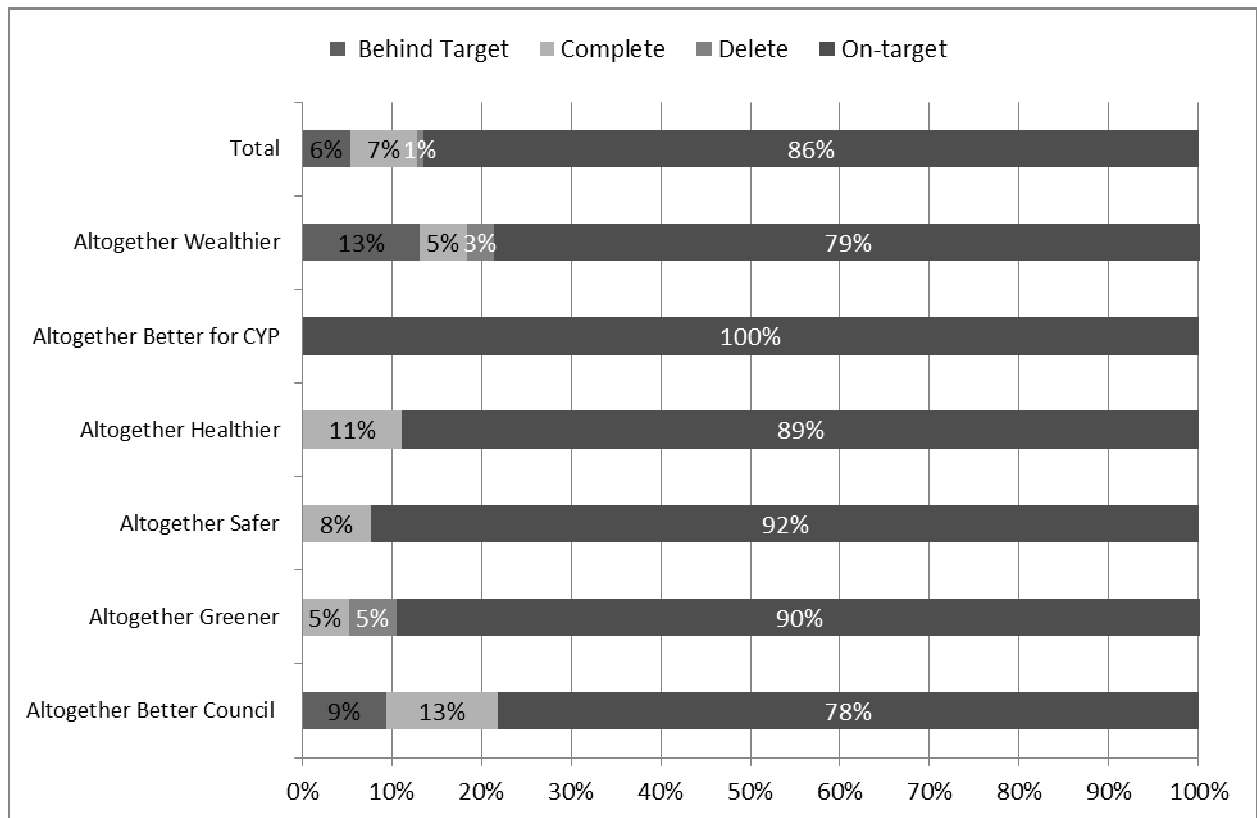
- 16 to 18 year olds who are not in education, employment or training
- People who have no ongoing care needs following completion of provision of a reablement package
- Adults in contact with secondary mental health services living independently
- Delayed transfers of care from hospital
- Children killed or seriously injured in road traffic accidents
- Alcohol related anti-social behaviour incidents and violent crime
- Municipal waste diverted from landfill
- Recorded actionable defects on carriageways and footways repaired within 24 hours (category 1)
- Telephone calls answered within 3 minutes
- Time taken to process new and changes of circumstances for housing benefit and council tax reduction claims
- Council tax collected in year
- Tenant arrears
- Invoices paid within 30 days
- Days/shifts lost to sickness absence

35. Key issues in terms of areas where there has been a deterioration in performance in terms of direction of travel compared to 12 months earlier are:

- Proportion of homes completed in and near all major settlements
- Percentage of JSA claimants claiming for 1 year or more
- Child protection cases reviewed within timescale
- Children in Need referrals occurring within 12 months of previous referral
- Smoking quitters
- NHS health checks
- Successful completions of alcohol treatment
- Overall crime rate
- Serious or major crimes
- Theft and robbery
- Household waste that is reused, recycled or composted
- Fly-tipping incidents reported
- Business rates collected in year
- Capital receipts received

## Council Plan Actions

### Progress against Council Plan by Altogether Theme: Quarter 1 2014/15



36. Monitoring of the Council Plan is carried out on a quarterly basis to ensure that actions are being completed. Overall, first quarter performance shows 7% (11 out of 148) of actions have been achieved and 86% (128 actions) are on target. 6% (8 actions) did not meet target and 1% have been deleted. Further detail of these actions is highlighted throughout the report. The Altogether Better Council theme has achieved the highest percentage of actions completed (13%) and the Altogether Wealthier theme has the highest percentage behind target (13%), which amounts to five actions.

## Service Plan Actions

### Service Plan Progress to End of Quarter 1 2014/15

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	75	14	19%	51	68%	10	13%	0	0%
CAS	130	13	10%	117	90%	0	0%	0	0%
NS	111	10	9%	96	86%	3	3%	2	2%
RED	115	6	5%	98	85%	10	9%	1	1%
RES	130	16	12%	104	80%	5	4%	5	4%
<b>Total</b>	<b>561</b>	<b>59</b>	<b>11%</b>	<b>466</b>	<b>83%</b>	<b>28</b>	<b>5%</b>	<b>8</b>	<b>1%</b>

Source: Service monitoring data

37. 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 eight 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 (100%). The Assistant Chief Executive service grouping had the highest percentage of actions behind target (13%, 10 actions) followed by Regeneration & Economic Development service grouping (9%, 10 actions) and Resources service grouping (4%, 5 actions).

38. 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](mailto:performance@durham.gov.uk)

## Risk Management

39. 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.

40. 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:-

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

41. As at 30 June 2014, there were 30 strategic risks, a reduction of one since 31 March 2014. The following matrix categorises the strategic risks according to their net risk evaluation as at 30 June 2014. To highlight changes in each category during the last quarter, the number of risks as at 31 March 2014 is shown in brackets.

**Figure 4: Corporate Risk Heat Map**

<b>Impact</b>					
Critical	2 (2)	1 (1)	3 (3)		1 (1)
Major		3 (3)	4 (4)		
Moderate			8 (8)	5 (6)	1 (1)
Minor				1 (1)	1 (1)
Insignificant					
<b>Likelihood</b>	Remote	Unlikely	Possible	Probable	Highly Probable

Key risks 

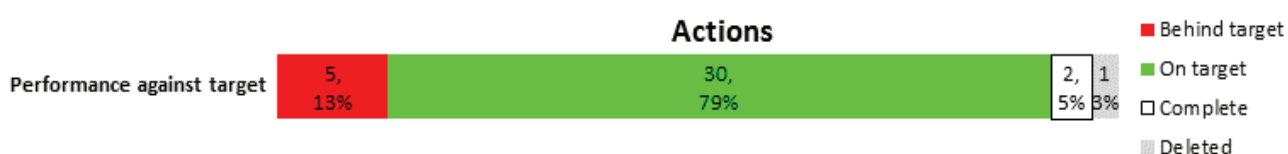
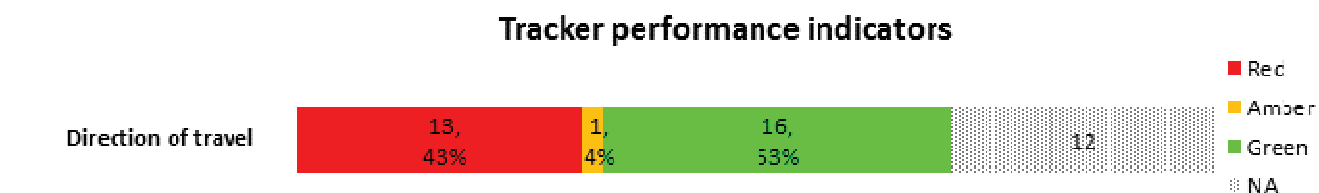
42. At a corporate strategic level, key risks to draw attention to, with their respective net risk evaluations shown in brackets, are:

- a. 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 / Possible).
- b. 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 / Highly Probable).
- c. Potential restitution of search fees going back to 2005 (Moderate / Highly Probable).
- 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 / Possible).
- e. If the council were to fail to comply with Central Government's Public Services Network Code of Connection criteria, this would put some core business processes at risk, such as revenues and benefits, which rely on secure transfer of personal data (Critical / Possible).

43. One risk has 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.

44. 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

45. Given the performance indicator picture appears mixed, there are improvements in the majority of key areas. Key achievements this quarter include:

- a. The proportion of major planning applications determined within 13 weeks has improved to 77% (July 2013 to June 2014) from 72.3% (April 2013 to March 2014). Performance is better than corresponding period last year (74.6%), the target of 71% and national benchmarking (70%), however is worse than the North East rate (78%). 122 major applications were received this year compared to 126 last year. The proportion of overall planning applications determined within deadline has fallen slightly from 87.2% (April 2013 to March 2014) to 86.2% (July 2013 to June 2014). Performance is similar to last year (86.3%) and is above target (85%). 2,689 applications were received this year, slightly less than last year when 2,732 were received (see Appendix 4, Chart 1).
- b. This quarter 514 potential jobs have been created, 64 through new business lettings and 450 through two inward investments which have been confirmed and will potentially result in 450 jobs, located in Durham City and Seaham. Performance is however below the target of 600 jobs created/safeguarded.
- c. This quarter shows 117 affordable homes were delivered, an increase from the same period last year when 60 homes were delivered. The annual target is to be increased from 300 to 400 to reflect the outputs of various programmes aimed at increasing the number of affordable homes either through new housing delivery or conversion of existing properties to affordable homes, each of which have their own specific programme targets attached.

d. Tracker indicators show

- i. During quarter 1, 361 net new homes were completed, an increase of 102% from last quarter (179 completions) and 24.5% from the corresponding period last year (290 completions). Recent monitoring activity has confirmed that a large number of housing sites with planning permission are now being implemented. The housing market is improving due to government incentives such as First Buy and Help to Buy. In Durham City the number of completions increased from eight last quarter to 14 this quarter, which is the same number as the corresponding period last year. This quarter 128 completions were in and around major settlements, similar to quarter 1, 2013/14. However due to the significant increase in net completions overall this represented a lower proportion (35%) compared to last year (43.1%). Although the County Durham Plan includes policies aiming to increase completions in and near major settlements, the activity required to deliver these completions is led by developers. A target of 70% was initially agreed however it is now considered more appropriate to track performance of this indicator.
- ii. During quarter 1 there were 2,606 housing solution presentations. Previously only presentations from the Housing Advice and Prevention Team were included in this indicator but following the restructure of the Housing Solutions Service, presentations are now also being reported for the Family Intervention Project, Family Wise, Home Improvement Agency and the Private Sector Initiatives Team. Previously reported data is therefore not comparable.

The proportion of statutory housing solutions applications has improved, reducing to 13.6% this quarter from 13.8% last quarter and 14.4% for the corresponding period last year. The level of acceptances of a statutory duty has declined from 2.6% last quarter and 3.4% for the corresponding period last year to 4.2% (62 acceptances). The proportion of preventions has improved, increasing to 26.3% from 18.2% last quarter and 20.9% for the corresponding period last year. From quarter 2 these indicators will also include presentations from the Family Intervention Project, Family Wise, Home Improvement Agency and the Private Sector Initiatives Team.

e. Progress has been made with the following Council Plan and service plan actions:

- i. Significant progress has been made during the first quarter of 2014/15 to increase availability of technology across the county by developing the Digital Durham programme for next generation broadband delivery to all areas of the county. British Telecom (BT) has enabled almost 9,000 additional premises to access fibre based broadband services. During quarter 2, work will commence in Sedgefield, Ryton (Gateshead area partner) and Trimdon, and for the first time, fibre based broadband services will become available to residents. There will also be a significant investment in making fibre based broadband services more widely available in the BT exchange areas of Beamish, Coxhoe, Crook, Meadowfield, New Brancepeth, Peterlee, Stanley, Washington

(Sunderland area partner), Burnopfield (Gateshead area partner), Dipton, Lanchester and Wellfield. Following the receipt of further funding and completion of an open market review, a second intervention area will define to postcode level the additional areas to fund infrastructure build due to market failure.

- ii. Durham City site investigation in relation to the Western Relief Road is complete and further design work is continuing, with the planning application being expected to be submitted in June 2015. Planning consent for the bus station on North Road, Durham is now expected in December 2014, with the junction realignment due for completion by May 2015 and the start date for the construction of the bus station being revised to June 2015. A detailed design for the flood mitigation solution at Elvet waterside has been commissioned however the development brief for the site has been delayed as the university have postponed making a decision on the site until the end of the summer. The constraints assessment and design work for Milburngate House is underway and scheduled for completion in November 2014 whilst work is ongoing to secure planning consent.
- iii. A preferred option for the future of council housing across County Durham is to be pursued by March 2015. Following consent from Government the formal consultation process with tenants is currently ongoing. Home visits were undertaken to all tenants in June 2014 and the council's offer document was hand delivered or posted to each tenant. All responses received are currently being collated on the offer document (early indications show approximately 87% of respondents are generally supportive of transfer) and following the meeting of Cabinet on 16 July it was agreed to proceed with the ballot.
- iv. The Gypsy Roma Traveller sites at Adventure Lane, West Rainton; Green Lane, Bishop Auckland; Tower Road, Stanley and Drum Lane, Birtley are being redeveloped. Following completion of the redevelopment of the site at Adventure Lane, the site was re-opened on 9 June 2014. Residents are returning to the site on a phased basis through an agreed process and once complete the site will be fully occupied. The Tower Road site is now complete and was handed over on 28 July 2014. Again a managed phased return is planned to return residents back to the site. Work is continuing on Green Lane and Drum Lane following commencement on site earlier in the year.
- v. Following the launch of the empty homes cluster programme (to bring empty homes back into use), extensive marketing of the available products has been undertaken. Over 4,600 letters were sent out to owners of empty properties, jointly with council tax information and to date there are 243 people interested in grants and loans.

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

- a. During the quarter, 19 empty properties were brought back into use through council intervention. This is below the target of 30 and performance for the same period last year when 31 properties were brought back into use. The



availability of loan funding county wide is starting to bring in good returns, therefore performance should improve in quarter 2.

- b. The proportion of council owned housing that meets decency criteria is currently 81.8% against an end of year target of 100%. This is made up of Durham City Homes 84.5%, East Durham Homes 85.4% and Dale and Valley Homes 68.3%. All providers are on track to achieve 100% decency by the end of 2014/15.
- c. This quarter shows 37 apprenticeships started through Durham County Council schemes. This is below the target of 45 however is better than the corresponding period last year (28).
- d. Tracker indicators show:
  - i. The employment rate maintained this quarter, rising to 66.2% from 66.1% last quarter and 65.8% for the corresponding period last year. The County Durham rate remains worse than the national and regional rates of 73.3% and 67.6% respectively. There are now 225,600 people defined as in employment which is an improvement of 2,100 on the same period last year. The changes to those defined as in employment are not reflected in the changes to those claiming Job Seekers Allowance (JSA), which has significantly reduced and now stands at 9,385, which represents 2.8% of the working age population. This is the first time since October 2008 that the number of claimants has been below 10,000. This suggests that there may be some people who are now no longer entitled to claim JSA but are also not in work.
  - ii. The number of people claiming JSA for more than 12 months stands at 3,365 claimants which has reduced by more than 600 from March 2014 and is over 1,600 less than at June 2013. However, although the number of claimants are reducing, 35.9% of claimants have claimed for more than 12 months which is higher than last quarter (34.8%), the same period last year (34.5%) and national and regional rates (27.1% and 35.5% respectively).
  - iii. The number of 18 to 24 year olds claiming JSA (2,580) has also significantly reduced from 3,415 last quarter and 4,435 for the same period last year. Youth unemployment is now at its lowest level since June 2008. This represents 1% of the 18 to 24 year old population but 27.5% of JSA claimants.
  - iv. The proportion of the working age population not in work who want a job has fallen to 13.7% (April 2013 to March 2014), representing 22,600 people. This is an improvement from 14.6% reported last quarter and 16.4% for the corresponding period last year. The rate however is higher than national (11%) and regional (13.4%) rates.
  - v. This quarter, 1,228 people registered on the Durham Key Options scheme have been rehoused, compared to 1,363 last quarter and 1,088 for the corresponding period last year (see Appendix 4, Chart 2).

- vi. Occupancy rates for retail units in town centres have declined in nine of the 12 town centres, with only Consett, Seaham and Shildon demonstrating improvement (see table below). Bishop Auckland has seen the highest percentage fall in occupancy (-13.2%). Compared to the national average occupancy rate for 2013 (86%), seven town centres have equal or higher occupancy levels.

Town Centre	% occupancy at March 2014	% occupancy at March 2013	% change
Consett	94	88	+6.8
Crook	92	95	-3.2
Seaham	91	87	+4.6
Barnard Castle	89	93	-4.3
Durham City	89	90	-1.1
Shildon	89	88	+1.1
Stanley	86	91	-5.5
Bishop Auckland	79	91	-13.2
Peterlee	85	87	-2.3
Spennymoor	85	88	-3.4
Chester-le-Street	84	89	-5.6
Newton Aycliffe	71	80	-11.3

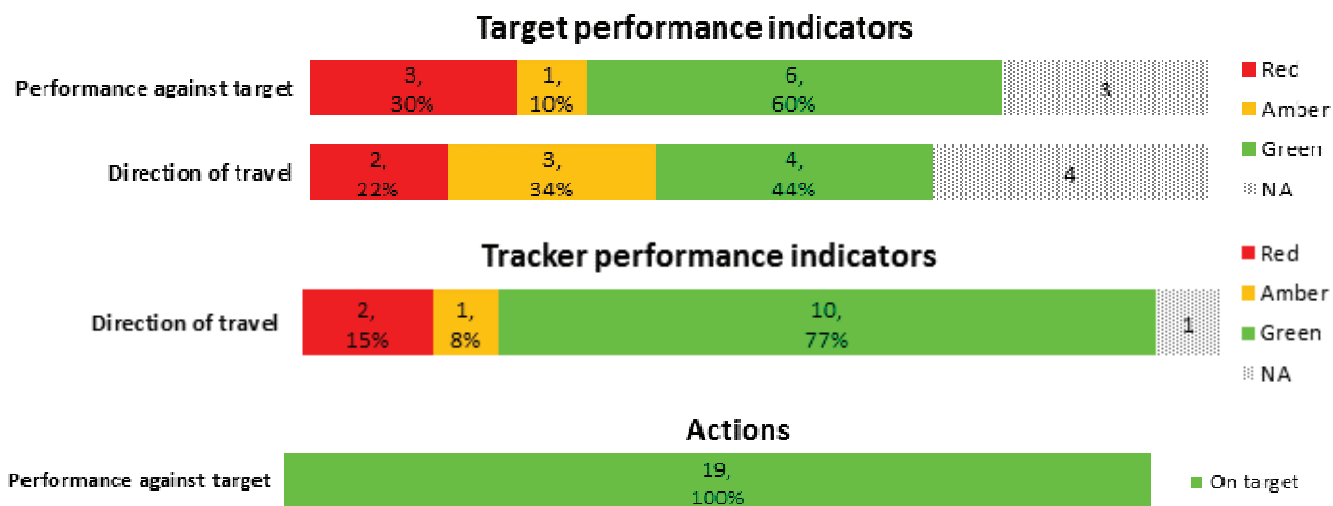
- vii. The number of passenger journeys on the Durham City Park and Ride has decreased by 7% (18,543 journeys) from 258,703 last quarter to 240,243 this quarter.
- e. Key Council Plan actions which have not achieved target in this theme include:
- i. A new roundabout at Sunderland Bridge due to be constructed by March 2015, has been delayed until September 2015 as the purchase of the land has not yet been finalised. The revised plan of works means that the site cannot be progressed as quickly as originally envisaged due to the re-landscaped site needing to be left for a period of at least three months to allow the ground to settle. Construction will be phased with initial earthworks being undertaken in September 2014. This will be followed by the main construction phase between April and September 2015. This is subject to land acquisition.
  - ii. Road access improvements at Front Street, Stanley were due to be completed by December 2015. The initial project was rejected at public enquiry and a decision regarding further steps will be made in August 2014.
  - iii. Adoption of the County Durham Plan due by March 2015 has been delayed until September 2015. The final County Durham Plan was submitted to the Department for Communities and Local Government (DCLG) and the Planning Inspectorate on the 25 April 2014. The Examination in Public (EIP) Hearing sessions are to commence in September 2014 and timescales initially proposed by the Planning Inspector suggest the examination may run into early 2015. The

strategic site supplementary planning documents are in an advanced stage but cannot be adopted until the County Durham Plan is adopted. The draft Community Infrastructure Levy (CIL) Charging Schedule was submitted to DCLG and the Planning Inspectorate on the 25 April 2014. The CIL EIP will follow the County Durham Plan with a provisional start date of the 16 December 2014.

- iv. The first Durham County Council market housing scheme for rent and sale due to be delivered by June 2016, has been delayed until January 2017. Initial legal advice has been secured on the development of two new LA Trading Companies. A cost consultant (Identity Consult) has been appointed to lead on identifying a suitable building contractor partner and the deadline for this activity has been revised from June 2014 to December 2014. This revision has also affected the deadlines of other actions and the overall project timescale. A short list of possible builders has now been prepared and a programme to secure a start on site on a pilot scheme in October 2015 has been agreed.
- v. A County Durham Apprenticeship Programme to support people into work through the provision of wage subsidy to employers due to be delivered by March 2015, has been deleted as it is a business as usual action and will remain on target throughout the year.
- vi. A service plan action regarding the extension of the Park and Ride site at Sniperley has been delayed from November 2014 to August 2015 due to the changes to the master plan for the Sniperley site which is currently being finalised and is subject to land acquisition.

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

## Altogether Better for Children and Young People: Overview



### Council Performance

48. Key achievements this quarter include:

- a. An improvement in the number of looked after children cases which were reviewed within required timescales. Between April and June 2014, 404 out of 411 cases were reviewed within timescale which equates to 98.3%. Performance has achieved the target of 97.8% and is an improvement from 96.9% during the same period of the previous year. During the period there were four reviews that were not held within timescale, which related to seven children. This improvement coincides with a gradual reduction in the number of looked after children cases since the start of 2012/13 (see Appendix 4, Chart 3).
- b. Good progress has been made in successful interventions via the Stronger Families Programme which aims to assist individual(s) in a family achieve reductions in crime/anti-social behaviour, improved school attendance or moving back into employment. As of March 2014, 676 of the 1,320 families achieved the results criteria, which equates to 51.2% of County Durham's overall families requiring a successful intervention by May 2015. Durham is ranked 46<sup>th</sup> out of 152 local authorities nationally in terms of the percentage of families with a successful intervention against target and is above the national (44.8%), regional (49.8%) and statistical neighbour averages (50.4%). Previously this indicator measured families who were assisted through allocation of a lead professional but it has been revised this year to also include those assisted without a lead professional. The measure is now comparable with national data.
- c. Tracker indicators show:
  - i. An improvement in the proportion of 16 to 18 year olds who are not in education, employment or training (NEET). Data for April to June 2014 show 6.8% of 16 to 18 year olds were NEET, which relates to approximately 1,158 young people. This is an improvement when compared to the same quarter of last year (8.7%) and is better than the

nationally published North East average (November 2013 to January 2014) of 7.6%. It is worse than the national average of 5.3% but in line with the statistical neighbours average of 6.6%. The percentage of 16 to 18 year olds whose status in relation to education, employment or training is not known reduced to 3.6% during April to June 2014. This is better than the November to January averages for England (9.2%), the North East (6.4%) and statistical neighbours (6.4%).

- ii. Further reductions in the number of first time entrants (FTEs) to the youth justice system. Provisional data for April to June 2014 indicate that there were 43 FTEs to the Youth Justice System. This equates to 97 per 100,000 population and is well within the locally agreed target of 170 per 100,000 (78 FTEs) and an improvement from 138 per 100,000 (63 FTEs) during the same period of the previous year.
- iii. Linked to above there has also been a reduction in the rate of proven re-offending by young offenders. Latest data show 223 of the 595 young people in the July 2010 to June 2011 cohort re-offended within 12 months of inclusion in the cohort, which equates to 37.5%. This is an improvement when compared against the same period in the previous year when 43.2% of the cohort re-offended. The re-offending rate in Durham is slightly higher than the national rate of 35.3%. The 223 young people who re-offended committed a total of 683 offences (1.15 per young person). This is an improvement on the same period in the previous year (1.37) but is worse than the national rate of 1.02.

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

- a. An increase in the percentage of Children in Need (CIN) referrals occurring within 12 months of the previous referral. Data for April to June 2014 show that 482 of 1,318 referrals occurred within 12 months of the previous referral, which equals 36.6%. Performance did not meet the target of 28% and was worse than the corresponding period of the previous year (25.3%). Durham's rate is worse than 2012/13 averages nationally (24.9%), regionally (22.5%) and when comparing with statistical neighbours (22.5%). This increase is mainly due to a substantial reduction in the overall number of CIN referrals, which has reduced from 1,590 between January and March 2014 to 1,318 between April and June 2014 (see Appendix 4, Chart 4)). On analysing the actual number of repeat referrals in quarter 1 (see table below), it is evident that the numbers are also reducing and are significantly lower than those in the same period in 2013/14. The quarter 1 figure is also lower than three of the four previously reported quarters.

Data	CIN repeat referrals	CIN referrals	CIN re-referral rate
Q1 2013/14	567	1911	29.7%
Q2 2013/14	585	1855	31.5%
Q3 2013/14	543	1807	30.0%
Q4 2013/14	450	1590	28.3%
Q1 2014/15	482	1318	36.6%

The reduction in CIN referrals reflects the transformation process in Children's Services which has resulted in changes to models of working to

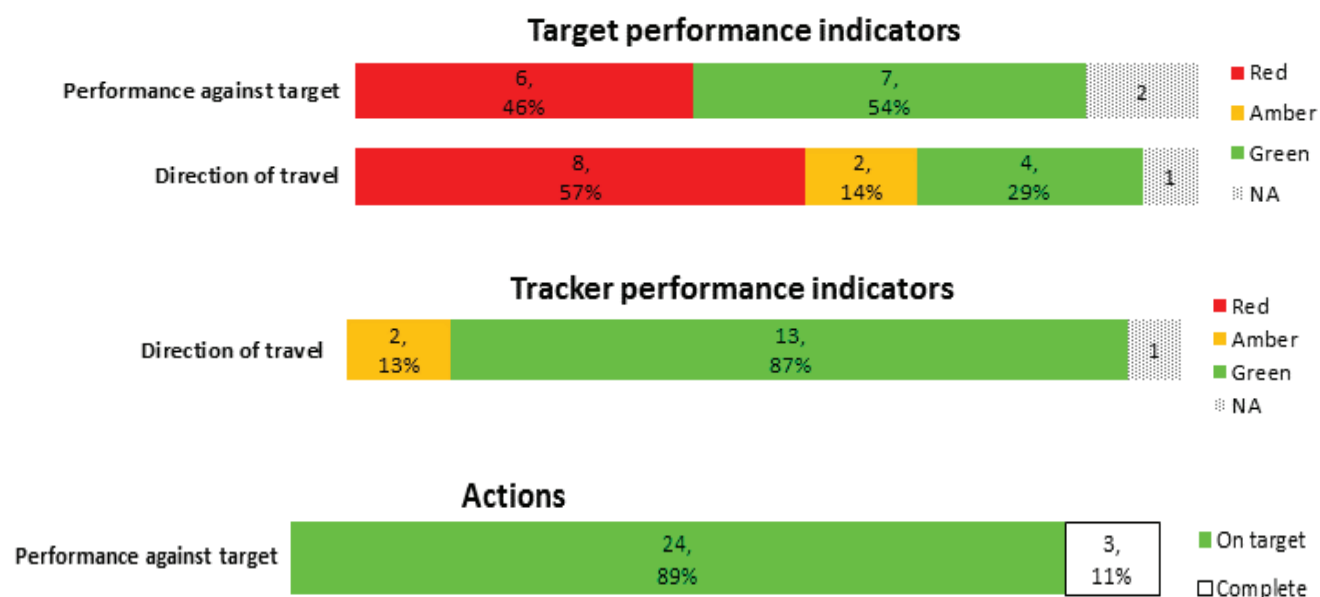
meet future needs in the most cost-effective way possible. The intent is to reduce the number of referrals to Children's Care by ensuring that children and families are offered early help, thereby reducing the need to escalate cases into more specialist children's care services. Significant progress has already been made including:

- i. Developed and delivered a single point of access (First Contact),
  - ii. Ensured that referrers and families can access early help services quickly, avoiding unnecessary referrals to Children's Services.
  - iii. Developed a single assessment tool that replaces the previous requirement for an initial and core assessment. This will reduce repetition for the referrer, children and families and ensure that the child's journey is known and understood.
  - iv. Development of the Durham Early Help Strategy to enable all services working with children to actively focus on early support to children and families.
  - v. Ensuring thresholds are robustly managed and monitored in First Contact, to ensure cases are not unnecessarily escalated into statutory services. Re-referrals will be subject to case file audits.
  - vi. Initiated a task and finish group to focus upon de-escalation of cases from statutory services to ensure they are appropriately managed at a lower level, with a Team Around Family in place.
- b. A reduction in the percentage of child protection cases which were reviewed within required timescales. Between April and June 2014, 178 out of 186 child protection cases were reviewed within timescale, which equals 95.7%. This is below the target of 100%. Performance is better than the 2012/13 statistical neighbours average of 94.8% but is below the England average of 96.2% and the regional average of 96.6%. During quarter 1 there were five reviews that were not within timescale, which related to eight children. Each individual case that is not reviewed within timescale is looked at within the service and systems have been put into place to try and ensure that reviews are rearranged within timescales. Any proposals to cancel reviews need to be agreed by the Strategic Managers for Quality Assurance and Safeguarding Children. All reviews have been completed.
- c. Tracker indicators show:
- i. For 2010/11 to 2012/13 County Durham had a rate of 504.8 hospital admissions for young people aged 10-24 years as a result of self-harm per 100,000 population. This has reduced from 561.8 for the previous period and is now significantly better than the North East rate (532.2). Although this reduction has narrowed the gap between County Durham and England, the England rate is still significantly lower at 352.3. A Suicide Prevention Group is in place to develop and implement an action plan aimed at reducing suicide and self-harm rates for all ages.
  - ii. Although there has been a slight improvement in breastfeeding prevalence from 28.5% between April and June 2013 to 28.9% between April and June 2014, it is still well below the national (47.2%) and lower than regional (31.2%) levels based on 2012/13 figures.

- iii. At 30 June 2014 there were 446 children subject to a child protection plan, which equates to a rate of 44.5 per 10,000 population. This rate is an increase on 30 June 2013 (37.7 per 10,000) but the rate for that period was unusually low. The current rate is an improvement from 455 (45.5 per 10,000) at 31 March 2014. It is lower than the March 2013 North East average of 51.1 but higher than the England rate of 37.9. A key aim of the new Children's Services structure is to reduce the numbers of children becoming subject to a child protection plan in the medium and long term.
- d. There are no Council Plan actions which have not achieved target in this theme.

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

## Altogether Healthier: Overview



## Council Performance

51. Key achievements this quarter include:

- a. Improvement in the percentage of people who have no ongoing care needs following completion of provision of a reablement package. 66.2% of service users (194 of 293) required no ongoing care following completion of their reablement package. This is an improvement from 61.6% during the same period of the previous year and exceeded the target of 55%.
- b. In the year-ending June 2014, 2,096 out of 2,351 adults (89.2%) receiving secondary mental health services were known to be in settled accommodation at the time of their last review or assessment. This is exceeding the target for 2013/14 (88.5%). Performance is better than the same period of the previous year (88.7%).
- c. Tracker indicators show:
  - i. A reduction in delayed transfers of care. In the two sample days in April and May 2014 there were 53 delayed transfers of care, which equals a rate of 6.4 delays per 100,000 per day. This is an improvement from 8.7 per 100,000 in the same period of 2013/14 and is better than the England average for the period of 9.8 per 100,000.
  - ii. There were eight delays fully or partly attributable to adult social care, a rate of 1.0 per 100,000. Although this has increased from 0.9 at the same period of 2013/14, performance is significantly better than the England average for the period of 3.0 per 100,000.
- d. Progress has been made with the following Council Plan and service plan actions:
  - i. From April 2013, Public Health identified the need to establish a Healthy Weight Alliance for County Durham to ensure that obesity and how it impacts on individuals as well as the economy were well



understood across key departments within the council and external partners. Key links have been made across the council with the planning department, transport and active travel, countryside, culture and sport, environmental health as well as education provision and procurement via the Healthy Weight Alliance to support smarter working practice to ensure that we understand the public health evidence base and better align our programmes to support the Healthy Weight Agenda.

- ii. Progress has been made with implementing the Autism Strategy Action Plan by hosting a local/regional seminar to spotlight criminal justice system issues and best practice responses with regards to people with autism. The local seminar was coordinated and delivered by our police partners in July as part of awareness raising activity in relation to the current Mental Health Crisis Concordat and the overall approach required to respond to people in crisis. The Mental Health Crisis Concordat work, a national agenda led by the Home Office, has provided a timely vehicle, endorsed by the Health and Wellbeing Board, for partners including the local authority, police, probation, health and the ambulance service to focus on how best to respond to those in crisis and socially isolated.
- iii. Progress has also been made with implementing the Autism Strategy Action Plan by developing a post-diagnosis support service in County Durham. The service itself is now up and running, delivered by a voluntary sector organisation, MAIN, based in Durham City but providing services across the county. The aim of the service is preventative, working to support people in the community using mainstream activities wherever possible, thus avoiding the need for more costly statutory services. A further role of the service is to provide autism training to universal services and our partners, so that their services are more open to people with autism too.

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

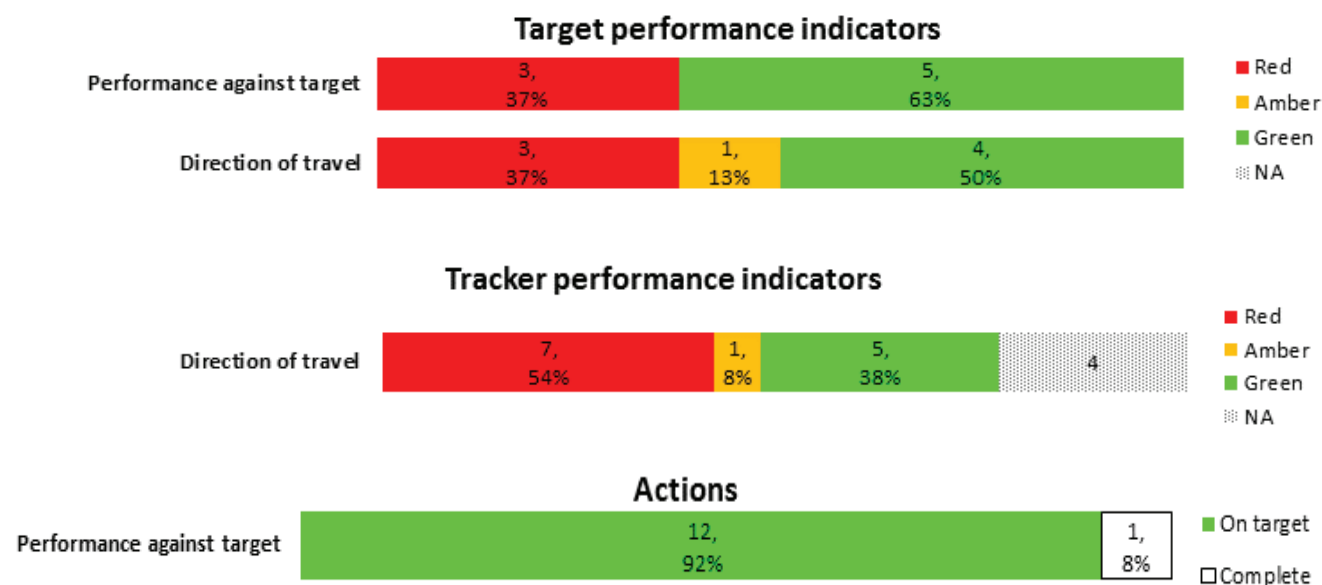
- a. Latest provisional figures show that the Stop Smoking Service had 4,134 smoking quitters in 2013/14, which equates to 971 per 100,000. This is below the target of 1,190 per 100,000 (5,066 quitters) and is less than the 1,165 per 100,000 (4,949 quitters) achieved during 2012/13. Since 2012/13 there has been a decline in footfall through Stop Smoking Services nationally and the latest data indicates a continuation of the trend. Between April 2013 and March 2014, County Durham saw a 15.9% decrease in people accessing the Stop Smoking Service and provisional regional data indicate a fall of 18%. National No Smoking Day was held during quarter 4 (12 March 2014) with the theme 'V for Victory'. There was local media coverage in the Northern Echo and Spennynews. An eight day awareness campaign was held in County Durham.
- b. Between April 2013 and March 2014, 10.3% of eligible people received an NHS health check, which is below the annual target of 20% and is a decrease from 14.2% in 2012/13. Performance is better than the England average of 9% and similar to the regional rate of 10.4%. Public Health is changing the focus of health checks from a universal to a targeted approach aimed at those with a high prevalence of cardiovascular disease risk factors.

There are planned to be 71 GP practices taking part in total with 20 practices already involved in the initial pilot and training has been provided to staff.

- c. There are no Council Plan actions which have not achieved target in this theme.

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

## Altogether Safer: Overview



## Council Performance

54. Tracker indicators showing encouraging progress include:

- a. A reduction in alcohol related anti-social behaviour (ASB) incidents and violent crime. Between April and June 2014 there were 913 incidents of alcohol related ASB. This equates to 14% of total ASB reported to the police, a one percentage point decrease on the same period of 2013. Durham Constabulary is forecasting an overall decrease of 21% in alcohol related ASB by the end of 2014/15. Between April and June 2014 there were 1,291 violent crimes reported to the police, of these 30.7% were recorded as alcohol related (396). This is a four percentage point decrease on the equivalent period in 2013/14.
- b. Between April and June 2014, 109 hate incidents were reported to Durham Constabulary, an increase of 58% from 69 in the equivalent period 2013/14. A key objective within the Safe Durham Partnership Hate Crime Action Plan is to increase the reporting of hate crimes.
- c. There was a reduction in children killed or seriously injured in road traffic accidents. One child was seriously injured in a road traffic accident between January and March 2014 and there were no fatalities. This is a reduction from the same period last year when there were five children seriously injured in road traffic accidents.
- d. Linked to Altogether Better for Children and Young People, there have been further reductions in the number of first time entrants (FTEs) to the youth justice system. Provisional data for April to June 2014 indicate that there were 43 FTEs to the Youth Justice System. This equates to 97 per 100,000 population and is well within the locally agreed target of 170 per 100,000 (78 FTEs) and an improvement from 138 per 100,000 (63 FTEs) during the same period of the previous year.

55. 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 October 2012 and September 2013 was 1,424 of which 86 successfully completed, i.e. did not re-present to the CDS between October 2013 and March 2014. This is a 6% successful completion rate, which is below the target (7.9%) and national performance (8%) (see Appendix 4, Chart 5). The successful completion rate for non-opiate use was 36.2% (167 out of 461), which is below the target of 40.4% and below the national outturn of 41% (see Appendix 4, Chart 6). Actions being undertaken to improve successful completion rates include:
  - i. Operational staff encouraging individuals in treatment to attend and engage with mutual aid meetings;
  - ii. The introduction of entry to service plans which set out an individual's journey through treatment to prevent them from becoming 'stuck' in treatment;
  - iii. Review of guidance and policy in relation to individuals accessing opiate treatment who have been maintained on methadone on a long term basis to look at incentives for moving these individuals through treatment.

The Drug and Alcohol Service is currently being reviewed and the new integrated model will be in place from January 2015 which will have a greater focus on recovery.

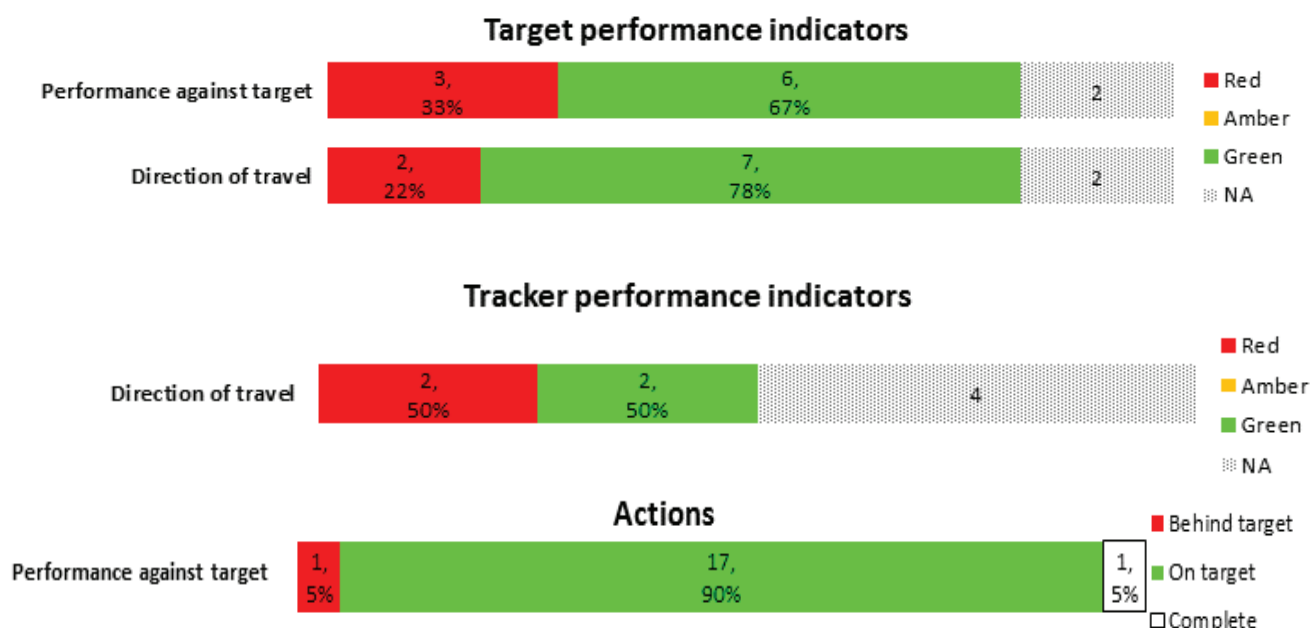
- b. The number of people in alcohol treatment with the Community Alcohol Service between April 2013 and March 2014 was 1,570. Of the 1,570 people in treatment, 536 successfully completed. This equates to a 34.1% successful completion rate, which is slightly below both the 2013/14 annual target of 36% and national performance of 37%. Information from the service indicates that this decline in performance can largely be attributed to high demand for services (the service is currently over performing in relation to the number of individuals accessing treatment) and high complexity clients accessing treatment, both of which can have a negative impact on the successful completion rates. It is likely that as a result of these factors performance against this indicator will continue to fluctuate (see Appendix 4, Chart 7).
- c. Tracker indicators show increases in crime and anti-social behaviour (ASB):
  - i. In the period April to June 2014 there were 6,510 crimes, a rate of 12.7 per 1,000 population. This is a 14.3% increase from 5,697 crimes in the equivalent period of 2013. Durham Constabulary is forecasting a 4.2% increase in total crime by the end of 2014/15. The increase is primarily due to increases in three categories; violence against the person (58.3% of the increase), theft (23.4%) and sexual offences (17.5%). Despite this increase in crime the County Durham Community Safety Partnership (CSP) area continues to have one of the lowest levels of crime per 1,000 population for the period April to May 2014 (8.3) when compared to its statistical neighbours average (10.8).
  - ii. Between April and June 2014 there were 5,785 victim based crimes, which is a 16.6% increase (825 more victims of crime) when comparing

to the 2013/14 equivalent period (4,960). Based on current figures, Durham Constabulary is forecasting a 3.9% increase in the number of victim based crimes by the end of 2014/15. As with the overall crime rate above, the rate of victim based crimes per 1,000 population in the Durham CSP area for the period April to May 2014 (7.4) continues to be significantly lower than its statistical neighbours average of 9.8.

- iii. In the period April to June 2014 there were 235 serious or major crimes, more than double the 2013 equivalent period figure of 92 crimes. Within the County Durham CSP area the number of serious offences has been impacted by reports of historic offences at three separate locations. A large proportion of this increase can be attributed to historic reports of serious sexual and physical abuse at Medomsley Detention Centre. The investigative team has now heard from more than 550 former young offenders who were placed at Medomsley Detention Centre. Durham Constabulary continues to receive reports of alleged historic physical and sexual abuse which continues to impact on the levels of violence and sexual offences recorded.
  - iv. In the period April to June 2014 there were 2,910 theft offences, equating to a rate of 5.7 per 1,000 population. This was an increase of 7% from 2,720 offences during the same period of the previous year. Despite an overall increase in the number of theft offences when compared to the equivalent period of 2013/14, decreases have been observed within a number of theft categories, most notably theft from a motor vehicle and metal theft. Based on current figures, Durham Constabulary is forecasting a 1.2% decrease in theft offences by the end of 2014/15. The Durham CSP area has one of the lowest rates of theft offences per 1,000 population (3.8) when compared to its statistical neighbours average (5.4) for the period April to May 2014.
  - v. In the period April to June 2014 there were 6,523 incidents of anti-social behaviour (ASB) reported to the police. This equates to a 2.1% increase on the equivalent period in 2013/14 (6,388 incidents). Anti-social behaviour is showing the seasonal increase towards July / August observed in previous years, as a result of improved weather conditions. Despite this increase however, Durham Constabulary is forecasting a 5% reduction in ASB by the end of 2014/15. This is not the case for environmental ASB which is forecast to see an increase of 1.9% in the number of reported incidents when compared to 2013/14. Environmental ASB will be a key area of work within the 2014/15 ASB delivery plan. This will include the implementation of targeted campaigns which will focus on identified issues.
- d. There are no Council Plan actions which have not achieved target in this theme.

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

## Altogether Greener: Overview



## Council Performance

57. Key achievements this quarter include:

- a. During the 12 months ending May 2014, 89% of municipal waste was diverted from landfill. This exceeds the target set of 85%.
- b. Between April and June 2014, there were 362 feed in tariff installations registered and approved, including 359 solar photovoltaic (PV) installations and 3 wind installations equating to installed capacity of 1.337 megawatts (MW). The period target of 125 installations was achieved. Renewable energy generation shows the installed or installed/approved capacity within County Durham was 207.79MW at June 2014; 179.2MW operational capacity and 28.59MW approved through planning.
- c. Progress has been made with the following Council Plan and service plan actions:
  - i. The Hetton Smithy restoration has received commendation at the North East Construction Excellence Awards. The grade 2 listed blacksmith's building at Hetton-le-Hole was in a state of collapse and traditional methods were used to restore the roof, forge and gable. The smithy restoration was supported by the Heritage Lottery Fund and the Limestone Landscapes Partnership.
  - ii. Delivery of the Warm up North project across the county shows the targeted work undertaken including direct mailing to benefit recipients and awareness raising through the warm homes campaign, has resulted in Durham leading the way in terms of referral numbers and installations undertaken. From the commencement of the programme in September 2013 to 30 May 2014, for County Durham there were 1,678 applications made, 662 surveys completed and 470 boiler and insulation installations completed. A further targeted mail out to 5,000

private sector properties of cavity wall construction and with low energy efficiency ratings has recently been released. Considering the turbulent nature of energy related schemes and the availability of funding, particularly regarding the HHCRO (Home Heating Cost Reduction Obligation) the service does not anticipate such a high return for installations within quarter two, as from July Warm up North are not undertaking major boiler installations and until this changes the only installations will be lofts, cavities and solid wall.

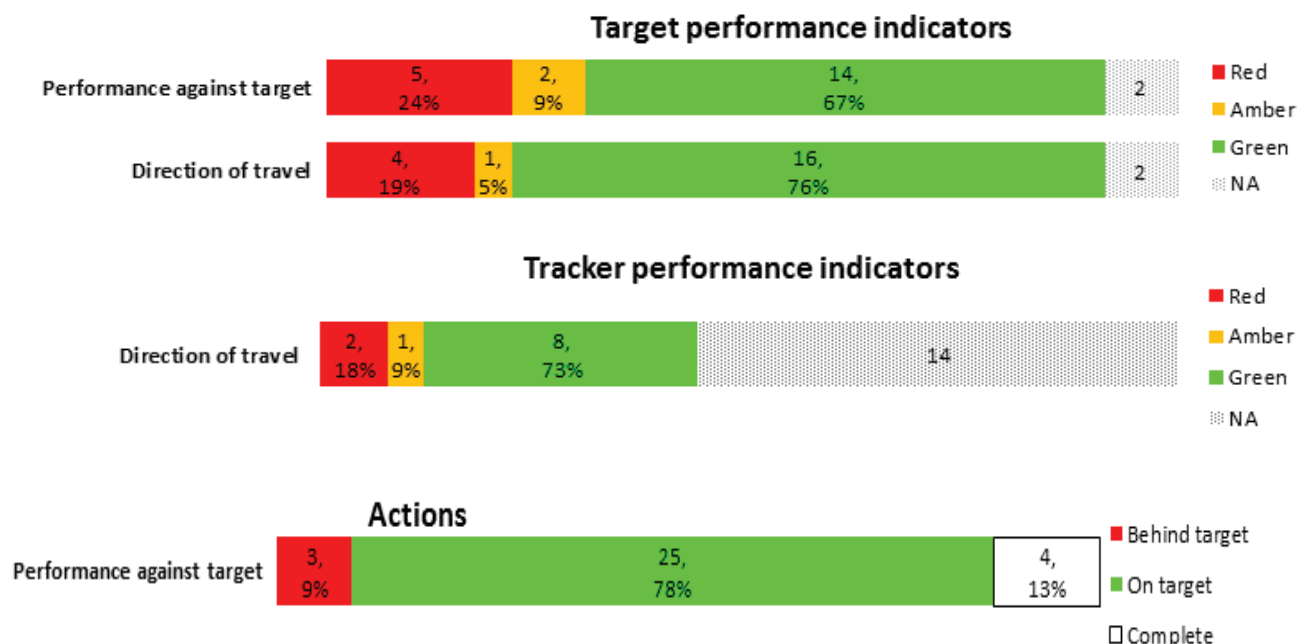
- iii. The Big Switch Off project, which is part of our Carbon Management Programme and contributes to energy efficiency and renewable energy of council assets and across the county, has won a national award, receiving the top accolade in the behavioural change category in the Greenbuild (a national organisation celebrating sustainability in buildings) annual awards. The campaign, which runs for two weeks at a time, aims to get staff into the habit of turning off lights and computers which are not being used and has seen £90,000 a year reduction in electricity costs and some 420 tonnes in carbon emissions.

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

- a. During the 12 months ending June 2014, 42% of household waste was re-used, recycled or composted. Performance is below the 44% target and has deteriorated from 46.8% reported 12 months earlier. The 2.8 percentage point decrease can be attributed to an increase in the amount of recycle rejected due to contamination. Durham County Council has embarked upon a countywide education campaign about contamination called 'Bin it Right'. This communications campaign involved placing stickers on bins, rejecting contaminated recycling bins and educating residents about the correct methods of recycling via Recycling Assistants. Between April and mid-July 2014 the Recycling Assistants conducted over 20,000 door knocks across targeted areas known to have contamination issues across the county.
- b. Tracker indicators show there were 9,693 fly-tipping incidents reported in the 12 month period to June 2014. This is an increase of 47% compared to 12 months earlier when 6,655 incidents were reported (see Appendix 4, chart 8). A review of the fly-tipping process is ongoing looking at the arrangements for collection, recording and reporting, assessing how the data is used internally and externally and ensuring that reported data is robust, reported consistently and used effectively. Alongside the review, there is also a partnership fly-tipping task force group being set up to look at the issues surrounding the increase in fly-tipping in the county. The group will consider the data and plan a multi-agency approach, identify a range of measures and interventions and develop an action plan and campaign to tackle the issue. Progress regarding the review and the work of the task force will be provided at quarter 2.
- c. There are no Council Plan actions which have not achieved target in this theme although the action to produce a new Waste Management Strategy for County Durham has been deleted because the council is no longer producing a separate strategy.

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

## Altogether Better Council: Overview



## Council Performance

60. Key achievements this quarter include:

- a. Quarter 1 has seen the Revenues and Benefits Service maintain the improved claims processing performance delivered in the latter half of 2013/14. Whether new claims or changes of circumstances, housing benefit or council tax reduction claims, the processing time for each is better than the respective profiled target for quarter 1 and significantly better than the same point last year.
  - i. New housing benefit (HB) claims were processed in 21.9 days on average, 4.6 days more quickly than the same period last year, while new council tax reduction (CTR) claims were processed in 23.1 days on average, 7.4 days more quickly than the same period last year. Monthly performance has been within the 25 day quarter 1 profiled targets for all three months of this financial year. The volume of new HB claims processed decreased from 3,334 in quarter 1 of 2013/14 to 3,160 this period. During quarter 1, 3,531 new CTR claims were processed compared to 3,822 in quarter 1 of 2013/14 (see Appendix 4, Chart 9).
  - ii. The processing rate for changes of circumstances also improved significantly since 2013/14 with changes to HB claims being processed in 10.1 days on average, within the 12 day target and 9.1 days more quickly than the same period last year, while changes to CTR claims were processed in 10.7 days on average, within the 12 day target and 10.9 days more quickly than the same period last year. The volume of change of circumstances for HB claims processed decreased from 32,574 in quarter 1 of 2013/14 to 26,679 this period. During quarter 1, 27,570 change of circumstances for CTR claims were processed compared to 30,326 in quarter 1 of 2013/14 (see Appendix 4, chart 10).



- b. Significant improvements have also been made since 2013/14 in the proportion of new claims being processed within 14 days of all the required information being received by the Revenues and Benefits Service. More than 81% of new housing benefit claims and almost 75% of new council tax reduction claims were processed within 14 days of all the required information being received. To further improve our responsiveness to claimants, additional work is planned during quarters 2 and 3 to streamline the process, enhance the flow of information, and thereby hopefully increase the proportion of new claims that are processed within 14 days of all the required information being received. At the same time as delivering an improved claims processing service to our claimants and associated stakeholders, a number of system enhancements have been developed and introduced, with more planned for the remaining months of 2014/15, including the introduction of a basic online form for the submission of changes of circumstances.
- c. Between April and June 2014, 226,173 telephone calls were answered which is 96% of all calls received compared to 82% at the same period last year. During quarter 1, 94% were answered within three minutes against the target of 80%, an improvement on the same period last year, when 62% were answered within three minutes. Volume of telephone calls shows a reduction in calls received this quarter (236,372) when compared with the previous quarter (257,158) and the same period last year (267,752) (see Appendix 4, Chart 11), although there has been a corresponding increase in contact received via emails and web forms of 18.3% (17,530) compared to the same quarter last year (14,815). This increase is in the number of emails received as the number of web forms has decreased.
- d. During quarter 1, the percentage of customers seen at a customer access point (CAP) within the 15 minutes target was 97%, better than the same period last year (92%). CAP figures have been revised this year to remove the library footfall to make it a more accurate reflection on the number of customers visiting our CAPs to request a service. As a result of this recording change footfall in our CAPs is shown to have decreased from 68,263 in quarter 4 to 62,388 in quarter 1 as well as a decrease when comparing to the same period last year (63,542) (see Appendix 4, Chart 12).
- e. The percentage of undisputed invoices paid within 30 days to our suppliers during quarter 1 was 92.5% which shows a 3.5% points improvement against the previous quarter and is 0.5% points above the target of 92%. Although the target has been achieved this quarter, efforts to improve and consolidate performance will continue to ensure the recent improvement is sustained. Oracle Business Intelligence has been rolled out to key users within each service to enable pro-active monitoring and review of invoice holds and late payment trends analysis. Monthly improvement meetings are held, attended by representatives from all service groupings to discuss procure to pay developments, process changes, system enhancement and share best practice in order to sustain and improve performance. In addition service representatives meet monthly to discuss service specific issues and developments. An action plan has been developed in conjunction with ICT, Oracle systems support and the software provider in order to improve the responsiveness of the DBCapture system.

- f. This quarter saw a high degree of activity in relation to business lettings within council owned factories and business support centres with 25 new lettings and seven tenants leaving, bringing the occupancy levels to 76.1%. Performance is above the target of 75.5% and the same period last year (74.5%). In particular there were a significant number of new lettings at ViewPoint, Consett Business Park which brought the occupancy of these new units to 54%.
- g. Progress has been made with the following Council Plan and service plan actions:
  - i. Planning for the May 2014 European Union Election began in January 2014 with the creation of an in-house planning team including the Returning Officer, Electoral Managers and senior officers. The team met regularly to plan the election, monitor progress and risks, and record decisions and agreed actions. No major problems were encountered on polling day and the election ran in accordance with the plan. Likewise the verification process held at two separate centres on election night ran smoothly. Following a successful count held at Spennymoor Leisure Centre, the results were transferred to the Sunderland regional count centre as planned. Preparatory work is currently being undertaken for the Parliamentary Election in May 2015.
  - ii. Internal promotion of the Care Connect Lone Worker Platform has been undertaken resulting in approximately 400 additional staff utilising the service, including 230 One Point staff. External promotion has also been undertaken with housing providers and has resulted in securing a contract with Home Group for 105 staff.

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

- a. Quarter 1 has seen the introduction of a broader suite of sickness-related measures and for the first time, sickness is being reported both excluding and including schools, each against target. Accepting that current sickness levels remain too high and need to be reduced, it is encouraging to report that the overall trend of sickness is reducing:
  - i. The average days lost to sickness absence per full time equivalent (FTE) employee (including school based employees) for the rolling year has decreased from 9.0 days at quarter 4 2013/14 to 8.96 days at the end of quarter 1 2014/15, an improvement of 0.44%. However, the figure of 8.96 days per FTE is above the target of 8.7 days. The quarter 1 figure should be considered against a decreasing staffing establishment over the past few years, particularly with the impact of a number of schools attaining academy status that are now outside of local authority control.
  - ii. The average number of days lost to sickness absence per FTE (when excluding schools based employees) for the rolling year has decreased from 12.08 days at quarter 4 2013/14 to 11.93 days at the end of quarter 1 2014/15, an improvement of 1.24% but slightly above the target of 11.8 days.
  - iii. The reducing trend is also reflected in the total number of FTE days lost, which improved from 99,883 in the rolling year to quarter 1

2013/14 to 93,343 for quarter 1 2014/15. Likewise, the percentage of time lost to sickness for the rolling year, another of the additional sickness measures introduced into quarter 1 reporting, reduced from 4.93% in quarter 1 2013/14 to 4.71% in quarter 1 2014/15. During the rolling year to quarter 1, 48.14% of posts had no sickness absence.

- b. The percentage of employee performance appraisals completed over the 12 months to June 2014 was 64%. This is a decrease of 6.6% compared to quarter 4 2013/14 (69%) and is below the target of 85%. Notwithstanding substantial efforts to encourage, enable and support an increase in appraisal activity across the council, the rate for employee appraisals carried out in the last year remains persistently below the 85% target for 2014/15. Indeed the council average has deteriorated for three consecutive quarters since quarter 2 2013/14. However there has been a marked improvement in performance when compared to the same period in 2013/14. The percentage of performance appraisals completed has improved by 13.7% when compared to the rolling year at quarter 1 2013/14 (56.5%). This improvement is attributable to a review and reinforcement of the performance appraisal scheme together with improved recording arrangements.
- c. The percentage of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within 20 days was 79% this quarter, a nine percentage point improvement from the previous quarter (70%) but remains below the national target of 85%. The number of requests received has reduced this period to 281 compared to the previous quarter (347) but is higher than the same period last year (227) (see Appendix 4, chart 13).
- d. Key Council Plan actions which have not achieved target in this theme include:
  - i. Improving customer access to online services. Development of a new website to improve access to customer information and services, due by August 2014, has been delayed until October 2014. The scope of the project has been increased to include web forms which have necessitated an extension to the project.
  - ii. Improving complaints reporting and monitoring. Completing corporate complaints pilots to inform the revised process was due by June 2014. The initial pilot was completed in April 2014 and the remainder will be completed by October 2014.
  - iii. Increasing the level of external funding attracted. The development of a community led local development structure to maximise involvement of Area Action Partnerships to increase resources for local actions, due by September 2014, has been delayed until March 2015. The implementation of this action depends on the receipt of funding. The decision on whether the Community Led Local Development (CLLD) will be included in the final agreed European funding package is expected by December 2014.

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

- a. *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 delivery plan is closely monitored by the Assistant Chief Executive on behalf of Cabinet. It should be recognised that this will be a significant risk for at least the next four years.
- b. *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.
- 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. A framework for settlement has been produced and this is currently being considered.
- 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 the council were to fail to comply with Central Government's Public Services Network (PSN) Code of Connection criteria, this would put some core business processes, such as Revenues and Benefits, at risk.* An ongoing project is in place to maintain compliance.

## Conclusions

63. Although the UK economy improved again this quarter and figures confirm that the UK economy has returned to its pre-recession peak from 2008, County Durham continues to be adversely affected by high unemployment levels and occupancy rates for retail units within our town centres have declined. Despite ongoing economic pressures on cost of living, lower than average employment levels, and some increases in reported crime there continues to be good progress made in some areas. These areas include housing development, reduced Job Seeker's Allowance claimants, progress on the County Durham Plan and Digital Broadband, reductions in children in need referrals and looked after children cases, Stronger Families, adult care measures, diversion of waste from landfill and benefits processing.
64. The council has again seen significant increases in demand for key frontline services concerning the number of people requiring rehousing and the number of fly tipping incidents reported.

## Recommendations and Reasons

65. Overview and Scrutiny Management Board is recommended to:

- a. Note the performance of the council at quarter 1 and the actions to remedy under performance.
- b. Note all changes to the Council Plan outlined below:

### **Altogether Wealthier**

- i. Agree the development plan of Elvet waterside by September 2014. Revised date: October 2014.
- ii. Construction of a new roundabout at Sunderland Bridge by April 2015. Revised date: September 2015.
- iii. Adoption of the County Durham Plan by March 2015. Revised date: September 2015.
- iv. Deliver the first Durham County Council market housing scheme for rent and sale by June 2016. Revised date: January 2017.

### **Altogether Better Council**

- v. New website to improve access to customer information and services by August 2014. Revised date: October 2014.
- vi. Improve complaints reporting and monitoring: Complete Corporate Complaints Pilots to inform revised process by June 2014. Revised date: October 2014.
- vii. Increase the level of external funding attracted: Develop a community led local development structure to maximise involvement of Area Action Partnerships to increase resources for local actions by September 2014. Revised date: March 2015.

## Deleted Actions

### Altogether Wealthier

- i. Deliver a County Durham Apprenticeship Programme to support people into work through the provision of wage subsidy to employers.

### Altogether Greener

- ii. Produce a new Waste Management Strategy for County Durham.

- c. Note changes to performance indicator targets outlined below:

### Altogether Wealthier

- i. Affordable homes – A target of 300 homes was agreed. A revised target of 400 is now considered to be more realistic to reflect the outputs of various programmes aimed at increasing the number of affordable homes, each of which have their own specific programme targets attached.
- ii. Homes completed in and near all major settlements, as a proportion of total completions - Although the County Durham Plan will include policies which will aim to increase completions in and near major settlements, the house building activity required to actually deliver these completions are led by developers. A target of 70 was agreed however it is considered more appropriate for this indicator to be a tracker.

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## Appendix 1: Implications

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**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

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## Appendix 2: Key to symbols used within the report

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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	PI 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
<b>Altogether Wealthier</b>											
1	REDPI 75a	Overall proportion of planning applications determined within deadline	86.2	Jul 2013 - Jun 2014	85.0	GREEN	86.3	RED			
2	REDPI 10a	Number of affordable homes delivered	117	Apr - Jun 2014	60	GREEN	60	GREEN			
3	REDPI29	Number of private sector properties improved as a direct consequence of local authority intervention	To follow	Apr - Jun 2014	131	NA	203	NA			
4	REDPI30	Number of empty properties brought back into use as a result of local authority intervention	19	Apr - Jun 2014	30	RED	31	RED			
5	REDPI24	All homes completed in and near all major settlements, as defined in the County Durham Plan, as a proportion of total completions	35.00	Apr - Jun 2014	70.00	RED	43.10	RED			
6	REDPI95	Proportion of council owned properties currently meeting decency criteria	81.2	Apr - Jun 2014	100.0	Not comparable [1]	76.1	GREEN			
7	REDPI62	Apprenticeships started through Durham County Council funded schemes	37	Apr - Jun 2014	45	RED	28	GREEN			

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
8	CASAW2	Overall success rate of Adult Skills Funded Provision	New indicator	NA	Not set	NA	New indicator	NA			
9	REDPI64	Number of passenger journeys made on the Link2 service	8,257	Apr - Jun 2014	7,500	GREEN	8,183	GREEN			
10	REDPI81	Percentage of timetabled bus services that are on time	90.0	Apr - Jun 2014	85.0	GREEN	88.0	GREEN			
11	REDPI41c	Percentage of major planning applications determined within 13 weeks	77.0	Jul 2013 - Jun 2014	71.0	GREEN	74.6	GREEN	70.0	78**	Apr 2013 - Mar 2014
12	REDPI93	Number of business enquiries handled	237	Apr - Jun 2014	300	RED	322	RED		RED	
13	REDPI94	Number of inward investment successes	New indicator	Reported in quarter 4	10	NA	New indicator	NA			
14	REDPI66	Number of businesses engaged	230	Apr - Jun 2014	300	RED	289	RED			
15	REDPI92	Number of gross potential jobs created and safeguarded	514	Apr - Jun 2014	600	RED	New indicator	NA			
<b>Altogether Better for Children and Young People</b>											
16	CASCYP 15	Percentage of children in the Early Years Foundation Stage achieving a good level of development	42	2012/13 ac yr	Not set	NA	New indicator	NA	52	47**	2012/13 ac yr
									RED	RED	

Ref	PI 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	CASCYP 6	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 (percentage points)	21.0	2012/13 ac year	Not set	NA	New indicator	NA	18.0		2012/13 ac year
18	CASCYP 4	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	60.1** GREEN	2012/13 ac yr
19	CASCYP 7	Achievement gap between Durham pupils eligible for Pupil Premium and Durham pupils not eligible for Pupil Premium funding achieving 5 A*-C GCSEs including English and maths at Key Stage 4 (percentage points)	30.0	2012/13 ac year	Not set	NA	New indicator	NA			
20	CASCYP 5	Percentage of pupils on Level 3 programmes in community secondary schools achieving two A levels at grade A*-E or equivalent	98.9	2012/13 ac yr	98.1	GREEN	99.1	AMBER	97.9	98.6** GREEN	2012/13 ac yr
21	CASCYP 2	Percentage of looked after children achieving five A*-C GCSEs (or equivalent) at Key Stage 4 (including English and maths)	20.0	2012/13 ac yr	25.0	RED	17.4	GREEN	15.3	16.3* GREEN	2012/13 ac yr

Ref	PI 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
22	CASAS5	First time entrants to the Youth Justice System aged 10 - 17 (per 100,000 population of 10-17 year olds) <b>(Also in Altogether Safer)</b>	97	Apr - Jun 2014	170	GREEN	138	GREEN			
23	CASCYP 8	Percentage of mothers smoking at time of delivery	19.9	2013/14	20.6	GREEN	19.9	AMBER	12.0	19.7*	England 2013/14 North East - 2012/13
24	CASCYP 12	Percentage of child protection cases which were reviewed within required timescales	95.7	Apr - Jun 2014	100.0	RED	99.2	RED	96.2	94.8**	2012/13
25	CASCYP 9	Percentage of Children in Need referrals occurring within 12 months of previous referral	36.6	Apr - Jun 2014	28.0	RED	25.3	RED	24.9	22.5**	2012/13
26	CASCYP 13	Parent/carer satisfaction with the help they received from Children's Services	66.7	Apr - Dec 2013	72.0	AMBER	67.9	AMBER			
27	CASCYP 14	Percentage of successful interventions via the Stronger Families Programme	51.2	Apr 2012 - Mar 2014	50.0	GREEN	New indicator	NA	44.8		May 2014
28	CASCYP 11	Percentage of looked after children cases which were reviewed within required timescales	98.3	Apr - Jun 2014	97.8	GREEN	96.9	GREEN	90.5	93.7**	2009/10

Ref	PI 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
<b>Altogether Healthier</b>											
29	CASAH1	Four week smoking quitters per 100,000	971	2013/14	1,190	RED	1,165	RED	868 GREEN	1169* RED	2012/13
30	CASAH 22	Estimated smoking prevalence of persons aged 18 and over	22.2	2012	Not set	NA	20.9	RED	19.5 RED	22.1* RED	2012
31	CASAH 10	Percentage of women eligible for breast screening who were screened adequately within a specified period	78.6	2013	70.0	GREEN	79.3	AMBER	76.3 GREEN	77.9* GREEN	2013
32	CASAH2	Percentage of eligible people who receive an NHS health check	10.3	2013/14	20.0	RED	14.2	RED	9.0 GREEN	10.4* RED	2013/14
33	CASAH3	Percentage of people eligible for bowel cancer screening who were screened adequately within a specified period ( <b>new definition under development</b> )	Indicator under development	NA	NA	NA	NA	NA			
34	CASAH4	Percentage of women eligible for cervical screening who were screened adequately within a specified period	77.7	2013	80.0	RED	78.8	RED			
35	CASAS 23	Percentage of successful completions of those in alcohol treatment ( <b>Also in Altogether Safer</b> )	34.1	2013/14	36.0	RED	37.0	RED	37.0 RED		2013/14

Ref	PI 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
36	CASAS7	Percentage of successful completions of those in drug treatment - opiates ( <b>Also in Altogether Safer</b> )	6.0	Oct 2012 - Sep 2013	7.9	RED	8.0	RED	8.0 RED		2012/13
37	CASAS8	Percentage of successful completions of those in drug treatment - non-opiates ( <b>Also in Altogether Safer</b> )	36.2	Oct 2012 - Sep 2013	40.4	RED	33.0	GREEN	40.0 RED		2012/13
38	CASAH 11	Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care	163.6	Apr - Jun 2014	172.0	GREEN	148.4	RED	668.0 Not comparable	746** Not comparable	2013/14 (provisional)
39	CASAH 12	Proportion of people using social care who receive self-directed support, and those receiving direct payments	56.9	Jul 2013 - Jun 2014	56.5	GREEN	59.8	RED	62.1 RED	54.7** GREEN	2013/14 (provisional)
40	CASAH 13	Percentage of service users reporting that the help and support they receive has made their quality of life better	94.3	Apr - May 2014	93.0	GREEN	89.7	GREEN	90.0 GREEN		2013/14 (provisional)
41	CASAH 14	Proportion of older people who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services	87.9	Jan - Mar 2014	85.4	GREEN	87.6	AMBER	81.9 GREEN	85.3** GREEN	2013/14 (provisional)
42	CASAH 15	Percentage of people who have no ongoing care needs following completion of provision of a reablement package	66.2	Apr - Jun 2014	55.0	GREEN	61.6	GREEN		60.2* GREEN	Jul - Sep 2013

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
43	CASAH 16	Proportion of adults in contact with secondary mental health services living independently, with or without support	89.2	Jul 2013 - Jun 2014	88.5	GREEN	88.7	GREEN	60.9 GREEN	58.7** GREEN	2013/14 (provisional)
<b>Altogether Safer</b>											
44	CASAS3	Proportion of people who use adult social care services who say that those services have made them feel safe and secure	90.2	Apr - May 2014	85.0	GREEN	90.6	AMBER	79.2 GREEN	78.3* GREEN	2013/14 (provisional)
45	CASAS9	Building resilience to terrorism (self assessment)	4	Apr 2013 - Mar 2014	3	GREEN	3	GREEN	2.34 GREEN	2.88** GREEN	2009/10
46	CASAS1	Repeat incidents of domestic abuse (referrals to Multi-Agency Risk Assessment Conferences (MARAC))	14.1	Apr - Jun 2014	25.0	GREEN	7.5	RED	24.0 GREEN	28* GREEN	Jan - Dec 2013
47	CASAS4	Percentage reduction in detected crimes for offenders in the Integrated Offender Management (IOM) cohort	65	Jan - Mar 2014	40	GREEN	58	GREEN			
48	CASAS5	First time entrants to the Youth Justice System aged 10 - 17 (per 100,000 population of 10-17 year olds) <b>(Also in Altogether better for Children &amp; Young People)</b>	97	Apr - Jun 2014	170	GREEN	138	GREEN			
49	CASAS2 3	Percentage of successful completions of those in alcohol treatment <b>(Also in Altogether Healthier)</b>	34.1	2013/14	36.0	RED	37.0	RED	37.0 RED		2013/14

Ref	PI 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
50	CASAS7	Percentage of successful completions of those in drug treatment - opiates ( <b>Also in Altogether Healthier</b> )	6.0	Oct 2012 - Sep 2013	7.9	RED	8.0	RED	8.0 RED		2012/13
51	CASAS8	Percentage of successful completions of those in drug treatment - non-opiates ( <b>Also in Altogether Healthier</b> )	36.2	Oct 2012 - Sep 2013	40.4	RED	33.0	GREEN	40.0 RED		2012/13
<b>Altogether Greener</b>											
52	NS14a	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	7.00	GREEN	10.00	GREEN	11.00 GREEN		2011/12
53	NS14b	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	10.00	GREEN	12.00	GREEN	11.00 GREEN		2011/12
54	NS10	Percentage of municipal waste diverted from landfill	89	Jun 2013 - May 2014	85	GREEN	62	GREEN			
55	NS19	Percentage of household waste that is re-used, recycled or composted	42.0	Jul 2013 - Jun 2014	44.0	RED	46.8	RED	41.6 GREEN	35.89* GREEN	2012/13
56	REDPI53	Percentage of conservation areas in the county that have an up to date character appraisal	39	As at Mar 2014	37	GREEN	35	GREEN			



Ref	PI 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
57	REDPI48	Reduction in CO <sub>2</sub> emissions from local authority operations	5.5	2012/13	9	RED	6.3	RED			
58	NS08	Percentage reduction in CO <sub>2</sub> emissions from the DCC fleet	3.35	2012/13	Not set	NA	2.01	GREEN			
59	NS36	Average annual electricity consumption per street light (KwH) (estimated)	388.6	2013/14	Not set	NA	New indicator	NA			
60	REDPI49	Number of registered and approved Feed In Tariff installations	362	Apr - Jun 2014	125	GREEN	214	GREEN			
61	NS04	Percentage of recorded actionable defects on carriageways and footways repaired within 24 hours (Category 1)	97	Apr - Jun 2014	90	GREEN	75	GREEN			
62	NS05	Percentage of recorded actionable defects on carriageways and footways repaired within 14 working days (Category 2.1)	84	Apr - Jun 2014	90	RED	New indicator	NA			
<b>Altogether Better Council</b>											
63	NS22	Percentage of calls answered within 3 minutes	94	Apr - Jun 2014	80	GREEN	62	GREEN			
64	NS24	Percentage of customers seen within 15 minutes at a Customer Access Point	97	Apr - Jun 2014	95	GREEN	92	GREEN			
65	RES/038	Percentage all ICT Service Desk incidents resolved on time	94	Apr - Jun 2014	90	GREEN	94	AMBER			

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
66	RES/NI/1 81a1	Average time taken to process new housing benefit claims (days)	21.93	Apr - Jun 2014	25.00	GREEN	26.53	GREEN	23	25** Not comparable	Jan - Mar 2014
67	RES/NI/1 81a2	Average time taken to process new council tax reduction claims (days)	23.10	Apr - Jun 2014	25.00	GREEN	30.46	GREEN			
68	RES/NI/1 81b1	Average time taken to process change of circumstances for housing benefit claims (days)	10.11	Apr - Jun 2014	12.00	GREEN	19.18	GREEN	5	6** Not comparable	Jan - Mar 2014
69	RES/NI/1 81b2	Average time taken to process change of circumstances for council tax reduction claims (days)	10.65	Apr - Jun 2014	12.00	GREEN	21.59	GREEN			
70	RES/001	Savings delivered against the MTFP (£m)	14.2	As at Jun 2014	23.0	<a href="#">Not comparable [1]</a>	15.1	NA			
71	RES/002	Percentage of council tax collected in-year	28.63	Apr - Jun 2014	28.35	GREEN	28.20	GREEN	97.00	96.01* Not comparable	2013/14
72	RES/003	Percentage of business rates collected in-year	33.36	Apr - Jun 2014	34.34	RED	35.90	RED	97.90	97.76* Not comparable	2013/14
73	RES/129	Percentage of council tax recovered for all years excluding the current year	99.0	As at Jun 2014	98.5	GREEN	98.9	GREEN			
74	RES/130	Percentage of business rates recovered for all years excluding the current year	99.11	As at Jun 2014	98.50	GREEN	99.20	RED			
75	REDPI39	Current tenant arrears as a percentage of the annual rent debit	2.01	Apr - Jun 2014	2.45	GREEN	3.39	GREEN			

Ref	PI 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
76	REDPI78	Percentage of capital receipts received	7.0	Apr - Jun 2014	25.0	RED	8.5	RED			
77	REDPI33	Percentage of council owned business floor space that is occupied	76.10	As at Jun 2014	75.50	GREEN	74.50	GREEN			
78	REDPI76	Income generated from council owned business space (£)	746,000	Apr - Jun 2014	750,000	AMBER	760,662	RED			
79	REDPI49 b	£ saved from solar installations on council owned buildings	214,000	2013/14	Not set	NA	New indicator	NA			
80	REDPI68	Average asset rating of Display Energy Certificates (DECs) in county council buildings	98.00	As at Jun 2014	98.00	GREEN	99.70	GREEN			
81	RES/LPI/ 010	Percentage of undisputed invoices paid within 30 days to our suppliers	92.5	Apr - Jun 2014	92	GREEN	91.5	GREEN			
82	ACE006	Percentage of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within statutory deadlines	79	Apr - Jun 2014	85	RED	73	GREEN			
83	RES/LPI/ 012	Days / shifts lost to sickness absence – all services including school staff	8.96	Jul 2013 - Jun 2014	8.70	RED	9.35	GREEN			
84	RES/LPI/ 012a	Days / shifts lost to sickness absence – all services excluding school staff	11.93	Jul 2013 - Jun 2014	11.80	AMBER	12.42	GREEN			
85	RES/011	Percentage of performance appraisals completed	64.3	Jul 2013 - Jun 2014	85.0	RED	56.5	GREEN			

**Table 2: Key Tracker Indicators**

PI 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
<b>Altogether Wealthier</b>										
86	REDPI3 Number of all new homes completed in Durham City	14	Apr - Jun 2014	8	GREEN	14	AMBER			
87	REDPI 22 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	74.00	Apr - Jun 2014	73.76	GREEN	73.58	GREEN			
88	REDPI 38 Number of passenger journeys recorded by the operator of the three Durham City Park and Ride sites	240,243	Apr - Jun 2014	258,703	RED	258,786	RED			
89	REDPI 80 Percentage annual change in the traffic flow through Durham City	4.9	Apr - Jun 2014	New indicator	NA	New indicator	NA			
90	NS01 Number of visitors to theatres	72,063	Apr - Jun 2014	New indicator	NA	New indicator	NA			
91	NS02 Number of visitors to museums	61,408	Apr - Jun 2014	New indicator	NA	New indicator	NA			
92	NS03 Number of visitors to leisure centres	1,092,856	Apr - Jun 2014	New indicator	NA	New indicator	NA			
93	NS12 Percentage of food establishments rated as 3 star or above (Food Hygiene Rating System)	93.5	As at Jul 2014	94	RED	New indicator	NA			

Ref	PI 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
94	REDPI 97a	Occupancy rates for retail units in town centres (%) – Barnard Castle	89	As at Mar 2014	93	RED	93	RED	86 GREEN		2013
95	REDPI 97b	Occupancy rates for retail units in town centres (%) – Bishop Auckland	79	As at Mar 2014	91	RED	91	RED	86 RED		2013
96	REDPI 97c	Occupancy rates for retail units in town centres (%) – Chester-le-Street	84	As at Mar 2014	89	RED	89	RED	86 RED		2013
97	REDPI 97d	Occupancy rates for retail units in town centres (%) – Consett	94	As at Mar 2014	88	GREEN	88	GREEN	84 GREEN		2013
98	REDPI 97e	Occupancy rates for retail units in town centres (%) – Crook	92	As at Mar 2014	95	RED	95	RED	86 GREEN		2013
99	REDPI 97f	Occupancy rates for retail units in town centres (%) – Durham City	89	As at Mar 2014	90	RED	90	RED	86 GREEN		2013
100	REDPI 97g	Occupancy rates for retail units in town centres (%) – Newton Aycliffe	71	As at Mar 2014	80	RED	80	RED	86 RED		2013
101	REDPI 97h	Occupancy rates for retail units in town centres (%) – Peterlee	85	As at Mar 2014	87	RED	87	RED	86 RED		2013
102	REDPI 97i	Occupancy rates for retail units in town centres (%) – Seaham	91	As at Mar 2014	87	GREEN	87	GREEN	86 GREEN		2013
103	REDPI 97j	Occupancy rates for retail units in town centres (%) – Shildon	89	As at Mar 2014	88	GREEN	88	GREEN	86 GREEN		2013
104	REDPI 97k	Occupancy rates for retail units in town centres (%) – Spennymoor	85	As at Mar 2014	88	RED	88	RED	86 RED		2013

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
105	REDPI 97i	Occupancy rates for retail units in town centres (%) – Stanley	86	As at Mar 2014	91	RED	91	RED	86		2013
106	REDPI 10b	Number of net homes completed	361	Apr - Jun 2014	179	GREEN	290	GREEN			
107	REDPI 34	Total number of those registered on the Durham Key Options system who have been rehoused (includes existing tenants and new tenants)	1,228	Apr - Jun 2014	1,363	RED	1,088	GREEN			
108	REDPI 36d	Total number of housing solutions presentations	2,606	Apr - Jun 2014	New indicator	NA [2]	New indicator	NA [2]			
109	REDPI 36b	Number of statutory homeless applications as a proportion of the total number of housing solutions presentations	13.57	Jan - Mar 2014	13.79	GREEN	14.35	GREEN			
110	REDPI 36c	Number of homeless acceptances (of a statutory duty) as a proportion of the total number of housing solutions presentations	4.16	Apr - Jun 2014	2.61	RED	3.36	RED			
111	REDPI 36a	Number of preventions as a proportion of the total number of housing solutions presentations	26.26	Apr - Jun 2014	18.17	GREEN	20.93	GREEN			
112	REDPI 96	The number of people in reasonable preference groups on the housing register	5,207	Apr - Jun 2014	New indicator	NA	New indicator	NA			
113	REDPI 82	Proportion of council owned housing that are empty	1.45	Apr - Jun 2014	1.63	GREEN	1.88	GREEN			

Ref	PI 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
114	REDPI 82a	Proportion of council owned housing that have been empty for six months or more	0.13	Apr - Jun 2014	0.14	GREEN	0.19	GREEN			
115	REDPI 40	Proportion of the working age population defined as in employment	66.2	2013/14	66.1	GREEN	65.8	GREEN	73.3	67.6*	2013/14
116	REDPI 73	Proportion of the working age population currently not in work who want a job	13.66	2013/14	14.58	GREEN	16.40	GREEN	11.00	13.42*	2013/14
117	REDPI 8b	Proportion of all Jobseeker's Allowance (JSA) claimants that have claimed for one year or more	35.85	As at Jun 2014	34.75	RED	34.54	RED	27.10	35.5*	As at Jun 2014
118	REDPI 7a	Number of Jobseeker's Allowance (JSA) claimants aged 18-24	2,580	As at Jun 2014	3,415	GREEN	4,435	GREEN			
119	REDPI 28	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			
120	REDPI 87	Gross Value Added (GVA) per capita in County Durham (£)	12,661	Jan - Dec 2011	New indicator	NA	New indicator	NA			
121	REDPI 88	Per capita household disposable income (£)	14,151	2012	14,151	NA	13,522	NA			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
122	ACE018	County Durham residents starting a first degree in an academic year (per 100,000 population aged 18+)	161	2011/12 ac year	155	GREEN	155	GREEN	216	180.7*	2011/12 ac year
123	REDPI 72	Number of local passenger journeys on the bus network	6,250,137	Jan - Mar 2014	6,210,395	GREEN	5,923,981	GREEN	RED	RED	
124	REDPI 89	Number of registered businesses in County Durham	14,785	2013/14	New indicator	NA	New indicator	NA			
125	REDPI 32a	Percentage of tourism businesses actively engaged with Visit County Durham	81	As at Mar 2014	New indicator	NA	New indicator	NA			
126	REDPI 90	Percentage change in the number of visitors to the core attractions in County Durham compared to the previous year	33.6	2013/14	New indicator	NA	New indicator	NA			
127	REDPI 91	Number of unique visitors to the thisisdurham website	240,478	Apr - Jun 2014	192,774	GREEN	167,352	GREEN			
<b>Altogether Better for Children and Young People</b>											
128	CASCYP 16	Percentage of 16 to 18 year olds who are not in education, employment or training (NEET)	6.8	Apr - Jun 2014	7.1	GREEN	8.7	GREEN	5.3	6.6**	Nov 2013 - Jan 2014
129	ACE016	Percentage of children in poverty (quarterly proxy measure) ( <b>Also in Altogether Better Council</b> )	23.6	As at Feb 2014	23.5	AMBER	24.7	GREEN	17.9	24.3*	As at Feb 2014
130	ACE017	Percentage of children in poverty (national annual measure) ( <b>Also in Altogether Better Council</b> )	23.0	2011	23.0	AMBER	23.0	AMBER	20.6	24.5*	2011
									RED	GREEN	



Ref	PI 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
131	CASCYP 29	Percentage of young offenders in the cohort re-offending	37.5	Jul 2011 - Jun 2012	37.9	GREEN	43.2	GREEN	35.3 RED		Jul 2011 - Jun 2012
132	CASCYP 18	Percentage of children aged 4-5 years classified as overweight or obese (Also in Altogether Healthier)	21.9	2012/13 ac yr	23.6	GREEN	23.6	GREEN	22.2 GREEN	22.8** GREEN	2012/13 ac yr
133	CASCYP 19	Percentage of children aged 10-11 years classified as overweight or obese (Also in Altogether Healthier)	35.9	2012/13 ac yr	38.4	GREEN	38.4	GREEN	33.3 RED	34.7** RED	2012/13 ac yr
134	CASCYP 20	Under 18 conception rate per 1,000 girls aged 15-17	40.8	Jan - Mar 2013	26.7	RED	41.9	GREEN	25.5 RED	35.3** RED	Jan - Mar 2013
135	CASCYP 21	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
136	CASCYP 23	Emotional and behavioural health of Looked After Children	15.5	2013/14	16.1	GREEN	16.1	GREEN	14.0 RED	13.5** RED	2012/13
137	CASCYP 26	Young people aged 10-24 years admitted to hospital as a result of self-harm (rate per 100,000 population aged 10-24 years)	504.8	2010/11 - 2012/13	561.8	GREEN	561.8	GREEN	352.3 RED	532.2* GREEN	2010/11 - 2012/13
138	CASCYP 27	Number of new referrals to Child and Adolescent Mental Health Services (CAMHS)	598	Apr - Jun 2014	2,667	Not comparable [3]	637	NA			
139	CASCYP 28	Rate of Children with a Child Protection Plan per 10,000 population	44.5	As at Jun 2014	45.5	GREEN	37.7	RED	37.9 RED	49.9** GREEN	As at Mar 2013
140	CASCYP 24	Rate of Looked After Children per 10,000 population	60.2	As at Jun 2014	60.6	GREEN	62.3	GREEN	60.0 RED	80* GREEN	As at Mar 2013

Ref	PI 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	
141	CASCYP 25	Prevalence of breastfeeding at 6-8 weeks from birth	28.9	Apr - Jun 2014	26.2	GREEN	28.5	GREEN	47.2 RED	31.2* RED	2012/13	
<b>Altogether Healthier</b>												
142	CASCYP 18	Percentage of children aged 4-5 years classified as overweight or obese ( <b>Also in Altogether Better for Children and Young People</b> )	21.9	2012/13 ac yr	23.6	GREEN	23.6	GREEN	22.2 GREEN	22.8** GREEN	2012/13 ac yr	
143	CASCYP 19	Percentage of children aged 10-11 years classified as overweight or obese ( <b>Also in Altogether Better for Children and Young People</b> )	35.9	2012/13 ac yr	38.4	GREEN	38.4	GREEN	33.3 RED	34.7** RED	2012/13 ac yr	
144	CASAH 18	Male life expectancy at birth (years)	77.9	2010-12	77.5	GREEN	77.5	GREEN	79.2 RED	77.8* GREEN	2010-12	
145	CASAH 19	Female life expectancy at birth (years)	81.5	2010-12	81.4	GREEN	81.4	GREEN	83.0 RED	81.6* RED	2010-12	
146	CASAH5	Under 75 all cause mortality rate per 100,000 population	294.6	2012	307.0	GREEN	307.0	GREEN	256.4 RED	298.3* GREEN	2012	
147	CASAH6	Under 75 mortality rate from cardiovascular diseases (including heart disease and stroke) per 100,000 population	91.3	2010-12	96.6	GREEN	96.6	GREEN	81.1 RED	92.4* GREEN	2010-12	
148	CASAH7	Under 75 mortality rate from cancer per 100,000 population	164.2	2010-12	163.5	AMBER	163.5	AMBER	146.5 RED	171.4* GREEN	2010-12	
149	CASAH8	Under 75 mortality rate from liver disease per 100,000 population	21.7	2010-12	22.1	GREEN	22.1	GREEN	18.0 RED	22.3* GREEN	2010-12	

Ref	PI 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
150	CASAH9	Under 75 mortality rate from respiratory disease per 100,000 population	40.1	2010-12	42.1	GREEN	42.1	GREEN	33.5 RED	42.2* GREEN	2010-12
151	CASAH 23	Diabetes indicator (under development)	Indicator under development	NA	NA	NA	NA	NA			
152	CASAH 20	Excess winter deaths (3 year pooled)	16.8	2009-12	18.1	GREEN	18.1	GREEN	16.5 RED	13.7* RED	2009-12
153	CASAH 20i	Delayed transfers of care from hospital per 100,000 population	6.4	Apr - May 2014	10.8	GREEN	8.7	GREEN	9.8 GREEN	7.6* GREEN	England - Apr - May 2014 Statistical neighbours - 2013/14
154	CASAH 20ii	Delayed transfers of care from hospital, which are attributable to adult social care, per 100,000 population	1.0	Apr - May 2014	0.9	AMBER	0.9	AMBER	3.0 GREEN	2.2* GREEN	England - Apr - May 2014 Statistical neighbours - 2013/14
155	CASAH 17	Patient experience of community mental health services (scored on a scale of 0-100)	89.4	2013	87.0	GREEN	88.4	GREEN	85.8 GREEN		2013
156	CASAS 26	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population <b>(Also in Altogether Safer)</b>	11.3	2010-12	12.0	GREEN	12.0	GREEN	8.5 RED	9.8* RED	2010-12
157	NS11	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	24.0	GREEN	22.6 GREEN	22.1* GREEN	2012

Ref	PI 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
<b>Altogether Safer</b>											
158	CASAS 12	Overall crime rate (per 1,000 population)	12.7	Apr - Jun 2014	49.0	Not comparable [3]	11.1	RED	71	62** Not comparable	Mar 2013 - Feb 2014
159	CASAS 14	Number of serious or major crimes	235	Apr - Jun 2014	838	Not comparable [3]	92	RED			
160	CASAS 24	Rate of theft offences (per 1,000 population)	5.7	Apr - Jun 2014	22.8	Not comparable [3]	5.3	RED	16		Apr - Sep 2013
161	CASAS 25	Rate of Robberies (per 1,000 population)	0.05	Apr - Jun 2014	0.13	Not comparable [3]	0.03	RED	0.18		Apr - Sep 2013
162	CASAS 15	Number of police reported incidents of anti-social behaviour	6,523	Apr - Jun 2014	24,276	Not comparable [3]	6,388	RED			
163	CASAS 13	Perceptions of anti-social behaviour	27	Apr - Jun 2014	30.5	GREEN	44.5	Not comparable [4]			
164	CASAS 11	Perceptions that the police and local council are dealing with concerns of anti social behaviour and crime	58.8	2013/14	57.3	GREEN	59.5	AMBER		55.3** GREEN	2012/13
165	CASAS 10	Recorded level of victim based crimes	5,785	Apr - Jun 2014	22,368	Not comparable [3]	4,960	RED			
166	CASAS 17	Number of adult safeguarding referrals fully or partially substantiated	29	Apr - Jun 2014	221	NA	40	NA			
167	CASAS 22	Number of hate incidents	109	Apr - Jun 2014	282	NA	69	NA			

Ref	PI 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
168	CASAS 26	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population <b>(Also in Altogether Healthier)</b>	11.3	2010-12	12.0	GREEN	12.0	GREEN	8.5	9.8*	2010-12
169	REDPI 44	Number of people killed or seriously injured in road traffic accidents	42	Jan - Mar 2014	201	Not comparable [3]	37	RED	RED		
		Number of fatalities	3			3					
		Number of seriously injured	39			34					
170	REDPI 45	Number of children killed or seriously injured in road traffic accidents	1	Jan - Mar 2014	24	Not comparable [3]	5	GREEN			
		Number of fatalities	0			0					
		Number of seriously injured	1			5					
171	CASAS 18	Proportion of offenders who re-offend in a 12-month period	29.2	2011	29.7	GREEN	29.3	GREEN	26.8		2011
172	CASAS 19	Percentage of anti-social behaviour incidents that are alcohol related	14.0	Apr - Jun 2014	15.0	GREEN	15.1	GREEN			
173	CASAS 20	Percentage of violent crime that is alcohol related	30.7	Apr - Jun 2014	34.8	GREEN	35.4	GREEN			
174	CASAS 21	Percentage of families where a successful intervention for crime/anti-social behaviour is achieved (Stronger Families Programme)	40.4	Apr 12 - Jan 14	50.1	RED	New indicator	NA			

Ref	PI 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	
140		<b>Altogether Greener</b>										
175	NS14c	Percentage of relevant land and highways assessed as having deposits of dog fouling that fall below an acceptable level	2.33	Dec 2013 - Mar 2014	1.11	RED	New indicator	NA				
176	NS15	Number of fly-tipping incidents reported	9,693	Jul 2013 - Jun 2014	8,999	RED	6,655	RED				
177	NS16	Number of fly-tipping incidents cleared	7,634	Jul 2013 - Jun 2014	7,169	NA	5,482	NA				
178	NS17a	Percentage of household waste collected from the kerbside - recycling	21.2	Jul 2013 - Jun 2014	21.4	RED	22.3	RED				
179	NS17b	Percentage of household waste collected from the kerbside - composting	11.1	Jul 2013 - Jun 2014	10.3	GREEN	10.8	GREEN				
180	NS09	Megawatt hours (MWh) of energy produced from municipal waste sent to Sita's 'Energy from Waste' plant	28,944	Jul 2013 - Jun 2014	11,503	GREEN	New indicator	NA				
181	REDPI 46	Percentage reduction in CO <sub>2</sub> emissions in County Durham	41.2	As at Dec 2011	25.1	GREEN	25.1	GREEN	6.4 GREEN	18* GREEN	2009	
182	REDPI 47	Renewable energy generation - Mega watts equivalent (MWe) installed or installed/approved capacity within County Durham	207.79	As at Jun 2014	206.33	Not comparable [5]	200.99	Not comparable [5]				

Ref	PI 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
<b>Altogether Better Council</b>											
183	NS43a	Number of customer contacts- face to face	62,388	Apr - Jun 2014	68,283	Not comparable [6]	63,542	Not comparable [6]			
184	NS43b	Number of customer contacts-telephone	236,372	Apr - Jun 2014	257,158	NA	267,752	NA			
185	NS43c	Number of customer contacts- web forms	3,991	Apr - Jun 2014	5,390	NA	4,455	NA			
186	NS43d	Number of customer contacts- emails	13,539	Apr - Jun 2014	15,505	NA	10,360	NA			
187	NS20	Percentage of abandoned calls	4	Apr - Jun 2014	4	AMBER	18	GREEN			
188	NS100	Number of complaints recorded on the Customer Relationship Management database (CRM)	686	Apr - Jun 2014	774	GREEN	930	GREEN			
189	RES/013	Staff aged under 25 as a percentage of post count	5.47	As at Jun 2014	5.59	NA	5.47	NA			
190	RES/014	Staff aged over 50 as a percentage of post count	38.02	As at Jun 2014	38.34	NA	36.41	NA			
191	RES/LPI/011a	Women in the top 5 percent of earners	51.44	As at Jun 2014	51.02	NA	51.60	NA			
192	RES/LPI/011bi	Black and minority ethnic (BME) as a percentage of post count	1.47	As at Jun 2014	1.42	NA	1.41	NA			
193	RES/LPI/011ci	Staff with disability as a percentage of post count	2.79	As at Jun 2014	2.85	NA	2.94	NA			
194	REDPI 79	Number of tenants of the seven main housing providers seen through the triage process	587	Apr - Jun 2014	813	Not comparable [7]	874	Not comparable [7]			

Ref	PI 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
195	REDPI 79a	Percentage of triaged tenants of the seven main housing providers who were given employability advice	34	Apr - Jun 2014	35	RED	24	GREEN			
196	REDPI 79b	Percentage of triaged tenants of the seven main housing providers who were given debt advice	37	Apr - Jun 2014	37	AMBER	30	GREEN			
197	REDPI 79c	Percentage of triaged tenants of the seven main housing providers who were given income advice	54	Apr - Jun 2014	41	GREEN	39	GREEN			
198	REDPI 79d	Percentage of triaged tenants of the seven main housing providers that have been rehoused	4	Jan - Mar 2014	5	RED	New indicator	NA			
199	RES028	Discretionary Housing Payments - value (£) for customers affected by social sector size criteria	629,272.88	Apr - Jun 2014	832,006.57	GREEN	61,610.44	RED			
200	RES029	Discretionary Housing Payments - value (£) for customers affected by Local Housing Allowance Reforms	62,342.77	Apr - Jun 2014	125,977.46	GREEN	18,165.24	RED			
201	ACE016	Percentage of children in poverty (quarterly proxy measure) <b>(Also in Altogether Better Council)</b>	23.6	As at Feb 2014	23.5	RED	24.7	GREEN	17.9	24.3*	As at Feb 2014
202	ACE017	Percentage of children in poverty (national annual measure) <b>(Also in Altogether Better Council)</b>	23.0	2011	23.0	AMBER	23.0	AMBER	20.6	24.5*	2011
									RED	GREEN	
									RED	GREEN	



Ref	PI 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
203	RES/034	Staff - total post count (including schools)	17,951	As at Jun 2014	17,581	NA	17,546	NA			
204	RES/035	Staff - total full time equivalent (FTE) (including schools)	14,068	As at Jun 2014	14,225	NA	14,164	NA			
205	RES/052	Percentage of posts with no absence (excluding schools)	48.14	Jul 2013 - Jun 2014	Data not available	NA [8]	Data not available	NA [8]			
206	RES/020	Percentage of time lost to sickness in rolling year (excluding schools)	4.71	Jul 2013 - Jun 2014	4.76	GREEN	4.93	GREEN			
207	RES/036	Number of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) incidents reported to the Health and Safety Executive (HSE)	11	Apr - Jun 2014	11	Not comparable [3]	15	GREEN			

[2] Due to changes to the indicator previous performance is not comparable

[3] This data is cumulative and the figure is based on 12 months data for the year end so comparisons are not applicable.

[4] Due to changes in the local police confidence survey the data is not comparable

[5] This data is cumulative year on year

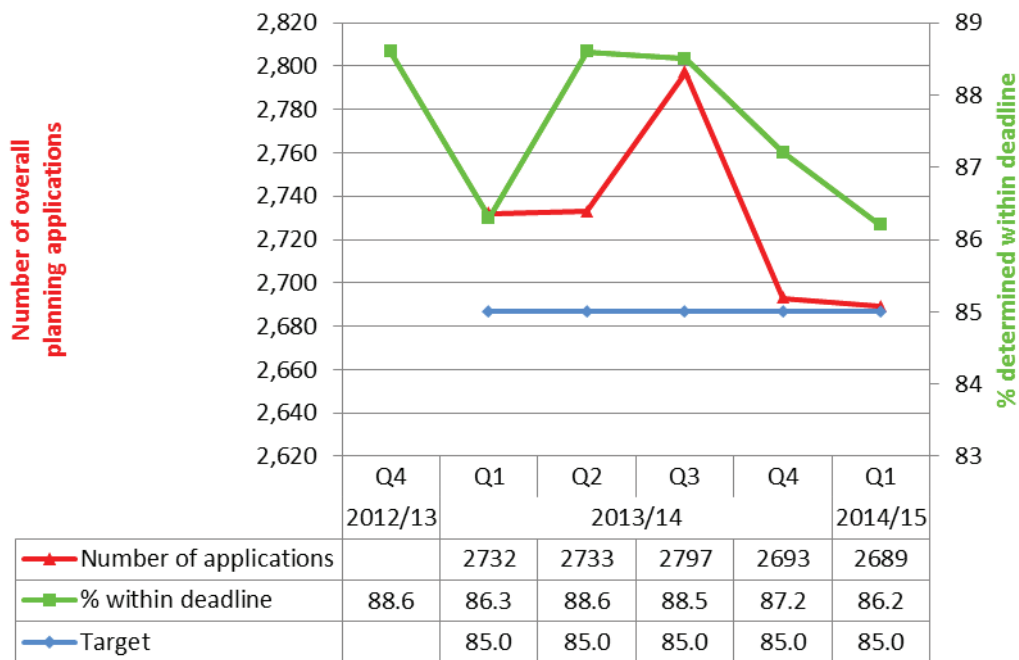
[6] New indicator which measures actual visits to customer services at the Customer Access Points (the original measure included Library footfall)

[7] Not comparable due to changes in welfare reform

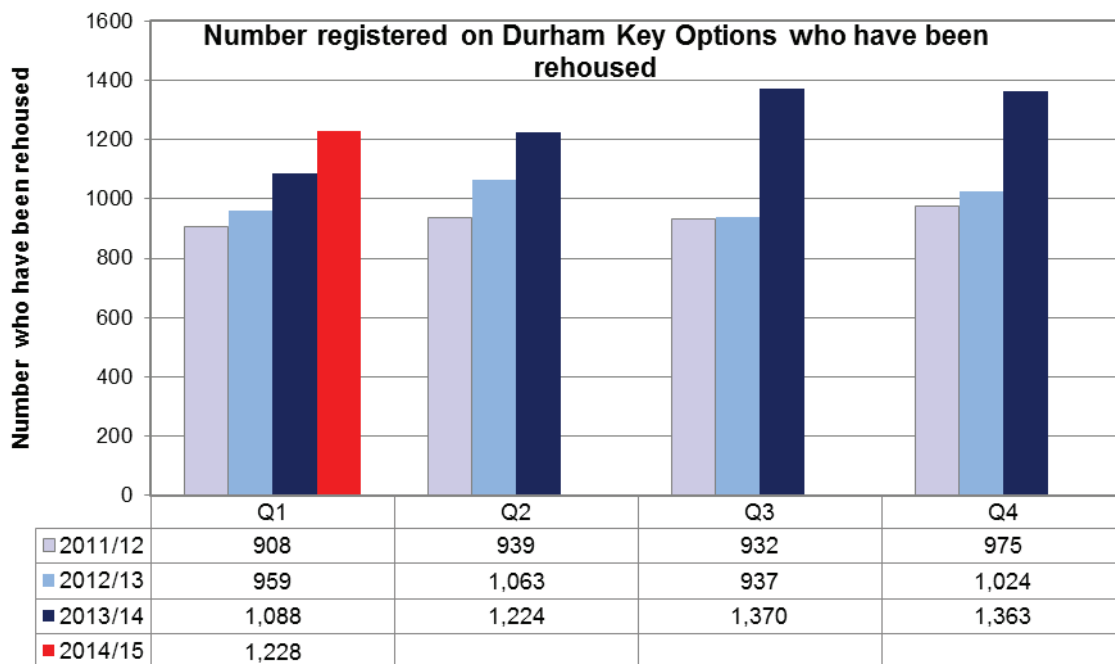
[8] Frequency changed and back data is not available

## Appendix 4: Volume Measures Chart numbers

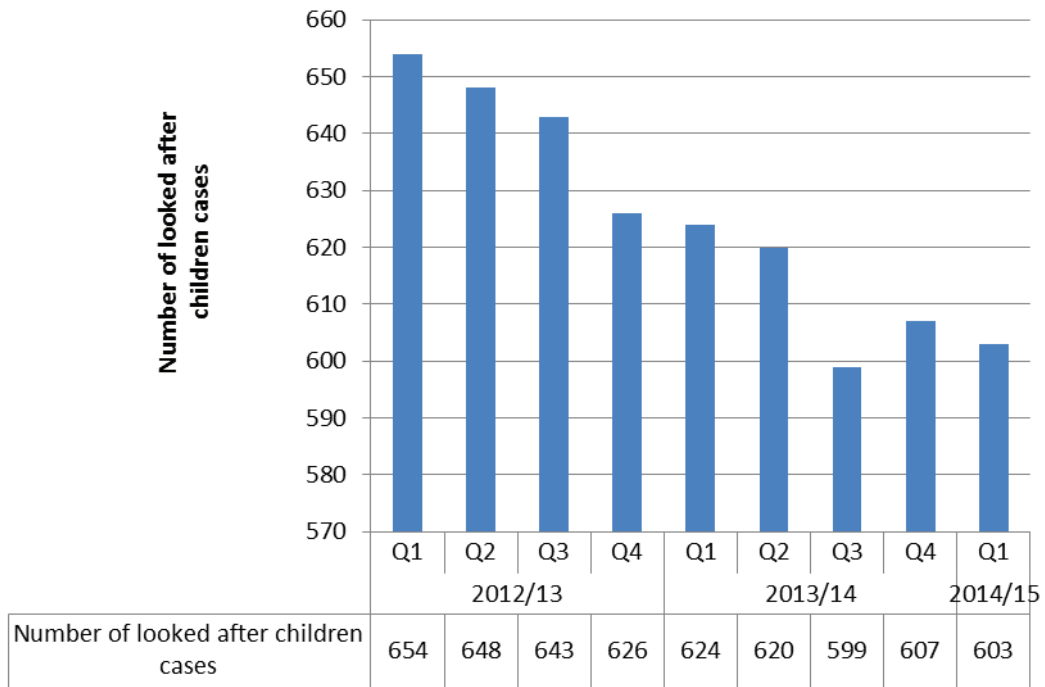
### Chart 1 – Planning applications



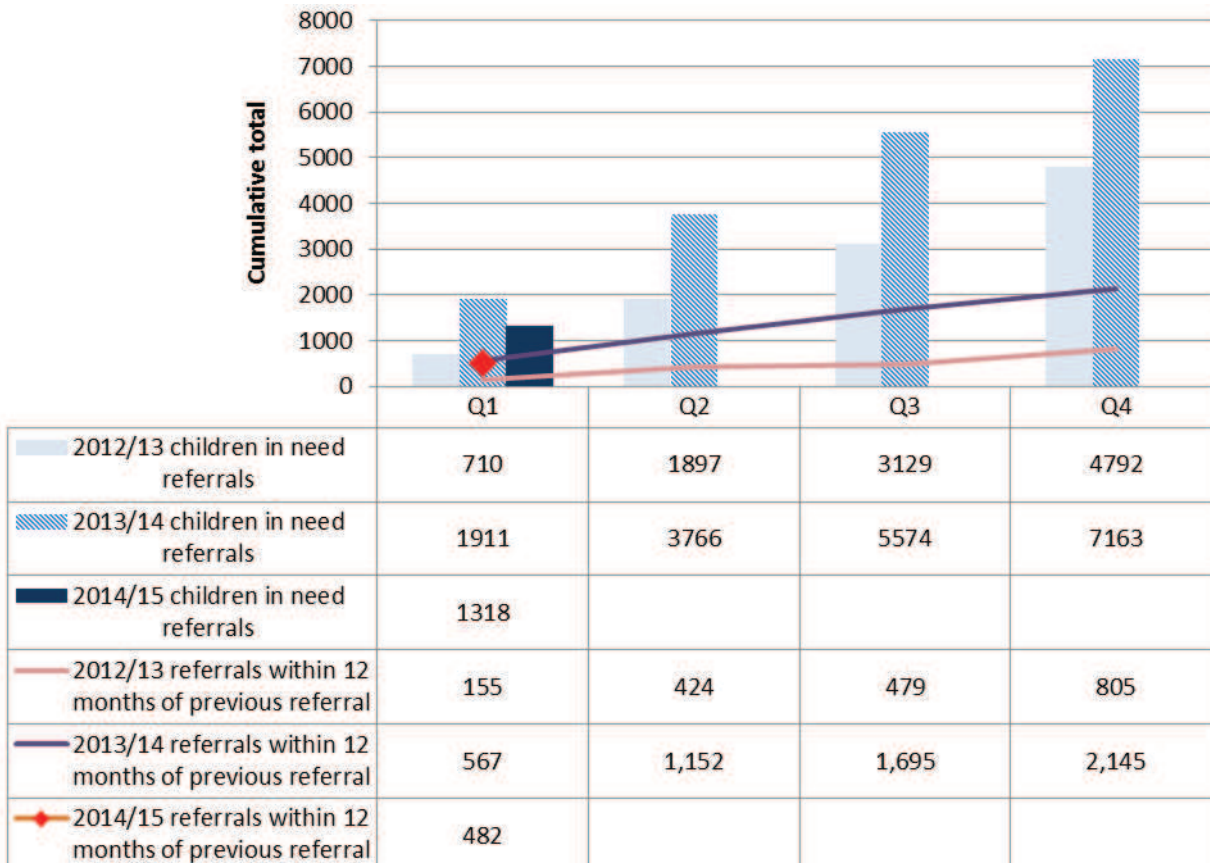
### Chart 2 – Durham Key Options - total number of those registered on the Durham Key Options system who have been rehoused (includes existing tenants and new tenants)



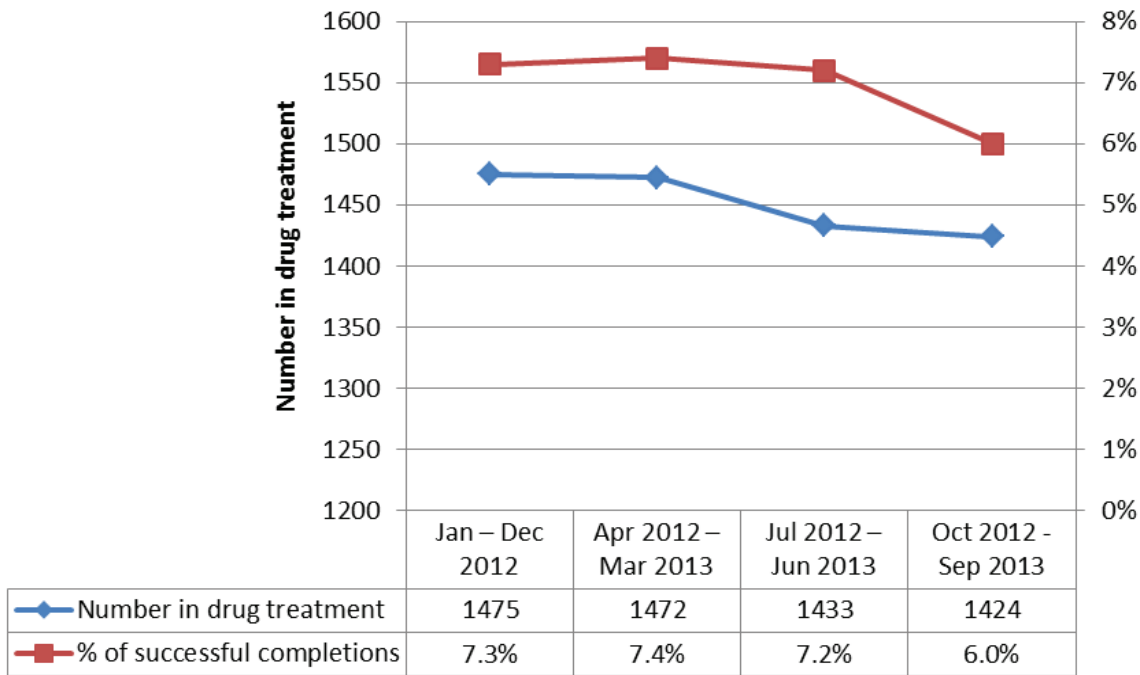
**Chart 3 Number of looked after children cases**



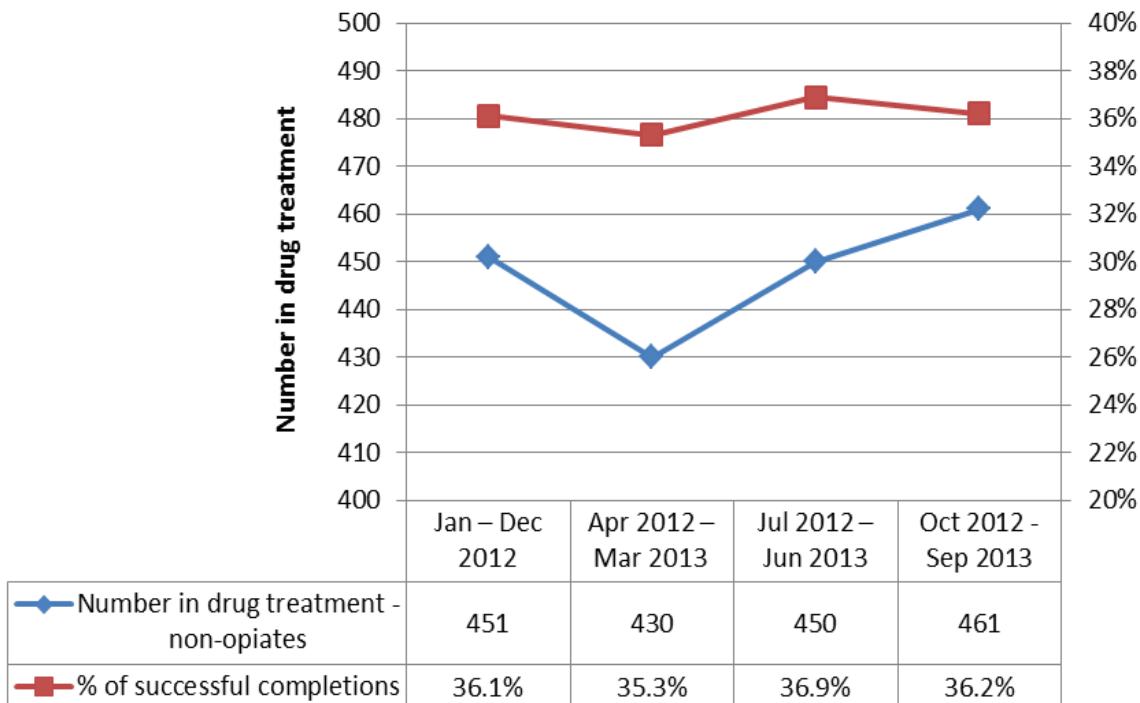
**Chart 4 - Children in need referrals within 12 months of previous referral**



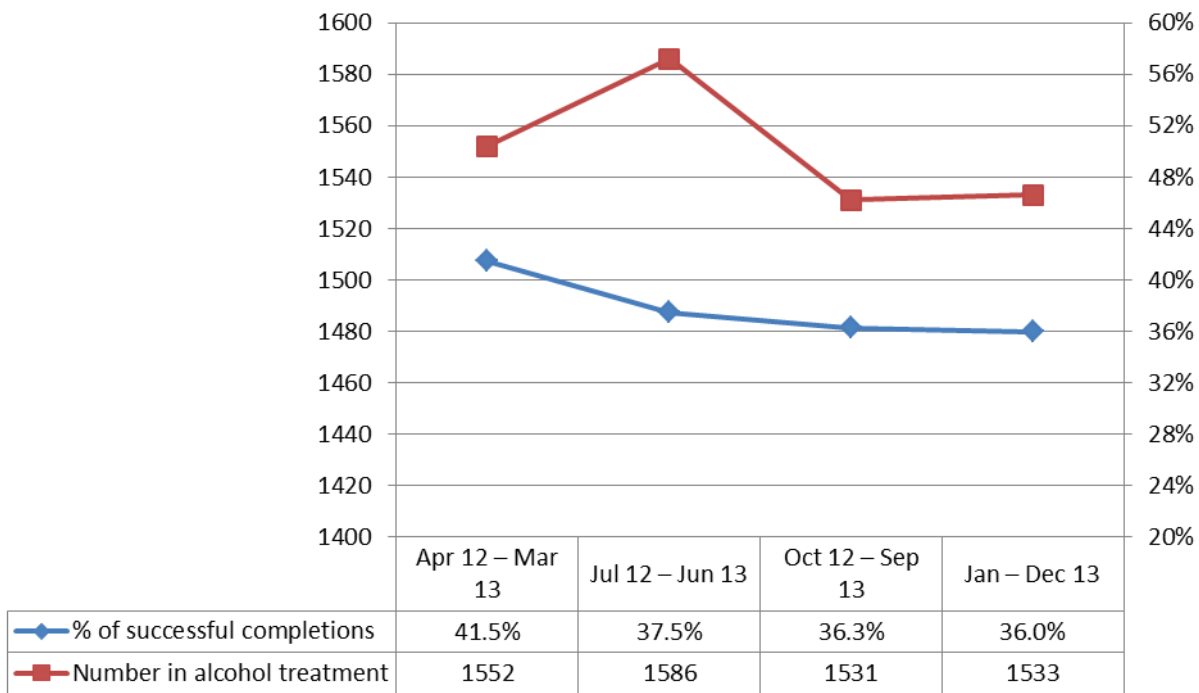
**Chart 5 - Percentage of successful completions of those in drug treatment – opiates**



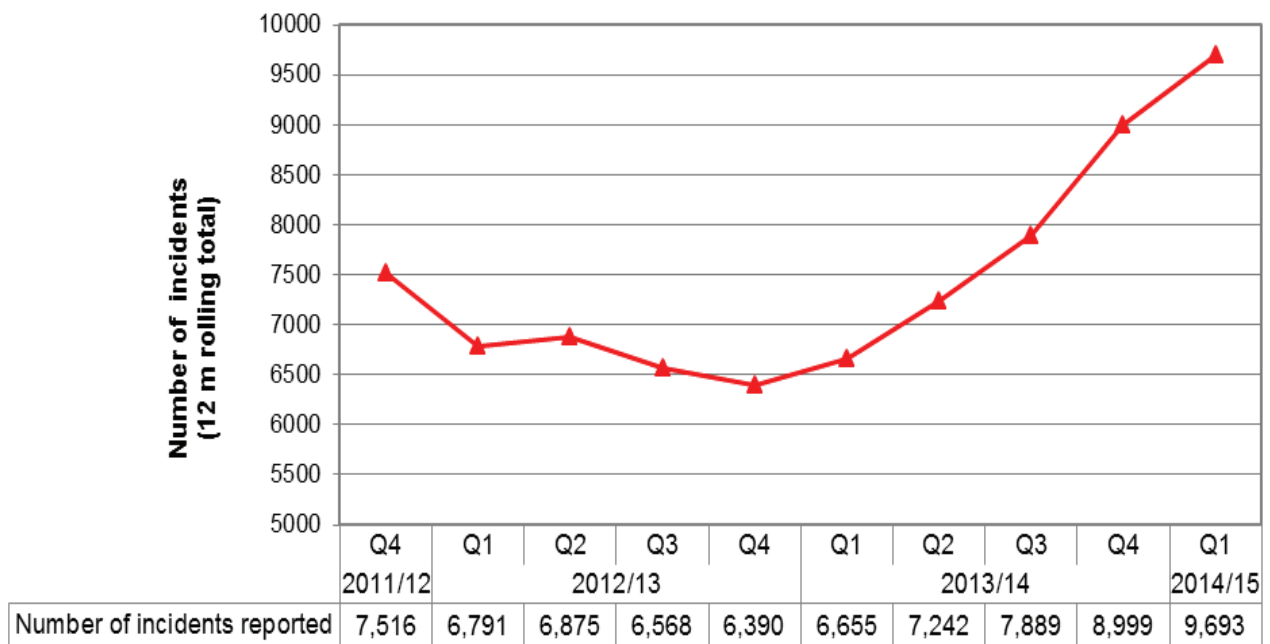
**Chart 6 - Percentage of successful completions of those in drug treatment – non-opiates**



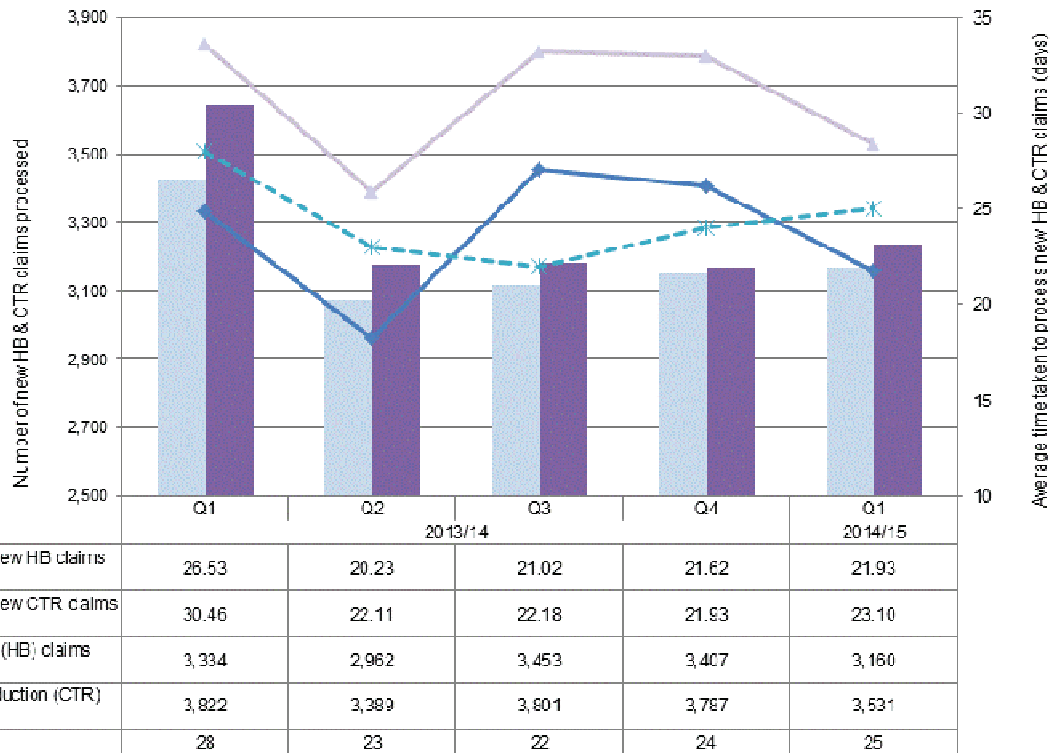
**Chart 7 - Percentage of successful completions of those in alcohol treatment**



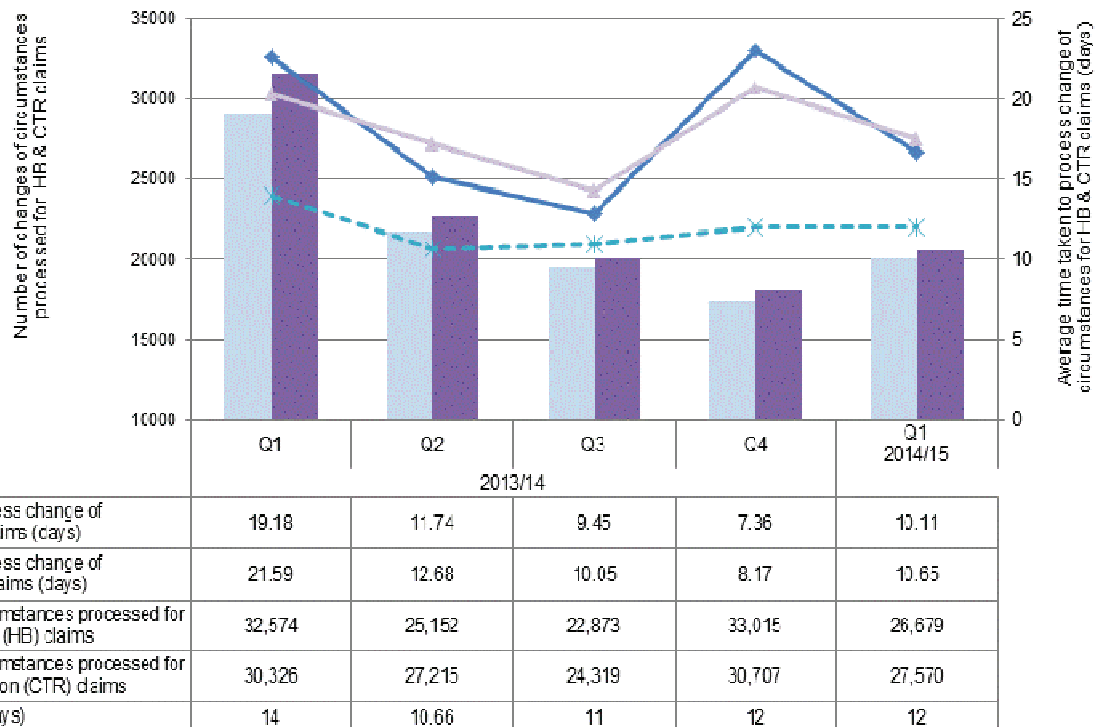
**Chart 8 – Fly-tipping incidents**



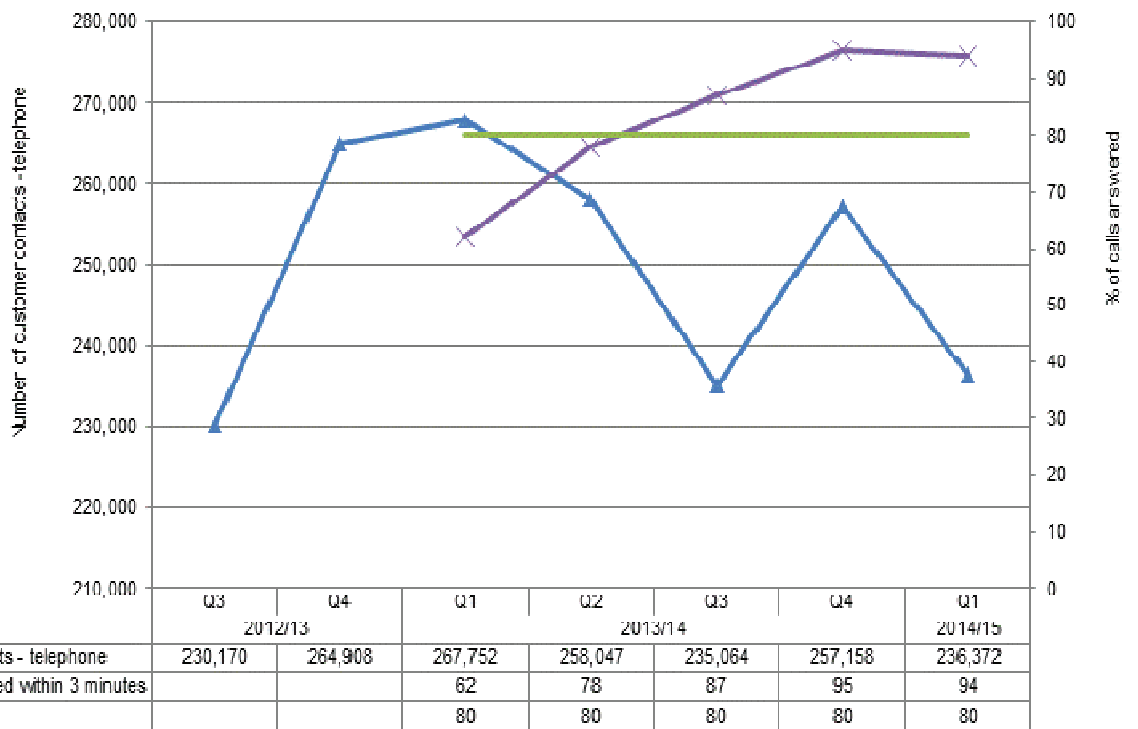
**Chart 9 – Benefits – new claims**



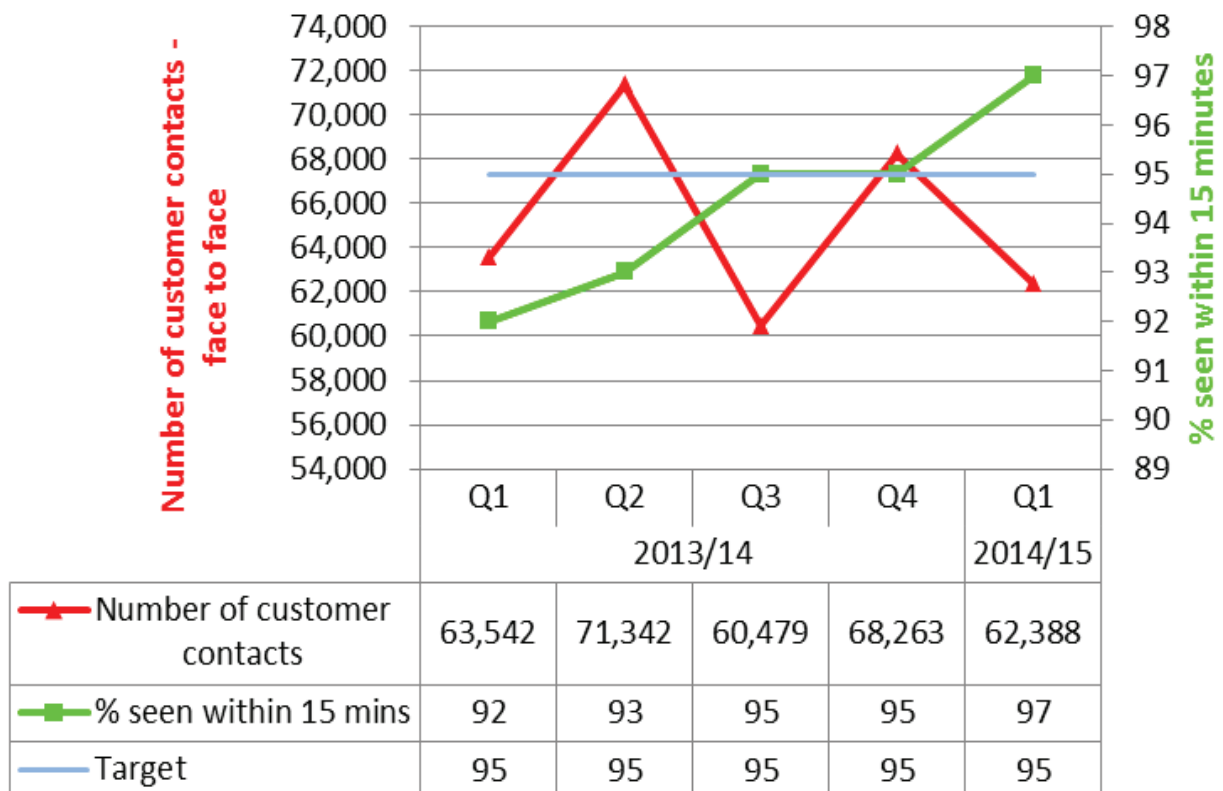
**Chart 10 – Benefits – changes of circumstances**



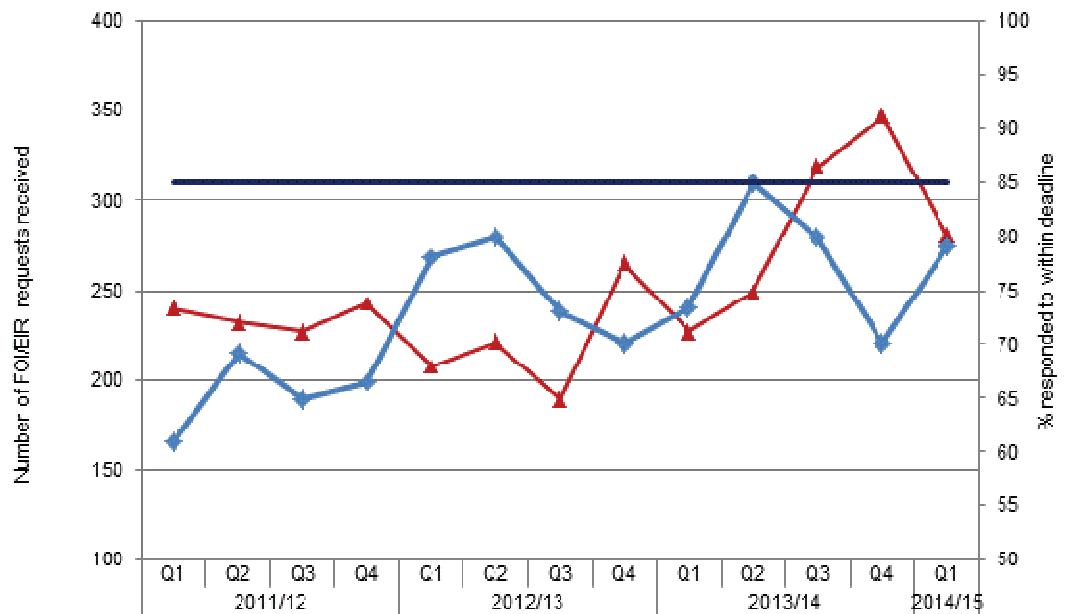
**Chart 11 - Telephone calls**



**Chart 12 – Face to face contacts**



**Chart 13 – Freedom of Information (FOI) requests**



	Q1	Q2	Q3	Q4	C1	C2	Q3	Q4	Q1	Q2	Q3	Q4	Q1
	2011/12				2012/13				2013/14				2014/15
Number of FOI/IEIR requests received	240	252	227	243	208	221	189	265	227	249	319	347	281
% of FOI/IEIR requests responded to within statutory deadlines	61	69	65	66	78	80	73	70	73	85	80	70	79
Target (%)	85	85	85	85	85	85	85	85	85	85	85	85	85



## Overview and Scrutiny Management Board

12 September 2014

### Request for Call-In – Durham Villages Regeneration Ltd




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## Report of Colette Longbottom, Head of Legal & Democratic Services

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### Purpose of the Report

- 1 To advise the Overview and Scrutiny Management Board of a request for call in of a Cabinet decision and of the decision made by the Vice Chairman of the Board not to call in the decision.

### Background

- 2 On 18 June 2014, a request was received by the Head of Legal and Democratic Services for call in of the Cabinet decision agenda item number 14 of the Cabinet meeting of 11 June 2014. The report related to Durham Villages Regeneration Ltd – Update and Forward Programme.
- 3 A copy of the request is attached at Appendix 2.
- 4 On 19 June, the Head of Legal and Democratic Services consulted the Vice Chairman. He decided not to call the decision in.
- 5 In doing so, he took into account the advice of the Monitoring Officer and the Chief Finance Officer that delaying the implementation of the decision would not be likely to cause significant damage to the Council's interests.
- 6 Having considered this, he then considered whether a case had been made out for calling in the decision and concluded that it had not. He gave as his reasons:-

“The report upon which the decision was based was a full and reasoned report which highlighted that legacy regeneration priorities relating to Durham City would be honoured and that the Articles of Association of the company had been amended to reflect the new County boundary since Local Government Reorganisation. It sets out its aims and desired outcomes and there is no suggestion from the report, or from this request for call-in that human rights or equality legislation was breached or that professional advice had not been taken from officers.

Although the report was exempt, it was made available for members and a detailed note of the decision (excluding exempt information) was published. At a meeting of the County Council on 18 June 2014, a question on this issue was tabled by Councillor Mark Wilkes and a detailed response provided by the Cabinet Portfolio Holder, which included references in the Cabinet report to the honouring of legacy commitments in West Rainton and Sherburn Hill, and of the fact that capital land receipts that the City of Durham Council had

included in the joint-venture had also been used to offset a legacy £7.867 million loan borrowed from Keepmoat to fund the Freemans Quay development.”

### **Recommendations and reasons**

7 The Board is asked to note this report.

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**Contact: Colette Longbottom Tel: 03000 269 732**

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## **Appendix 1: Implications**

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**Finance** – None specific in this report.

**Staffing** - None specific in this report.

**Risk** - None specific in this report.

**Equality and Diversity / Public Sector Equality Duty** - None specific in this report.

**Accommodation** - None specific in this report.

**Crime and Disorder** - None specific in this report.

**Human Rights** - None specific in this report.

**Consultation** - None specific in this report.

**Procurement** - None specific in this report.

**Disability Issues** - None specific in this report.

**Legal Implications** - None specific in this report.

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## Appendix 2: Request for Call-In

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In line with the procedures outlined in the Overview and Scrutiny Procedure Rules section 18 <sup>Call In</sup> of the County Council Constitution we have been asked by fellow Councillors to CALL IN the decision of the Executive made on 11<sup>th</sup> June 2014 regarding the forward programme for DVRL.

The reasons for this are detailed below and directly relate to Article 12 of the Constitution taking due regard to the said principles of decision making.

Whilst we appreciate since 2009 the company now covers the whole of the County, the dividends to date have been received from development in the old Durham City district area only. In light of the quarterly update report to Cabinet on the same day highlighting the underperformance of house completions in the Durham City area compared to the other areas of the County being above target we feel that this decision is flawed and should be referred to scrutiny for full debate.

Signed

.....  
*W. Longwood*

.....  
*Maria Simmons*

.....  
*R. Amess*

W. Stelling

W. Stelling

Date 18. 6. 14.

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**Overview and Scrutiny  
Management Board**

**12 September 2014**



**Notice of Key Decisions**

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

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**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 10 September 2014. It also contained information on those key decisions that are currently scheduled to be considered by the Executive up to 31 December 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.

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

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## **Appendix 1: Implications**

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**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**

<b>Ref. No.</b>	<b>Date of Decision (i.e. date of Cabinet meeting)</b>	<b>Description of Decision to be Made</b>	<b>Background Documents</b>	<b>Lead Cabinet Member</b>	<b>Main Consultees &amp; Means of Consultation</b>	<b>Contact details for further information</b>	<b>Scrutiny Involvement</b>
Corp/R/14/02	15/10/14	2015/16 General Fund Revenue and Capital Budget MTFP 5 and Council Plan and Service Plans	Cabinet report - 16 July 2014	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/14/02	17/12/14	2015/16 General Fund Revenue and Capital Budget MTFP 5 and Council Plan and Service Plans	Cabinet report - 16 July 2014 & 15 October 2014	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.

**SECTION TWO -  
CHILDREN AND ADULTS SERVICES**

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

**SECTION THREE - REGENERATION AND ECONOMIC DEVELOPMENT**

<b>Ref. No.</b>	<b>Date of Decision (i.e. date of Cabinet meeting)</b>	<b>Description of Decision to be Made</b>	<b>Background Documents</b>	<b>Lead Cabinet Member</b>	<b>Main Consultees &amp; Means of Consultation</b>	<b>Contact details for further information</b>	<b>Scrutiny Involvement</b>
R&ED/08/14	10/09/14	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.
R&ED/09/14	10/09/14	Housing Stock - Outcome of All Tenant Ballot and Next Steps in Transfer Process		Portfolio Holder for Housing and Rural Issues	Secure and introductory tenants via a ballot	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

R&ED/10/14	17/12/14	Housing Stock - Transfer Update	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.
R&ED/12/14	10/09/14	Compulsory Purchase at Henderson Avenue, Wheatley Hill	Portfolio Holder for Economic Regeneration	Council officers and ward members attend the bi-monthly Wheatley Hill Steering Group to provide updates to the community and ward members are appraised through regular liaison meetings	Sarah Robson, Head of Economic Development 03000 267 332	
R&ED/14/14	15/10/14	Proposed Designation of Local Nature Reserve (LNR); Easington Colliery	Portfolio Holder for Economic Regeneration	Consultation with Easington Colliery Regeneration Partnership, National Trust and other organisations via meetings. Natural England consulted in writing.	Stuart Timmiss, Head of Spatial Policy, Planning, Assets and Environment 03000 267 334	

**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	Scrutiny Involvement
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**Overview and Scrutiny  
Management Board**

**12<sup>th</sup> September 2014**



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

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**Report of Lorraine O'Donnell, Assistant Chief Executive**

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**Purpose of the Report**

- 1 To present to Members an information update of overview and scrutiny activity from April 2014 – September 2014.

**Background**

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

**Updates**

- 3 Updates from Overview and Scrutiny Committees from April – September 2014 are as follows:

**Corporate Issues Overview and Scrutiny Committee (CIOSC)**

<b><i>Update on Previous Reviews</i></b>	There are no systematic reviews to report on for this period.
<b><i>Scrutiny Review Activity</i></b>	CIOSC on 7 <sup>th</sup> July agreed during the refresh of the Work Programme that: <ul style="list-style-type: none"> <li>• MTFP 5 remains a priority for the committee</li> <li>• Sickness and appraisals is a further topic for future review.</li> </ul>
<b><i>Overview reports/ Presentations</i></b>	CIOSC on 7 <sup>th</sup> July received reports/presentations on: <ul style="list-style-type: none"> <li>• Report on the Council's use of powers under the Regulation of Investigatory Powers Act 2000 – Q4 2013/14</li> <li>• Customer Feedback: Complaints, Compliments and Suggestions Year End report</li> <li>• Creditor Payment Performance 2013/14</li> <li>• Refresh of the Committee's work programme 2014/15.</li> </ul>

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

<b>Update on Previous Reviews</b>	There are no systematic reviews to report on for this period
<b>Scrutiny Review Activity</b>	SSC OSC on 20 <sup>th</sup> June 2014 agreed to establish a small working group working with Officers on a service review of Drug Treatment Centres and undertake review activity on Organised Crime as its main topic.
<b>Overview reports/ Presentations</b>	SSC OSC on 20 <sup>th</sup> June 2014 received reports/presentations on: <ul style="list-style-type: none"> <li>• Drug Treatment Centres</li> <li>• Police and Crime Panel</li> <li>• Safe Durham Partnership Briefing</li> <li>• Refresh of the Work Programme 2014/15.</li> <li>• The Fire Risk and Impact of Hoarding on Households within County Durham.</li> </ul>

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

<b>Update on Previous Reviews</b>	There are no systematic reviews to report on for this period
<b>Scrutiny Review Activity</b>	E&E OSC on 23 <sup>rd</sup> June 2014 received an update on: <ul style="list-style-type: none"> <li>• Empty Homes Scrutiny Review.</li> </ul> <p>In addition, it was agreed that flexibility would be made available within the work programme for a topic for scrutiny review to be determined by the Chair and Vice-chair and then agreed subsequently by the committee.</p>
<b>Overview reports/ Presentations</b>	E&E OSC on 23 <sup>rd</sup> June 2014 received reports/presentations on: <ul style="list-style-type: none"> <li>• Update on the work of the County Durham Economic Partnership</li> <li>• Update on the Development of the Tourism offer within County Durham</li> <li>• Transport - Update on LTP3 and Transit 15</li> <li>• Minutes of the County Durham Economic Partnership</li> <li>• Refresh of the Work Programme 2014/15.</li> </ul>

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

<b>Update on Previous Reviews</b>	There are no systematic reviews to report on for this period.
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<p><b>Scrutiny Review Activity</b></p>	<p>Environment OSC on 3rd July received an update on the review of:</p> <ul style="list-style-type: none"> <li>• Development of Renewable Technologies in County Durham.</li> </ul> <p>Environment OSC on 11th July 2014 received the draft report on:</p> <ul style="list-style-type: none"> <li>• The Flooding Scrutiny Review.</li> </ul> <p>Environment OSC have agreed the next topic for focused scrutiny review will be the management of woodlands in County Durham managed by Durham County Council.</p>
<p><b>Overview reports/ Presentations</b></p>	<p>Environment OSC on 1st May received reports/presentations on:</p> <ul style="list-style-type: none"> <li>• Tyne and Wear Aquifer Protection Scheme</li> <li>• Climate Change Strategy and Delivery Plan.</li> </ul> <p>Environment OSC on 3rd July 2014 received reports/presentations on:</p> <ul style="list-style-type: none"> <li>• Heart of Teesdale Landscape Partnership</li> <li>• Clean and Green Teams</li> <li>• Refresh of the Work Programme 2014/15.</li> </ul>
<p><b>Visits</b></p>	<p>Environment OSC has undertaken the following visits:</p> <ul style="list-style-type: none"> <li>• On the 14th July members visited 3 community woodland sites in County Durham - Harvey Wood at Cassop, Kingswood Local Nature Reserve at Quarrington Hill and Coxhoe Wood Local Nature Reserve at Coxhoe.</li> <li>• On the 8th September members visited the Heritage Coast which included an introduction to the Heritage Coast at Blackhall Rocks, management and priorities going forward at Crimdon, improvements funded by the lottery at Horden Denes, and viewing the marina at Seaham.</li> </ul>

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

<p><b>Update on Previous Reviews</b></p>	<p>There are no systematic reviews to report on for this period.</p>
<p><b>Scrutiny Review Activity</b></p>	<p>CYPS OSC on 27<sup>th</sup> June 2014 agreed Self Harm will be the next topic for scrutiny review activity.</p>
<p><b>Overview reports/ Presentations</b></p>	<p>CYP OSC on 27<sup>th</sup> June 2014 received reports/presentations on:</p> <ul style="list-style-type: none"> <li>• Ofsted Single Inspection Framework for Children's Services</li> <li>• Local Authority Inspections: School Improvement</li> <li>• Local Safeguarding Children Board Annual Report</li> <li>• The Early Years Strategy</li> <li>• Refresh of the Committee's Work Programme 2014/15.</li> </ul>

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

<b>Update on Previous Reviews</b>	There are no systematic reviews to report on for this period.
<b>Scrutiny Review Activity</b>	The AWH OSC has received correspondence from NHS England, Durham, Darlington and Tees Area Team in respect of a consultation for the review of two APMS Contracts within County Durham affecting three GP practices. The response to the consultation is being undertaken outside of the scheduled AWH OSC meetings due to the consultation timeframes. As well as AWH OSC members, other councillors whose constituents are potentially affected by the proposals are also being engaged in this process.
<b>Overview reports/ Presentations</b>	<p>AWH OSC on 12<sup>th</sup> May 2014 received reports/presentations on:</p> <ul style="list-style-type: none"> <li>• Review of Urgent Care Services in North Durham</li> <li>• Draft Quality Accounts 2013/14.</li> </ul> <p>AWH OSC on 30<sup>th</sup> June 2014 received reports/presentations on:</p> <ul style="list-style-type: none"> <li>• Emergency Medical and Critical Care Services – North Tees and Hartlepool NHS FT</li> <li>• North Durham CCG – Review of Urgent Care Services in North Durham</li> <li>• NHS and Public Reform</li> <li>• Quality Accounts 2014/15</li> <li>• Refresh of Work Programme 2014/15.</li> </ul> <p>AWH OSC on 18th July 2014 received reports/presentations on:</p> <ul style="list-style-type: none"> <li>• Bishop Auckland MLU</li> <li>• DDES CCG – Provision of Accident and Emergency Ambulance Services.</li> </ul>

### Performance/Budget/Work Programme Reporting

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

### Recommendation

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

**Background Papers:** Previous committee reports/presentations.

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## **Appendix 1: Implications**

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**Finance – N/A**

**Staffing – N/A**

**Risk – N/A**

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

**Accommodation – N/A**

**Crime and Disorder – N/A**

**Human Rights – N/A**

**Consultation – N/A**

**Procurement – N/A**

**Disability Issues – N/A**

**Legal Implications – N/A**

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