



**Economy and Enterprise
Overview and Scrutiny Committee**

Date Tuesday 31 March 2015
Time 9.30 am
Venue Committee Room 2, County Hall, Durham

Business

Part A

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

1. Apologies for Absence
2. Substitute Members
3. Minutes of the meeting held 20 February 2015 (Pages 1 - 10)
4. Declarations of Interest, if any
5. Items from Co-opted Members or Interested Parties, if any
6. Quarter 3, 2014/15 Revenue and Capital Outturn: (Pages 11 - 20)
Joint Report of the Corporate Director of Regeneration and Economic Development and Corporate Director – Resources – Finance Manager, Resources.
7. Homelessness Strategy - Update: (Pages 21 - 62)
 - (i) Report of the Corporate Director of Regeneration and Economic Development.
 - (ii) Presentation by the Core Team Manager, Regeneration and Economic Development.
8. Quarter 3, 2014/15 Performance Management Report: (Pages 63 - 78)
Report of the Assistant Chief Executive – Performance and Improvement Team Leader, Regeneration and Economic Development.

9. Tourism Marketing undertaken by Visit County Durham:
Verbal update on Review activity, Overview and Scrutiny Officer,
Assistant Chief Executive's.
10. Council Plan 2015-18 - Refresh of the Work Programme:
(Pages 79 - 92)
Report of Assistant Chief Executive.
11. Minutes of the County Durham Economic Partnership meeting held
on 3 February 2015 (Pages 93 - 98)
12. Such other business as, in the opinion of the Chair of the meeting, is
of sufficient urgency to warrant consideration

Colette Longbottom
Head of Legal and Democratic Services

County Hall
Durham
23 March 2015

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

Councillor R Crute (Chairman)
Councillor A Batey (Vice-Chairman)

Councillors E Adam, J Armstrong, J Bell, J Clare, J Cordon, I Geldard, D Hall,
C Kay, J Maitland, H Nicholson, R Ormerod, A Patterson, J Rowlandson,
M Simpson, P Stradling, O Temple, A Willis and S Zair

Co-opted Members:

Mr E Henderson and Mr I McLaren

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DURHAM COUNTY COUNCIL

ECONOMY AND ENTERPRISE OVERVIEW AND SCRUTINY COMMITTEE

At a Meeting of the **Economy and Enterprise Overview and Scrutiny Committee** held in **Committee Room 2, County Hall, Durham** on **Friday 20 February 2015** at **9.30 am**

Present:

Councillor R Crute (Chairman)

Members of the Committee:

Councillors E Adam, J Armstrong, A Batey, J Bell, J Clare, J Maitland, J Rowlandson, M Simpson, P Stradling and O Temple

1 Apologies for Absence

Apologies for absence were received from Councillors H Nicholson, R Ormerod, A Patterson, A Willis and S Zair, along with those from Mr E Henderson and Mr I McLaren.

2 Substitute Members

No notification of Substitute Members had been received.

3 Minutes

The Minutes of the meeting held 8 January 2015 and special meetings held 5 December 2014, 15 December 2014 and 28 January 2015 were agreed as correct records and were signed by the Chairman.

4 Declarations of Interest

Councillor J Maitland declared an interest in Item 7 as a Board Member of East Durham Homes.

5 Items from Co-opted Members or Interested Parties

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

6 Media Relations

The Overview and Scrutiny Officer, Diane Close referred Members to the recent prominent articles and news stories relating to the remit of the Economy and Enterprise Overview and Scrutiny Committee (for copy see file of minutes). The articles included: Barratt Homes forecasting 600 jobs within the North East to support housebuilding plans; a boost of 90 jobs over the next 5 years at Kromek, based at NETPark; and two articles relating to the item on the agenda looking at Skills Development, employers noting a lack of “soft skills” and North East School Leaders dispelling the myth of low aspirations amongst teenagers, identifying the need for more support for young people and strengthening for the networks and collaboration between schools and employers.

Resolved:

That the presentation be noted.

The Chairman noted that in respect of the Agenda Item 9 relating to the Housing Strategy, the Inspector’s Interim Report on the County Durham Plan had identified options for the Council to consider and until the Council had reviewed the Inspector’s options it would be difficult to provide an update on the development of the Housing Strategy. Accordingly, the presentation would be rescheduled for a future meeting of the Committee. In addition, it was agreed to take Agenda Item 11 as Item 8, with Agenda Item 8 becoming Item 9.

7 Housing Stock Transfer

The Chairman thanked the Housing Directions Manager, Marie Roe who was in attendance to give an update to Members in relation to the Housing Stock Transfer Project (for copy see file of minutes).

The Housing Directions Manager noted that the date for completion of the transfer of the stock to the new County Durham Housing Group (CDHG) was 23 March 2015, prior to the Department for Communities and Local Government’s (DCLG) deadline of 31 March 2015, which would allow the new Group to access the financial support it requires.

The Committee noted the current position as regards the transfer and also progress with key pieces of work including: conversion of the Council’s existing housing management organisations into Community Benefit Societies; registration with the Financial Conduct Authority; registration of the member organisations of the CDHG as “intending Registered Providers” with the Homes and Communities Agency (HCA); and the appointment of an Executive Management Team for the CDHG. Members learned that the preferred funding partner for the Group had been identified and a Funding Agreement had been developed. Councillors were reminded that Cabinet had agreed for final consent to be sought from the DCLG, to allow the transfer to take place and the application had been made to the Secretary of State on 18 February 2015 with a response expected the week before the transfer date.

Members understood that Cabinet had agreed the approach to the transfer of land and assets and that the Council were to provide warranties to the Group and its funders. It was noted that a suite of Service Level Agreements (SLA) had been developed which set out which services the Council would continue to provide for an agreed period following transfer. The Housing Directions Manager added that those staff that would transfer to the new Housing Group had been identified and they would be the subject to the provisions of TUPE, also the new Housing Group would be able to access the Local Government Pension Scheme.

The Chairman thanked the Housing Directions Manager and asked Members for their questions on the report.

Members congratulated the Housing Directions Manager and her Team on all the excellent work undertaken and asked questions relating to: the ongoing land mapping exercise; ensuring any suitable identified land was developed timely to meet our housing aspirations; and whether there had been, or would be, consultation on the future use of any large amounts of open space land that would be transferred to the new Housing Group.

The Housing Directions Manager explained that the ongoing mapping exercise was to clear up any anomalies, for example, where a property had been sold under Right to Buy along with an adjoining parcel of land, or with a garage. It was explained that one of the reasons behind the transfer of the housing stock was to be able to develop additional housing, 760 in the first 7 years, and areas to be developed would be looked at in terms of viability and demand, and in line with the land transfer as agreed by Cabinet and the relevant strategies.

It was suggested by Members that the Economy and Enterprise Overview and Scrutiny Committee receive, at a future meeting, details of the consultation process to be used by the new Housing Group in relation to future development.

Resolved:

- (i) That the report be noted.
- (ii) That the Economy and Enterprise Overview and Scrutiny Committee receive, at a future meeting, details of the consultation process to be used by the new Housing Group in relation to future housing development.

8 Combined Authority

The Chairman thanked the Spatial Policy Team Leader, Regeneration and Economic Development, Maria Antoniou who was in attendance to give a update as regards the Combined Authority for the North East (for copy see file of minutes).

The Spatial Policy Team Leader reminded Members that the North East Combined Authority (NECA) had been established in April 2014 and the Leadership Board for the NECA comprised of the 6 Leaders and elected Mayor, from 7 North East Local Authorities together with the Chairman of the North East Local Enterprise Partnership (NELEP). It was added that the Leader of Durham County Council, Councillor Simon Henig was the Chairman of the NECA.

Councillors noted that the NECA had three broad areas of focus, namely: Transport; Employability and Inclusion; and Economic Development and Regeneration.

Members learned of the North East Growth Deal, which was announced in July 2014, which sets out funding allocation as regards Local Growth Fund (LGF). It was explained that the North East had secured £289.3 Million, though an amount was “re-announcement”, with £110.7 Million “new” funding being allocated to transport, employability and infrastructure.

The Spatial Policy Team Leader noted that the Chancellor’s Autumn Statement had announced £1 Billion of Growth Fund monies, with the North East securing an additional £40.6 Million in January 2015. It was noted that Durham’s allocation included projects such as: improvements at East Durham College at Houghall; Phase 3 works at NETPark; the Centre for Process Innovation (CPI); and power and road infrastructure works at the Newton Park site, adjacent to the Hitachi Site at Newton Aycliffe. It was added that there were several projects across the County in rural areas and that there were also transport schemes in terms of both sustainability and infrastructure. Councillors noted transport schemes included: works to Durham Rail Station; the re-announcement of the Rail Station for Horden/Peterlee; junction improvement works; and the infrastructure works for NETPark and the CPI as previously mentioned.

The Committee learned that the Leadership Board was supported by the “Transport North East Committee”, chaired by Councillor Nick Forbes, Leader of Newcastle City Council. Members noted that a key theme among many Combined Authorities, in terms of transport, was to look to securing longer-term funding. Councillors noted that funding from the Highways Agency had been secured for major works on the A1 and A19 and there was also ongoing improvement programmes in respect of public transport including: Nexus, in respect of the Metro; a Park and Ride scheme at Gateshead; and the rail station at Horden/Peterlee as previously mentioned. Members noted that the NEAC had agreed that a Quality Contract Scheme (QCS) proposal should be submitted to an independent QCS Board, with the proposed scheme giving powers in respect of bus services. It was explained that the NECA, together with the Association of North East Councils (ANEC), Rail North and the East Coast Mainline Authorities Consortium (ECMA) had been working to secure improvement to rail connectivity. Councillors noted the long-campaigned for direct air link to the United States from the region, with the new route from Newcastle to New York running for a trial period from 23 May to 7 September this year.

The Spatial Policy Team Leader explained that unlike Transport, Employability and Inclusion did not have a formal Committee however the Lead Member for Employability and Inclusion, Councillor Grant Davey (Leader of Northumberland County Council) attended the North East Skills Board, which also included representatives from the Skills Funding Agency (SFA), Job Centre Plus (JCP) together with private and voluntary sector representatives. Members learned of the case for devolution of Government powers was being developed which included functions and budgets in respect of welfare and employability which would allow the North East to tailor a framework to deliver welfare and employability support. It was also highlighted that the NECA had secured a position as a “Mental Health and Employment Trailblazer” and was also involved in partnership arrangement to expand the number and range of apprenticeship opportunities via “The Apprenticeship Hub”.

It was explained that the Councillor Paul Watson, Leader of Sunderland City Council, was the Lead for Economic Development and Regeneration and while there was no formal Committee, Councillor P Watson and others from the NECA worked with the NELEP, including the NE Innovation Board and NE Business Support Board. It was noted that the focus was on delivering against the Strategic Economic Plan, with an emphasis on: assets; infrastructure; inward investment; and business support.

It was explained that work was ongoing in respect of: coordination of funds; having the right tools in place, such as a regional development plan; a one-stop-shop approach in respect of inward investment; and business support, mainly via the NELEP with links to the NECA and Local Authorities. Members noted that Councillor S Henig, as Chairman of the NECA, had wrote to regional stakeholders and each Local Authority had contacted local stakeholders as regards consultation events setting out the proposals for devolved powers. Councillors noted that the consultation event that would be held in Durham was scheduled for 17 March 2015, and that if the process was similar to that for the Greater Manchester City Region then the consultation process could last around 12 months.

The Chairman thanked the Spatial Policy Team Leader and asked Members for their questions on the report.

Councillor O Temple asked if a complete list of the projects benefiting from the Growth Deal could be obtained. The Spatial Policy Team Leader explained that they were listed on the Government's Growth Deal website, and details of how to access these could be circulated to Members. Councillor E Adam asked what was meant by devolution of appropriate welfare and employability powers as set out at paragraph 21 of the report. The Spatial Policy Team Leader explained that the Work Programme was a national, Government led scheme relating to getting people into employment, delivered locally by various agencies. It was noted however, that there could be scope to have changes at a local level to be able to best match local needs, with co-design and co-commissioning. It was highlighted that Scotland and the Greater Manchester City Region had been able to negotiate more tailored schemes.

Resolved:

- (i) That the report be noted.
- (ii) That the Economy and Enterprise Overview and Scrutiny Committee receive further reports on the Combined Authority's key activities at future meetings of the Committee.

9 EU Funding Programme

The Chairman thanked the Head of Strategy, Programmes and Performance, Regeneration and Economic Development, Andy Palmer who was in attendance to give an update to Members in relation to the EU Funding Programme (for copy see file of minutes).

The Head of Strategy, Programmes and Performance reminded Members that there were various strands to the EU Structural Funds Programme and that the programme for 2014-2020 had yet to be approved.

Members noted that the programme was in effect a national one and the UK Government was in negotiation with the EU Commission regarding the English Operational Programme (OP). Councillors noted that the position had not advanced significantly since the last report to Committee in October 2014 and there had been a number of delays. It was explained that while the Programme was delayed, there would be a 3 year period at the end of the Programme to be able to complete projects, with allocations having to be made before the end of 2020.

Councillors noted that the NELEP had been allocated £450 Million and Members were reminded that as County Durham was a “Transition Region”, it was unique within the NELEP area, having a ring-fenced allocation amount of £135 Million.

The Committee noted that OPs for Scotland, Northern Ireland and Wales had been agreed, however, the English OP had not yet been signed off by the EU as they did not formally recognise the LEPs in this context. It was explained that Government had noted the OP should be agreed by the end of March 2015, however if it was not then the current year EU funding cycle would be missed and projects would need to be re-profiled. Councillors were reminded that there were 5 strategic objectives in relation to the European Structural Investment Fund Strategy (ESIF) those being: Innovation; Business Growth; Low Carbon; Inclusive Growth; and Skills.

Members learned that the County Durham Economic Partnership (CDEP) had a role in coordinating, as Durham was a Transition Region and a number of work streams had been established in line with the CDEP/Altogether Wealthier strategic priorities. It was noted that the work streams were: innovation; enterprise and business support; access to finance (JEREMIE), capital infrastructure; youth unemployment; social inclusion; adult skills and employability; and low carbon/sustainability. Councillors noted that those work streams would inform the “Open Calls” for project applications, with the Council providing support to the CDEP, and there being a number of criteria a proposed project must meet to be eligible for EU Funding. The Committee was reminded that as the English OP had not yet been agreed it would only be possible to work through the process up to a point, then the finalised OP would be required.

The Head of Strategy, Programmes and Performance explained that the National Governance Board for the OP would have a number of sub-committees that operation within LEP areas, the area sub-committee for the NELEP area being referred to as the “European Investment Group”, with the DCLG acting as a “Managing Authority”. It was reiterated that the European Investment Group was not a sub-committee of the NELEP, rather of the National Governance Board. It was noted that the Group had met in shadow form and agreed terms of reference, and would operate in full after the OP was confirmed. Members were referred to a governance structure diagram and noted that the CDEP was considered as the “County Durham Advisory Group” feeding into the sub-committee.

The Committee noted that there were several current issues, including the issue of match funding or co-financing. It was explained that in the past local partners were able to put in their EU funds to “buy services” from Government Departments and those Departments would match fund at source.

It was noted that this was not the case now, an example being the SFA no longer matching EU funds in terms of the Youth Employment Initiative (YEI), and given the removal of a range of Government grants and reductions in Council expenditure the sourcing of match funding could become an inhibiting factor for the Programme.

Members noted that issues included the delays to the OP as described and the rejection by the Department for Environment, Food and Rural Affairs (DEFRA) of an application for a £2.4 Million Leader Programme by the North Pennine Dales. It was added that the Local Action Group had submitted an appeal and that the result of the appeal had not yet been announced.

It was explained that the emerging Durham Programme was coordinated by the CDEP, and areas the Council could be involved in delivery of included: business support to Small and Medium Sized Enterprises (SMEs); Capital Infrastructure to support business development; employability/apprentice support/youth employment; support to the voluntary and community sectors following the transfer of assets; and low carbon initiatives/Green Deal. Members were referred to a list of emerging projects appended to the Committee report.

The Head of Strategy, Programmes and Performance concluded by explaining that the loss of manufacturing in general and reduced Government allocation was balanced by current levels of EU funding.

The Chairman thanked the Head of Strategy, Programmes and Performance and asked Members for their questions on the report.

Members asked questions in respect of: Members being made aware of the outcome of the North Pennine Dales Leader appeal; the Programme being “Council-centric” and whether there was a conflict of interest if the Council was bidding for funding and also charged with publicising the process of applying for EU funds; and whether businesses and the voluntary sector were fully aware of the EU Programme.

The Head of Strategy, Programmes and Performance noted that Members could be made aware once the outcome of the North Pennine Dales Leader appeal was known. It was explained that the Council was not involved in a programme management role, that was for Government, though the Council did have a role in terms of community leadership and the danger was that potential funding may be lost as there was less ability to match fund projects. Councillor J Clare noted that at a recent conference regarding the European Social Fund (ESF) there was a large number of third sector groups in attendance who were keen to access funding where they could and added that he felt the business community may not be as aware, or as keen to “jump through the hoops”.

The Head of Strategy, Programmes and Performance added that once Open Calls were active, they would be heavily promoted from that point. It was added that there would be a need to manage expectations in the context of the reduced ability to source match funding and the Council could provide support in terms of applications.

Resolved:

- (i) That the Economy and Enterprise Overview and Scrutiny Committee note the update report.
- (ii) That the Economy and Enterprise Overview and Scrutiny Committee receive further progress reports at future meetings of the Committee.

10 Skills Development in County Durham

The Chairman thanked the Employability Manager, Regeneration and Economic Development, John Tindale who was in attendance to give an update to Members in relation to Skills Development in County Durham (for copy see file of minutes).

The Employability Manager referred Members to copies of the presentation (for copy see file of minutes) including statistics relating to employment, qualifications and apprenticeships and added that if Members could contact him as regards information for their particular Divisions.

The Committee learned that a current key issue was the Information, Advice and Guidance (IAG) as offered in schools relating to employment and training options and it was explained that employers' feedback was that there was a need to get young people ready for work in terms of "soft skills" such as communication and time-keeping. Members noted that Labour Market Intelligence was another important area, being able to understand what opportunities were available and who could help, including employers, in terms of maximising those opportunities. Councillors were reminded that economic confidence was important in terms of employers being willing to invest in training, taking on apprentices or expanding their business. Members noted that another important aspect was funding arrangements, with issues as explained under the EU Funding Agenda Item and the reduced budgets that Local Authorities faced. Councillors learned that another key issue was that of Adult Skills, for those over 24 years of age, as most schemes and programmes focussed on those 18-24 years of age.

The Employability Manager noted 5 skills priorities that were national, regional and local: that employers lead on skills development; improved workplace productivity; clear pathway for young people development; meaningful work experience; and success measured by jobs, progression and qualifications. In respect of employers leading on skills development, an example was given whereby a local cricket club wanted 2 apprenticeships focusing on grounds maintenance, with coaching and working with young people in addition. It was explained that initially there was no suitable apprenticeship programmes with both of the aspects the cricket club desired, so accordingly Officers at the Council spoke to New College Durham (NCD) and NCD then created a suitable apprenticeship framework to allow 2 apprentices to be employed.

The Committee noted that priorities for 2015 included the areas of: Workforce; Business; and Enabling. Members learned that in respect of “workforce”, priorities included: improving qualifications and skills; skills to enable progression to employment; skills to improve enterprise; and more focus on economically deprived communities. Councillors noted in respect of “business”, priorities included: meeting the skills demands of growth sectors; increasing apprenticeship opportunities; and to stimulate demand for higher level skills. Members learned that in respect of “enabling”, priorities included: developed high quality IAG; producing good market intelligence for employers, learners and providers; and supporting employers to access the funding system. The Employability Manager explained that the CDEP has a Business, Enterprise and Skills Group which would focus on delivering the priorities and programmes which included: a pilot scheme helping teenage parents into apprenticeships; mentoring; helping those affected by Welfare Reform; a programme of support devolved from Government, “Generation North East”; and a local spin on the Youth Contract, involving 5 of the 7 North East Local Authority and being led by Newcastle City Council, with Durham County Council having local input via 2 advisors, 1 advisor for 18-24 year olds, 1 advisor for businesses.

The Chairman thanked the Employability Manager and asked Members for their questions on the report.

Councillor E Adam noted that Further Education had been the “poor relation” of the education system for many years and now it appeared as a core area. Councillor E Adam added that there was clearly a shortage of funding for learners and there could be difficulty in employers effectively managing such funding given capacity and resource issues. Councillor E Adam concluded by noting that many young people were struggling, with many not having 5 A-C grade GCSEs, and required help in developing the soft skills, as noted in the presentation and therefore asked whether there was too much focus on the higher level apprenticeships. The Employability Manager explained that there were some local initiatives that looked to develop young people’s skills including: Generation North East, part-time working for young mothers; seasonal work; and mentoring. It was added that it was important that young people were directed to the right area for them to progress, including options such as volunteering or become self-employed.

Councillor J Clare noted that there were a large number of providers of training and initiatives for young people and felt that there were “too many players”. Councillor J Clare continued by adding that there should be more focus on a coordinated approach that looked at the needs within the county, at a sub-county level, and also the needs of individuals to ensure people were being signposted in a direction appropriate for them. Councillor P Stradling added that he too felt there was a need to ensure that those needing help in developing basic skills were given the help they need to move forward, as well as offering higher level apprenticeships.

Resolved:

That the presentation and report be noted.

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Economy and Enterprise Scrutiny Committee

31 March 2015



Regeneration and Economic Development Service – Quarter 3: December Forecast of Revenue and Capital Outturn 2014/15

Report of Finance Manager – Azhar Rafiq

Purpose of the Report

1. To provide details of the forecast outturn budget position for the Regeneration and Economic Development (RED) service grouping highlighting major variances in comparison with the budget based on the position to the end of December 2014.

Background

2. County Council approved the Revenue and Capital budgets for 2014/15 at its meeting on 26 February 2014. These budgets have subsequently been revised to account for grant additions/reductions, budget transfers between service groupings and budget reprofiling between years. This report covers the financial position for the following major accounts maintained by the RED service grouping:
 - *RED Revenue Budget - £45.136m (original £42.653m)*
 - *Housing Revenue Account - £63.551m (original £66.034)*
 - *RED Capital Programme – £83.526m (original £109.598m)*
3. The original RED General Fund budget has been revised to incorporate a number of budget adjustments as follows:
 - Transfer of budget from CAS for management of Gypsy Roma Traveller service £131k
 - Reduction in staffing budget to reflect purchase of annual leave -£33k
 - Reduction in car mileage budget to reflect corporate savings -£40k
 - Increase in Assets budget to support office accommodation project £120k
 - Transfer of budget to Neighbourhood Services for Highway Network maintenance service -£43k
 - Increase in capital charges budget not controlled by services £351k

- Additional contract payments relating to the Concessionary Fares scheme £293k
- Transfer of budget to ACE for Local Government Chronicle subscription -£1k
- Transfer of budget from Neighbourhood Services for bus station cleaning £81k
- Net planned use of reserves to support service spending £1,415k
- 2014/15 Pay award financed from central contingencies £209k

The revised General Fund Budget now stands at £45.136.

4. The summary financial statements contained in the report cover the financial year 2014/15 and show: -
- The approved annual budget;
 - The actual income and expenditure as recorded in the Council's financial management system;
 - The variance between the annual budget and the forecast outturn;
 - For the RED revenue budget, adjustments for items outside of the cash limit to take into account such items as redundancies met from the strategic reserve, capital charges not controlled by services and use of / or contributions to earmarked reserves.

Revenue - General Fund Services

5. The service is reporting a cash limit of **£1.320m** under budget against a revised annual budget of **£45.136m**. This compares to an under budget of £1.050m reported at Quarter 2.
6. The tables below compare the actual expenditure with the budget. The first table is analysed by Subjective Analysis (i.e. type of expense), and the second by Head of Service.

Subjective Analysis

£'000	Annual Budget	YTD Actual	Forecast Outturn	Variance	Items Outside Cash Limit	Cash Limit Variance
Employees	29,252	22,341	28,957	-295	0	-295
Premises	2,938	3,335	3,739	801	0	801
Transport	1,062	659	874	-188	0	-188
Supplies and Services	10,949	6,029	11,099	150	-67	83
Agency and Contracted	19,827	13,970	20,796	969	-24	945
Transfer Payments	95	9	27	-68	0	-68
Central Costs	11,962	1,412	11,312	-650	1,226	576
GROSS EXPENDITURE	76,085	47,755	76,804	719	1,135	1,854
INCOME	-30,949	-22,577	-34,353	-3,404	230	-3,174
NET EXPENDITURE	45,136	25,178	42,451	-2,685	1,365	-1,320

Analysis by Head of Service

Head of Service Grouping	Annual Budget	YTD Actual	Forecast Outturn	Variance	Items Outside Cash Limit	Cash Limit Variance
Strategy Programmes Performance	1,786	1,430	1,696	-90	0	-90
Economic Development & Housing	7,392	5,722	7,071	-321	153	-168
Planning & Assets	6,111	5,158	5,840	-271	33	-238
Transport & Contracted	19,072	14,267	17,459	-1,613	789	-824
Central Managed Costs	10,775	-1,400	10,385	-390	390	0
NET EXPENDITURE	45,136	25,177	42,369	-2,685	1,365	-1,320

7. Attached in the table below is a brief commentary of the variances with the revised budget analysed into Head of Service groupings. The table identifies variances in the core budget only and excludes items outside of the cash limit (e.g. concessionary fares) and technical accounting adjustments (e.g. capital charges):

Head of Service	Service Area	Description	(Under) / Overbudget	(Under) / Overbudget
Strategy Programmes Performance	Strategy, Policy, Partnerships & Support	£58k under budget on employee costs £10k under budget on supplies and services	(68)	(89)
	County Durham Economic Partnership	Minor Variance	(6)	
	Planning & Performance	£15k under budget on employee costs	(15)	
	Funding and Programmes	Minor variance	0	
Economic Development & Housing	Head of Economic Development	Minor variance	8	
	Physical Development	£11k over budget on staffing £40k under budget on supplies and additional income	(29)	
	Visit County Durham	£36k under budget on supplies and additional income £20k over budget on employees	(16)	
	Business Durham	£341k under budget on Business Space mainly due to additional income at Netpark £24k approved over budget relating to the Council's contribution to the Regional Growth Fund programme £5k minor variance over budget	(322)	
	Economic Development	£80k approved over budget regarding apprenticeship support £7k minor variance under budget	73	

Head of Service	Service Area	Description	(Under) / Overbudget	(Under) / Overbudget
	Housing Solutions	£170k under budget due to 2015-16 MTFP savings being achieved early £44k under budget on new Darlington HIA contract £286k Family Wise over budget Forecast income levels not achieved £107k under budget on HIA service following restructure of service £158k approved over budget on homelessness prevention initiatives £6k minor variances under budget	117	(169)
Spatial Policy, Planning Assets & Environment	Head of SPPAE	£72k approved over budget regarding contribution to AONB projects	72	
	Spatial Policy	£15k under budget on transport £139k approved over budget on public consultation costs regarding the examination of the Local Plan	124	
	Development Management	£19k over budget across all other spending areas £469k overachieved income partly due to a number of large applications such as Beacon Lane, Sedgefield and The Isles Wind Farm, Bradbury	(450)	
	Building Control	£42k under budget on employees £12k under budget on transport £16k under budget on general supplies and services	(70)	
	Environment & Design	£40k under budget on employees due to MTFP savings achieved early £28k under budget on transport £23k agreed over budget on Outreach Project £49k under budget on other general supplies and services £74k over achieved income regarding one off SLA with Darlington BC for sustainability appraisals £21k over achieved FIT Income	(190)	
	Asset Management	£110k overachieved income relating to fee income from sales £30k approved over budget relating to asset rationalisation project £65k approved over budget costs relating Parsons Court and acquisition of Kingswood Nature Reserve £59k over budget on other general supplies and services £231k under achieved income and additional business rate costs on vacant properties such as, Brackenhill Peterlee, Millenium Square Durham and Newgate Street Bishop Auckland	275	(239)
Transport	Head of Transport	Minor variance	3	

Head of Service	Service Area	Description	(Under) / Overbudget	(Under) / Overbudget
	Traffic	£25k under budget on salaries due to vacancy savings £17k under budget on various premises, transport and supplies and services costs £32k under budget on third party payments primarily due to re-phasing of traffic signals expenditure into 2015/16 £104k under achieved parking income primarily including the Free after 3 initiative at Christmas.	30	
	Sustainable Transport	£25k under budget on employee costs £417k under budget primarily due to reduced contract prices, increased patronage and a mild winter.	(442)	
	Supported Housing	£38k over budget on employees and transport costs primarily due to 24/7 cover for holidays and sickness £157 under budget on supplies and services primarily due to planned underspend on equipment £14k over budget on third party payments due to lease buyout of former Derwentside equipment £309k over achieved income due to increased self-paying client numbers and SLA agreements	(414)	(823)
Central	Central Costs	No variance		0
TOTAL				(1,320)

8. In summary, the service grouping is on track to maintain spending within its cash limit. It should also be noted that the estimated outturn position incorporates the MTFP savings required in 2014/15 which amount to £1.1m.

Revenue – Housing Revenue Account (HRA)

9. The Council is responsible for managing the HRA which is concerned solely with the management and maintenance of the Council's housing stock of around 18,500 dwellings. Two arms length management organisations (ALMOs) have been established to manage Easington and Wear Valley housing stock (East Durham Homes and Dale and Valley Homes respectively) whilst Durham City is managed in-house. The responsibility for managing the HRA lies solely with the Authority and this is not delegated or devolved to the ALMOs.
10. The table in **Appendix 2** shows the forecast outturn position on the HRA showing the actual position compared with the original budget. In summary it identifies a balanced outturn position on the revenue account after using a projected surplus of £711k towards the capital programme.

Housing Revenue Account	Budget £'000	Forecast Outturn £'000	Variance £'000
Income			
Dwelling Rents	(62,075)	(62,333)	(258)
Other Income	(1,371)	(1,377)	(6)
Interest and investment income	(105)	(105)	0
	(63,551)	(63,815)	(264)
Expenditure			
ALMO Fees	16,464	16,464	0
Repairs, Supervision and Management Costs	11,825	13,299	1,474
Depreciation	7,872	7,872	0
Interest Payable	12,627	10,706	(1,921)
Revenue contribution to capital programme	14,763	15,474	711
	63,551	63,815	264
Net Position	0	0	0

11. In summary, the main and significant variances with the budget are explained below and relate to the figures and corresponding notes shown in **Appendix 2**:
- a) **Dwelling Rents £258k increased income** – this results from a lower than anticipated void rate and less Right to Buys being completed;
 - b) **Supervision & Management £1,495k overspend** – this results from £1,562k costs incurred in setting up the new Housing Company, which was previously agreed to be met from existing revenue savings, offset by £67k savings on vacant posts and premises costs at Durham City Homes
 - c) **Interest Payments £1,921k underspend** – this results from a lower interest rate and lower outstanding loan debt than originally anticipated, due in part to re-profiling of the capital programme in year;
 - d) **Revenue Support to Capital £711k surplus** – the balancing item on the HRA which identifies the potential resources available to support the capital programme and reduce our reliance on borrowing.

Capital Programme

12. The RED capital programme makes a significant contribution to the Regeneration ambitions of County Durham. The programme is relatively large and comprises over 192 schemes managed by around 37 project delivery officers.
13. The Regeneration and Economic Development capital programme was revised at Outturn for budget re-phased from 2013/14. This increased the 2014/15 original budget. Further reports to the MOWG during the year detailed further revisions, for grant additions/reductions, budget transfers and budget re-profiling into later years. The revised budget now stands at **£83.526m** - consisting of **£36.809m** for the General Fund and **£46.717m** for the HRA.

14. Summary financial performance to the end of December is shown below.

Service	Original Annual Budget 2014/15 £000	Revised Annual Budget 2014/15 £000	Actual Spend to 31 December £000	Remaining Budget £000
General Fund	59,109	36,809	24,225	12,584
HRA	50,489	46,717	31,689	15,028
Total	109,598	83,526	55,914	27,612

15. Actual spend for the first nine months amounts to **£55.914m** – consisting of **£12.584m** for the General Fund and **£15.028m** for the HRA. **Appendix 3** provides a more detailed breakdown of spend across the major projects contained within the RED capital programme.
16. For the General Fund programme, actual spend to 31 December amounts to £12.584m. The key areas of spend to date have been on Gypsy Roma Travellers sites (£4.999m), Structural Capitalised Maintenance (£4.383m), and Transport Major Schemes (£3.040m). Other areas of the programme are profiled to be implemented during the remainder of the year it is anticipated that the projected outturn at 31 March 2015 will be in line with the revised budget.
17. The HRA programme is being significantly supported with £18.649m of Homes and Communities Agency Decent Homes Backlog Grant funding. In the first nine months of the financial year a total of 1,095 properties have been brought up to the Decent Homes standard.
18. At year end the actual outturn performance will be compared against the revised budgets and service and project managers will need to account for any budget variance.

Recommendations:

19. The Economy and Enterprise OSC is requested to note and comment on the contents of this report.

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Appendix 1: Implications

Finance

Financial implications are detailed throughout the report which provides an analysis of the revenue and capital projected outturn position.

Staffing

None.

Risk

None.

Equality and Diversity / Public Sector Equality Duty

None.

Accommodation

None.

Crime and disorder

None.

Human rights

None.

Consultation

None.

Procurement

None.

Disability Issues

None.

Legal Implications

None.

Appendix 2: 2014-15 Housing Revenue Account

	2014/15 Budget	2014/15 Forecast Outturn	Variance	
	£000	£000	£000	
Income				
Dwelling Rents	(62,075)	(62,333)	(258)	a
Non Dwelling Rents: – Garages	(903)	(889)	14	
– Shops/Other	(121)	(121)	0	
Charges for Services and Facilities	(347)	(367)	(20)	
Total Income	(63,446)	(63,710)	(264)	
Expenditure				
ALMO Management Fee	16,464	16,464	0	
Repairs and Maintenance	4,376	4,376	0	
Supervision and Management - General	3,985	5,480	1,495	b
Supervision and Management - Special	430	409	(21)	
Rent, Rates, Taxes and Other Charges	410	410	0	
Depreciation and Impairment of Fixed Assets	7,872	7,872	0	
Bad Debt Provision and Debts Written Off	988	988	0	
Debt Management Costs	171	171	0	
Total Expenditure	34,696	36,170	1,474	
Net Cost of HRA Services per I&E Account	(28,750)	(27,540)	1,210	
Share of Corporate and Democratic Core	1,063	1,063	0	
Share of Other Costs Not Allocated to Specific Services	402	402	0	
Net Cost of HRA Services	(27,285)	(26,075)	1,210	
Interest Payable and Similar Charges	12,627	10,706	(1,921)	c
Direct Revenue Financing (Contribution to Capital)	14,763	15,474	711	d
Interest and Investment Income	(105)	(105)	0	
(Surplus)/Deficit for Year	0	0	0	
HRA Reserves	7,154	7,154		
Welfare Reform Reserve	393	0		
Durham City Homes Improvement Plan	650	580		

Appendix 3: RED Capital Programme 2014-15

	Revised Annual Budget £000	Profiled Budget £000	Actual Spend to 31 December £000	Remaining Budget £000
General Fund				
Economic Development & Housing				
Barnard Castle Vision	596	364	315	281
Durhamgate	364	37	37	327
Industrial Estates	509	116	116	393
North Dock Seaham	16	16	16	0
Office Accommodation	781	624	631	150
Town Centres	2,407	1,528	1,516	891
Minor Schemes	719	214	255	464
Disabled Facilities Grant /FAP (1)	3,718	1,625	1,348	2,370
Gypsy Roma Travellers	5,197	4,886	4,999	198
Housing Renewal	3,852	2,099	2,129	1,723
Cricket Club	1,200	1,200	1,200	0
Planning & Assets				
Renewable Energy Schemes	627	337	290	337
Structural Capitalised Maintenance	6,671	4,357	4,383	2,288
Woodham Community Tech College	1	0	0	1
Minor Schemes	594	422	260	334
Transport & Contracted Services				
Local Transport Plan	2,938	1,772	1,772	1,166
Transport Corridors	1,576	1,626	1,626	(50)
Transport Major Schemes	4,598	2,357	3,040	1,558
Transit 15	190	172	172	18
CCTV	238	103	103	135
Minor Schemes	10	10	10	0
Strategy & Programmes Minor Schemes				
	7	6	7	0
General Fund Total	36,809	23,871	24,225	12,584
Housing Revenue Account (2)				
Durham City Homes	11,936	8,629	8,123	3,813
Dale and Valley Homes	7,358	5,523	4,700	2,658
East Durham Homes	27,344	20,508	18,800	8,544
Mortgage Rescue	73	60	60	13
Housing Demolitions & Regeneration	6	6	6	0
Housing Revenue Account Total	46,717	34,726	31,689	15,028
RED Total	83,526	58,597	55,914	27,612

(1) Financial Assistance Programme

(2) HRA actual spend includes accruals for Housing Providers

**Economy and Enterprise
Overview and Scrutiny
Committee**



31 March 2015

Homelessness Strategy Update

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

Purpose of the Report

1. To provide Members of the Economy and Enterprise Overview and Scrutiny Committee with background information on the Homelessness Strategy refresh prior to an update presentation by Andrew Burnip, Team Manager, Regeneration and Economic Development.

Background

2. The Economy and Enterprise Overview and Scrutiny Committee on the 24 February 2014 received an overview of the Homelessness Strategy 2013 – 18. The presentation on the 31 March 2015 will provide an update on actions, trends, progress to date and the refresh of actions following consultation with partners within the Homelessness Action Partnership.

Homelessness Strategy - background

3. Section 1 of the Homelessness Act 2002 places a duty on local authorities to formulate a homelessness strategy by carrying out a homelessness review for the area. Section 2 of the Homelessness Act 2002 prescribes the considerations that local authorities should undertake in conducting a review of homelessness and the purpose of the review in terms of informing a future preventing homelessness strategy.
4. The Homelessness Act 2002 determines that local authorities must formulate and publish a homelessness strategy based on the results of that review – the life of the strategy should be no more than five years, and when the strategy expires or is due for expiry, the authority must publish a new homelessness strategy. An annual refresh of the strategy must also be undertaken.

Homelessness strategies must include plans for:

- the prevention of homelessness;
- ensuring there is sufficient accommodation available for people who are, or who may become homeless;
- Ensuring there is satisfactory support for people who are, or who may become homeless, or who need support to prevent them from becoming homeless again.
- For a homelessness strategy to be an effective and relevant document, housing authorities need to ensure that it is developed in partnership with all stakeholders and service users.

5. In July 2013 Durham County Council and our partners agreed the strategic objectives for the County over the following 5 years. The objectives are: (**Appendix 2** provides an overview of existing services).

Homelessness Strategy Objectives:

6. Within this context, the homelessness strategy has six objectives which will be delivered through a partnership approach.
- To prevent homelessness for all in housing need across County Durham.
 - To ensure that services work in partnership to meet the holistic needs of all clients, including those with complex needs and / or those at risk of rough sleeping.
 - To ensure that sufficient, appropriate and affordable accommodation is available for people who are homeless or at risk of becoming homeless.
 - To provide housing advice and housing options to those in housing need in County Durham.
 - To tackle the wider social and economic causes of homelessness by supporting people to access health, employment, training and associated services.
 - To achieve Gold Standard in meeting the 10 local authority challenge (*Making Every Contact Count: A Joint Approach to Preventing Homelessness*)
7. An action plan was developed and with partners and is monitored by the Homelessness Action Partnership. This report provides a review of actions and trends in presenting housing needs informing the refresh of the strategy. (**Appendix 2** provides a review of current services delivered or commissioned by the Housing Solution's Service.)

Homelessness Strategy Actions:

8. Since September 2013 **40 actions** have been completed, **44** are on track or are ongoing and **12** are behind schedule. (Please see attached **Appendix 3** for delays)

Overview:

9. Over the period significant progress has been made in achieving the Councils overall strategic priorities in regard to homelessness and housing need. However, pressures remain for both households and services seeking to respond to housing need. Households continue to feel the pressures from welfare reform, the increased cost of living and slow growth in the economy across the North East, compared to other parts of the country. With the ongoing and extended period of Government austerity; the Housing Solutions Service continues to contribute to savings in line with the Medium Term Financial Plan. Whilst the Housing Solutions Service has made its savings requirements for 2015/16, there is a risk to current service delivery from future savings beyond the current spending review.
10. Within this challenging environment for all services, the Housing Solutions Service has made progress towards developing and improving the service offer to our customers. The attached (**Appendix 3**) updated action plan provides some further detail; with below a review of some of the challenges and service developments over the past 18 months.

Housing Solutions Gateway:

11. The Gateway has been developed in response to a service restructure in 2014 seeing an expansion of the Housing Solutions Service (to include GRT managed sites, creation of Special Projects and Service Improvement Team and Private Sector Initiatives Team joining the service); in addition to a requirement to save circa £150,000 from the service budget in 2013/14. (This is in addition to the loss of a 1/3 of the service in savings made up to 13/14).
12. The Housing Solutions Gateway was developed to provide a triage assessment with the development of supporting procedures, IT and telephony.
13. Gateway Officers do not undertake complex casework, or generally manage an ongoing caseload. The service design sought to see 70% of the 6,000+ customer contacts per year ending at the Gateway with advice, signposting and self-help with an increase in capacity to support over 9,000 customers as need increases over the coming years. This would provide for 30% of cases to be referred to a smaller Homelessness & Prevention Team that would then have more time to provide specialist one to one support, advice and guidance.

14. Work is almost complete on the development of a new integrated IT system to support Gateway Officers in the triage process and also making available an on-line self-help assessment tool for those customers with access to the internet. This will also allow Gateway Officers to email a PDF housing options plan directly to customer's smart phones or email address following the triage assessment. The new IT system will be available from September 2015.

The purpose of the Housing Solutions Gateway is to:

- Empower customers to take control of their own solutions.
 - Provide guidance to customers that are able to secure their own outcome.
 - Complete referrals to partner's organisations, where appropriate.
 - Ensure back office resources are targeted towards those in greatest need of support.
15. Current monitoring of the service to December 14 shows 62% of cases conclude at the Gateway with 38% referred to the Homelessness & Prevention Team with little impact on quarterly performance management outcomes for the service. Whilst early indications suggest the Gateway has met its objectives, the service continues to be closely monitored and adapted to meet customer needs.

Development of Durham Key Options & Private Rented Sector:

16. A key priority for the service is to extend the quality of the housing options available to our customers. Durham Key Options has been used to advertise private sector housing for 2 years and currently advertises properties for over 50 private sector landlords. However, as the service seeks to be more efficient and effective in how we resolve housing need, support customers, landlords and improve standards, a new service offer needed to be developed.
17. Working in partnership with Abris (IT provider) a new Private Rented Sector offer will be available from June 15 via the Durham Key Options website, a bespoke service design developed to complement the Housing Solutions Gateway and the new customer journey.
18. Private Sector Landlord Accreditation will be launched across County Durham from April 2015. Durham Key Options will be utilised to advertise and promote accredited properties that meet minimum standards. (A pilot is current ongoing in Derwentside area – with a second pilot in the East from April 2015). By advertising all Private Rented Sector Housing accessed by the service via Durham Key Options, we seek to provide a one point of access for customers with a bespoke application form and process developed. By linking with support provider, Stonham, we seek to provide a Rapid Response Team with Tenancy Navigators able to provide pre and post tenancy support as and when required to ensure both landlords and tenants are supported.

Funding Bids:

19. Over the period the service has been successful in securing additional funding and services for the County. However, we have also lost the following service.
20. County Durham has lost the Street Outreach Service in support of rough sleepers with the closure of the ACE service in December 2014. The service was provided by Changing Lives with funding from the DCLG. This funded ended and the Council was unable to provide assistance to maintain provision. The Housing Solutions has however, established referral routes with a range of partners and the general public to report rough sleepers with the Homelessness Intervention Project providing support to secure appropriate accommodation and support where possible.
21. The Governments Mortgage Rescue Scheme also ended in 2014. The Service however, continues to provide advice and support to homeowners, including referrals for debt advice, representation at court and a Repossession Loan Fund, where appropriate.(Please see Appendix 2).
22. Funding is also ending for the European Social Fund Employability Project, Family Wise (April 15), providing support to enable customers to move closer to the employment market and access training and jobs. Work is currently ongoing to replicate the good practice learnt from this service in any new EU Social Fund bid.
23. The regional Through the Gate Service (delivering support to offenders leaving prison to access suitable housing) jointly funded by the Regional Homelessness Group and the National Offender Management Service ends in March 15. Work is ongoing regionally to ensure referral routes with the new Community Rehabilitation Company are in place to provide advice and support.
24. Step Forward (providing 14 x 2 bed supported shared housing) will end in July 15 as the service is unable to secure funding to maintain this provision. Work will continue to encourage housing providers to develop a shared housing offer to those customers under the age of 35 with lower housing benefit entitlement in the private rented sector, or those subject to the under occupancy charge in the social sector.

25. Success has been seen however, in the development of the Housing Intervention Project, seeking to provide intensive support to single people and childless couples. The service has been further extended with the award of Single Homelessness Funding from the DCLG in December 2014. The funding was awarded following a bid, led by Durham County Council in partnership with Darlington Borough Council and will operate for 18 months, seeing the doubling of the service. The bid linked the service to the Police and Crime Commissioners diversion strategy and the Check Point Service, seeking to divert offenders away from crime but providing intensive support to tackle the underlying causes of crime. The service will be delivered by Housing Solutions across Durham and First Stop in Darlington. The service seeks to provide intensive support to the above client group, including rough sleepers.
26. Funding was secured from the Regional Homelessness Group to support the development of a female only service in Durham City with DASH, for women with complex needs. This remains the only service of its type in the North East and has recently attracted additional funding to focus on the nature and extent of sex work within the County, in partnership with Changing Lives.
27. Durham County Council worked with a number of North East Local Authorities and supported Stonham (Home Group) in developing a bid to the DCLG, payments by results Fair Chance Fund. The awarding of (£1.9 million with up to £600,000 allocated to County Durham) to Home Group in December 2014 and will support up to 40 people aged 18-24 with complex needs to access accommodation and support and to secure training and employment, in addition to tackling exclusion. The service will continue to operate up to 2018.
28. In November 2014 the DCLG issued a bidding prospectus for £10million for local housing authorities to help strengthen refuge services to keep victims of domestic abuse safe.
29. Refuge providers and the Council identified and agreed the following priority groups that are often excluded from current provision. Male victims, households with older (male) children, households with complex needs (including substance abuse), households in work and unable to afford rents in traditional refuge, those with no recourse to public funds and those facing eviction from current provision.

30. To respond to these needs the service design focused around a Rapid Response Team of specialist Domestic Abuse Navigators who could provide rapid access to suitable tenancies in the private and social rented sector. This would be further supported by a personalisation fund enabling purchasing of essential items to set up a new home. This would provide a response that enabled victims to plan a move or access alternative housing within 48 hours via the rapid response team together with specialist support.
31. In seeking to address this need an approach was made to the Regional Homelessness Group to determine if similar unmet needs were replicated across the region.
32. In response, Darlington Borough Council, Northumberland County Council and Redcar & Cleveland Council provided data evidencing the same needs and agreed to a joint bid with Durham as the lead authority.
33. The bid was submitted on the 16th January requesting 3 navigators for Durham and 2 for each of the other partner authorities totalling £329,982.00 over 18 months assisting up to 205 clients, with 70 in County Durham. The bid has been successful and work is ongoing with the steering group to establish the service by May 15.

Triage:

34. The Durham Housing Triage Procedure sets out what is expected as good practice to support those customers who are affected by the changes brought about through Welfare Reform, whom reside in both the social and private rented sectors.
35. The overall aim of the triage is for both Durham County Council and Registered Social landlords operating in County Durham to work consistently to ensure that residents receive the help and support required, to address the issues which may put them at risk of losing their home. This procedure supports the Discretionary Housing Payments Policy and its Core Objectives.
36. Prior to the introduction of the spare room subsidy there were 9,919 under occupiers in social housing in County Durham.
37. The triage has supported 1,194 to access employment advice, with 86 accessing employment. 1,548 have been referred to debt advice. 2,943 households have been awarded DHP. A number of these will be coming to the end of their award and will not qualify for an extension with a significant risk of increased rent arrears over the next 12 to 18 months with potential increased pressure on service providers.

Holistic Temporary Accommodation and Support Service:

38. HTASS has seen itself established as the main provider of temporary accommodation for the Council and an extension for a further year to its contract. Since 2012 the service has housed 386 families into temporary accommodation and provided positive move-on and support to over 90%. Housed 144 young people in crash pads and supported 112 to move-on and through the Joint Protocol for 16/17 year olds assisted 362 young people with 153 returning home and 132 assisted into supported housing.
39. Over the period the service has assisted the Councils in reducing its use of inappropriate and expensive Bed & Breakfast accommodation for both young people and families. As can be seen below, the service has been successful in reducing the use of B&B and also assisting the council to make significant savings in the costs of using B&B for applying for assistance.

B&B use	10/11	£	14/15	£	=/-%	Saving
Number 16/17 year olds	91 2,120 nights	£81,576	8 46 nights	£1,037	-91%	£80,539
Number families	98 1,832 nights	£79,280	23 275 nights	£11,000	-86%	£68,280

40. The success of HTASS has recently been recognised with the service shortlisted for national Local Government Chronical Awards 2015 in the Commissioning Pioneer Category.

Peer Education:

41. Service developed in partnership with Children's & Adult Service delivering sessions in schools across the County, highlighting the causes and consequences of homelessness and how to prepare for independence and avoid homelessness for young people

Trends in housing need and presentations:

42. To review trends, figures have been taken from July to December 2014 and compare to the period January to June 2014.

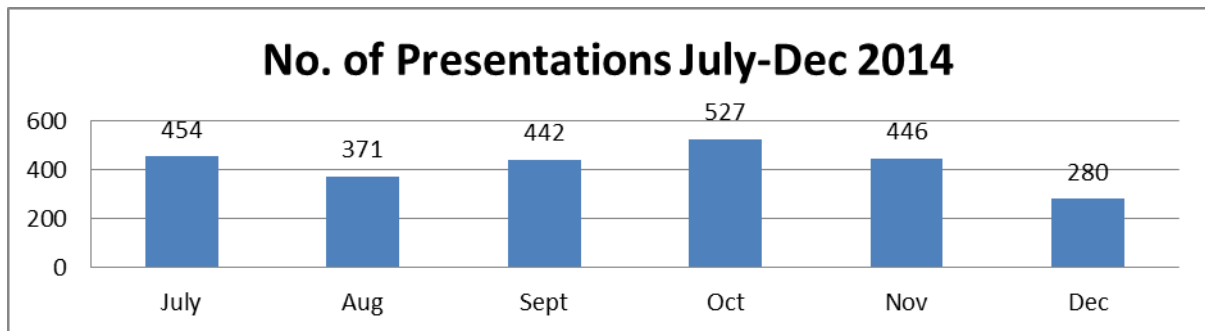
Presentations:

43. Presentations record all new contacts with service over the period. The period covers the service restructure and the introduction of the Housing Solutions Gateway on the 1 September 2014. In preparation for this existing caseloads were reduced to free up staff to retrain in readiness for the Gateway. Over the period (July to December 2014) we have seen a 15.6% reduction (from 2986 to 2520) in overall presentations to the service.

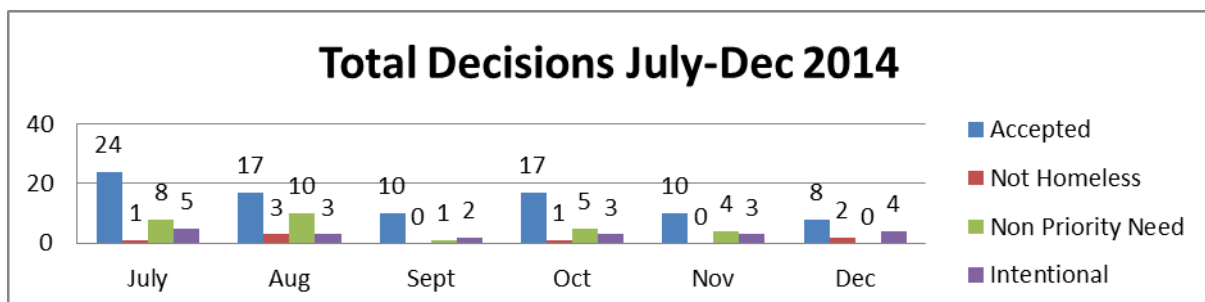
44. The table below shows a reduction in August 2014, an increase and September and then a seasonal reduction in October through to December. We expect presentation to increase in Quarter 4 showing a consistent level of need across the County.

No. of Presentations

Jan – June 2014	2986
July – Dec 2014	2520



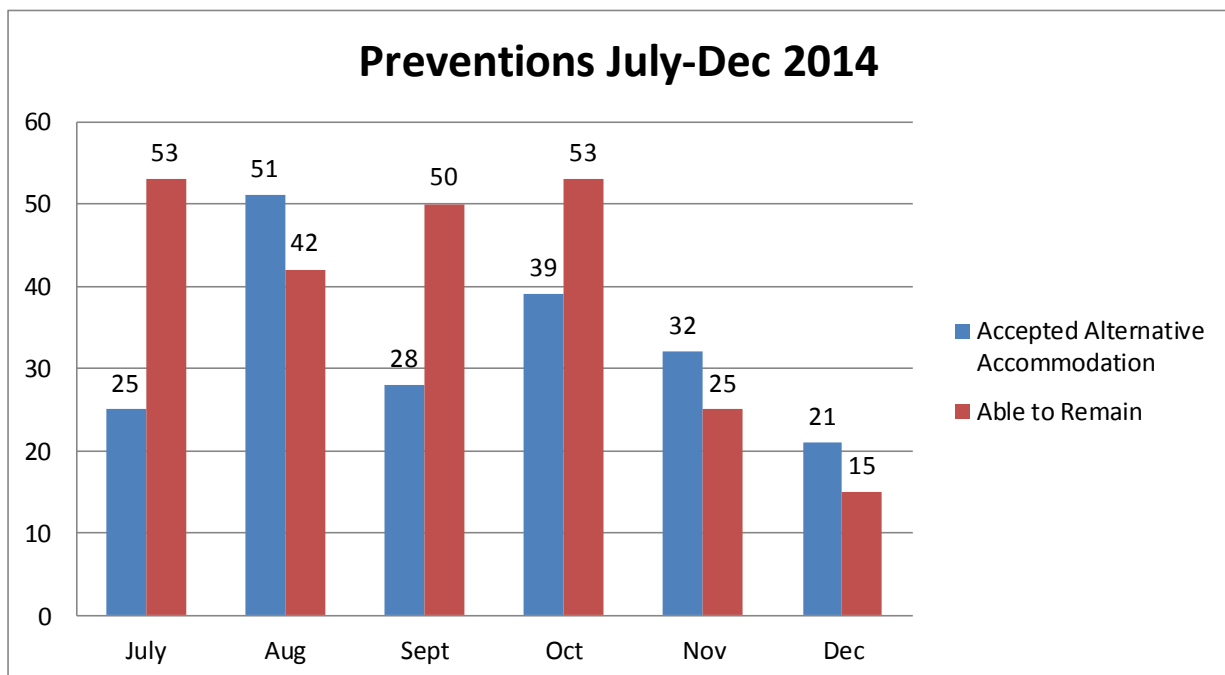
45. From July to December 2014 the service accepted 315 homeless applications. (This is where the household has met the statutory threshold for an application to be taken – i.e. the council has reason to be believed the applicant is homeless or threatened with homelessness within 28 days). In the period January 2014 to June 2014 the service took 446 applications giving a total for the period of 761. Whilst the first 6 months shows a greater number of applications this reflects the increase in presentations to the service in January and February and equally a slowdown in presentation in November and December.



46. For the period July to December 2014, 86 households were accepted as having the homelessness duty owed (i.e. the local authority must make an offer of a suitable permanent home). The highest none accepted reason was not in priority need (26) – where the Council is obliged to provide advice and support to assist applicants into accommodation.

Reason for Homeless Applications

47. The main reason for homelessness applications for the whole period Jan – Dec 2014 has been loss of Assured Short hold Tenancy (118), followed by violent relationship breakdown (93) and then non-violent relationship breakdown (81). (Please see appendix 4)
48. Since the homelessness strategy was developed in 2013 these have remained the main 3 reasons for presentation. The loss of an Assured Short hold Tenancy (the tenure of choice in the private rented sector) highlights the insecurity of tenure within the sector, the ease of eviction and the pressures on households from recent welfare reforms.
49. The prevention of homelessness is a key strategic objective for Durham County Council. The government defines homelessness prevention as casework lead intervention that leads to a household prevented from losing their home or becoming homeless for a period of at least 6 months. Casework can either enable a household to access alternative accommodation, enable a household to remain in their own home, or as relief of homelessness, i.e. the intervention prevents homelessness but only after homelessness decision has been made.



50. During the period (Jan – Dec 2014) the Housing Solutions Service prevented homelessness for 1,000 households. 434 of these in the last 6 months of 2014. Over the period 368 were assisted into alternative accommodation and 632 enabled to remain in their own home. This is higher than previous performance for enabling applicants to remain. However, the figure is inflated due to outcomes provided by the triage service accessing Discretionary Housing Payments for households subject to the spare room subsidy. This is obviously time limited support and we will have to wait to see how households respond once this additional support comes to an end.
51. Statistics for prevention and relief are provided by financial year 2013/14 below for the regional comparison.

Prevention and relief North East England 2013/2014

	Financial year	Assisted to remain in home	Assisted to obtain alternative accommodation	Total prevention	Total relief	Total prevention and relief
Darlington	2013/2014	388	427	815	115	930
Durham	2013/2014	603	728	1,331	54	1385
Gateshead	2013/2014	544	220	764	3	767
Hartlepool	2013/2014	55	280	335	0	335
Middlesbrough	2013/2014	163	426	589	0	589
Newcastle upon Tyne	2013/2014	2,218	1,934	4,152	377	4529
North Tyneside	2013/2014	2,336	729	3,065	143	3208
Northumberland	2013/2014	141	711	852	41	893
Redcar & Cleveland	2013/2014	115	0	115	386	501
South Tyneside	2013/2014	2,362	1,090	3,452	1	3453
Stockton on Tees	2013/2014	173	654	827	103	930
Sunderland	2013/2014	21	502	523	22	545

52. Durham prevented 1,385 households from homelessness over the period, this compares to Sunderland (with approximately half the population) of 545. During the above period (2013/14) the Housing Solutions Service has prevented 1,385 households from becoming homeless. Previous work (2012) to understand the costs to the local authority of processing a homelessness application determined the cost to be £924.20p, compared to the average prevention costing £741.36p – making prevention not only better for the family and individual, but also 28% cheaper. Over the period prevention of homelessness has therefore avoided costs to Durham County Council of approximately £250,000.

53. The Local Authority costs avoided do not include the wider social and economic savings of homelessness prevention. In August 2012 the Department for Communities and Local Government report: Evidence review of the cost of homelessness: attempted to establish the cost of homelessness to wider government departments, including the Department for Work and Pensions, Department of Health, Ministry of Justice and to Local Authorities. Combining these wider social and economic costs, each homelessness case is estimated to cost the wider economy between £24,000 and £30,000. Taking this lower estimate, homelessness prevention has saved County Durham £33 million.
54. In addition to understanding the main reason for homelessness applications we also need to understand why customers present without meeting the statutory threshold. Of the 5,506 customers seeking assistance from January to December 2014 (discounting general housing options) the main presenting reasons were: (Further detailed reasons for presentation can be found in **Appendix 5**)
- Financial Hardship / debt 1,203
 - Asked to leave by parent 443
 - Non-violent relationship breakdown 432
 - Violent relationship breakdown 408
 - Section 21 notices (PRS) 317
 - Rent arrear HA & LA combined 313

Refresh of Actions:

55. In preparation for the refresh of the strategy action plan workshops were held with the Homeless Action Partnership and Officers from across the Housing Solutions Service. Key actions for the next year are:
- Wider promotion of the service.
 - Ensure link to Anti-Poverty Strategy.
 - Explore opportunities from the Better Care Fund.
 - Increase influence within Health & Wellbeing Board.
56. Over the coming weeks details actions will be developed to reflect the above agreed with partners.

Summary:

57. The Housing Solutions Service and our many partners continue to monitor, respond and develop services to meet housing need and homelessness across County Durham. The current environment is a challenging one for all services seeking to support some of the most vulnerable members of our communities. The Housing Solution's Service has had to evolve to meet financial pressures and ensure we deliver a more efficient and effective service, yet still maintain quality and a focus on supporting customers to find a sustainable home. This challenge is becoming more acute. Over the past 6 years the service has invested, innovated and developed services to prevent homelessness and support those in housing need, whilst still meeting savings requirements. However, maintaining, innovating and development of such services will become increasingly challenging over the next 2-3 years.
58. The need for homelessness services is not diminishing, financial hardship, debt, insecure private sector housing and relationship breakdown, both violent and nonviolent, remain the main reasons for people seeking our support. The partnership will therefore continue to develop and innovate to ensure services are able to respond to meet the challenges faced by our customers.

Recommendations

59. Members of the Economy and Enterprise Overview and Scrutiny Committee are asked to note and comment upon the information provided during the presentation.

Background papers: Homelessness strategy 2013-18

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Appendix 1: Implications

Finance – None

Staffing – None

Risk – None

Equality and Diversity– Impact assessment completed.

Accommodation - None

Crime and Disorder – None

Human Rights – None

Consultation – None

Procurement – None

Disability Discrimination Act –None

Legal Implications – Legal requirement under the Homelessness Act 2002 for Local Authorities to publish and review the Homelessness Strategy.

Appendix 2: Prevention Services:

The Council works with partners to invest in and promote early intervention and prevention services. By doing so, we seek to support individuals and families across County Durham to avoid homelessness wherever possible. Alongside this The Officers fulfil a generic role providing a holistic assessment and a support and advice service enabling clients' needs to be assessed and met through prevention, housing options and the Council's statutory responsibilities.

Core to this approach has been to develop an early intervention, prevention focused service offering solutions to all in housing need with the prevention of homelessness the central focus.

In response to this commitment, over the past five years the following services have been developed:

Rent Deposit Guarantee Scheme: To assist clients to find and maintain accommodation in the private rented sector linked to tenancy support. The scheme guarantees a bond up to the equivalent of four weeks rent.

Homelessness Prevention Fund: Offering financial assistance to prevent homelessness, part of a wider "spend to save" policy.

Enhanced Housing Support Protocol: Bringing advice, support and accommodation services together to tackle the causes of homelessness and create sustainable tenancies for vulnerable adults.

County Court Duty Scheme Referral Protocol: Enabling clients at risk of homelessness to access free, specialist legal advice at court to defend claims for possession.

Joint Protocol for 16-17 year olds: Ensuring a joint assessment of young peoples' housing, advice, support, training and emotional needs, by Housing Solutions, Children and Young Peoples Service, One Point and the Youth Offending Service, to enable young people to return home, if safe do so, or to plan for independence.

Possession & Repossession Loan Fund: Interest free loans for homeowners at risk becoming homeless through repossession or eviction to enable them to recover their position and remain in their home.

CLASP: Care Leavers Accommodation & Support Protocol. Ensuring a partnership approach to planning for young people leaving care.

Welfare Rights Worker: Service Level Agreement with Welfare Rights Service to provide a dedicated officer within the Housing Solutions Service to support clients to access appropriate benefits to ensure accommodation is affordable and sustained.

Hospital Discharge Protocol: Protocol developed with Lanchester Road Hospital in Durham to ensure early intervention and referral for patients with undergoing assessment and treatment for mental health problems to ensure appropriate accommodation is secured prior to discharge.

Personalisation Budget: Agreed protocol with supported housing and floating support providers to assist clients with high support needs to access supported housing or their own home with additional support as required. The protocol ensures those who may be excluded from services are able to gain access with additional support to manage any identified risk.

Specialist Debt Worker: Two year contract with Chester-Le-Street Citizens Advice Bureau for a specialist debt worker to be based within the Housing Solutions Service offering specialist debt advice to clients who are homeless or at risk of homelessness due to debt related issues.

In House Remain Safe Service. From June 2012 the Remain Safe Service has been delivered by Direct Services following a review of the DISC service resulting in decommissioning to provide increase value for money and outcomes. The new service is jointly funded with the Safe Durham Partnership.

Step Forward: Accommodation & Support Service. 14 x two bed roomed properties leased and managed by the service provider offering floating support to young people moving on from supported housing and those in need of an intermediate supported housing offer.

Regional through the Gate Service: Service jointly commissioned by the 12 regional Local Authorities and the Regional Offender Management Service. The service will ensure support to maintain and secure accommodation for those who have a history of repeat offending and homelessness if delivered to clients leaving HMP Durham, Holme House and Low Newton. The service was awarded to Foundation and commenced in November 2012 and will end March 2015.

Emergency Supported Lodgings: Following a review of the Night Stop Service, it was decided to decommission and reinvest funding in an Emergency Supported Lodgings Service operated by Children and Young Peoples Service for 16-17 year olds. This resulted in an increase in providers and the potential to increase the ability for placements to increase from three nights to three weeks.

Peer Education Services: Highlighting the causes and consequences of homelessness and how to prepare for independence and avoid homelessness for young people. Delivered to a number of schools by Housing Solutions & Children's & Adult Services in 2014/15.

Housing Solutions Officer: Integrated Offender Management: A dedicated Officer is based with the Integrated Offender Management Service offering advice and support to secure accommodation for Priority and Prolific Offenders.

Appendix 3

Durham County Council: Homelessness Strategy Action Plan 2013-2018: Review & Refresh January 2015.

This homelessness strategy has six objectives:

1. To prevent homelessness for all in housing need across County Durham.
2. To ensure that services work in partnership to meet the holistic needs of all clients, including those with complex needs and / or those at risk of rough sleeping.
3. To ensure that sufficient, appropriate and affordable accommodation is available for people who are homeless or at risk of becoming homeless.
4. To provide housing advice and housing options to everyone in County Durham.
5. To tackle the wider social and economic causes of homelessness by supporting people to access health, employment, training and associated services.
6. To achieve Gold Standard.

Each objective is then linked to the Gold Standard Challenges:

The **ten local challenges** the government has posed to the sector are to:

1. Adopt a corporate commitment to prevent homelessness which has buy in across all local authority services.
2. Actively work in partnership with voluntary sector and other local partners to address support, education, employment and training needs
3. Offer a Housing Options prevention service, including written advice, to all clients
4. Adopt a *No Second Night Out* model or an effective local alternative
5. Have housing pathways agreed or in development with each key partner and client group that includes appropriate accommodation and support
6. Develop a suitable private rented sector offer for all client groups, including advice and support to both clients and landlords
7. Actively engage in preventing mortgage repossessions including through the Mortgage Rescue Scheme
8. Have a homelessness strategy which sets out a proactive approach to preventing homelessness and is reviewed annually so that it is responsive to emerging needs
9. Not place any young person aged 16 or 17 in Bed and Breakfast accommodation
10. Not place any families in Bed and Breakfast accommodation unless in an emergency and then for no longer than 6 weeks.

Review: January 2015. Actions: Red (14) Overdue: Amber: (44) on target / ongoing. Green: (40) Complete:				
Action 1:				
Objective: 1	To prevent homelessness for all in housing need across County Durham.			
Gold Standard 1:	We have adopted a corporate commitment to prevent homelessness which has buy in across all local authority services			
Lead Agency/Agencies	Andrew Burnip: Durham County Council			
Project Manager	Andrew Burnip			
Key Partners	Adult & Children Service / RED / Resources.			
Resources	DCLG Grant -			
Action	Start Date	Completion Date	Output	Status
Ensure relevant departments are signed up to the homelessness strategy with a corporate commitment to ensure the strategy aims are delivered	September 13	January 12	Identify relevant departments Draft report to seek commitment	Complete
Lead member foreword within the local preventing homelessness strategy makes explicit commitment to early intervention and prevention	July13	August 13	Briefing note to Member and Head of Service	Complete.
Provide quarterly briefing sessions, including joint training across local authority services and VCOs, regarding the local response to homelessness and the importance of preventing homelessness, via prevention champions training.	September 13	On-going	Develop internal / external training plan for prevention champions.	Ongoing. Training sessions delivered. Newsletter in development.
Provide briefings to elected members on the local strategic response to homelessness	September 13	On-going	Develop internal briefing programme & regular attendance at scrutiny committee.	Regular presentations to OSC diarised.
Provide quarterly updates to Housing Forum highlighting progress and blockages in delivery of strategic objectives to assess additional resource allocation	September 13	On-going	Agree reporting timeline	6 monthly updates agreed.
Ensure Preventing Homelessness Grant allocation is fully utilised for the delivery of the Housing Options/Prevention Services	September 13	On-going	Seek Head of Service agreement	Agreement that grant will be used for prevention of homelessness granted.

Continue Corporate agreement to carry forward any under-spend in preventing homelessness grant funding	September 13	On-going	Seek Head of Service Agreement	Agreement from finance that allocated underspend can be carried forward.
Ensure Government contribution to DHP is being used in a targeted way to prevent homelessness via incorporating assessment and triage into Housing Solutions Service.	September 13	On-going	Review triage service to ensure target group access DHP	Policy agreed with welfare reform group. £1.2 million allocated for 14/15. Triage process developed with Revenue and Benefits. Housing welfare reform team developed to provide targeted support to both social and private rented tenants to increase access to DHP and provide support to access employment, training, debt advice etc.
Continued support to Homeless Action Partnership and Third Sector Forum.	September 13	On-going	Ensure programme of HAP & Third Sector meeting developed	Partnership review completed July 2014. HAP to remain / Third Sector to meet following HAP meeting when agenda items require discussion.

Action 2				
Objective: 5	To tackle the wider social and economic causes of homelessness by supporting people to access health, employment, training and associated services.			
Gold Standard 2:	We actively work in partnership with your Voluntary Sector stakeholders and other local partners to address support, education, employment and training needs.			
Lead Agency/Agencies	Andrew Burnip: Durham County Council			
Project Manager	Andrew Burnip			
Key Partners	HAP – RED -			
Resources	Within current resources.			
Action	Start Date	Completion Date	Output	Status
Via homelessness strategy - service map all VCO and other key partners (specifically statutory services & registered providers) in the area.	September 13	Annual review	Review current directories to assess suitability.	Work not required. Link to Durham DIG.
Ensure all partners are consulted with regarding any changes to policies or practice and in the review of the homelessness strategy action plan.	September 14	Annual Review.	Develop review programme via HAP and Third Sector Forum	Consultation completed following service restructure and introduction of Housing Solutions Gateway.
Develop and agreed homelessness contacts within each VCO & within all Registered Providers following delivery of Prevention Champions Training.	September 13	Annual review.	Seek SPOC in each organisation and include in prevention champions training.	Delayed. Ongoing.
Develop and agree Named homelessness contacts within LA services (specifically), Housing Benefit, Children's Services, Adult Services, Environmental Health, Supporting People)	September 13	Annual Review	Seek SPOC in each Department and include in Prevention Champions Training programme.	Delayed. Ongoing.
Develop and agree Named homelessness contacts within other statutory services (Police, Probation, JCP, CMHT,)	September 13	Annual Review	Seek SPOC in each Department and include in Prevention Champions Training programme.	Completed with JC+. New contacts required following Probation reforms.
Ensure Housing Solutions represented on local Health & Wellbeing board	TBC	TBC	TBC	

Ensure via DKO that Housing Solutions is engaged with Registered Provider Community Investment programmes and services to tenants and residents of social landlords, including job clubs, training and skills opportunities for tenants and support providers in the delivery of housing options as required, for example via Enhanced Housing Options Wizard.	September 13	Annual Review	Ensure action included in DKO action plan to be monitored via Steering group	Housing Triage developed including links to training and employment support. Development of family wise underway for possible EU funding bid. Wizard to be integrated into Gateway / DKO web site to ensure housing options advice accessible.
Ensure Housing Solutions continue to develop and support Partnerships include enabling access to Furniture/white goods and food banks	April 14	April 15	Review current provision and assess gaps / possible funding routes.	
Develop Joint working or SLAs with credit unions in regard to referrals of clients and possible allocation of repossession loan fund.	October 13	April 14	Review current providers and seek agreement.	
Map and review delivery of LSC contracts across the County to identify provision and areas lacking access to social welfare advice and develop appropriate partnership response.	October 13	April 14	Review current provider's gaps and seek appropriate referral routes.	No required. Development of DIG

Action 3				
Objective: 1	To prevent homelessness for all in housing need across County Durham.			
Gold Standard 3:	We offer a Housing Options prevention service, including written advice, to all clients			
Lead Agency/Agencies	Andrew Burnip: Durham County Council			
Project Manager	Andrew Burnip			
Key Partners	RED			
Resources	Within current resources.			
Action	Start Date	Completion Date	Output	Status
Review service standards for housing solutions service delivery in partnership with key partner agencies (including VCOs) and service users	October 13	April 14	Review current standards. Consider wider regional minimum standards. Include in HAP & Third Sector action plans.	Action to be developed by service improvement team.
Provide regular training updates to customer service staff on housing solutions services, including effective referrals.	November 13	Annually	Review current training materials and agreed delivery programme.	Complete.
Seek to establish regional common service standards with all Local Authorities setting minimum service standards for all clients approaching housing solutions / options services.	October 13	April 14	Review via regional homelessness group.	Complete
Review internal procedures to ensure offer effective guidance to delivery of consistent service.	September 13	Annually	Review all current procedures to ensure effective and up to date.	Complete. All procedures reviewed and updated. New Gateway Service developed to provide triage and effective service delivery in light of savings requirements.
Ensure individual and team training plans include housing law and skills based training	September 13	Annually.	Include in HSS service plan	Complete

Ensure effective delivery of procedures in regard to case allocation, quality of advice, corrective actions, and customer feedback reviews.	September 13	Annually	Review current training and quality assurance systems.	Complete. All procedures updated. New procedures developed with training rolled out for delivery of gateway.
Develop process of quality checks including Team Leaders / Managers sitting in on customer interviews to ensure consistent, quality service is delivered.	September 13	Annually	Agree regular programme of quality checks to be included in HSS service plan.	Complete
Promote the use of NHAS, training, mortgage debt advice and information resources	September 13	Annually	Review current resources and promote to front line.	Complete
Ensure Baseline offer continues to include access to the private rented sector and all prevention tools for people who do not fulfil the statutory homelessness criteria.	September 13	Annually	Ensure cost effectiveness of prevention services are monitored and highlighted to ensure continued investment.	ongoing
Review access arrangements (including home visits, outreach surgeries, comprehensive online advice and information via web and EHO Wizard)	Septmeber13	April 14 Annually	Implement recommendations form service & diagnostic review.	Gateway implemented to ensure HPT have more time to provide bespoke service offer.
Update Equalities impact assessment.	September 13	April 14. Annually.		Ongoing
Review options for development of triage service promoting self help, access to private rented sector via Durham Key Options and enabling resources to be targeted to those in greatest need.	Nov 13	April 14	Develop Housing Solutions Gateway to ensure savings requirements met and service outcomes maintained.	Complete / ongoing. Housing Solutions Gateway implemented with IT specification including increased access to self-help.

Action 4				
Objective: 3	To ensure that sufficient, appropriate and affordable accommodation is available for people who are homeless or at risk of becoming homeless.			
Gold Standard 4:	We have adopted a <i>No Second Night Out</i> model or an effective local alternative			
Lead Agency/Agencies	Andrew Burnip: Durham County Council			
Project Manager	Andrew Burnip			
Key Partners	HAP - RED			
Resources	Regional Grant Within current resources.			
Action	Start Date	Completion Date	Output	Status
Complete annual street counts / estimates in accordance with DCLG guidance and with reference to Homeless Link toolkit	October 13	Annually	Agree rough sleeper count / estimate process via HAP	Complete and ongoing
Continue to support the development of ACE in response to rough sleepers.	September 13	On-going	Continue to support steering group / review / implement findings of prompt report.	Funding not agreed – service ended.
Ensure reporting of new rough sleepers feeds into regional monitoring process.	September 13	On-going	Update HS Staff / ACE Project staff on reporting of rough sleepers via NSNO provisions.	Training agreed following ending of ACE service.
Complete annual health needs audit and ensuring finding informs service developments.	May 13	Annually.	Review guidance and implement audit. Upload action plan with findings.	Regional audit to be completed Feb 15.
Develop a regional single service offer that is consistent across local partners, including an effective and robust reconnections policy.	April 14	September 14	Agree and develop SSO with regional Las. Implement and monitor	Completed.
Ensure ACE pilot and NSNO response in County Durham is communicated to key partners and public via promotional activity and Prevention Champions Training.	September 13	Annually	Regular updated on ACE to HAP and incorporate response into Prevention Champions programme.	Complete. Promotional material developed.

Ensure ACE continues to provide direct access accommodation to rough sleepers.	September 13	On-going	Continue to support development of ACE / The Fells to promote direct access for rough sleepers.	No further action. Service ended 31 st Dec 14
Develop access to Crash pads and Emergency supported lodgings for rough sleepers.	September 14	April 15	Review current provision and assess possible access for rough sleepers.	Services accessible via existing HTASS and Emergency supported lodgings services. Additional link into regional night stop service.
.Develop options for female rough sleepers to ensure access to accommodation and support.	April 14	April 15	Review current provision. Map gaps. Identify possible funding sources.	Complete. 2 year funding secured for DASH.
Ensure ACE continues to provide a system for forming an assessment of rough sleepers within 72 hours of identification, including those with no local connection/entitlement.	September 13	On-going	Support future funding applications to continue response to rough sleeping	No further action. Service ended 31 st Dec 14
Agree regional reconnections policy, including access to travel funds and plans to ensure accommodation and support is accessed.	September 13	November13	Develop and agree via regional Las group.	Regional reconnections policy agreed.
Ensure NSNO offer in County is delivered in collaboration with key partners - Police and Community Safety, the local community, Outreach, faith groups, day services and others such as parks, parking and refuse collection as appropriate cooperating with local service offer and referring rough sleepers into local services	September 13	On-going	Continued to support NSNO Steering group across County Durham.	New approach in development with HIP service to ensure some level of service now outreach has ceased.
Develop mediation services via FIP and / or relationship counselling services to reduce loss of accommodation due to relationship breakdown.	April 14	September 14	Map existing provision for mediation service. Review possible funding routes.	No further action. No funding available.
Promote formal links between ACE other housing and support providers and Regional Through The Gate Service to promote early identification of those at risk of homelessness prior to release from custody.	September 13	April 14 Revised due to service closure to April 15	Continue to attend Through the Gate Steering group to assist in integration and development.	HIP service to ensure links where required.

Ensure floating support is offered immediately following the securing of a tenancy by former rough sleeping to avoid breakdown of placement.	September 13	April 14 Revised due to service closure to April 15	Review current support arrangements. Consider funding streams for additional floating support provision.	Action to be completed via HIP
Closure liaison between housing solutions / ACE and substance misuse teams to provide tailored advice and support.	September 13	April 14 Revised due to service closure to April 15	Consider options / models of working to support client group.	Action to be completed via HIP.

Action 5				
Objective:2,3,4,5	<p>2. To ensure that services work in partnership to meet the holistic needs of all clients, including those with complex needs and / or those at risk of rough sleeping.</p> <p>3. To ensure that sufficient, appropriate and affordable accommodation is available for people who are homeless or at risk of becoming homeless.</p> <p>4. To provide housing advice and housing options to everyone in County Durham</p> <p>5. To tackle the wider social and economic causes of homelessness by supporting people to access health, employment, training and associated services.</p>			
Gold Standard 5:	We have housing pathways agreed or in development with each key partner and client group that include appropriate accommodation and support			
Lead Agency/Agencies	Andrew Burnip: Durham County Council			
Project Manager	Andrew Burnip			
Key Partners	RED / Children & Adults / HAP			
Resources	Within current resources.			
Action	Start Date	Completion Date	Output	Status
Review and extend Hospital Discharge protocol and evaluate effectiveness.	September 13	Annually	Monitor effectiveness / review / amend and extend to other hospitals / departments if required.	Service reviewed following ending of DISH funding. Arrangements in place with stonham and Lanchester Road Hospital to continue in wards of greatest presentations.
Review Enhanced Housing Support Protocol and evaluate effectiveness.	April 14	Annually	Monitor effectiveness / review and amend if required.	Protocol developed for use via HIP Service.
Continue to monitor effectiveness of Joint Protocol and CLASP via HTASS Steering group.	September 13	On-going	Complete annual review and quarterly monitoring to ensure service is meeting desired outcomes.	HTASS service reviewed. Commissioners agreed to further 1 year funding to April 16.
Review referral pathways offered by regional through the gate service to support accommodation and support needs of returning prisoners and their families.	September 13	Annually	Continue to support development of service and involvement in service evaluation.	Regional homelessness group and NOMS agreed to fund service to end of March 15 to ensure possible continuation into new CRC.

Review Move-on arrangements with supported housing providers in light of welfare reform.	September 13	September 15	Review options, Developed shared tenant scheme.	MOPP protocol completed. HTASS continues to provide alternative to supported housing with increased move-on into PRS.
Review supported housing commissioning arrangements and the impact of HTASS on referral pathways and move-on plans to maximise effective use of resources.	April 14	September 14	Establish project group, evaluate current model, and recommend future arrangements.	Work to commence March 15
Review impact of HTASS on floating support services and ensure continuity of support is offered where appropriate following move-on from HTASS	April 14	September 14	As above.	Work to commence March 15
Review Pathways model for young people via HTASS to ensure effective and reducing use of B&B	April 14	September 14	As above	Work to commence March 15
Review move-on arrangements and support from TA offered by HTASS and potential increase in use of PRS.	April 14	September 14	As above	Work to commence March 15
Evaluate personalisation pilot to assess impact and recommendations for service improvement.	September 13	December 13	Continue to monitor use and effectiveness of service. Recommend improvements where identified.	Work to commence June 15
Develop referral routes into employment, education and training options advice and support is available to all customers.	September 13	April 14	Review current referrals routes and recommend / develop improvements.	Action completed via triage.
Ensure links are maintain and developed to ensure the Think Family approach is adopted across Housing Solutions and services developed in support of trouble families services.	September 13	April 14	Review current practice and develop in line with good practice.	HIP service developed to support single people and childless couples. 18 months Single homelessness funding secured via DCLG in partnership with Darlington. Think Family assessments rolled out across the service. Homelessness and Prevention Team developed form restructure to ensure support for families in place.

Ensure POO role continues to provide support for offenders to ensure accommodation options are available for, including access to private rented sector.	January 14	March 15	Evaluate role and make recommendations.	Work to commence March 15
Consider jointly commissioned services to respond to housing need across the authority, for example, health, criminal justice, DWP et cetera taking advantage of GP commission arrangements based on evidence of need established via health needs audit.	April 14	July 14.	Completed Health Needs Audit. Report findings to appropriate groups. Present Homelessness Strategy priorities to relevant groups to seek corporate support to joint working	Health needs audit delved until Feb 15. Fair Chance Fund secured for 18/24 year olds with complex needs to provide accommodation and support.
Review options to provide peer education to young people to prevent homelessness.	Aril 14	June 12	Map existing provision. Identify possible funding routes. Develop options report.	Service developed with CAS and jointly delivered across the County.

Action 6				
Objective:3	To ensure that sufficient, appropriate and affordable accommodation is available for people who are homeless or at risk of becoming homeless.			
Gold Standard 6:	We have developed a suitable private rented sector offer for all client groups, including advice and support to both client and landlord			
Lead	Andrew Burnip:			
Agency/Agencies	Durham County Council			
Project Manager	Andrew Burnip			
Key Partners	Registered Providers / HAP			
Resources	Within current resources.			
Action	Start Date	Completion Date	Output	Status
Ensure bond scheme / prevention fund continues to provide access to PRS is not restricted to only those households in priority need	September 13	March 14	Review current policy and identify / implement improvements to increase sector take up	Complete
Review PRS strategy to ensure it is linked to the homelessness strategy, wider housing strategy tenancy strategy and allocations strategies.	March 14	September 14	Evaluate PRS discharge policy to ensure effective.	Complete. New accreditation service in development (current pilot). New IT and allocation of PRS developed with linked support for clients and landlords. To be extended county wide by September 15 with charging structure in place.
Review joint working arrangements with Housing Renewals Team to increase access to PRS.	January 14	March 14	Ensure protocol maximises outcomes for all clients.	Complete. Restructure brought service into housing solutions. Greater joint working with Landlord advice line transferring to Housing Solutions Gateway in April 15. Development of DKO for allocation of PRS and accreditation due from April 15 in the east and county wide September 15.
Ensure PRS tenants gain access to Discretionary Housing Payments via emerging triage service.	September 13	November 13	Review and evaluate triage process.	Complete
Review Welfare Reform liaison officer role to maximise access to PRS.	September 13	March 14	Evaluate role and effectiveness in increasing access to PRS	Complete

Develop referral routes into warm front type services to minimise fuel poverty.	September 13	March 14	Establish current offer and embed in service options	Complete
Review involvement in Landlord hotline facilities operated by renewal team.	January 14	March 14	Ensure referrals to HSS to increase opportunity for prevention.	Compete. To be integrated into gateway service from April 15.
Develop Ring before you serve notice service in partnership with renewals team for private landlords seeking possession.	March 14	April 15	As above	To actioned with development of DKO.
Work with partners to develop availability of shared accommodation for under 35s at the LHA level	July 13	ongoing	Research options and develop implementation plan	Step Forward Service developed. 14 x 2 bed shared with support. Funding ends July 15 – seeking possible model to continue. No model agreed via social rented sector.
Assess support available to landlords to convert or improve their properties for sharing and for managing shared tenancies.	July 13	On-going	As above	As above – developed via DKO and accreditation.
Develop PRS offer via DKO to ensure PRS is accessible to those registered via Durham Key Options.	July 13	March 14 Revised ongoing due to development of DKO	As above	Ongoing as above.
Consider availability of additional incentives to assist social tenants unable to afford their homes due to under occupancy charge to access to the private rented sector.	July 13	March 14 Revised ongoing due to development of DKO	As above	Ongoing

Action 7				
Objective:	1. To prevent homelessness for all in housing need across County Durham.			
Gold Standard :7	We actively engage in preventing mortgage repossessions including through the Mortgage Rescue Scheme			
Lead Agency/Agencies	Andrew Burnip: Durham County Council			
Project Manager	Andrew Burnip			
Key Partners	HAP			
Resources	Within current resources.			
Action	Start Date	Completion Date	Output	Status
Provide briefings for Housing Solutions and Customer Service to ensure basic knowledge of all options available to homeowners in debt via online Prevention Champions.	July 13	September 13	Review and update current training materials and develop delivery plan	New prevention champion's programme developed. Action ongoing.
Provide briefing to partner agencies, stakeholders, and elected members on service to prevent repossessions.	September 13	Quarterly	As above	Ongoing via HAP newsletter.
Review website to ensure up to date - advice and information is accessible and available in a range of formats, including leaflets and posters that are available on reception and at partner agency receptions	November 13	March 14 REVISED July 15 due to delay in web update.	Establish baseline / update and agree regular review.	Ongoing following new corporate web site development.
Ensure MRS and prevent repossessions included in prevention champions training provided to reception staff / switchboard / call centre staff have a basic understanding of the local response to people who are in mortgage arrears	July 13	September 13	Review and update current training materials and develop delivery plan	No further action. MRS Ended.
Review media campaign promoting early intervention to assess effectiveness and Value for Money.	November 13	December 13 Revised July 15	Review and evaluate current communications strategy and develop / implement improvements.	Life channel project in development.

Continue engagement in court users group to increase referrals from County Court Duty Scheme.	July 13	On-going	Review and update current training materials and develop delivery plan	Duty scheme still operational within the county.
Continue regular meetings with zone agent to ensure access to MRS completions for DCC.	July 13	On-going	Confirm SPOC for HSS	No further action. MRS Ended.
Review repossession loan fund and consider options for Credit union to deliver project further to include financial capability training.	July 13	September 13	Evaluate current scheme and consider options to ensure VFM	Work to commence June15
Review any large scale closure of employers and ensure ability to offer onsite support to those facing redundancy	July 13	on-going	Work with Economic Development Team SPOC to monitor any employers.	ongoing

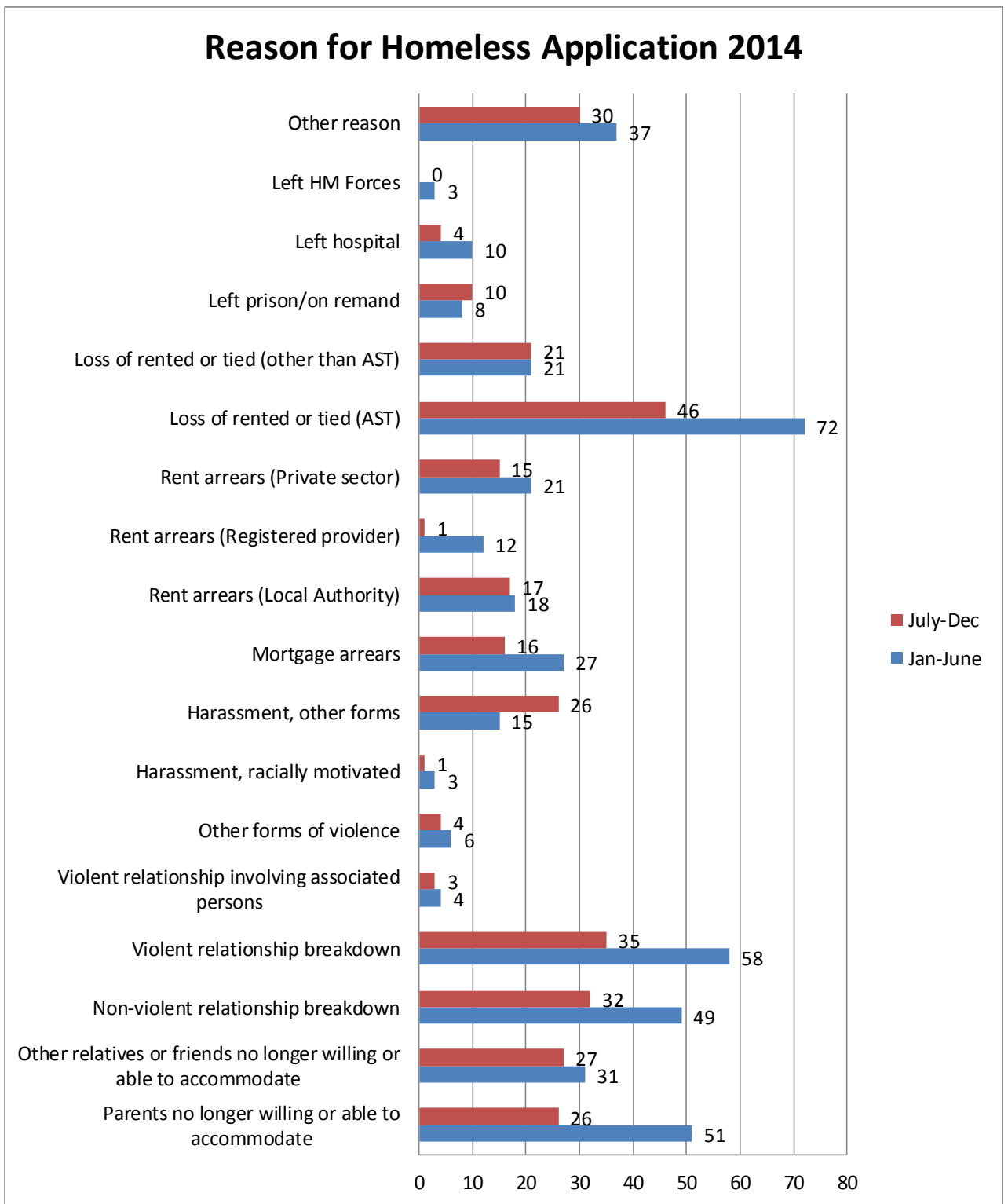
Action 8				
Objective:	1. To prevent homelessness for all in housing need across County Durham.			
Gold Standard 8:	We have a homelessness strategy which sets out a proactive approach to preventing homelessness and is reviewed annually so that it is responsive to emerging needs			
Lead Agency/Agencies	Andrew Burnip: Durham County Council			
Project Manager	Andrew Burnip			
Key Partners	HAP / RED / Regional Homelessness Group			
Resources	Within current resources.			
Action	Start Date	Completion Date	Output	Status
Review homelessness strategy annually with partners.	June 13	Annual	Establish process via HAP	ongoing
Review homelessness policy.	June 13	September 13	Review current policy and update to reflect service developments	No action required. Policy withdrawn.
The document is 'live' and regularly updated on progress and this is available on the Council's website and monitored via the HAP	June 13	TBC	Agree review process with HAP, Third Sector & Housing Forum	Ongoing.
Review all leaflets and literature promoting access to the Housing Solutions Service.	July 13	August 13 Revised September 15 following restructure.	Evaluate current material and update / disseminate	Ongoing
Achieve Gold Standard Status:	November 13	March 15	Agree peer review process with 2 regional Las. Evaluate evidence form review and adopt in continuous improvement plan prior to application of GS	Action not taken forward due to restructure. Further action to be agreed.

Action 9				
Objective:1,2,3	1. To prevent homelessness for all in housing need across County Durham. 2. To ensure that services work in partnership to meet the holistic needs of all clients, including those with complex needs and / or those at risk of rough sleeping. 3. To ensure that sufficient, appropriate and affordable accommodation is available for people who are homeless or at risk of becoming homeless.			
Gold Standard 9:	We do not place any 16 or 17 year olds in B&B accommodation			
Lead Agency/Agencies	Andrew Burnip: Durham County Council			
Project Manager	Andrew Burnip			
Key Partners	HAP / Children & Adults			
Resources	DCLG Grant / within current resources.			
Action	Start Date	Completion Date	Output	Status
Continue to review effectiveness of JP via HTASS Steering group including provision of crash pads for 16/17 year olds.	January 14	March 14	Agree evaluation via HTASS commissioning group. Implement service improvements.	Review complete. Training delivered to partners.
Review Emergency Supported Lodgings Service to ensure no 16/17 year old is placed into B&B.	January 14	March 14	Agree evaluation via HTASS commissioning group. Implement service improvements	Complete. Service continues to be funded and reduce the use of B&B for client group.
Review Life Skills training, mediation and peer education services across the county to identify gaps and develop countywide service provision to localities with greatest need.	April 14	June 14	Review current provision. Agreed preferred delivery model. Locate funding and commission.	Complete. Peer education service developed and delivered in partnership with CAS.
Family Intervention Project continues to target families in need of holistic support and intervention.	July 13	September 13	Review referrals routes from HSS to FIP/ Family wise to increase training and employment outcomes.	Complete
Review HTASS, Step Forward and Emergency Supported Lodgings Service to ensure effective in providing temporary accommodation options and move-on.	January 14	March 14	Agree evaluation via HTASS commissioning group. Implement service improvements	Complete. Service extension agreed with all partners.

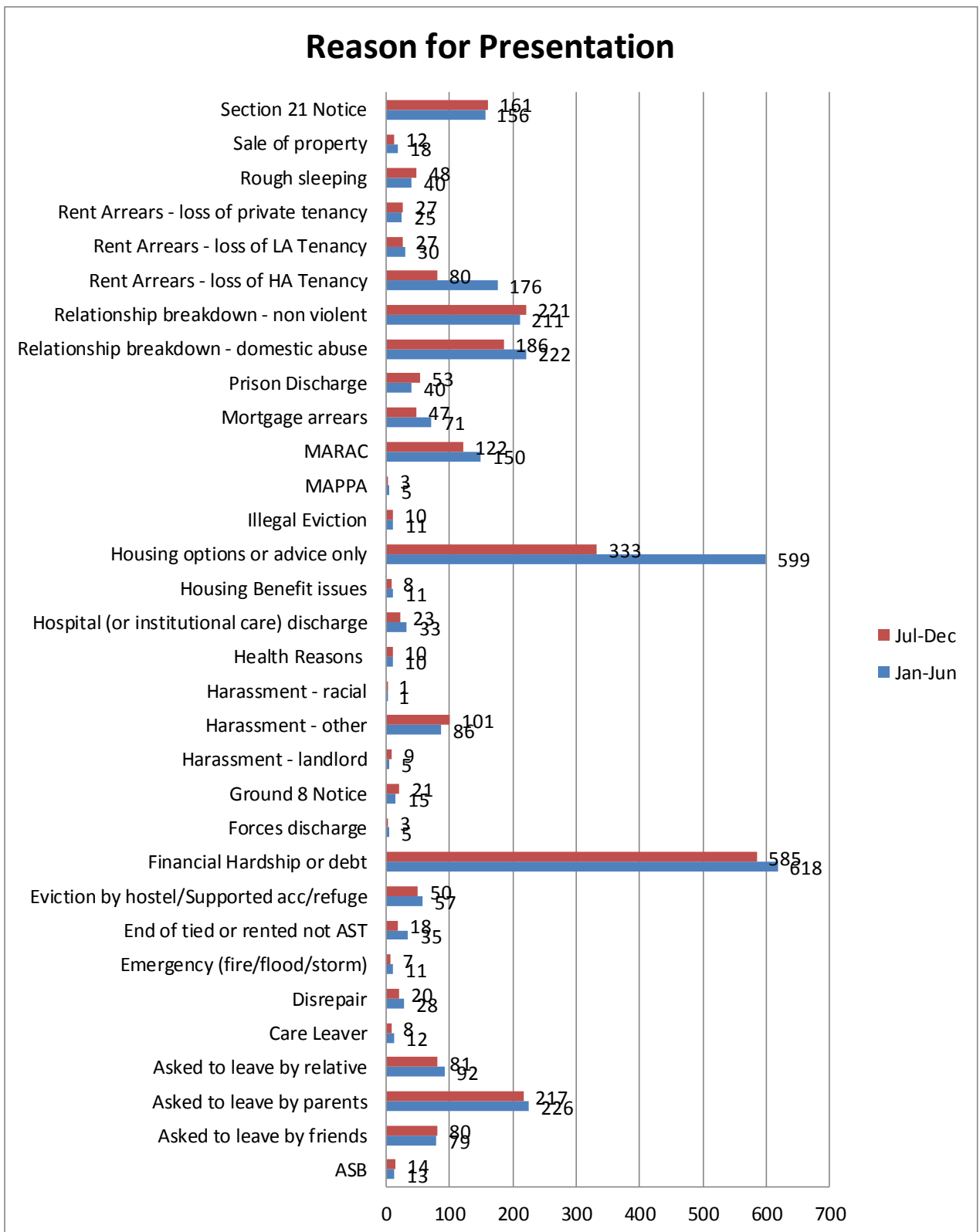
Establish a pre eviction protocol panel for all supported housing providers.	September 13	October 13	Review current draft / establish consultation / implement improvements and monitor.	Work to commence March 15
Support the work of Youth Homelessness North East.	September 13	on-going	Review DCC pledges from Youth Homelessness Charter and agree actions.	Ongoing.

Action 10				
Objective:1,3	1. To prevent homelessness for all in housing need across County Durham. 3. To ensure that sufficient, appropriate and affordable accommodation is available for people who are homeless or at risk of becoming homeless.			
Gold Standard 10:	We do not place any families in B&B accommodation unless in an emergency and then for no longer than 6 weeks.			
Lead Agency/Agencies	Andrew Burnip: Durham County Council			
Project Manager	Andrew Burnip			
Key Partners	HTASS / Children and Adults			
Resources	Within current resources.			
Action	Start Date	Completion Date	Output	Status
Ensure analysis and records of the cost of B&B are used to demonstrate cost effectiveness of alternative options via HTASS.	July 13	On-going	Include in performance management agreements with HTASS	ongoing
Conduct a review of HTASS service following 12 months of operation to assess effectiveness in reducing B&B use access all client groups and indication of savings to DCC	September 13	Annual	Agree evaluation via HTASS commissioning group. Implement service improvements	Complete. Service extension agreed.
Consider wider reductions of use of B&B for all client groups by increasing access to accommodation via HTASS, emergency supported lodgings (18+ model) and current direct access providers.	March 14	April 14	Agree evaluation via HTASS commissioning group. Implement service improvements	As above.
Promote early intervention to reduce emergency presentations and need to access B&B by developing a communications plan.	September 13	November 13.	Review communications plan / Prevention Champions training and implement improvements.	Ongoing.

Appendix 4



Appendix 5



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**Economy and Enterprise
Overview and Scrutiny Committee**



31 March 2015

**Quarter 3 2014/15
Performance Management Report**

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

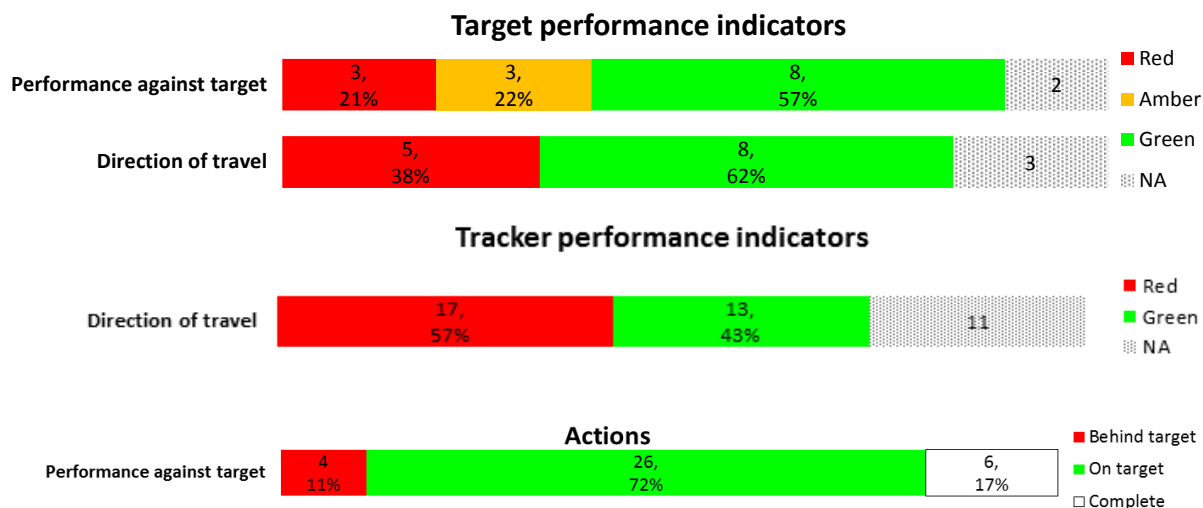
Purpose of the Report

1. To present progress against the council's corporate basket of performance indicators (PIs) for the Altogether Wealthier theme and report other significant performance issues for the third quarter of 2014/15 covering the period October to December 2014.

Background

2. The report sets out an overview of performance and progress by Altogether Wealthier 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. 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.

Altogether Wealthier: Overview



Council Performance

4. Key achievements this quarter include:

- a. 144 private sector properties have been improved through local authority intervention bringing the total since April to 279. As the definition for this indicator has changed for 2014/15, past data is not comparable. Also, as a result of council intervention, 83 empty properties were brought back into use during quarter 3 which brings the total since April to 144, exceeding the target of 73 and the annual total of 110 properties in 2013/14. Officers are working with owners to bring a further 97 empty properties back into use although work in the north (South Moor) has been delayed until April. A project group has been established and an environmental improvement schedule, including energy efficiency improvement works is being considered. Re-profiling of funds into 2015/16 has been approved.
- b. Refreshed figures show that there were 219 apprenticeships started through Durham County Council funded schemes between April and September. This is well above the target of 90 and performance for the corresponding period in 2013/14 (134). This is due to a number of factors:
 - The labour market is improving
 - Improved working relationships and awareness of the scheme by partners
 - The programme has benefitted from additional funding
 - Increased face to face client support and business engagement have stimulated demand.

Due to a time delay in the confirmation of an apprenticeship being received, previously reported figures were found to be under reported. To address this problem, data will now be reported one quarter in arrears. Figures have been updated to include those apprentices that have not yet been reported.

- c. Published data for the 2013/14 academic year indicate that the overall success rate of adult learning provision that is funded through the Skills Funding Agency has remained high at 87%. This is better than target (86%), national (84.6%) and provider group averages (83.6%), however is slightly below last year's performance (87.5%).
- d. Tracker indicators show:
- i. The number of people claiming Job Seekers Allowance (JSA) continues to fall and has reduced by 12.6% from 8,765 claimants last quarter, to 7,660 this quarter. This represents 2.3% of the working age population. The number of 18 to 24 year olds claiming JSA has also reduced, from 2,720 claimants in quarter 2 to 2,245 this quarter. This represents 29.3% of all JSA claimants. Youth claimants have fallen 36.3% from the corresponding period in 2013/14 when there were 3,525 claimants. 4.4% of 18 to 24 year olds in County Durham were claiming JSA, which is better than regional levels (5.1%) but worse than nationally (3%).
 - ii. The number of JSA claimants that have claimed for 12 months or more also continues to fall and has reduced by 17%, from 2,910 last quarter to 2,415 this quarter, representing 31.5% of all JSA claimants. The number of long term claimants has fallen by 44% from the corresponding period last year (4,320) although the long term unemployment rate remains worse than national rates (25.1%) but slightly better than both regional and nearest statistical neighbour rates (32.1% and 33.2% respectively).
 - iii. Homeless indicators have improved this quarter, when compared to quarter 2.
 - The number of presentations to the Housing Solutions Service has fallen from 2,376 to 2,320.
 - The proportion of statutory housing solutions applications has fallen from 7.2% (172 applications) to 5.7% (133 applications).
 - The level of acceptances of a statutory duty has fallen from 2.1% (51 acceptances) to 1.5% (35 acceptances).
 - The proportion of preventions has increased from 13.5% (322 preventions) to 14.1% (328 preventions).

The Housing Solutions Team has been successful in securing £203,000 of funding through the Help Single Homeless Fund. Working in partnership with Darlington Borough Council, a bid was submitted for Intensive Housing Intervention Workers who will work with Durham Constabulary and offender management services to help offenders meet their housing and support needs to deter them from offending. The project will implement a Housing First Model offering intensive support and assistance to access and remain in the private rented sector for offenders with multiple support needs and a history of rough sleeping.

- iv. The number of people on the housing register who are classed as in reasonable preference groups (people with hardship, medical/welfare issues, overcrowding, or who are statutory or non-statutory homeless) has reduced from 5,187 last quarter, to 4,704 this quarter. This represents a decrease from 44% to 40% of people on the register.
 - v. This quarter 1,317 people registered on Durham Key Options have been rehoused. Numbers have increased from 1,290 last quarter but are lower than the corresponding period last year (1,370) (see Appendix 4, Chart 2).
 - vi. The number of net homes completed has increased from 207 in quarter 2 to 272 this quarter. Although this is significantly lower than quarter 3 2013/14 (352), the number of homes completed between April and December 2014 (840) is higher than for the corresponding period last year (807). A number of permissions have recently been implemented where no homes have yet been completed.
 - vii. The percentage of homes completed in and near major settlements is 49% this quarter (133 homes) in line with last quarter and slightly higher than for the same period last year (44.8%). In Durham City four new homes were completed, lower than the corresponding period in 2013/14 (18). Work has commenced on Mount Oswald Golf Course site however no units have yet been completed.
 - viii. Data for October to December 2014 indicate that 6.5% of 16 to 18 year olds were not in education, employment or training (NEET), which relates to approximately 1,018 young people. This is an improvement when compared to the same quarter of 2013 (7%) and is better than the North East (7.6%) and statistical neighbours (6.6%) averages for November 2013 to January 2014 (national measuring period) but worse than the national figure (5.3%). The percentage of 16 to 18 year olds whose status in relation to education, employment or training is not known was 4.4% at December 2014. This is better than the November 2013 to January 2014 averages for England (9.2%), North East (6.4%) and statistical neighbours (6.4%).
- e. Progress has been made with the following Council Plan and service plan actions:
- i. A draft design for the flood mitigation solution at Elvet waterside (the former swimming baths site) has been produced, however the development brief will now not be signed off with the university until after the County Durham Plan Examination in Public.
 - ii. Detailed assessment work for Milburngate House is complete and pre-application discussions continue with planning. The application for demolition consent will be submitted in quarter 4.

- iii. The site investigation and design validation for the Western Relief Road was completed in October 2014 in advance of the Examination in Public. The inspectorate's interim report has been received and the council is now considering the next steps for the County Durham Plan.
- iv. The County Durham Housing Group has recruited its Chief Executive and has just recruited directors. Bids from potential funders will be considered in collaboration with the lead financial advisers, Savills. The process is expected to be finalised in time for final approval from the Homes and Communities Agency. An application for final consent from the Secretary of State will take place during early 2015. Overall, completion of the transfer is on track.
- v. Refurbishment of the Gypsy Roma Traveller site at Drum Lane, Birtley is now complete and residents have returned to the site. Work is currently underway at the site at Green Lane, Bishop Auckland and the programme is expected to be completed by March 2015.
- vi. The action 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, in partnership with Broadband Development UK, has exceeded target this quarter. 167 fast speed broadband 'cabinets' across the Digital Durham area are now 'engineering complete' and 164 are now taking orders for fibre broadband services. This action will be completed by September 2016 as planned.
- vii. Delivering enterprise initiatives to stimulate enterprise awareness, actions and networks. The launch of the 2014-15 Future Business Magnates competition, which is the tenth anniversary year, was well attended and participants for this year include two new schools and nine new business partners. The theme for the competition is 'Discovering, Detecting, Developing a Different Use of Light', and a number of additional activities are planned as part of the tenth year celebrations. The first two challenges of the competition also took place during the quarter.

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

- a. This quarter 91 affordable homes were delivered, below the quarterly target of 120. Since April a total of 248 affordable homes have been delivered, which is well below the corresponding period last year (415).
- b. Through projects with existing businesses and working with tenants, 208 potential jobs have been safeguarded and/or created this quarter. Performance is again below the quarterly target of 600. Since April 1,058 jobs have been safeguarded/created.

c. Tracker indicators show:

- i. The employment rate has improved again this period, rising from 65.7% at October 2013 and 66.7% last quarter to 68.1% at October 2014. Although employment is now at its highest rate since 2009, with 226,000 people employed, the County Durham rate remains worse than the national, regional and nearest statistical neighbour rates of 74%, 68.3% and 70.3% respectively.
- ii. The proportion of the working age population not in work who want a job has reduced slightly from 13.3% (July 2013 to June 2014), to 13% (October 2013 to September 2014). This shows an improvement from 14.4% for the corresponding period last year, however it remains worse than national (10.6%) and nearest statistical neighbour rates (11.6%), although this is in line with the regional rate (13.1%).
- iii. Between April and September 2014 there were 585,861 recorded visitors to the core attractions in County Durham. This is an expected decrease (9.7%) from 648,993 visitors at the same period of 2013, due to the significant number of visitors attending the Lindisfarne Gospels exhibition at Palace Green Library during 2013.

d. The key Council Plan actions which have not achieved target in this theme include:

- i. The County Durham Plan, due for completion by September 2015, has been delayed. Stage one of the Examination in Public closed on 20 November 2014, with the Inspector's interim report recently received. The Council is still considering the inspector's interim feedback and therefore the revised completion date is to be confirmed.
- ii. The development and implementation of a real time travel information system across the county which was due to be completed by December 2014 has been delayed. A revised date is yet to be confirmed. The system is currently operating at ten bus stops as part of a staged roll out, which has identified data network/communication issues. When these are resolved all remaining displays will then be converted with scheduled data available. Real time data will be displayed when this is made available by the local bus operators.
- iii. The provision of new car park spaces at North Bondgate, Bishop Auckland, due to be completed by September 2015, has been delayed to November 2015. Negotiations for the acquisition of adjacent land are still taking place. Negotiations with Auckland Castle Trust are also ongoing and explorations for geothermal energy are still to be resolved.

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

Recommendations and reasons

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

Contact: Jenny Haworth, Head of Planning and Performance
Tel: 03000 268 071 **E-Mail:** jenny.haworth@durham.gov.uk

Appendix 1: Implications

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

Staffing - Performance against a number of relevant corporate health PIs has been included to monitor staffing issues.

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 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 - Employees with a disability are monitored as part of the performance monitoring process.

Legal Implications - Not applicable

Appendix 2: Key to symbols used within the report

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

Performance Indicators:

Direction of travel

Performance against target

Latest reported data have improved from comparable period

GREEN

Performance better than target

Latest reported data remain in line with comparable period

AMBER

Getting there - performance approaching target (within 2%)

Latest reported data have deteriorated from comparable period

RED

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
Altogether Wealthier											
1	REDPI75a	Overall proportion of planning applications determined within deadline	84.9	Jan - Dec 2014	85.0	AMBER	88.5	RED			
2	REDPI10a	Number of affordable homes delivered	91	Oct - Dec 2014	120	RED	277	RED			
3	REDPI29	Number of private sector properties improved as a direct consequence of local authority intervention	279	Apr - Dec 2014	Not set	NA [1]	NA	NA [1]			
4	REDPI30	Number of empty properties brought back into use as a result of local authority intervention	144	Apr - Dec 2014	73	GREEN	80	GREEN			
5	REDPI95	Proportion of council owned properties currently meeting decency criteria	94.40	Oct - Dec 2014	95.57	AMBER	85.32	GREEN			
6	REDPI82	Proportion of council owned housing that is empty	1.15	Oct - Dec 2014	1.50	GREEN	1.84	GREEN			
7	REDPI82a	The proportion of council owned housing that is not available to let and has been empty for more than six months	0.12	Oct - Dec 2014	0.05	RED	0.2	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	REDPI62	Apprenticeships started through Durham County Council funded schemes	219 [2]	Apr - Sep 2014	90	GREEN	134 [2]	GREEN			
9	CASAW2	Overall success rate of adult skills funded provision	87	2013/14 ac yr	86.0	GREEN	87.5	RED	84.6 GREEN		2013/14 ac yr
10	REDPI64	Number of passenger journeys made on the Link2 service	8,209	Oct - Dec 2014	7,500	GREEN	8,351	RED			
11	REDPI81	Percentage of timetabled bus services that are on time	86.6	Oct - Dec 2014	85.0	GREEN	86.5	GREEN			
12	REDPI41c	Percentage of major planning applications determined within 13 weeks	73.2	Jan - Dec 2014	71.0	GREEN	77.3	RED	70.0 GREEN	78** RED	Apr 2013 - Mar 2014
13	REDPI93	Number of business enquiries handled	297	Oct - Dec 2014	300	AMBER	263	GREEN			
14	REDPI94	Number of inward investment successes	New indicator	Reported in quarter 4	10	NA	New indicator	NA			
15	REDPI66	Number of businesses engaged	249	Oct - Dec 2014	180	GREEN	77	GREEN			
16	REDPI92	Number of gross potential jobs created and/or safeguarded	1,068	Apr - Dec 2014	1,800	RED	New indicator	NA			

[1] Due to changes to the definition data is not comparable

[2] Figures refreshed

Table 2: Key Tracker Indicators

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
Altogether Wealthier											
87	REDPI3	Number of all new homes completed in Durham City	4	Oct - Dec 2014	3	GREEN	18	RED			
88	REDPI 24	All homes completed in and near all major settlements, as defined in the County Durham Plan, as a proportion of total completions	49.00	Oct - Dec 2014	51.00	RED	44.80	GREEN			
89	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 one hour, including walking time	77.00	As at Dec 2014	76.75	GREEN	71.08	GREEN			
90	REDPI 38	Number of passenger journeys recorded by the operator of the three Durham City Park and Ride sites	279,618	Oct - Dec 2014	278,845	GREEN	317,904	RED			
91	REDPI 80	Percentage annual change in the traffic flow through Durham City	6.4	Oct - Dec 2014	5.4	GREEN	New indicator	NA			
92	NS01	Number of visitors to theatres	174,965	Apr - Dec 2014	97,053	GREEN	177,611	RED			
93	NS02	Number of visitors to museums	46,578	Oct - Dec 2014	70,797	Not comparable [3]	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	NS03	Number of visitors to leisure centres	1,038,078	Oct - Dec 2014	1,078,740	RED	New indicator	NA			
95	NS12	Percentage of food establishments rated as three star or above (Food Hygiene Rating System)	94.5	As at Dec 2014	94.0	GREEN	New indicator	NA			
96	REDPI 97a	Occupancy rates for retail units in town centres (%) – Barnard Castle	89	As at Mar 2014	93	RED	93	RED	86		2013
97	REDPI 97b	Occupancy rates for retail units in town centres (%)– Bishop Auckland	79	As at Mar 2014	91	RED	91	RED	86		2013
98	REDPI 97c	Occupancy rates for retail units in town centres (%) – Chester-le-Street	84	As at Mar 2014	89	RED	89	RED	86		2013
99	REDPI 97d	Occupancy rates for retail units in town centres (%)– Consett	94	As at Mar 2014	88	GREEN	88	GREEN	84		2013
100	REDPI 97e	Occupancy rates for retail units in town centres (%) – Crook	92	As at Mar 2014	95	RED	95	RED	86		2013
101	REDPI 97f	Occupancy rates for retail units in town centres (%) – Durham City	89	As at Mar 2014	90	RED	90	RED	86		2013
102	REDPI 97g	Occupancy rates for retail units in town centres (%) – Newton Aycliffe	71	As at Mar 2014	80	RED	80	RED	86		2013
103	REDPI 97h	Occupancy rates for retail units in town centres (%) – Peterlee	85	As at Mar 2014	87	RED	87	RED	86		2013
104	REDPI	Occupancy rates for retail	91	As at Mar	87	GREEN	87	GREEN	86		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
	97i	units in town centres (%) –Seaham		2014					GREEN		
105	REDPI 97j	Occupancy rates for retail units in town centres (%) – Shildon	89	As at Mar 2014	88	GREEN	88	GREEN	86 GREEN		2013
106	REDPI 97k	Occupancy rates for retail units in town centres (%) – Spennymoor	85	As at Mar 2014	89	RED	89	RED	86 RED		2013
107	REDPI 97l	Occupancy rates for retail units in town centres (%) –Stanley	86	As at Mar 2014	91	RED	91	RED	86 AMBER		2013
108	REDPI 10b	Number of net homes completed	272	Oct - Dec 2014	207	GREEN	352	RED			
109	REDPI 34	Total number of applications registered on the Durham Key Options system that have been rehoused (includes existing tenants and new tenants)	1,317	Oct - Dec 2014	1,290	GREEN	1,370	RED			
110	REDPI 36d	Total number of housing solutions presentations	2,320	Oct - Dec 2014	2,376	GREEN	New indicator	NA [1]			
111	REDPI 36b	Number of statutory homeless applications as a proportion of the total number of housing solutions presentations	5.73	Oct - Dec 2014	7.24	GREEN	New indicator	NA [1]			
112	REDPI 36c	Number of homeless acceptances (of a statutory duty) as a proportion of the total number of housing solutions presentations	1.51	Oct - Dec 2014	2.15	GREEN	New indicator	NA [1]			

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
113	REDPI 36a	Number of preventions as a proportion of the total number of housing solutions presentations	14.14	Oct - Dec 2014	13.55	GREEN	New indicator	NA [1]			
114	REDPI 96	The number of people in reasonable preference groups on the housing register	4,704	As at Dec 2014	5,187	GREEN	New indicator	NA			
115	REDPI 40	Proportion of the working age population defined as in employment	68.1	Oct 2013 - Sep 2014	66.7	GREEN	65.7	GREEN	74.0 RED	68.3* RED	Oct 2013 - Sep 2014
116	REDPI 73	Proportion of the working age population currently not in work who want a job	13.05	Oct 2013 - Sep 2014	13.30	GREEN	14.39	GREEN	10.57 RED	13.12* GREEN	Oct 2013 - Sep 2014
117	REDPI 8b	Proportion of all Jobseeker's Allowance (JSA) claimants that have claimed for one year or more	31.52	As at Dec 2014	33.20	GREEN	36.35	GREEN	25.10 RED	32.1* GREEN	As at Dec 2014
118	REDPI 7a	Number of Jobseeker's Allowance (JSA) claimants aged 18-24	2,245	As at Dec 2014	2,720	GREEN	3,525	GREEN			
119	REDPI 28	Number of apprenticeships started by young people resident in County Durham as recorded by the National Apprenticeship Service	No longer available	2013/14 ac yr	1,372	NA	1,372	NA			
120	REDPI 87	Gross Value Added (GVA) per capita in County Durham (£)	12,875	Jan - Dec 2012	12,661	GREEN	12,661	GREEN	21,937 RED	16091* RED	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
121	REDPI 88	Per capita household disposable income (£)	14,151	2012	13,522	GREEN	13,522	GREEN	17,066 RED	14393* RED	2012
122	ACE018	County Durham residents starting a first degree in an academic year (per 100,000 population aged 18+)	162.2	2012/13 ac yr	161.9	GREEN	161.9	GREEN	218.2 RED	148.53* GREEN	2012/13 ac yr
123	REDPI 72	Number of local passenger journeys on the bus network	5,949,139	Jul - Sep 2014	5,836,935	GREEN	6,099,614	RED			
124	REDPI 89	Number of registered businesses in County Durham	14,785	2013/14	14,815	RED	14,815	RED			
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	-9.7	Apr - Sep 2014	33.6	RED	33.6	RED			
127	REDPI 91	Number of unique visitors to the thisdurham website	219,285	Oct - Dec 2014	272,960	RED	219,265	GREEN			

[1] Due to changes to the definition data is not comparable

[3] Not comparable due to seasonal variations

Appendix 4: Volume Measures

Chart 1 – Planning applications (12 month rolling total)

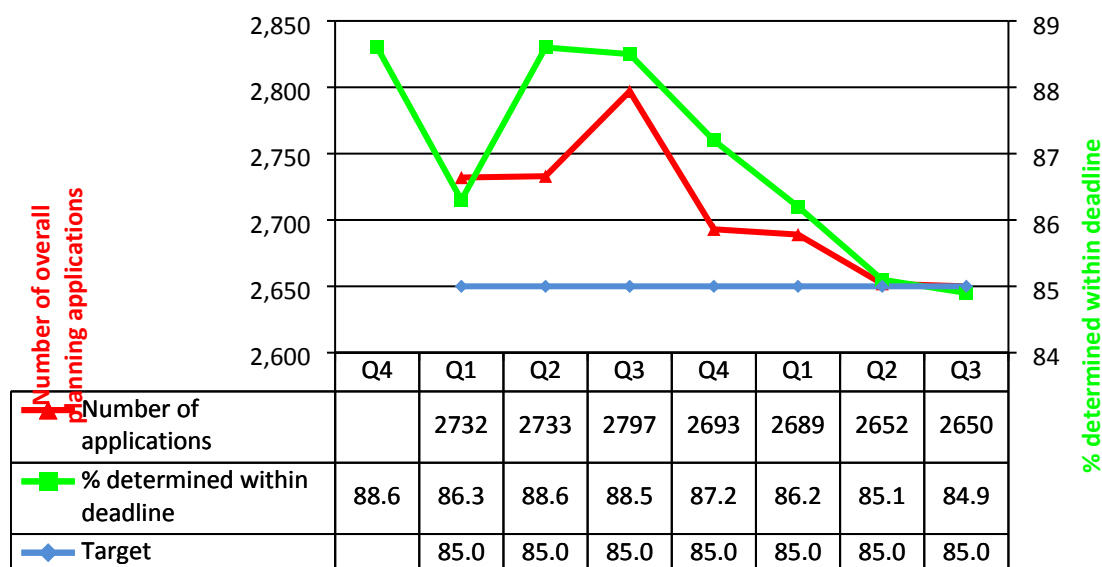
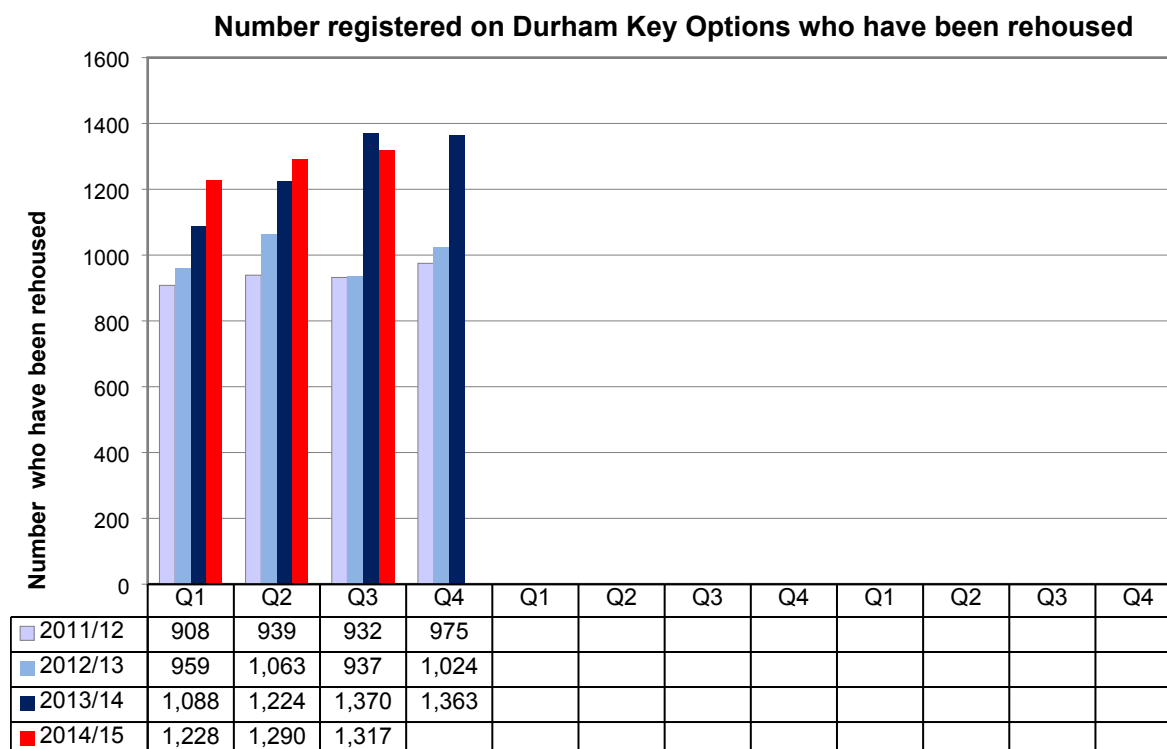


Chart 2 – Durham Key Options - total number of those registered on the Durham Key Options system who have been rehoused (includes existing tenants and new tenants)



Economy and Enterprise Overview and Scrutiny Committee



31 March 2015

Refresh of the Work Programme for the Economy and Enterprise Overview and Scrutiny Committee

Report of Lorraine O'Donnell, Assistant Chief Executive

Purpose of the Report

1. The purpose of the report is to provide Members with information contained within the Council Plan 2015 – 2018, relevant to the work of the Economy and Enterprise Overview and Scrutiny Committee. This allows the opportunity for members to refresh the Committee's Work Programme to reflect the five objectives and subsequent outcomes identified within the Council Plan for the Council's "Altogether Wealthier" priority theme.

Background

2. The current Overview and Scrutiny Committee's Work Programmes focus on the priority areas identified within the context of the Council Plan, Cabinet's forward plan of key decisions, Sustainable Community Strategy, Partnership plans and strategies, performance and budgetary control data and changes in Government legislation.
3. In relation to the Economy and Enterprise Overview and Scrutiny Committee, members will recall that the Work Programme was refreshed at the Committee meeting held on the 23 June 2014, ensuring that areas of focus were in line with current and forthcoming priorities within the Committee's remit. Further areas of focus for the Committee have been added throughout 2014 to reflect changing Government policy and at the request of Members.

Council Plan 2015-2018

4. The Council Plan is the overarching high level plan for the County Council, which covers a four year period and is updated on an annual basis. The plan sets out how the Council will consider the corporate priorities for improvement and the key actions the Authority will take in delivering the long term goals in the Sustainable Community Strategy and the Council's own improvement agenda. Attached as Appendix 2 is the "Altogether Wealthier" section of the Council Plan for Members consideration.
5. Within the Council's "Altogether Wealthier" priority theme, the focus is on creating a vibrant economy and putting regeneration and economic development at the heart of all our plans.

6. To help address these issues the Council has identified 5 objectives which are set out in the Regeneration Statement together with outcomes to achieve the overarching objectives. They are set out below. Some of the outcomes have been amended to those included in the 2014 – 2017 Council Plan.

- **Thriving Durham City**

W1 – Improved retail, business, and tourism in Durham City and its immediate locality.

W2 – Increased developer interest in key sites.

W3 – Improved infrastructure to support economic growth.

- **Vibrant and successful towns**

W4 – Improved retail, business, and tourism in major town centres.

W5 – Increased developer interest in key housing sites.

W6 – Improved infrastructure to support economic growth.

- **Sustainable neighbourhoods and rural communities**

W7 – Improved quality and choice of housing across County Durham.

W8 – Improved infrastructure to support economic growth in rural areas.

- **Competitive and successful people**

W9 – Increased numbers of people in employment and training.

- **A top location for business**

W10 – Increased business creation.

W11 – Development of existing businesses and safeguarding employment.

7. Over the next four years, the Council will strive to deliver a step change in the economy of County Durham by focusing on the actions required to achieve the above objectives.

8. The Council Plan also identifies a series of actions detailing the work which needs to be undertaken by the Authority in order to deliver the areas identified above.

Current Work Programme

9. During 2014–2015 the Economy and Enterprise Overview and Scrutiny Committee has undertaken budgetary and performance monitoring, in depth Scrutiny Reviews, systematic six monthly reviews of progress against recommendations and overview presentations in relation to the following areas:

In depth Scrutiny Reviews

- Tourism marketing undertaken by Visit County Durham - Thriving Durham City W1 – Improved retail, business, and tourism in Durham City and its immediate locality – Vibrant and successful towns W4 – Improved retail, business, and tourism in major town centres.

Systematic Review

- Empty Homes – Review of recommendations – Sustainable neighbourhoods and rural communities – W7 – Improved quality and choice of housing across County Durham.
- Increasing young people’s employment opportunities (18-24) in County Durham - Review of recommendations – Competitive and successful people W9 – Increased numbers of people in employment and training.
- Impact of public sector funding changes on the economy of County Durham (Covers all objectives and actions).

Areas of Overview Activity

- Master Plans for County Durham - Vibrant and successful towns W4 – Improved retail, business and tourism in major towns.
- Gypsy and Roma Traveller sites – Sustainable neighbourhoods and rural communities W7 – Improved quality and choice of housing across County Durham.
- Family Improvement Project – Competitive and successful people W9 Increased numbers of people in employment and training.
- Housing Improvement Project – Sustainable neighbourhoods and rural communities W7 – Improved quality and choice of housing across County Durham. Competitive and successful people W9 - Increased numbers of people in employment and training.
- Homelessness Strategy – Sustainable neighbourhoods and rural communities W7 - Improved quality and choice of housing across County Durham.
- Durham Key Options - Choice Base Lettings Policy – Sustainable neighbourhoods and rural communities W7 – Improved quality and choice of housing across County Durham.

- Stock Options Transfer – Sustainable neighbourhoods and rural communities W7 – Improved quality and choice of housing across County Durham.
- Performance monitoring of Durham City Homes and the 2 ALMO's Sustainable neighbourhoods and rural communities W7 – Improved quality and choice of housing across County Durham.
- Tourism - Thriving Durham City W1 - Improved retail, business, and tourism in Durham City and its immediate locality – Vibrant and successful towns W4 – Improved retail, business, and tourism in major town centres.
- Business Support – Business Durham – A top location for business W10 increased business creation W11 - Development of existing businesses and safeguarding employment.
- Youth Employment Initiative – Competitive and successful people W9 – Increased numbers of people in employment and training.
- Affordable homes – Sustainable neighbourhoods and rural communities W7 – Improved quality and choice of housing across County Durham.
- Digital Durham – A top location for business W10 – Increased business Creation W11 - Development of existing businesses and safe guarding employment.
- Housing Strategy – Sustainable neighbourhoods and rural Communities W7 – Improved quality and choice of housing across County Durham.
- Skills development and apprenticeships – Competitive and successful people W9 – Increased numbers of people in employment and training.
- Jobseekers Allowance Off-flows – Competitive and Successful people W9 – Increased numbers of people in employment and training.

Budgetary and performance monitoring

- Quarterly budgetary and performance monitoring for RED Service Grouping.

10. The Economy and Enterprise Overview and Scrutiny has also considered the following areas which cut across all objectives within the Council Plan (Altogether Wealthier):

- County Durham Plan – (Covers all objectives and actions).
- RED Capital Programme – (Covers all objectives of 'Altogether Wealthier') – Overview of the programme and the process.
- Combined Authority (Covers all objectives and actions).

- European Funding Programme 2014-2020 (Covers all objectives and actions).
- Overview of the work of the County Durham Economic Partnership – (Covers all objectives and actions).

Areas for consideration in the Economy and Enterprise Overview and Scrutiny work programme

11. In addition, the Altogether Wealthier section of the Council Plan for 2015 – 2018 identifies the following new high level actions which have not already been considered by committee that could be included in the 2015 – 2016 work programme:

Council Plan

Vibrant and successful towns

- Regeneration Statement – Update.

Sustainable neighbourhoods and rural communities

- Deliver the first Durham County Council market housing scheme for rent and sale - overview of scheme.

Competitive and successful people

- Adult Learning Strategy – update on strategy.

A top location for business

- NETPark – Overview of development.
- Access to finance to support County Durham businesses – Overview of programme.

Cross Cutting Themes

12. Below are areas which have cross cutting issues from other ‘Altogether’ themes that link into Altogether Wealthier.

Altogether	Objective	Outcome	Link to Altogether Wealthier
Children and Young People	Children and Young people realise and maximise their potential.	C2 Children and young people are supported to achieve and attain during school years to prepare them for adulthood.	W9 Increased numbers of people in employment and training.

		C3 Young people are supported to progress and achieve in education, employment and training to achieve their potential.	
Greener	Reduce carbon emissions and adapt to the impact of climate change.	G6 The Council homes and businesses are more energy efficient.	W7 Improved quality and choice of housing across County Durham.
Better Council	Working with our communities.	ABC 6 The effects of the Welfare Reform agenda are managed.	W9 Increased numbers of people in employment and training.

Next Steps

13. The Economy and Enterprise Overview and Scrutiny Committee is asked to consider the appropriate section from the Council Plan, Appendix 2 (copy attached) to inform the Committee's Work Programme for 2015 – 2016, reflecting on the current work programme detailed in paragraphs 9 and 10 and the new high level actions identified in paragraph 11 above.
14. Members will receive a further report at the next Economy and Enterprise Overview and Scrutiny Committee confirming/agreeing the Committee's Work Programme for 2015 – 2016 based on today's discussion.

Recommendations

15. That the Economy and Enterprise Overview and Scrutiny Committee note the information contained in Appendix 2 (copy attached).
16. That the Economy and Enterprise Overview and Scrutiny Committee refresh the Work Programme for 2015 – 2016 by discussing and considering those actions identified, under "Altogether Wealthier" priority theme of the Council Plan 2015 – 2018, Appendix 2 (copy attached) and reflected in paragraphs 9, 10 and 11 of the report.

17. That the Economy and Enterprise Overview and Scrutiny Committee at its meeting on the 23 June 2015, receives a further report detailing the Committee's Work Programme for 2015 – 2016.

Background papers:

Council Plan 2015-18 – Cabinet report – 18 March 2015

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Appendix 1: Implications (The following implications are taken directly from the report to Cabinet on 18 March 2015, re the Council Plan and Service Plans 2015-2018.)

Finance - The Council Plan sets out the corporate priorities of the Council for the next 3 years. The Medium Term Financial Plan aligns revenue and capital investment to priorities within the Council Plan

Staffing - The Council's strategies are being aligned to achievement of the corporate priorities contained within the Council Plan.

Risk - Consideration of risk is a key element in the corporate and service planning framework with both the Council Plan and Service Plans containing sections on risk.

Equality and Diversity / Public Sector Equality Duty - Individual equality impact assessments have been prepared for each savings proposal within the Council Plan. The cumulative impact of all savings proposals in total has also been presented to Council and will be updated as savings proposals are further developed. In addition a full impact assessment has previously been undertaken for the Council Plan. The actions in the Council Plan include specific issues relating to equality and aim to improve the quality of life for those with protected characteristics. The Plan has been influenced by consultation and monitoring to include equality issues. There is no evidence of negative impact for particular groups.

Accommodation - The Council's Corporate Asset Management Plan is aligned to the corporate priorities contained within the Council Plan.

Crime and Disorder - The Altogether Safer section of the Council Plan sets out the Council's contributions to tackling crime and disorder.

Human Rights – None

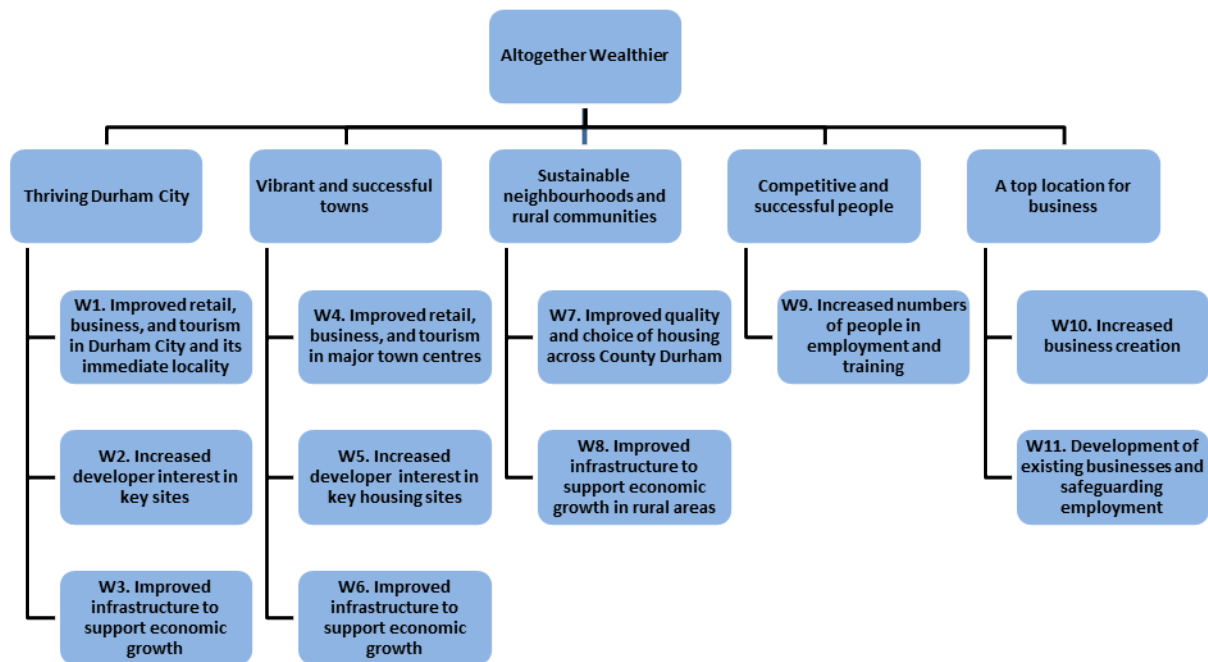
Consultation - Council and partnership priorities have been developed following an analysis of available consultation data including an extensive consultation programme carried out as part of the development of the interim Sustainable Community Strategy and this has been reaffirmed by subsequent consultation on the budget. Results have been taken into account in developing our resourcing decisions.

Procurement – None

Disability Issues – None

Legal Implications – None

Altogether Wealthier



Our Vision

Our ambition of shaping the County into a place where people want to live, work, invest and visit underpins the vision of an Altogether Wealthier Durham. This ambition requires commitment across public and private stakeholders along with support from residents. Placing Durham City as our key driver for growth and success will require us to capitalise on untapped potential in order to narrow the productivity and employment gap between the county, the region and the UK.

The key driver to stimulate an economic renaissance within the county is the employment rate; for improving this will increase levels of disposable income, increase the number of businesses, and should, as a result, begin to reduce the chronic levels of relative deprivation. As a county we need to aim to achieve a growth target of 30,000 jobs for Durham residents over the next 20 years, through business growth, inward investment and business creation. It is also important that we continue to invest in our human capital through skills development and by supporting our residents to access and maintain employment opportunities. We must continue to address the needs of our most vulnerable residents and mitigate the impact of welfare reform, in order to improve people's quality of life and improve economic prosperity.

To help achieve our vision Altogether Wealthier has the following high level objectives:

1. Thriving Durham City

At the heart of the North East, Durham City is a hub of economic and cultural activity that stands out as a key economic driver for the county and region. The city needs a critical mass of employment, population and visitors to build on the assets already inherent to become a city of regional, national and international significance. For these reasons, the delivery of the Durham City Regeneration Framework is a priority for us. There are a number of key projects within the framework that will be delivered over the coming years that will contribute towards boosting the economy of Durham City.

One of the key projects in the County Durham Plan is the development of the **Central Business Quarter of the city centre**, including redevelopment of Aykley Heads as a major, prestigious business park, potentially supported by the redevelopment of **Milburngate House** site. This will create significant new employment space, mixed-use space, housing and between 5,000 and 7,500 jobs within the city. The redevelopment of **North Road** will provide opportunities for food/department store as well as other retail investments, leisure facilities and franchised outlets, improved public transport/pedestrian interface and improved public realm.

The construction of a **Western Relief Road** will provide the necessary infrastructure to support the proposed additional housing and increased businesses expected following the approval of the County Durham Plan. Improvements are also planned to ease the **traffic flow in and around Durham City**. This will include the installation of variable message signs for road users, and the installation of traffic signals on Gilesgate roundabout and Leazes Bowl roundabout.

We will review operations at the **Gala Theatre, Durham Town Hall and the Durham Light Infantry museum** to improve the city's tourism offer and the experience of visitors. Our 2015/16 programme of cultural, sporting and community based events will continue to raise the profile of the county and contribute significantly to our local economy. The programme will be expanded during 2015/16, a year which will also see the return of our signature event '**Lumiere**'.

Clearly some of these elements contained within the County Durham Plan have been challenged by the interim inspection report. A key piece of work in the early stages of this plan will be to consider the planning inspector's report and establish the next stages of developing the County Durham Plan.

2. Vibrant and Successful towns

Vibrant towns are good for business: they create jobs, attract investment and generate income – they are engines for economic growth. County Durham has a dispersed settlement pattern with a large number of distinct towns, not all of which are meeting the needs of local main settlements. Through our 'Whole Town' approach we will increase the vitality and vibrancy of our main settlements.

We have prepared the draft **County Durham Plan**, which sets out the new development that is planned for the county. It contains allocations which show where development will take place and how it will be managed and also contains policies

for determining planning applications. This plan has now been through an examination in public and the interim report from the planning inspector has been received. We will be considering the planning inspector's interim report and establishing next steps in the development of the plan. A **Regeneration Framework** has been produced for each of the 12 main towns across County Durham. A number of key projects taken from the frameworks are planned for delivery over the next three years, including physical regeneration improvements in Peterlee, Seaham, Crook, Consett, Stanley, Spennymoor and Shildon town centres.

We are working under a Joint Venture Agreement with the Homes and Communities Agency to bring forward three key sites for redevelopment in Seaham, providing additional housing and a new school on the **former Seaham Colliery Site**.

We are involved in the redevelopment of the **North East Industrial Estate in Peterlee**. The site has outline planning permission for 390 new homes and work is underway to relocate the existing businesses.

The creation of a **railway station on the East Coast mainline in Horden** will help to boost the local economy and will improve access to employment for residents.

Improvements will be made to the infrastructure at **Newton Park, Newton Aycliffe** to support existing and new businesses, as well as the condition of our Industrial Unit property portfolio.

We will continue to support the **North East Combined Authority** and the **North East Local Enterprise Partnership** to deliver the Strategic Economic Plan for the North East Region. Seven councils have been brought together to create a strategic authority with powers over transport, economic development and regeneration.

In addition to delivering our 2015/16 programme of **cultural, sporting and community based events**, which will continue to raise the profile of the county and contribute significantly to our local economy; we will investigate how we can increase tourism opportunities across the county. We will be completing a feasibility study of Bishop Auckland Town Hall and its links to Auckland Castle as well as determining the feasibility of a further science museum at Shildon.

3. Sustainable neighbourhoods and rural communities

Sustainable neighbourhoods and rural communities are places where people can and want to live and are places that help to enhance the wellbeing and potential of our communities. A sustainable place provides a quality built environment, with good housing and living conditions and access to services, through appropriate infrastructure. To establish sustainable communities and improve the housing offer in County Durham a number of key projects have been identified for delivery over the next three years.

One key project is the delivery of our first **new build housing scheme for market sale and rent**. The overall project will provide over new 300 homes subject to the satisfactory completion of a pilot scheme in Newton Aycliffe, which will provide 60 homes.

The delivery of the **Digital Durham** programme will provide superfast broadband to all businesses homes and communities in the county.

We have also maintained subsidies of bus routes in rural areas in 2015/16 and operate a number of schemes to support the competitiveness of the agricultural and forestry sectors and encourage diversification of rural economies through the Rural Development Programme.

4. Competitive and successful people

The skills, abilities and attitudes of the current and future County Durham workforce are critical to the future economic success of the county and will underpin a more competitive and productive economy. One of our priorities is to increase the employment rate and prepare for a higher level skills workforce in County Durham. To enable this, key projects were identified for delivery, including the delivery of **Pre-Employment Opportunities** through a range of initiatives County-wide including skills support for the unemployed, targeted recruitment training and apprenticeship programme involving the subsidising of 350 apprenticeships to support people into work and to also sustain and improve people's employment potential.

We will also deliver **Post Employment Opportunities** through a range of initiatives County-wide including skills support for the workforce, youth employment programme and mental health trailblazer to support people into work and to also sustain and improve people's employment potential. We will deliver skills support for work with businesses with workforce development enquiries and work with the engineering and manufacturing sector to encourage skills development.

5. A top location for business

County Durham is home to a wide range of businesses from micro rural businesses to large multinationals, from small scale engineering to large scale manufacturing and from business services to internationally leading research companies. County Durham's versatile economy needs a balanced environment for innovation and growth. To enable further development of businesses, a number of key projects have been identified for delivery.

One of the projects is NETpark in Sedgefield, which celebrated its tenth birthday in 2014, is the North East's leading science, engineering and technology park and has received funding of £12.9m for the **expansion of NETPark** which will support the creation of 800 jobs over the next 3 years both at the park itself and as part of the construction

We will continue to lead the **North East Satellite Application Catapult Centre** to raise the profile of the use of technology and data satellite applications with North East businesses. The Catapult Centre offers opportunities and partnerships to unlock market opportunities within the North East which will benefit local and national economies. The centre will ensure the successful commercialisation of new technology and innovations by cementing the UK's position as a key player in the satellite technology sector.

We will also work with the North East Local Enterprise Partnership, Tees Valley Local Enterprise Partnership and the County Durham Economic Partnership to develop a £12m EU funded programme to deliver **access to finance support** targeted at County Durham businesses

Summary

<p>Going Well:</p> <ul style="list-style-type: none"> • We have supported the inward investment of Atom, which has decided to locate its headquarters in Durham City. The business will create up to 400 jobs as it builds a bank serving customers across the UK. • Hitachi Rail Europe will be operational from 2015 in their new premises in Newton Aycliffe, creating over 800 jobs. • We are the first local authority nationally to refurbish all of our Gypsy Roma Traveller sites through sponsorship from the Homes and Communities Agency Programme. 	<p>Look Out For:</p> <ul style="list-style-type: none"> • The 'Lumiere' light festival will take place in November 2015 • Completion of the Sunderland Bridge Roundabout in Durham • Implementation of the multi-operator ticketing system across the County's bus network • Old Shire Hall in Durham City will be transformed into a hotel. • We will be transferring our remaining housing stock to the Durham Housing Company
<p>Cause for Concern:</p> <ul style="list-style-type: none"> • An additional piece of work will be to consider the planning inspector's interim report and establish the next stages of developing the County Durham Plan. • The approval of the EU Growth Fund programme has been delayed by the Government until summer 2015 • There are some technical difficulties with the 'Real Time Traveller Information System' that will delay the installation. 	<p>Did you know?</p> <ul style="list-style-type: none"> • As of Q3 2014/15 2192 planning applications were received • 840 net homes were completed between April 2014 and December 2014 • 817,717 visitors clicked on the 'thisisdurham' website in 2013/14 • 144 empty homes have been brought back into use between April and December 2014

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MINUTES

Meeting	County Durham Economic Partnership Board
Date of Meeting	Tuesday 3 rd February 2015
Time	13.00 – 15.00
Venue	Bistro 21, Aykley heads, Durham

Attendees:

Brian Tanner	Chair
Simon Goon	Business Durham
Ian Thompson	Director of Regeneration and Economic Development,
Andy Palmer	Strategy, Programmes & Performance, DCC
Geraldine Kay	Derwentside Homes
Paul Robson	Job Centre Plus
Edward Twiddy	Atom Bank
Cllr Neil Foster	Cabinet Portfolio Holder for Economic Development
	and Regeneration, DCC
Cllr Eddie Tomlinson	Chair of Rural Working Group
Sarah Robson	Chair of the Housing Forum
Melanie Sensicle	Visit County Durham
Barbara Gubbins	County Durham Community Foundation
Sue Parkinson	Chair of the BES Group
Tarryn Lloyd Payne	Strategy & Partnerships, DCC
Graeme Smith	Spatial Policy, DCC

1. Welcome

Brian Tanner welcomed everyone to the meeting and initiated round table introductions

2. Apologies

Sue Soroczan	Job Centre Plus
Helen Golightly	NELEP
Roger Kelly	Chair of Cultural Partnership
Neil Graham	Chair of Durham City Board
John Gluyas	Durham University
Simon Hanson	FSB

3. Minutes of the last meeting

The minutes were agreed as a true record.

4. Matters Arising

The board were asked to pay particular attention to the recommendations agreed at the last meeting.

5. Atom Bank; Making investment happen in County Durham; Edward Twiddy

Simple banking proposition:

ET gave a presentation. Atom will be the UK's first mobile bank. It is a new and different type of bank. It has been "designed for digital" and in particular for smartphone and tablet, an area in which there has been explosive growth.

Recruitment & Next Steps:

Atom Bank moved into Northumbrian House in Nov 2014. There are currently approximately 120 people (including contractors) employed by Atom. Although many of the permanent posts have been recruited from existing companies, Atom will be expecting total employee numbers to rise in the next 7-10 years to 510. It is hoped many of these will come through local recruitment.

The main next steps are in preparation for the launch of the bank. This will include complying with national banking regulations. The process will run parallel to market testing of products and services in order to ensure a smooth launch of Atom Bank to the market in Autumn 2015.

6. Access to Finance North East; JEREMIE 2; Simon Goon

SG gave a presentation updating the Board on the current position and development of the JERIMIE 2 programme. This included;

Project Plan Overview: Key areas highlighted included the Ex ante study and ongoing consultation in regard to fund design and modelling. Current negotiations are underway with an anticipated project launch on the 1st January 2016.

SG emphasised Durham's current Transition position which will give us certain advantages in terms of ensuring better future delivery for Durham. The EU workstream led by Simon Hanson had asked for the following:

- Fund Manager presence in Durham
- Appropriate balance of funds fit for the Durham business base
- Seat on project development board

SG reported that these asks had been accommodated through an existing "Jane Reynolds" pilot with continued HFM presence in the new programme, a new approved flexible nature of fund design allowing for Durham's business base and Simon Goon on the JEREMIE 2 project board.

Key issues discussed:

- Current discussions on appointment and/or procurement process for the new programme with EU and DCLG. The conclusion of the above will then inform subsequent discussions with the EIB.
- SG informed the board of ongoing discussion between the NELEP and Tees Valley LEP in regards to joint working on the future funding.
- Still unclear on the total outputs expected for the programme in Durham, although a total expectation for the whole programme was thought to be in the region of 6000 jobs.

7. County Durham Housing Strategy; Graeme Smith

A presentation was received from Graeme Smith, Spatial Policy Team, DCC.

- Context on the development of the Housing Strategy
- The proposed structure and scope of the Strategy
- An overview of the evidence base
- Overview of the Project Plan

BT asked representatives from the Housing Forum for any additional comments. It was commented that the Strategy had been well received by the Housing Forum with a good match between the evidence presented and the delivery Agencies' own market intelligence.

The board discussed many of the key aspects of the Strategy and its wider expected impact on the economy. These included:

Choice & Necessity: the board is keen to ensure that intelligence behind the strategy reflects low demand for social housing and does not automatically mean low home ownership. Demand still exists in high employment areas.

Economic Case: Strong relationship with social housing. Although the proactive approach by housing providers in the last few months seems to be working to ensure residents are paying their rent there is evidence of continued hardship through increased usage of Food Banks and Financial advice services.

Further discussion was had on the housing demand and some of the underlying drivers in housing growth. It was recognised by the board that it was important to link to employment-driven growth. It was further discussed as to how this could be emphasised in the Housing Strategy by building on the County Durham Plan. This could also be developed further through supporting evidence and within the Housing Strategy Vision.

The recent increase in the Employment Rate was emphasised as a positive in an increase in potential demand for new housing. Further discussion was held on the relationship between self-employment growth and employment rate and the continued importance of supporting wider job growth.

- **Action:**
 - **To note the content of the Presentation**
 - **To support the development and delivery of the Housing Strategy through the Housing Forum**

8. EU Structural Funds; Update, Sue Parkinson

- The Government are still negotiating the details of the Operational Programmes for ERDF and ESF with the Commission. They are hopeful that informal agreement can be given by the end of February to allow some limited calls to be launched in March before purdah.
- The Operational Programmes cannot be formally adopted by the Commission until the Multi Annual Financial Framework has been amended to move the uncommitted 2014 allocations into 2015. This won't be completed by the Commission until June 15 at the latest.
- The SFA have belatedly announced they will not be "match funding" against local YEI resource. Therefore the big challenge will be sourcing match funding at a local level. Currently talking to internal/external partners to see what can be pulled together and how can access any match.
- SP informed the board that the North East ESIF committee had now been established and agreed its draft terms of reference. She was working with our own workstreams to ensure effective County Durham representation.

9. Working Group Chairs Update

- *Housing, Sarah Robson:* In addition to the ongoing work with the Housing Strategy, the Forum is examining best practice with Tees Valley towards Customer Behaviour. It has further been supporting the development of a public Health Project called "The Wellbeing for Life Service" in County Durham.
 - This incorporates a targeted service based in the most deprived areas of the County where health trainers will support vulnerable groups with multiple risk factors for unhealthy behaviours and poor mental wellbeing.
 - Consortium of providers has been awarded the service including Durham Community Action, and Sport and Leisure in Durham County Council.
 - Phase 1 of developing the service has started, this included asset mapping and working with existing community groups to identify people to support.
 - Phase 2 of implementing the service will be to work with housing providers to create referral pathways and signposting.
- *Visit Durham, Melanie Sensicle:* National review of Visit England and Visit Britain has been undertaken. Awaiting recommendations but expectations of Visit England going forward with resources to deliver national destination. This in turn could also allow for more resource allocation to the agreed 40 top destinations (Durham is one of them). Also awaiting developments in regards to the recent growth fund announcements for a "Northern Lands" proposal. Further work is underway in regard to supporting the local Magna Carta exhibition during the summer. This includes development of a supporting business toolkit.
- *Rural, Cllr Eddie Tomlinson:* The Rural Working Group has been developing further relationships with the 3 Rivers Partnership, the Local Nature Partnership for lowland County Durham, Gateshead, Sunderland and South Tyneside. Their Vision is a biodiverse landscape enhancing health and wealth for all.

Other areas being considered include supporting the appeal process for the West Durham Leader area. If unsuccessful this could cause considerable funding issues for local delivery.
Further work is also being done to maximise local delivery and opportunities with the Rural Business Growth Fund.

10. Partners Update

VCS: The local VCS Strategy Group had been looking to develop the local approach to core VCS issues. This includes, looking at Big Lottery/ESF future funding opportunities alongside potential within the proposed Virgin Money Foundation (£2m).

Further work received has been a local Third Sector trend study and a work on building local capacity within the sector.

11. Any Other Business

Nothing was raised

12. Date and Time of next meeting

Tuesday 28th April 2015 @ 1pm

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