



Corporate Issues Overview and Scrutiny Committee

Date **Friday 21 November 2014**
Time **11.30 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 meetings held on 19 September and 17 October 2014.
(Pages 1 - 16)
4. Declarations of Interest, if any.
5. Report on the Council's use of powers under the Regulation of Investigatory Powers Act 2000 - Quarter 1 and Quarter 2 - 2014/15 (Pages 17 - 20)
Report of the Head of Legal and Democratic Services.
6. Review of Council Plan and Service Plans. (Pages 21 - 50)
Report of the Assistant Chief Executive.
7. Quarter 2: Forecast of Revenue and Capital Outturn 2014/15.
(Pages 51 - 64)
 - (i) Report of the Corporate Director Resources.
 - (ii) Report of the Assistant Chief Executive.
8. Such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration.

Colette Longbottom
Head of Legal and Democratic Services

County Hall
Durham
13 November 2014

To: **The Members of the Corporate Issues Overview and Scrutiny
Committee**

Councillor J Lethbridge (Chairman)
Councillor K Henig (Vice-Chairman)

Councillors J Alvey, J Armstrong, L Armstrong, G Bleasdale, J Buckham, J Carr,
P Crathorne, J Hillary, E Huntington, N Martin, P McCourt, A Shield, T Smith,
P Stradling, L Taylor, A Turner, M Wilkes, S Wilson and R Young

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DURHAM COUNTY COUNCIL

CORPORATE ISSUES OVERVIEW AND SCRUTINY COMMITTEE

At a Meeting of **Corporate Issues Overview and Scrutiny Committee** held in Committee Room 2, County Hall, Durham on **Friday 19 September 2014 at 9.30 am**

Present:

Councillor J Lethbridge (Chairman)

Members of the Committee:

Councillors J Alvey, L Armstrong, G Bleasdale, J Buckham, K Henig (Vice-Chairman), E Huntington, N Martin, A Shield, T Smith, P Stradling, L Taylor, M Wilkes, S Wilson and R Young

1 Apologies for Absence.

Councillors J Armstrong and J Hillary.

2 Substitute Members.

There were no substitute Members.

3 Declarations of Interest, if any.

There were no declarations of interest.

4 Minutes of the meeting held 7 July 2014.

The minutes of the meeting held on 7 July were confirmed as a correct record and signed by the Chairman with the following amendment.

Paragraph 8 of page 4, Item 7; to remove the word mediated to read 'Further discussion took place regarding the CRM system and Councillor Henig commented that she felt it made a lot of sense to share the CRM information with members on a regular basis or allow access to the system so it could be viewed directly.'

Paragraph 9 of page 5, Item 8; as a point of clarification Councillor Smith advised that this particular point was made in reference to new supplier inductions and training.

Matters arising

The Head of Planning and Performance referred to Item 6 of the minutes and advised that Councillor Wilkes had now been provided with the information he had requested on the breakdown of sickness absence.

Moving on it was reported that in relation to Item 7 page 4, paragraph 5 and 6 a response had now been provided by the service and it was noted that they were able to do some

geographical mapping by AAP area of complaints. It was noted however that the service were unable to provide CRM issues by ward as this was currently too resource intensive.

The Head of Planning and Performance referred to Item 8 of page 5, paragraph 7 and advised that the information requested regarding the current percentage of invoicing had now been provided to Councillor Wilkes.

In response to the information regarding the circulation of CRM data, Councillor Wilkes commented that he failed to see how running of this data was resource intensive and in order to improve this council, elected members should be provided with this information at least once every 6 months.

Further discussion took place regarding this particular issue and an explanation was provided by the Customer Relations, Policy and Performance Manager regarding not only the quality of the data but of the resource required to enable this information to be presented. Councillor Stradling asked that the results of the investigation in to this query be brought back to a future meeting.

5 Council's use of powers under Regulation of Investigatory Powers Act 2000 - Annual Review of the Council's use of powers and Approval of RIPA Policy.

The Committee considered a report of the Head of Legal and Democratic Services which informed members about the Council's use of powers under the Regulation of Investigatory Powers Act 2000 (RIPA) during the period 1 April 2013 to 31 March 2014, and notified members of the outcome of the Council's inspection by the Office of Surveillance Commissioner. The report further sought approval of the Council's RIPA policy for the forthcoming year.

Resolved:

- (i) That the content of the annual report and the OSC Inspection report be noted.
- (ii) That the Council's policy on the use of RIPA set out in Appendix 3 of the report be approved.

6 Fairness of Local Government Funding.

The Committee considered a report and presentation of the Corporate Director, Resources which provided information on an assessment of the fairness of the current local government funding system (for copy of report and slides of presentation see file of Minutes).

The Head of Corporate Finance provided a detailed presentation on the budget context; funding of Local Government funding reductions; the impact of revised funding arrangements and what could be expected in the future.

The presentation further provided an illustrative picture of the austerity measures and how they had hit the most deprived areas the hardest. Further slides were presented which

detailed the percentage spending power change over the next two years on both a national and regional basis.

Moving on the Head of Corporate Finance reported upon revised arrangements for local government funding including changes to the Local Council Tax Support Scheme, the New Homes Bonus and Business Rate Retention.

In conclusion he provided a summary of what these changes meant for the future of local government and in particular Durham County Council. He commented that if cuts continued to be delivered in the same way by government there would be a huge impact seen upon the most deprived areas across the country.

Councillor Shield commented that the title of the report should read the 'Unfairness of Local Government Funding' given that we were clearly not 'all in it together' as the Government suggested. He added that he feared that if deprived areas were not more favourably looked upon in the future in terms of funding, anarchy would eventually prevail.

Councillor Wilson raised a query regarding the money allocated per head for infrastructure and the vast difference between the North East and southern areas of the country.

Councillor Wilkes commented that he failed to understand why the committee was receiving this information, as he understood the committee's role to be one of scrutinising how the council spends. He added that he would have liked to have seen on page 4 of the slides detail relating to previous years for comparison purposes.

He asked if 65% of the cuts had zero effect on front-line services then which services had been affected and how were those being prioritised?

Councillor Martin commented that the vote in Scotland the previous night would have an effect on the Government's financial arrangements north of the border. In addition he endorsed what was being discussed in the media regarding the devolution of the north and therefore encouraged the Leaders of this Council to continue pushing forward on a regional basis for real change.

Councillor Buckham added that he did not agree with the implication that had been made that money had been wasted. For example he referred to cuts within children services which were not statutory services but nevertheless vital for some children. In conclusion he added that the council could not help but cut services that matter, when found in this situation.

In response to comments made the Head of Corporate Finance made reference to devolution max and the baseline budget and in particular the changes that government would have to make to put the baseline figure back where it should be.

Resolved:

That the content of the report be noted.

7 Medium Term Financial Plan (5), Council Plan, Services Plans 2015/16 - 2017/18 and review of the Council's Local Council Tax Reduction Scheme

The Committee received a joint report of the Corporate Director Resources and Assistant Chief Executive, to inform the committee of the Cabinet report (16 July 2014) which presented the planning frameworks to enable the Council to develop the 2013/14 Budget, the 2013/14 – 2016/17 Medium Term Financial Plan (MTFP) and Council Plan/ Service Plans (for copy see file of minutes).

The Head of Corporate Finance reported that to date the Council had utilised reserves of over £10m in 2014/15 to balance the budget in order to reduce the immediate impact of savings upon the public and it was likely that this would continue into budget planning for MTFP(5).

It was noted that between 2011/12 and the end of 2014/15 the Council will have delivered £136.9m of savings. It was further forecast that by the end of MTFP (5) period 2015/16 to 2017/18 additional savings of £87.5m could be required.

At this stage the Council were intending to carry out a light touch consultation through AAPs and would be utilising the public feedback which was received during the extensive autumn 2013 consultation.

The Head of Corporate Finance referred to paragraph 13 of the report which provided detail on the New Homes Bonus. It was reported that the New Homes Bonus was expected to be in place for 6 years and it was unknown at this stage what would happen to the funding post 2017/18. At this stage in the planning process the Head of Corporate Finance advised that it was prudent to introduce an estimate of additional New Homes Bonus of £750k for both 2015/16 and 2016/17 alongside further work to be undertaken to review long term empty properties.

He further reported that the Council had been particularly successful in the last two years in bringing empty homes back in to use, which together with new builds has boosted the New Homes Bonus sums received, but was still £2.458m less than the amount of Revenue Support Grant withheld over the four year period since it was introduced.

Further details were then reported in respect of council tax and business rates, health funding and capital financing. The Head of Corporate Finance further reported upon the utilisation of reserves to delay the impact of making further savings and ease budget pressures as detailed within paragraph 14 of the report.

With regard to the 2015/16 savings forecast it was noted that this was the lowest savings target since the CSR with a total of £16.362m of savings to be identified during the year allowing further pressures to be pushed in to 18/19.

Councillor Martin referred members to page 78 of the report and in particular paragraph 40 which related to public consultation, and commented that in his opinion the consultation exercise which had been undertaken at an AAP meeting in Durham City had not been well received by its members and they had found the 15 minute presentation to be uninformative. In response the Head of Planning and Performance advised that these comments on the consultation would be fed back to the service.

Further debate took place regarding the consultation events and some other members disagreed with the comments made by Councillor Martin, suggesting other AAPs had undertaken very good debate on the subject and the information had been well received.

Councillor Smith thanked the Head of Corporate Finance for his presentation and added that the content and way it was presented had helped her gain a better understanding of the way in which government funding was delivered.

Councillor Wilkes referred to page 71, paragraph 13(i) and commented that each year the council had significantly underestimated the level of New Homes Bonus that the council would receive, as every year the council had exceeded the target and he noted that this had been mentioned by himself on numerous occasions during the budget setting process. He added therefore that in his opinion there was insufficient information contained within the report to determine the level that would be received in future years.

In response the Head of Corporate Finance advised that in the early stages of MTFP planning, assumptions on the New Homes Bonus were not built in to the budget. However the Value of New Homes Bonus is determined by information contained within the CTB1 return which the council returns to government in mid October every year. On that basis a more accurate estimate is always included in budget planning from November and the sum received from New Homes Bonus has been included in every council budget since 2011/12..

Councillor Wilkes made reference to the level of reserves which were held by the council and asked how much money had been /would be put in to reserves for the period 2011-2017; as in his opinion, although a significant amount had been drawn from reserves, almost as much had been contributed to reserves during the same period. In response the Head of Corporate Finance advised that the council were very transparent regarding the use and level of reserves and at this stage these were invaluable to the council so that budget pressures could be pushed in to the future. He did however add that he would be happy to add further information regarding reserves in future reports.

Councillor Buckham commented that it would be useful if a breakdown of reserves including what they were being spent on and what was being put back in the pot was provided to members at a future meeting, in simplistic terms so that it was easily understandable to a lay person.

Resolved:

That the content of the report be noted.

8 Quarter 1 2014/15 Performance Management Report.

The Committee considered a report of the Assistant Chief Executive which presented progress against the council's basket of indicators for the Altogether Better Council theme and reported upon other significant performance issues for the first quarter of 2014/15 covering the period April to June 2014 (for copy of report and slides of presentation see file of minutes).

The Corporate Scrutiny and Performance Manager provided detail on key performance highlights for the quarter including the processing times for new benefit claims and changes in circumstances; improved telephone call handling and more customer access points within the 15 minute target; payment of supplier invoices within 30 days and occupancy levels of council owned business floor space.

Members further noted key performance challenges in respect of sickness absence, appraisals and Freedom of Information and Environmental Information Regulations requests responded to within the deadline.

Discussion took place regarding sickness absence and a comment was made by Councillor Shield regarding the way in which the performance data was presented; in particular, amending the scale would be useful. Starting the scale at zero serves to show actual performance as a flat line. Changing the scale would also emphasise the gap between actual performance and the target. He also suggested that a breakdown on long term sickness should include periods between one and three months. Further information relating to the cost of absence would also be useful.

Councillor L Armstrong agreed that a periods of 1-3 months sickness should be presented to Members as sickness of over four weeks is usually used as a trigger for a referral to occupational health.

Councillor Wilkes queried when the review group would commence to look at sickness absence. In addition he further commented as he had previously requested it would be useful to see a list of appraisals next to sickness absence figures by service area, to determine whether there was any correlation between the two.

In response the Head of Planning and Performance advised that this topic had been included within the work programme, however the committee were prioritising the MTFP at this time; with a view to the Head of Human Resources and Organisational Development providing Members with an update in relation to attendance management and employee appraisals in the new year.

With regard to a query raised regarding the recording of data by managers, the Head of Planning and Performance advised that this was previously a manual process, however, a system is being rolled out where managers can record data directly on to the system in real-time, resulting in more accurate up to date data.

Councillor Buckham commented that he felt the data in the slides could have been presented better as the graphs were unreadable in black and white. He believed that the presentation of data using graphs with two vertical scales was confusing. and commented that if this document was in the public arena then it should be easily understandable.

Councillor Shield made reference to housing benefit and an issue which he had come across relating to tenant arrears due to bedroom taxation and the inability to relocate to a smaller dwelling if in arrears. It was noted that this was the case amongst many RSLs however policy varied. He therefore asked whether it would be possible to find out how many tenants were in arrears as a result of bedroom tax or under occupancy. The Head of Planning and Performance advised that the council did work closely with RSLs and ALMOs and further information could be provided at a future meeting.

Resolved:

That the content of the report be noted.

9 Quarter 4 Revenue and Capital Outturn 2013/14

The Committee considered two reports, the first of the Corporate Director, Resources and the second of the Assistant Chief Executive which provided details of the outturn budget position for both service groupings in 2013/14 highlighting major variances in comparison with the budget (for copy see file of minutes).

Councillor Wilkes referred to the table displayed on page 107 of the report and queried what the position was with regard to the ICT budget for Digital Durham as this had not been fully expended. In response the Finance Manager advised that the remaining budget had been rephased into future year as this was a longer term programme.

Resolved:

That the content of the report be noted.

10 Quarter 1 Forecast of Revenue and Capital Outturn 2014/15

The Committee considered two reports, the first of the Corporate Director, Resources and the second of the Assistant Chief Executive which provided details of the Quarter 1 forecast outturn budget position for each service grouping highlighting major variances in comparison with the budget based upon the position to the end of June 2014 (for copy see file of minutes).

With regard to the resources outturn position the report detailed revisions to the General Fund Budget and the adjustments which had been made. The report further detailed revenue by subjective analysis and by Head of Service. In addition those variances in the core budget were also detailed.

The Finance Manager advised that in summary the service grouping was on track to maintain spending within its cash limit, and MTFP savings were on track with some 15/16 savings already being achieved.

With regard to the capital programme the Finance Manager advised that the resources capital programme comprised of 21 schemes, all of which were managed within ICT and a full breakdown of schemes and actual expenditure to June 2014 was shown in Appendix 2 of the report.

Moving on the Finance Manager presented the second report of the Assistant Chief Executive which provided details of adjustments to the General Fund Budget. The report further detailed the revenue position and subjective analysis by Head of Service. The Finance Manager advised that the service grouping was on track to maintain spending within its cash limit and was on track to achieve MTFP savings, including some achievement of 15/16 savings.

Moving on the report further detailed the Members Neighbourhood Revenue Budget and AAP Area Budgets. Further details were also reported in respect of the revised capital programme budget for the four schemes included in the programme, Assets in the Community, Area Action Partnerships Capital, Members Neighbourhoods Capital and Community Facilities in Crook. A summary of the financial performance against each to the end of June was detailed within the report.

Resolved:

That the content of the report be noted.

DURHAM COUNTY COUNCIL

CORPORATE ISSUES OVERVIEW AND SCRUTINY COMMITTEE

At a Meeting of **Corporate Issues Overview and Scrutiny Committee** held in **Committee Room 2, County Hall, Durham** on **Friday 17 October 2014** at **9.30 am**

Present:

Councillor J Lethbridge (Chairman)

Members of the Committee:

Councillors L Armstrong, G Bleasdale, J Buckham, K Henig (Vice-Chairman), J Hillary, E Huntington, N Martin, T Smith, P Stradling, L Taylor, M Wilkes and S Wilson

Also Present:

Councillors A Hopgood

1 Apologies for Absence

Apologies for absence were received from Councillors J Alvey, J Armstrong, P Crathorne and R Young.

2 Substitute Members

No notification of Substitute Members had been received.

3 Declarations of Interest

There were no Declarations of Interest.

4 Customer First Task and Finish Group Review

The Chairman asked the Principal Overview and Scrutiny Officer, Assistant Chief Executive's, Stephen Gwilym to speak to Members in relation to the draft report of the Customer First Task and Finish Group (for copy see file of minutes).

The Principal Overview and Scrutiny Officer thanked the Chairman and reminded the Committee that the review was undertaken subsequent to the Committee considering the Quarterly Performance Report in September 2013. It was noted at the meeting that work was being undertaken at the time in relation to a revised Customer First Strategy (CFS) for the Council.

Members were reminded that the review group had looked at the development of the new CFS in addition to looking at key outcomes identified within the development of the strategy:

- Providing a range of effective and easy to use ways in which our customers can deal with us
- Delivering responsive and customer focussed services
- Ensuring that customer feedback informs learning and results in improved services.

It was explained that Cabinet had agreed for consultation on the CFS 2014-17 at its meeting held 15 January 2014 and the strategy was agreed by Cabinet at a subsequent meeting held 16 July 2014.

The Principal Overview and Scrutiny Officer highlighted the main sections of the review report including:

- ICT and Customer Relationship Management (CRM) - noting significant progress in terms of broadband provision through “Digital Durham” and the need for an effective CRM system to be able to deliver against the CFS.
- Access channels - noting the need to get phone contacts “right first time” and a need to rationalise the approximate 1,000 telephone numbers listed to contact the Authority. It was added that the Customer Access Points (CAPs) would be supported by a wider customer service information provision, through other Council establishments, partner organisations and the community/voluntary sector under an “Information Durham” brand.
- Website - noting that the new website had recently gone live and will link to the new CRM, providing more opportunities to access services digitally, which will have an associated saving in comparison to dealing face-to-face and via telephone.
- Social Media, it was explained that there was increasing demand for feedback via social media. The potential channel shift for customers to more digital means via the website in particular would assist in freeing up resources for those customers that needed either face-to-face contact or a telephone call.
- Service Standards - it was noted that while there were already service standards in place, they were not consistent across all services and all access channels and a review of service standards was being undertaken. It was added that the review group had highlighted the importance of qualitative and quantitative information, encouraging “mystery shoppers” and customer surveys to obtain qualitative data. Members noted that services standards would be linked to a robust and fit-for-purpose CRM system.
- Customer Learning, with a number of service improvements being included such as: reducing missed bin complaints; processing requests for sandbags via the website; an agreed approach in respect of managing enquiries and complaints regarding the street light energy reduction project; updated staff training and manuals for refuse and recycling; and a “missing address data” process to ensure customer requests via CRM are processed consistently while the address file is updated.

The Principal Overview and Scrutiny Officer added that a project plan with milestones in addition to feedback being provided, would help to keep Members up-to-date in respect of the CFS and outcomes.

The Principal Overview and Scrutiny Officer concluded by noting that, subject to approval by Committee, the review report would be tabled for consideration by Cabinet at its meeting to be held 19 November 2014.

The Chairman thanked the Principal Overview and Scrutiny Officer together with the Members and Officers involved with the review and asked the Head of Projects and Business Services, Neighbourhood Services, Alan Patrickson for the comments from the Service in relation to the review report.

The Head of Projects and Business Services thanked Members for their work within the review and was appreciated the opportunity to feedback comments from the Service. It was noted that the review had covered a large area of work, contained a huge amount of data and had proved to be very useful to the Officers involved in the development of the new CFS. It was added that the review report noted the progress at this point and also set out aims, with improvements having been achieved in respect of performance of the call centre and in dealing with Revenue and Benefit enquiries. The Head of Projects and Business Services also noted that it was recognised that there was a need to ensure easy access to services for customers, including the use of social media where applicable. It was added that the move to digital channels would not mean that face-to-face and telephone services would be neglected, with improvements such as the CAPs ensuring this option was still there for those customers that needed it. The Committee were reminded of the work that was being undertaken in order to reduce the amount of telephone numbers and e-mail addresses given to the public and to use feedback from customers more effectively. The Head of Projects and Business Services noted that the recommendations of the review report were fair and balanced, with achievable aims and further progress would be brought back to the Committee for Members' information. It was noted in summary that since the review there had been progress that included:

- Rationalising the number of telephone contacts, professional call handling systems where appropriate.
- New Service Standards and Customer Charter, with the Corporate Director of Neighbourhood Services attending the Customer Board next week.
- Further progress with super-fast broadband via the Digital Durham programme.
- The review of the CAPs, which was agreed at Cabinet in January 2014, the work being rolled out across the CAPs.
- Engaging with potential suppliers regarding a new CRM system, with the procurement process to start shortly.
- The new website had gone live, noting a few areas to improve, however an excellent platform to build upon.

The Chairman thanked the Head of Projects and Business Services and asked Members for their comments on the review report and its recommendations.

Councillor N Martin welcomed the report and appreciated the work that had been undertaken by the Members and Officers involved, however, he noted that Recommendation 3 as set out in the draft report concluded with the word "encouraged":

- (iii) That Cabinet seeks to ensure that the provision of broadband/digital service connectivity in respect of new residential and commercial developments is encouraged.

Councillor N Martin felt that the word "encouraged" was not sufficiently strong and there should be requirements of developers within building regulations in respect of broadband/digital service connectivity.

The Principal Overview and Scrutiny Officer acknowledged that the review group had considered a stronger recommendation in this respect but advice from Planning Officers had indicated that including any requirement or condition regarding broadband provision within the emerging County Durham Plan would not be enforceable. Councillor N Martin asked whether the Authority had tried to see if any conditions would be enforceable, and noted that he believed that Members should listen to the people they represented rather than listening to developers. Councillor P Stradling noted that it would be preferable if such conditions could be enforceable, however, if advice was that they are not then the recommendation as set out could be “beefed up” in some form. Councillor J Hillary noted that increasingly people were accessing the internet through mobile connections and the reliance upon fixed telephone lines would diminish in the future. Councillor A Hopgood agreed with comments from the Committee Members and suggested an alternative wording for Recommendation 3 could be:

- (iii) That Cabinet seeks to ensure that the provision of broadband/digital service connectivity in respect of new residential and commercial developments is expected.

Members noted the alternative form of words and the Committee agreed the change be reflected in the report.

Resolved:

That, subject to the amended wording of Recommendation 3, the draft review report be agreed and submitted to Cabinet for consideration.

5 Customer Feedback: Complaints, Compliments and Suggestions Quarter 1 Report 2014/15

The Chairman thanked the Customer Relations, Policy and Performance Manager, Neighbourhood Services, Mary Readman who was in attendance to speak to Members in relation to Complaints, Compliments and Suggestions for Quarter 1 2014/15 (for copy see file of minutes).

The Customer Relations, Policy and Performance Manager advised that between 1 April 2014 and 30 June 2014, Durham County Council received 617 non-statutory complaints, 238 compliments and 67 suggestions. It was added that 62 complaints had been escalated to Stage 2 of the complaints process.

An error was noted in paragraph 7 of the report, with Members advised that the total figures in the table for 2013-14 should have read 1,007 for Quarter 1, 702 for Quarter 3, 687 for Quarter 4 and an overall total of 3,297.

It was reported that complaints received during Quarter 1 2014/15 had reduced by 11% when compared to the previous quarter and reduced by 33% when compared to the same period 2013/14. Further details relating to service area complaints, compliments and suggestions were included within the report.

The Customer Relations, Policy and Performance Manager advised that during Quarter 1, 2014/15 the Local Government Ombudsman (LGO) made initial enquiries / investigations into 12 matters. It was noted that of the complaints received: 4 were resolved as no fault by the Council; 1 had proceeded to full investigation, with the LGO concluding there had been injustice and maladministration; and 7 cases were awaiting outcome.

The Chairman thanked the Customer Relations, Policy and Performance Manager and asked Members for their questions on the report.

Councillor T Smith asked whether Senior Managers involved in customer service undertook “back to the floor” exercises to better inform the Performance Plan and improvement activities. The Customer Relations, Policy and Performance Manager noted that last week was the national “Customer Services Week” and a number of Senior Officers, including the Corporate Director of Neighbourhood Services and Head of Direct Services, had worked in the Complaints Team and worked on the helpdesk, answering queries. It was added that the Customer Relations, Policy and Performance Manager would be undertaking a quality assurance exercise, sampling 10% of responses to complaints to ensure how responses are articulated was consistent. The Customer Relations, Policy and Performance Manager noted that her office adjoined the switchboard and therefore she was well placed in order to understand the workload and issues of those staff.

Councillor M Wilkes noted that caution should be taken when reviewing the figures within the report, as there was an implication that all the improvements in performance were solely from work that had been undertaken. Councillor M Wilkes noted that an example would be the dry weather last winter and the reduction in flooding complaints in comparison to the previous year, where there was a lot of rain and snow. Councillor M Wilkes asked, in relation to the complaint upheld by the LGO, if more details as regards the level of financial settlement were available. The Customer Relations, Policy and Performance Manager noted that in relation to flooding and drainage, the complaints were often linked to service standards, for example how often drains and gullies were cleansed, and it was important to communicate to customers when and why activities were undertaken. In relation to the complaint upheld by the LGO, it was noted that further details were reported at the Council’s Standards Committee, however, the Customer Relations, Policy and Performance Manager would speak to the Head of Legal and Democratic Services as regards what information could be included in the report to the Corporate Issues Overview and Scrutiny Committee. Several Members noted that some further details in future reports as regards “lessons learned” and actions undertaken to mitigate future complaints following the LGO’s involvement may be useful in order for Members to understand the issues. Councillor N Martin asked whether the Authority was obliged to publish LGO reports and noted that he had typed “ombudsman” into the new Durham County Council website and was unable to easily find any reports or lists of activities. The Customer Relations, Policy and Performance Manager noted that this would be under the Head of Legal and Democratic Services’ area and that press releases issued on decisions, for a 28 day period.

Councillor A Hopgood noted that a good number of compliments had been received and asked whether those staff involved were thanked for their efforts and their work practices looked at as examples of best practice.

The Customer Relations, Policy and Performance Manager noted that good practice was shared and staff were thanked personally, were nominated for "Great Staff, Great Stuff" awards. An example of how staff achievements were acknowledged was given where the Head of Direct Services has a number of posters displayed at the Meadowfield Depot setting out the compliments received so staff can see that their efforts are appreciated. Councillor L Armstrong asked if compliment letters are acknowledged by a Senior Officer and the Customer Relations, Policy and Performance Manager confirmed that this was the case.

Resolved:

That the content of the report be noted.

6 Children and Adults Services Statutory Annual Representations Report 2013/14

The Chairman thanked the Complaints Officer, Children and Adults Services (CAS), Gill Ward who was in attendance to speak to Members in relation to the Children and Adults Services Statutory Annual Representations Report 2013/14 (for copy see file of minutes).

The Complaints Officer gave the Committee details of statutory complaints, reporting that in 2013/14 a total of 229 statutory complaints were received by CAS, a reduction from the previous year's figure of 279. Further details relating to the performance and year on year trends was also provided. The report set out key messages in respect of benchmarking comparisons for statutory complaints. The Complaints Officer advised that comparisons had been made in both Children's Social Care services and Adult Social Care services. In comparison to other Local Authorities in the region, County Durham had the second lowest number of children's social care complaints and the fourth lowest for Adult Care Complaints. County Durham also had the fourth lowest number of Stage 1 complaints progressing to Stages 2 of the statutory children's social care complaints procedure.

The report went on to further detail performance in respect of compliments in statutory services, noting that 451 compliments were received by CAS in 2013/14.

The Complaints Officer explained that 20 Final Decisions by the Local Government Ombudsman during 2013/14, 10 of which were in adult social care services and 10 in children's social care services. It was explained that Officers tried to resolve issues at the Council's Complaints Stage 1, with a Complaint Resolution Plan being put in place as required. Members noted that subsequent to complaints being determined, learning outcomes are made and it was added that directions from the LGO in respect of financial remedy were rare.

The Chairman thanked the Complaints Officer and asked Members for their questions on the report.

Councillors asked questions in relation to: whether the Authority could make an offer of financial settlement prior to LGO involvement, if such would be more appropriate or cost effective in terms of the compensation compared to Officer time; whether statistics in relation to compliments were benchmarked against other Local Authorities; why the details

of other Authorities were anonymised within the report, as all the information would be publicly available; and whether there would be benefit in having information as regards Children's Services reported back at the Children and Young People's Overview and Scrutiny Committee in addition.

The Complaints Officer noted that, where appropriate, financial compensation could be offered at stages prior to consideration by the LGO, it was noted this applied to Corporate Complaints in addition. The Complaints Officer noted that as regards benchmarking of compliments, this could be looked at for future reports. The Quality and Development Manager, CAS, Lesley Martin noted that the information within the report relating to other Local Authorities had been anonymised as those Authorities themselves had not yet reported back to their Members with final figures. The Principal Overview and Scrutiny Officer noted that in addition to reporting information back to the Children and Young People's Overview and Scrutiny Committee, there could also be value in reporting the relevant sections to the Adults, Wellbeing and Health Overview and Scrutiny Committee.

Resolved:

That the content of the report be noted.

The Chairman agreed to a question seeking clarification in relation to an upcoming meeting date.

7 Budget Meeting

Councillor M Wilkes asked why a meeting relating to budgets had been moved from 12 November 2014 to 4 December 2014, noting that early engagement with Members was important in providing feedback into the budget process. Councillor P Stradling noted he would bring the query to the attention of the Chairman of Overview and Scrutiny, Councillor J Armstrong.

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**Corporate Issues Overview and Scrutiny
Committee**

21 November 2014

**Report on the Council's use of powers
under the Regulation of Investigatory
Powers Act 2000 – Quarter 1 and Quarter
2 - 2014/15**



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

Purpose of the Report

1. To inform members about the Council's use of powers under the Regulation of Investigatory Powers Act 2000 ('RIPA') during the period 1 April 2014 until 30 June 2014 (Quarter 1) and 1 July 2014 until 30 September 2014 (Quarter 2) to ensure that it is being used consistently with the Council's policy and that the policy remains fit for purpose.

Background

2. As members are aware, the Regulation of Investigatory Powers Act 2000 (RIPA) enables local authorities to carry out certain types of surveillance activity provided that specified procedures are followed. The Local Authority is able to rely upon the information obtained from those surveillance activities within court proceedings.
3. This report gives details of RIPA applications that have been authorised during the period 1 April 2014 until 30 June 2014 and 1 July 2014 until 30 September 2014

Quarter 1 Activity

4. During Quarter 1 there have been 6 new RIPA Directed Surveillance authorisations, which related to operations conducted by Trading Standards regarding sales of illicit cigarettes and tobacco from residential properties and underage sales of alcohol, tobacco or butane from retail premises.

5. All authorisations were approved the Magistrate there were no difficulties or issues raised by the Magistrate in approving the applications.

Quarter 2 Activity

6. During Quarter 2 there have been 7 new RIPA Directed Surveillance authorisations, which related to operations conducted by Trading Standards regarding sales of illicit cigarettes and tobacco from residential properties, underage sales of alcohol or tobacco from retail premises and the sale of counterfeit clothing, footwear and accessories.
7. There were also 4 new Covert Human Intelligence Source (CHIS) authorisations which related to operations which were conducted by Trading Standards and for which a Directed Surveillance authorisation was also obtained as outlined in paragraph 6. A Covert Human Intelligence Source is a person who establishes or maintains a personal or other relationship with another person for the covert purpose of using such a relationship to obtain information, or to provide access to information to another person, or disclosing information obtained by the use of such a relationship or as a consequence of such a relationship. The relationship is used covertly if, and only if, it is conducted in a manner calculated to ensure that the person is unaware of its purpose
8. The authorisations were approved the Magistrate and there were no difficulties or issues raised by the Magistrate in approving the applications.
9. The Council's Senior Responsible Officer is satisfied that the Council's use of its powers under RIPA during both quarters is consistent with the Council's policy and the policy remains fit for purpose.

Recommendations and Reasons

10. It is recommended that members receive the quarterly report on the Council's use of RIPA for the periods 1 April 2014 to 30 June 2014 and 1 July 2014 to 30 September 2014 and resolve that it is being used consistently with the Council's policy and that the policy remains fit for purpose.

Background Papers

None

Contact: Clare Burrows

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Appendix 1: Implications

Finance: None

Staffing: None

Equality and Diversity: None

Accommodation: None

Crime and Disorder: The appropriate use of an oversight of RIPA powers will enable the Council to provide evidence to support appropriate prosecutions and tackle crime.

Human Rights: None

Consultation: None

Procurement: None

Disability Discrimination Act: None

Legal Implications: None

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Corporate Issues Overview and Scrutiny Committee



21 November 2014

Review of the Council Plan and Service Plans

Report of Lorraine O'Donnell, Assistant Chief Executive

Purpose of the Report

1. To update Scrutiny with progress on the development of the Council Plan 2015-2018 including the draft aims and objectives contained within the Plan and the proposed performance indicator set to measure our success.

Background

2. The Council Plan is Durham County Council's primary corporate planning document. It sets out our objectives that we want to achieve over the medium-term, details our contribution towards achieving the vision and ambitions that we share with other partner agencies articulated in the Sustainable Community Strategy (SCS) and also provides a framework for the delivery of our services.
3. The Council Plan is refreshed annually and is currently being revised to cover the 2015-2018 three year period. The format of the Plan is being amended with the aim of introducing a more concise narrative and streamlined performance monitoring arrangements.
4. The priorities set out in the current Council Plan reflect the results of an extensive consultation exercise carried out in 2013/14 on spending priorities and include an ongoing focus on protecting frontline services.

Draft Objectives and Outcomes

5. Overall it is proposed that the five key altogether better themes remain unchanged in line with the review of the Altogether Better Durham vision by the County Durham Partnership. It is also proposed that the altogether better council theme is retained giving six key themes.
 - I. Altogether Wealthier
 - II. Altogether better for children and young people
 - III. Altogether healthier
 - IV. Altogether safer
 - V. Altogether greener
 - VI. Altogether better council
6. Sitting beneath each of these six themes are a series of objectives setting out the key goal(s) being pursued over the medium-term. The objectives layer is

shared across the SCS and Council Plan. These were agreed by Council last year and are proposed to be retained as unchanged as set out below.

Altogether Wealthier	Altogether Better for Children and Young People	Altogether Healthier	Altogether Safer	Altogether Greener	Altogether Better Council
Thriving Durham City	Children and young people realise and maximise their potential	Children and young people make healthy choices and have the best start in life	Reduce anti-social behaviour	Deliver a cleaner, more attractive and sustainable environment	Putting the customer first
Vibrant and successful towns	Children and young people make healthy choices and have the best start in life	Reduce health inequalities and early deaths	Protect vulnerable people from harm	Maximise the benefits of Durham's natural environment	Working with our communities
Sustainable neighbourhoods and rural communities	A Think Family approach is embedded in our support for families	Improve the quality of life, independence and care and support for people with long-term conditions	Reduce re-offending	Reduce and adapt to the impact of climate change	Effective use of resources
Competitive and successful people		Improve the mental and physical wellbeing of the population	Alcohol and substance misuse harm reduction		Supporting our people through change
Top location for business			Embed a Think Family approach		

7. Whilst the SCS is a long-term plan, the Council Plan having a medium-term time horizon of three years is more detailed in nature. The Council Plan therefore contains an additional layer which is the council's outcomes. These are defined as the impacts on, or consequences for the community of the activities of the council. Outcomes reflect the intended results from our actions and provide the rationale for our interventions. These are subject to more frequent change than objectives.

8. The draft objectives and outcomes for the 2015-2108 Council Plan are set out in full in **Appendix 2**.

9. Services are currently reviewing the performance indicator set which is used to measure progress against the Plan, performance manage our services and report to Members quarterly. Proposed performance indicator sets for each Altogether theme will be presented to the other relevant overview and scrutiny committees in January 2015. An early draft of the corporate indicator set is contained in **Appendix 3** including the Altogether Better Council theme, for detailed consideration by Corporate Issues Overview and Scrutiny Committee.
10. It is interesting to note how the performance indicator set has developed over the six years since the authority was created in 2009/10 which was the first year of the new authority following Local Government Reorganisation.
11. The 2009/10 corporate indicators reported to members were dominated by the National Indicator Set that was prescribed by Government. The authority was required to report on 200 National Indicators (NIs) in 2009/10, of which 78 were identified as being a priority for Durham and were reported quarterly to members. This list of 78 NIs was supplemented by a further 17 local PIs, some of which were former Best Value Performance Indicators (BVPIs) that the council had retained as local indicators. A decision was made not to report some NIs to members because of difficulties in consolidating performance data from several district systems into an aggregate figure for the county. A noticeable omission being council tax and housing benefit indicators.
12. The Government abolished the requirement to report NIs in at the end of 2010/11. This gave the authority the flexibility to design its own performance management system around local priorities. Cabinet agreed a future approach to performance management on 13th July 2011. The indicator set is reviewed annually and members have significant input into this process.
13. The draft indicator set that is being developed for 2015/16 contains 170 indicators. This is largely based on the 14/15 basket with little change. The 15/16 basket is at an early stage at present and will be subject to further work before final sign-off by Cabinet in summer 2015. 66 of these indicators are the same or similar to former prescribed indicators that the council previously reported to the Government (51 National Indicators and 15 Best Value Performance Indicators). This reflects the fact that not all of the prescribed indicators are important to Durham. The council has developed an additional 104 local indicators since 2009/10 which reflect our priorities. There is currently 187 indicators in the 2014/15 basket with proposals to reduce this to 170 in 2015/16.

Priority Theme	2009/10				2015/16			
	NI	BVPI	Other	Total	NI	BVPI	Other	Total
Wealthier	18	-	-	18	13	5	24	42
Children and Young People	16	-	-	16	14	-	7	21
Healthier	16	-	4	20	7	-	17	24
Safer	9	1	1	11	7	1	11	19
Greener	14	2	-	16	6	1	6	13
Better Council	5	9	-	14	4	8	39	51
Total	78	12	5	95	51	15	104	170

14. The size of the Altogether Wealthier basket has increased significantly since 2009/10 which reflects that this theme is a priority to the council and its partners. The growth has been around local indicators to measure council services such as planning, tourism and business support. There has also been some increase in housing and homelessness indicators to help monitor the effects of the Welfare Reform Act. There are no proposed changes to the 14/15 Altogether Healthier basket for 2015/16.

Altogether Wealthier		
Category	2009/10	2015/16
Economy	10	8
Business & skills	0	8
Tourism	0	3
Housing	3	6
Planning	0	5
Transport	4	7
Homelessness	1	5
Total	18	42
Source	2009/10	2015/16
National Indicator	17	13
Best Value Performance Indicator	0	5
Local/Other	0	24
Total	17	42

15. There is a small increase in the children and young people priority. The number of indicators in the 'enjoy and achieve' category has been reduced. A number of the 09/10 indicators in this area were survey based and were collected through the TellUs survey. The council decided to stop this survey when it ceased to be mandatory to help achieve our savings targets. A number of the health indicators for children and young people have been moved from the altogether healthier basket into this priority and the number of indicators around children's safeguarding have been increased following further national policy development. There are 21 indicators in the proposed 2015/16 children and young people's basket compared to 27 in 2014/15.

Altogether Better for Children and Young People		
Category	2009/10	2015/16
Enjoy and achieve	10	5
Health	2	6
Safety	3	7
Economic wellbeing	1	3
Total	16	21
Source	2009/10	2015/16
National Indicator	16	14
Best Value Performance Indicator	0	0
Local/Other	0	7
Total	16	21

16. There have been a number of changes in the Altogether Healthier basket. The number of indicators capturing health inequalities has increased since 2009/10 reflecting the transfer of Public Health to local authority control and

the development of the Public Health Outcomes Framework. A number of indicators for NHS health checks have been introduced and indicators for the treatment of drug and alcohol misuse have been added to the basket reflecting that the set measures partnership as well as council performance. There were a number of indicators in the 09/10 basket measuring participation which looked at issues such as library and museum visits. These have been removed from the basket. There are 24 indicators proposed for the 2015/16 Altogether Wealthier basket compared to 31 in 2014/15.

Altogether Healthier		
Category	2009/10	2015/16
Children and young people	4	1
Inequalities	3	10
Health checks	0	3
Adult social care	7	5
Treatment	1	4
Mental health	1	1
Participation	4	0
Total	20	24
Source	2009/10	2015/16
National Indicator	16	7
Best Value Performance Indicator	0	0
Local/Other	4	17
Total	20	24

17. There has been a small increase in the Altogether Safer basket of indicators. Some are to capture crime categories such as theft which was expected to increase following welfare reforms. Priorities for Durham including suicide, hate crime and adult safeguarding have been added to measure protecting vulnerable people from harm. The indicators for treatment of drug misuse are included in both the Altogether Healthier and Altogether Safer baskets and these are new from 2009/10. There are no proposed additions or deletions to the 2014/15 Altogether Safer basket of indicators at this stage.

Altogether Safer		
Category	2009/10	2015/16
Casualties	1	2
Vulnerable people	1	4
Crime and antisocial behaviour	6	8
Substance misuse	2	4
Reoffending	1	1
Total	11	19
Source	2009/10	2015/16
National Indicator	9	7
Best Value Performance Indicator	1	1
Local/Other	1	11
Total	11	19

18. The Altogether Greener basket is the only one that has reduced since 2009 /10 although two of the highways indicators are now included under the Altogether Better Council theme. Further carbon reduction indicators have been added under the climate change category. There are no proposed changes to the 2014/15 Altogether Greener basket for next year.

Altogether Greener		
Category	2009/10	2015/16
Local environment	5	4
Waste	3	3
Climate change	4	6
Highways	4	0
Total	16	13
Source	2009/10	2015/16
National Indicator	14	6
Best Value Performance Indicator	2	1
Local/Other	0	6
Total	16	13

19. The largest increase has been around the Altogether Better Council category. The National Indicator Set was developed by the Government to measure community outcomes delivered by local authorities alone or in partnership. Corporate health was not an NI category nor did it feature as much in the 09/10 that was basket dominated by National Indicators.
20. Since this time the Government's austerity programme has meant an increase in the need to monitor areas such as finance and efficiency more closely. The Welfare Reform Act has seen the need to monitor the effects of this legislation in areas such as rent arrears, Discretionary Housing Payments and housing triage much more. Indicators for collection of council tax and business rates and processing of benefits have also been reintroduced into the basket following the rationalisation of our systems onto one platform.
21. A set of indicators to help us also measure delivery of services under the Customer First Strategy has been developed since LGR and these continue to be fine-tuned to ensure that we are measuring what is important.
22. There was a number of NIs within a 'stronger communities' category that were determined by measuring citizens' views and perspectives through a Place Survey administered by all local authorities. The council took the decision to scrap these measures once the compulsion to carry out a place survey was removed in order to reduce costs. There was no proposed additions or deletions to the 2014/15 Altogether Better Council basket of indicators at this stage.

Altogether Better Council		
Category	2009/10	2015/16
Finance/efficiency	2	15
Public access	1	0
Revenues and benefits	0	8
Welfare reform	0	7
Human resources	7	13
Customer service	1	8
Community	3	0
Total	14	51
Source	2009/10	2015/16
National Indicator	5	4
Best Value Performance Indicator	9	8
Local/Other	0	39

Total	14	51
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Next steps

23. Next steps in the corporate timetable for production of the Council Plan and service plans are:

Individual OSCs consider Council Plan objectives and outcomes framework, performance indicators for their committee to input into the future requirements	January 2015 (Corporate Issues 21 November 2014)	Assistant Chief Executive and all service groupings
Corporate Issues OSC considers Cabinet MTFP and Council Plan report	23 January 2015	Director of Resources and Assistant Chief Executive
Cabinet considers Council Plan and service plans for 2015/16 – 2017/18	18 March 2015	Assistant Chief Executive
OSMB and Corporate Issues OSC consider Cabinet report on Council Plan	20 March 2015	Assistant Chief Executive
Council approves Council Plan 2015-16 – 2017/18	1 April 2015	Assistant Chief Executive

Recommendations and reasons

24. Corporate Issues Overview and Scrutiny Committee is asked to:

- I. Note the updated position on the development of the Council Plan and development of the corporate performance indicator set since 2009/10.
- II. Note the draft objectives and outcomes framework set out in **Appendix 2**.
- III. Comment on the draft performance indicators proposed for 2015/16 for the Altogether Better Council priority theme contained within **Appendix 3**.

Contact: Jenny Haworth, Head of Planning and Performance, 03000 268071

Appendix 1: Implications

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 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 the Council Plan containing a section on risk.

Equality and diversity/Public Sector Equality Duty

Individual equality impact assessments are prepared for all savings proposals within the Council Plan. The cumulative impact of all savings proposals will be 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. One of the outcomes within the proposed framework is that people are treated fairly and differences are respected. Actions contained within the Council Plan include specific issues relating to equality.

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 SCS and Council Plan sets out the Council's and partner's contributions to tackling crime and disorder.

Human rights

None

Consultation

Council priorities are influenced by our resource base and have been developed following extensive consultation on the council's budget. Results have been taken into account in developing our spending decisions.

Procurement

None

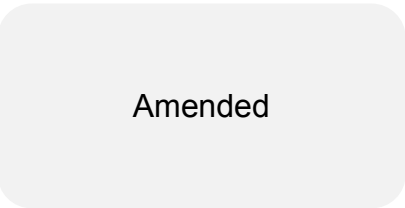
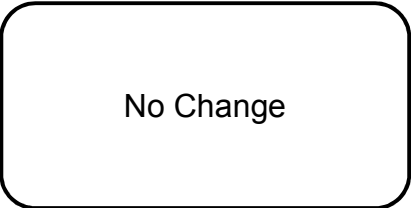
Disability Issues

None

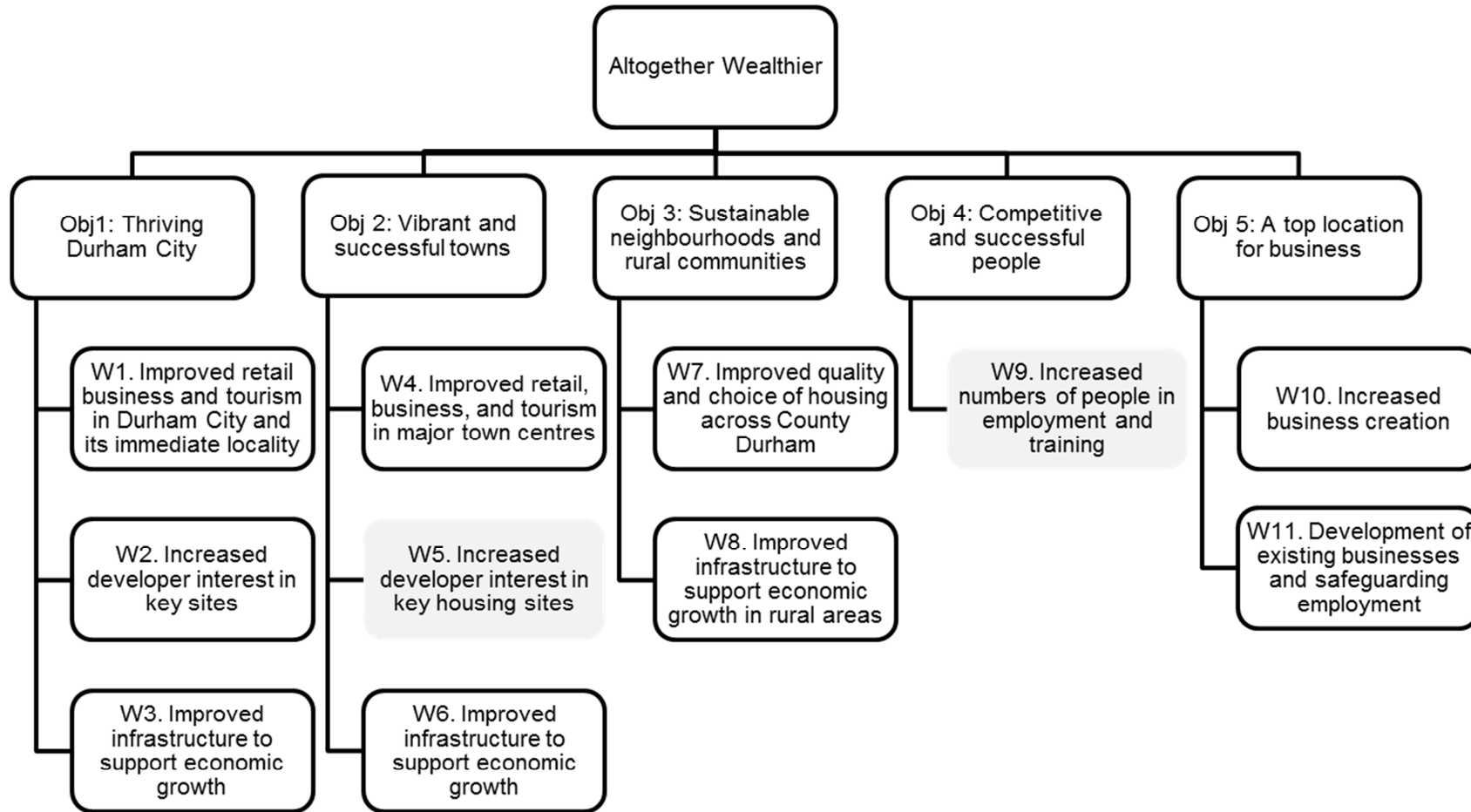
Legal Implications

None

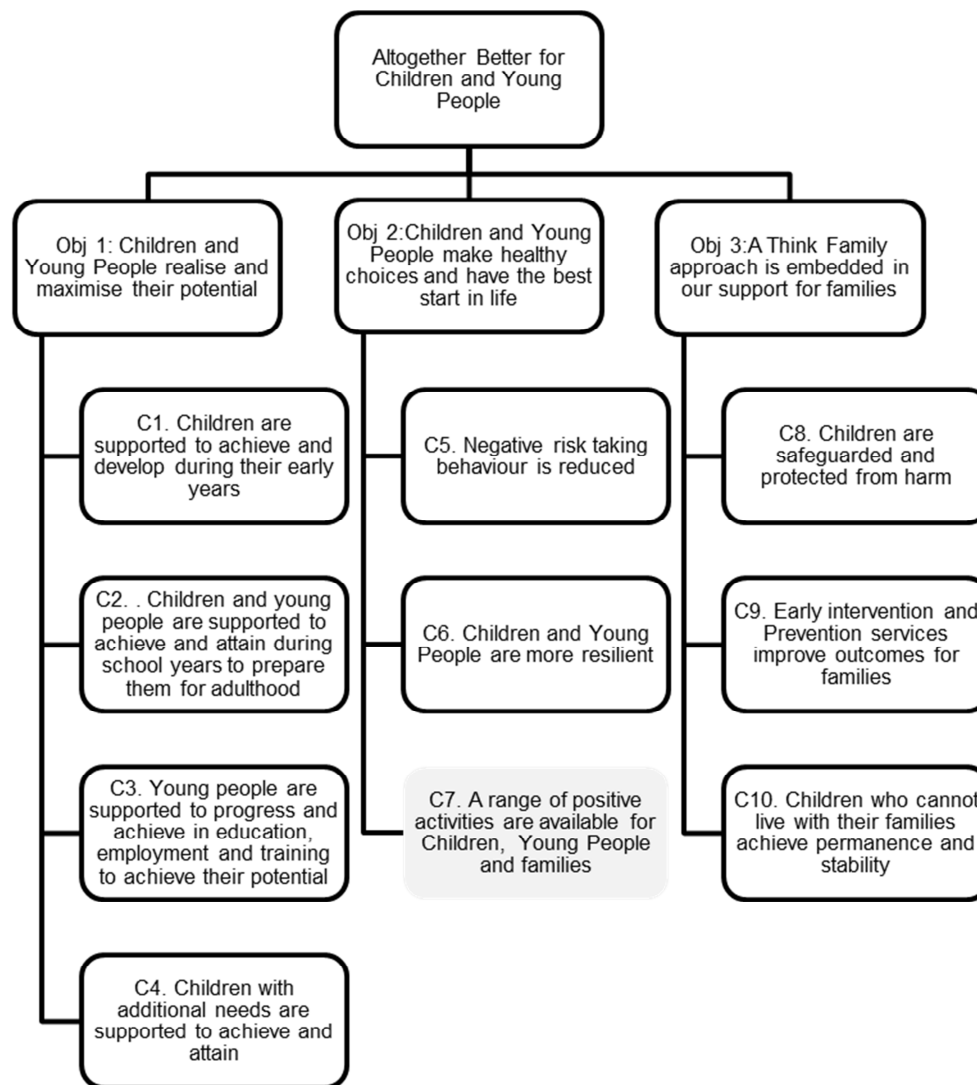
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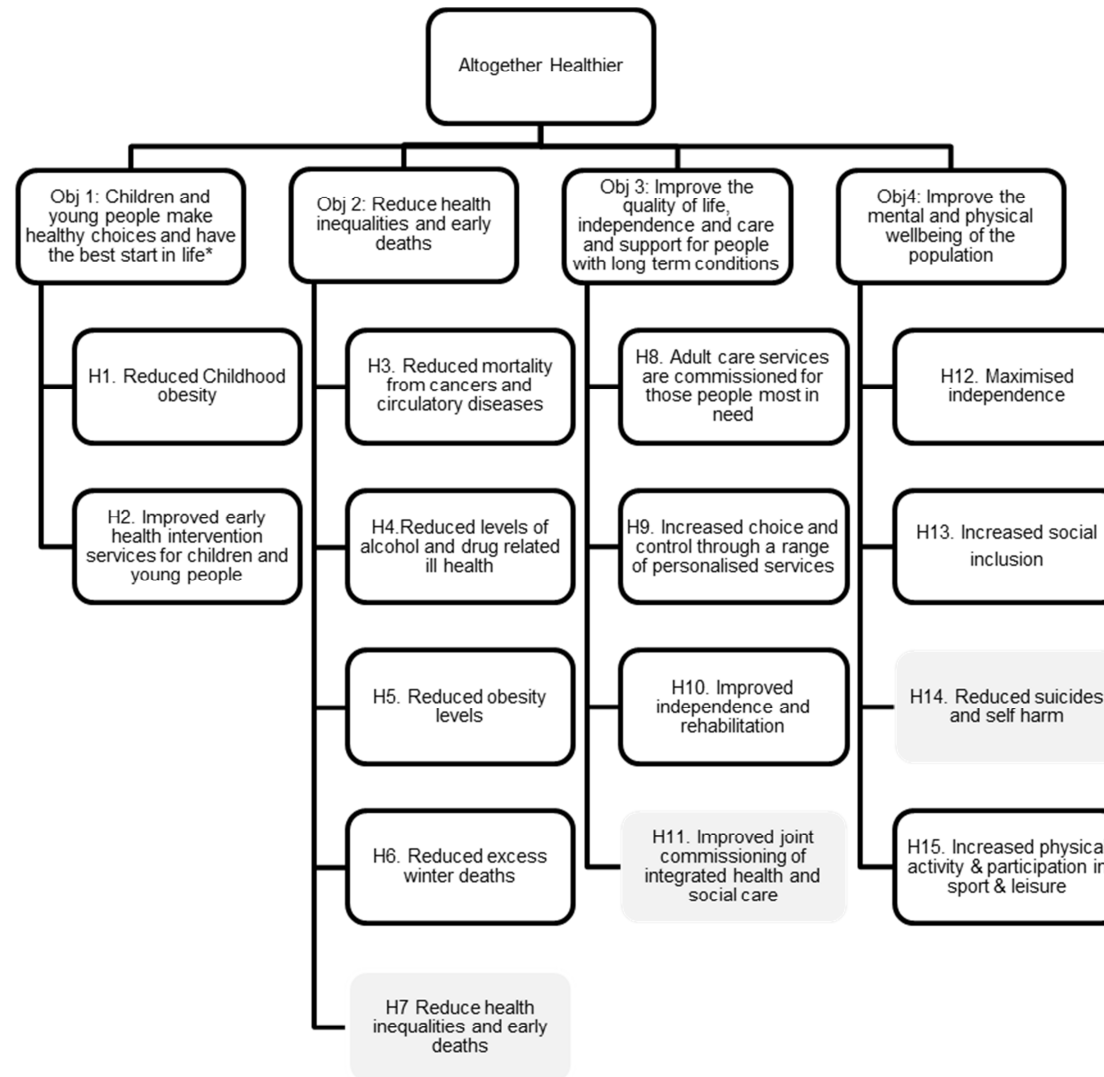
Appendix 2: Partnership and Council Draft Objectives and Outcomes Framework



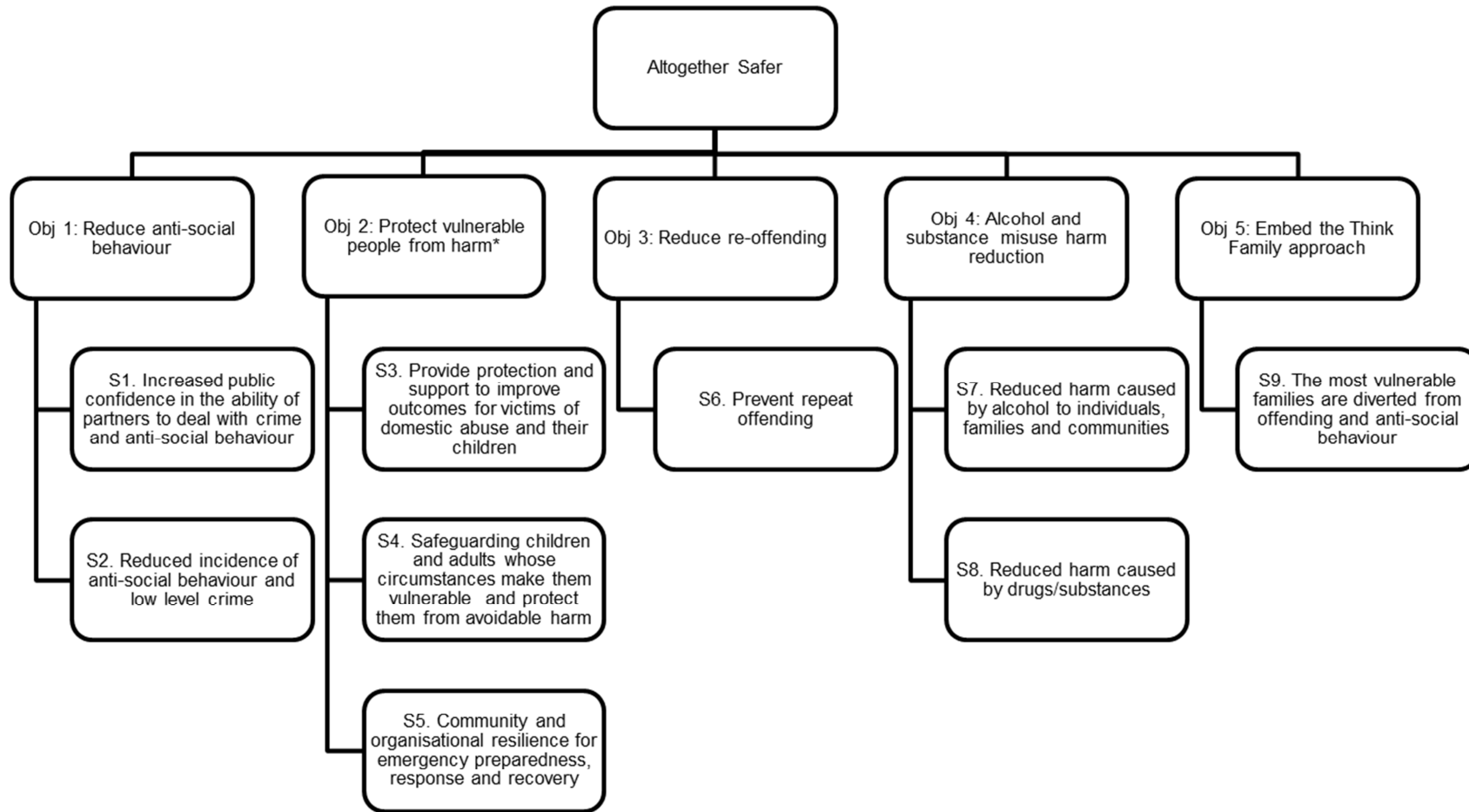
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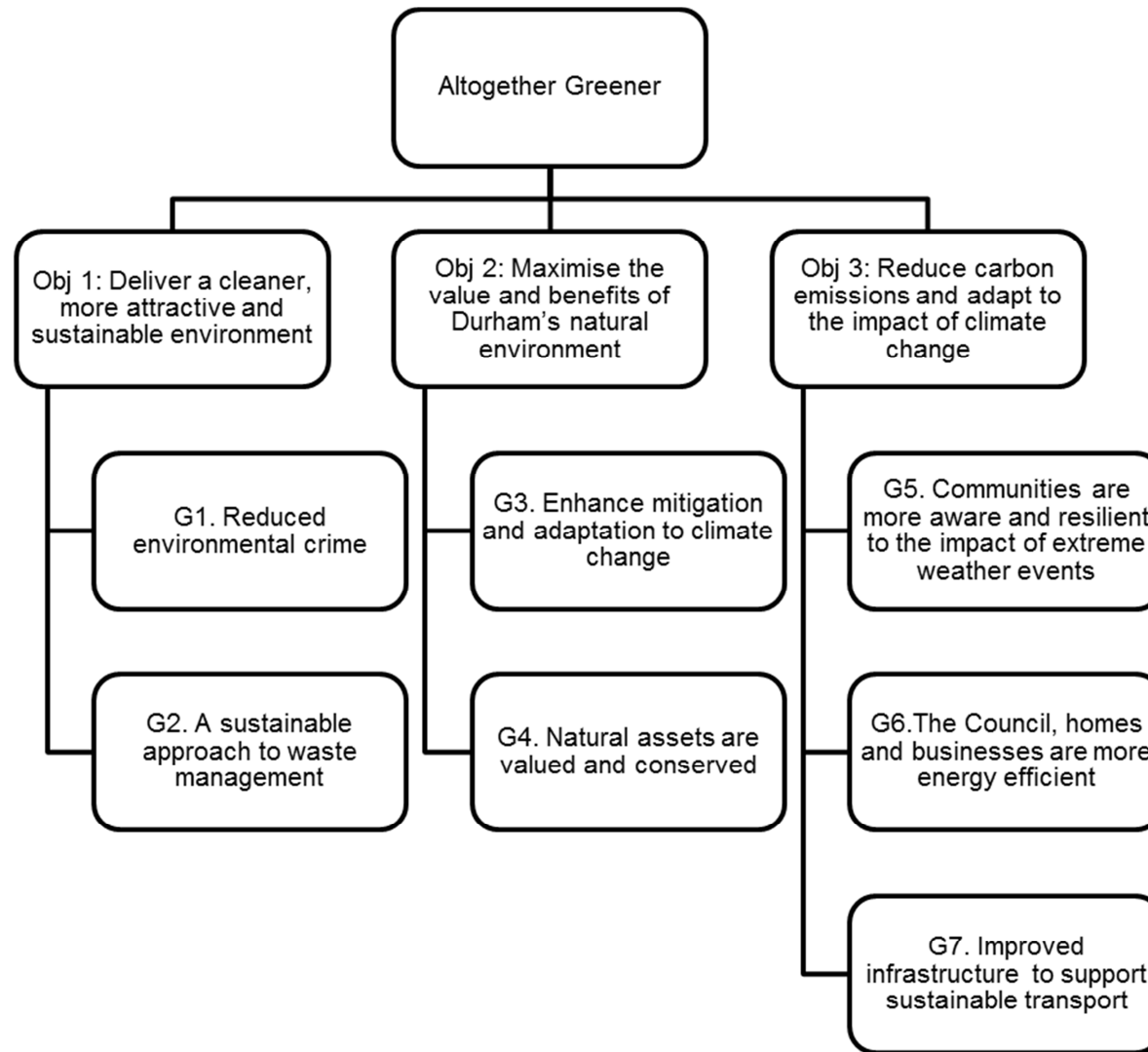
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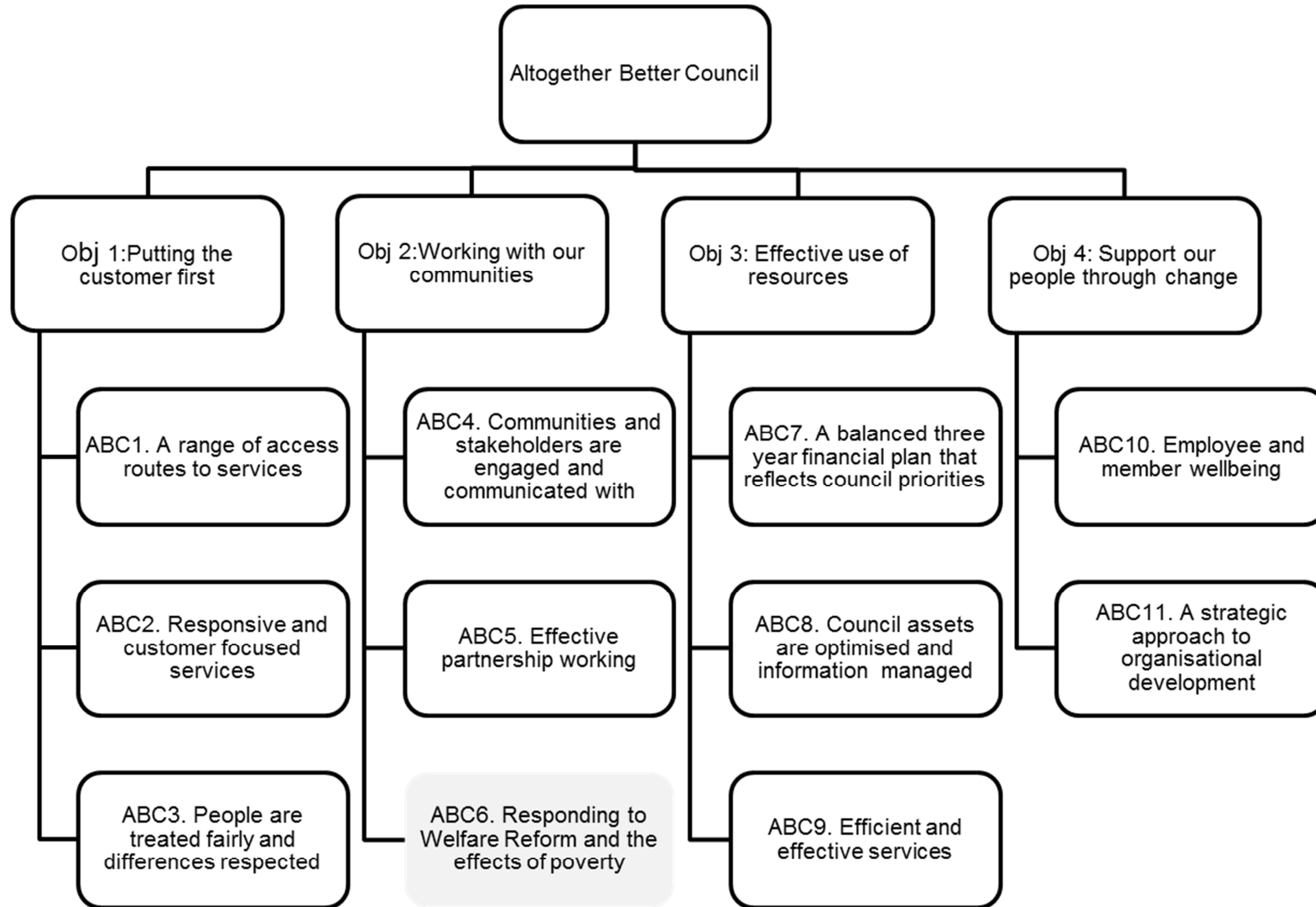
Appendix 2: Partnership and Council Draft Objectives and Outcomes Framework



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Appendix 2: Partnership and Council Draft Objectives and Outcomes Framework



Appendix 3: Proposed Corporate Performance Indicator Set 2015/16

Indicator	Description
Altogether Wealthier	
REDPI3	Number of all new homes completed in Durham City
REDPI10a	Number of affordable homes delivered
REDPI10b	Number of net homes completed
REDPI7a	Number of Jobseeker's Allowance (JSA) claimants aged 18-24
REDPI8b	Proportion of all Jobseeker's Allowance (JSA) claimants that have claimed for one year or more
REDPI22	Percentage of households within County Durham that can access Durham City market place by 8.30am, using public transport with a total journey time of 1 hour, including walking time.
REDPI24	All homes completed in and near all major settlements, as defined in the County Durham Plan, as a proportion of total completions
REDPI28	Number of apprenticeships started by young people resident in County Durham as recorded by the National Apprenticeship Service
REDPI29	Number of private sector properties improved as a direct consequence of local authority intervention
REDPI30	Number of empty properties brought back into use as a result of local authority intervention
REDPI32a	Percentage of tourism businesses actively engaged with Visit County Durham
REDPI34	Total number of those registered on the Durham Key Options system who have been rehoused (includes existing tenants and new tenants)
REDPI36a	Number of preventions as a proportion of the total number of presentations to the Housing Solutions Service
REDPI36b	Number of statutory applications as a proportion of the total number of presentations to the Housing Solutions Service
REDPI36c	Number of acceptances (of a statutory duty) as a proportion of the total number of presentations to the Housing Solutions Service
REDPI36d	Total number of presentations to the Housing Solutions Service
REDPI38	Number of passenger journeys recorded by the operator of the 3 Durham City Park and Ride sites
REDPI40	Proportion of the working age population defined as in employment
REDPI41c	Percentage of major planning applications determined within 13 weeks
REDPI62	Apprenticeships started through County Council funded schemes
REDPI64	Number of passenger journeys made on the Link2 service
REDPI66	Number of businesses engaged
REDPI72	Number of local passenger journeys on the bus network
REDPI73	The proportion of the working age population currently not in work who want a job
REDPI75a	Overall proportion of planning applications determined within deadline
REDPI80	Percentage annual change in the traffic flow through Durham
REDPI81	Percentage of timetabled bus services that are on time
REDPI82	Proportion of council owned housing that are empty

Appendix 3: Proposed Corporate Performance Indicator Set 2015/16

Indicator	Description
REDPI82a	Proportion of council owned housing that have been empty for six months
REDPI87	Gross Value Added (GVA) per capita in County Durham
REDPI88	Per capita household disposable income
REDPI89	Number of registered businesses in County Durham
REDPI90	Percentage change in the number of visitors to the core attractions in County Durham compared to the previous year
REDPI91	Number of unique visitors to the thisisdurham website
REDPI92	Number of gross jobs created and safeguarded
REDPI93	Number of business enquiries handled
REDPI94	Number of inward investment successes
REDPI95	Proportion of council owned properties currently meeting decency criteria
REDPI96	The number of people in reasonable preference groups on the housing register
REDPI97a-l	Occupancy rates - retail units in town centres: Barnard Castle, Bishop Auckland, Chester-le-Street, Consett, Crook, Durham City, Newton Aycliffe, Peterlee, Seaham, Shildon, Spennymoor, Stanley
CAS AW2	Overall success rate of Adult Skills Funded Provision
ACE018	County Durham residents starting a first degree in an academic year (per 100,000 population aged 18+)
Altogether Better for Children & Young People	
CAS CYP4	Achievement of 5 or more A*-C grades at GCSE or equivalent including English and maths
CAS CYP5	Percentage of pupils on Level 3 programmes in community secondary schools achieving 2 A levels at Grade A*-E or equivalent
CAS CYP6	Achievement gap between Durham pupils eligible for Pupil Premium and Durham pupils not eligible for Pupil Premium funding achieving Level 4 in reading, writing and maths at Key Stage 2
CAS CYP7	Achievement gap between Durham pupils eligible for Pupil Premium and Durham pupils not eligible for Pupil Premium funding achieving 5 A*-C GCSE's including English and maths at Key Stage 4
CAS CYP8	Percentage of mothers smoking at time of delivery
CAS CYP9	Percentage of Children In Need (CIN) referrals occurring within 12 months of previous referral
CAS CYP12	Percentage of child protection cases which were reviewed within required timescales
CAS CYP14	Percentage of successful interventions (families 'turned around') via the Stronger Families Programme
CAS CYP15	Percentage of children in the Early Years Foundation Stage (EYFS) achieving a good level of development
CAS CYP16	16 to 18 year olds who are not in education, employment or training (NEET)
CAS CYP19	Percentage of children aged 10-11 classified as overweight or obese
CAS CYP20	Under 18 (aged 15-17) conception rate

Appendix 3: Proposed Corporate Performance Indicator Set 2015/16

Indicator	Description
CAS CYP23	Emotional and behavioural health of looked after children
CAS CYP24	Rate of looked after children per 10,000 population
CAS CYP25	Prevalence of breastfeeding at 6-8 weeks from birth
CAS CYP26	Young people aged 10-24 years admitted to hospital as a result of self-harm (rate per 100,000 population aged 10-24 years)
CAS CYP28	Rate of children with a Child Protection Plan per 10,000 population
CAS CYP29	Rate of proven re-offending by young offenders
CAS AS5	First time entrants to the Youth Justice System aged 10 - 17 (per 100,000 population of 10-17 year olds)
ACE016	Percentage of children in poverty (quarterly proxy measure)
ACE017	Percentage of children in poverty (national annual measure)
Altogether Healthier	
CAS CYP19	Percentage of children aged 10-11 classified as overweight or obese
CAS AH1	Four week smoking quitters per 100,000 population
CAS AH2	Percentage of eligible people who receive an NHS health check
CAS AH3	Percentage of people eligible for bowel cancer screening who were screened adequately within a specified period
CAS AH4	Percentage of women eligible for cervical screening who were screened adequately within a specified period
CAS AH6	Under 75 mortality rate from cardiovascular diseases (including heart disease and stroke) per 100,000 population
CAS AH7	Under 75 mortality rate from cancer per 100,000 population
CAS AH10	Percentage of women eligible for breast screening who were screened adequately within a specified period
CAS AH11	Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care
CAS AH12	Proportion of people using social care who receive self-directed support, and those receiving direct payments
CAS AH13	The percentage of service users reporting that the help and support they receive has made their quality of life better
CAS AH14	Proportion of older people who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services
CAS AH18	Male life expectancy at birth (years)
CAS AH19	Female life expectancy at birth (years)
CAS AH20	Excess winter deaths (3 year pooled)
CAS AH20i	Delayed transfers of care from hospital per 100,000 population
CAS AH22	Estimated smoking prevalence of persons aged 18 and over
CAS AH23	Diabetes prevalence
CAS AS23	Percentage of successful completions of those in alcohol treatment
CAS AS7	Percentage of successful completions of those in drug treatment - opiates
CAS AS8	Percentage of successful completions of those in drug treatment - non-opiates
CAS AS26	Suicide rate (deaths from suicide and injury of undetermined intent) per

Appendix 3: Proposed Corporate Performance Indicator Set 2015/16

Indicator	Description
	100,000 population
NS11	% of adult population participating in at least 30 minutes sport and active recreation of at least moderate intensity on at least 3 days a week (Active People Survey)
NS03	Number of visitors to leisure centres
Altogether Safer	
REDPI44	Number of people killed or seriously injured in road traffic accidents
REDPI45	Number of children killed or seriously injured in road traffic accidents
CAS AS1	Repeat incidents of domestic violence (referrals to Multi-Agency Risk Assessment Conferences (MARAC))
CAS AS3	Proportion of people who use services who say that those services have made them feel safe and secure
CAS AS5	First time entrants to the Youth Justice System aged 10 - 17 (per 100,000 population of 10-17 year olds)
CAS AS23	Percentage of successful completions of those in alcohol treatment
CAS AS7	Percentage of successful completions of those in drug treatment – opiates
CAS AS8	Percentage of successful completions of those in drug treatment - non-opiates
CAS AS11	Dealing with concerns of anti-social behaviour (ASB) and crime issues by the local council and police
CAS AS12	Overall crime rate
CAS AS14	Number of serious or major crimes
CAS AS15	Number of police reported incidents of anti-social behaviour (ASB)
CAS AS18	Proportion of offenders who re-offend in a 12-month period
CAS AS19	Percentage of alcohol related anti-social behaviour (ASB) incidents
CAS AS20	Percentage of alcohol related violent crime
CAS AS22	Number of hate incidents
CAS AS24	Rate of theft offences (per 1,000 population)
CAS AS26	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population
CAS CYP14	Percentage of successful interventions (families 'turned around') via the Stronger Families Programme
Altogether Greener	
NS14a	% of relevant land and highways assessed as having deposits that fall below an acceptable level - litter
NS14b	% of relevant land and highways assessed as having deposits that fall below an acceptable level - detritus
NS14c	% of relevant land and highways assessed as having deposits that fall below an acceptable level - dog fouling
NS10	% municipal waste diverted from landfill
NS19	% of household waste reused, recycled or composted
NS09	Megawatt hours of energy produced from municipal waste sent to Sita's 'Energy from Waste' plant

Appendix 3: Proposed Corporate Performance Indicator Set 2015/16

Indicator	Description
NS08	CO ₂ emissions from fleet
NS36	Average annual electricity consumption per street light (KwH)
REDPI46	Reduction in CO ₂ emissions in County Durham by 40% by 2020 and 55% by 2031 – March 2017
REDPI47	The amount of renewable energy generation (MwE) installed or installed/approved capacity within County Durham
REDPI48	Reduction in CO ₂ emissions from local authority operations
REDPI49	Number of new registered and approved Feed In Tariff (FIT) installations
REDPI53	Percentage of the conservation areas in the county that have an up to date character appraisal
Altogether Better Council	
RES/001	Savings delivered against the Medium Term Financial Plan (MTFP) (£m)
RES/038	Percentage all ICT service desk incidents resolved on time
RES/002	% of council tax collected in-year
RES/003	% of business rates collected in-year
RES/LPI/010	Undisputed invoices paid within 30 days to our suppliers
RES/NI/181a1	Time taken to process new housing benefit claims year to date and (discrete quarter)
RES/NI/181a2	Time taken to process new council tax reduction claims - year to date and (discrete quarter)
RES/NI/181b 1	Time taken to process change of circumstances for housing benefit claims year to date and (discrete quarter)
RES/NI/181b 2	Time taken to process change of circumstances for council tax reduction claims year to date and (discrete quarter)
RES/028	Discretionary Housing Payments - number / (value) for customers affected by social sector size criteria
RES/029	Discretionary Housing Payments - number / (value) for customers affected by Local Housing Allowance reforms
RES/129	% council tax recovered for all years excluding the current year
RES/130	% business rates recovered for all years excluding the current year.
RES/011	% performance appraisals completed - all services
RES/LPI/012	Days / shifts lost to sickness absence – all services including school staff
RES/LPI/012/a	Days / shifts lost to sickness absence – all services NOT including school staff
RES/013	Staff aged under 25 as a (% of post count)
RES/014	Staff aged over 50 as a (% of post count)
RES/020	% of time lost to sickness in rolling year (exc. Schools)
RES/034	Staff - total headcount (ONS return)
RES/035	Staff - total Full Time Equivalent (FTE) (ONS return)
RES/036	Number of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) incidents reported to the Health and Safety Executive (HSE)

Appendix 3: Proposed Corporate Performance Indicator Set 2015/16

Indicator	Description
RES/052	% posts with no absence (exc. SCHOOLS) (rolling year)
RES/LPI/011a	Women in the top 5% of earners
RES/LPI/011b(i)	BME as a % of postcount
RES/LPI/011c(i)	Staff with disability (DDA definition) as a % of postcount
ACE016	Percentage of children in poverty (quarterly proxy measure)
ACE017	Percentage of children in poverty (national annual measure)
NS43a	No of customer contact - face to face
NS43b	No of customer contact - telephone
NS43c	No of customer contact - web form
NS43d	No of customer contact - emails
NS20	% of abandoned calls
NS22	% calls answered within 3 minutes
NS24	% of customers seen within 15 minutes at a customer access point (CAP)
NS100	Number of complaints recorded on the Customer Relationship Management system (CRM)
REDPI33	Percentage of council owned business floor space that is occupied
REDPI39	Current tenant arrears as a percentage of the annual rent debit
REDPI49b	£ saved from solar installations on council owned buildings
REDPI68	Average asset rating of Display Energy Certificates in County Council buildings
REDPI76	Income generated from council owned business space
REDPI78	Percentage of capital receipts received
REDPI79	Number of tenants of the seven main housing providers seen through the triage process
REDPI79a	Percentage of triaged tenants of the seven main housing providers who were given employability advice
REDPI79b	Percentage of triaged tenants of the seven main housing providers who were given debt advice
NS12	% of food establishments rated as 3 stars or above (Hygiene Rating System)
NS04	% actionable defects repaired within 24 hours (CAT 1)
NS05	% actionable defects repaired within 14 working days (CAT 2.1)
NEW	Carriageway and footway maintenance backlog
NEW	% of reported street lighting outages under DCC control repaired within target time (10 days)
REDPI79c	Percentage of triaged tenants of the seven main housing providers who were given income advice
REDPI79d	Percentage of triaged tenants of the seven main housing providers that have been rehoused
ACE006	Percentage of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within statutory deadlines (20 working days)

Appendix 3: Proposed Corporate Performance Indicator Set 2015/16

Indicators proposed for Removal (27)

Indicator	Description
Altogether Better for Children & Young People	
CAS CYP2	Percentage of looked after children achieving 5 A*-C GCSEs (or equivalent) at KS 4 (with English and Maths)
CAS CYP13	Parent/carer satisfaction with the help they received from Children's Services
CAS CYP11	Percentage of looked after children cases which were reviewed within required timescales
CAS CYP18	Percentage of children aged 4-5 classified as overweight or obese (Also in Altogether Healthier)
CAS CYP21	Under 16 conception rate per 1,000 girls aged 13 - 15
CAS CYP27	Number of new referrals to Child and Adolescent Mental Health Services (CAMHS)
CAS CYP25	Prevalence of breastfeeding at 6-8 weeks from birth
Altogether Healthier	
CAS CYP18	Percentage of children aged 4-5 classified as overweight or obese (Also in Altogether Better for Children and Young People)
CAS AH10	Percentage of women eligible for breast screening who were screened adequately within a specified period
CAS AH3	Percentage of people eligible for bowel cancer screening who were screened adequately within a specified period
CAS AH4	Percentage of women eligible for cervical screening who were screened adequately within a specified period
CAS AH15	Percentage of people who have no ongoing care needs following completion of provision of a reablement package
CAS AH16	Proportion of adults in contact with secondary mental health services living independently, with or without support
CAS AH5	Under 75 all cause mortality rate per 100,000 population
CAS AH8	Under 75 mortality rate from liver disease per 100,000 population
CAS AH9	Under 75 mortality rate from respiratory diseases per 100,000 population
CAS AH20ii	Delayed transfers of care from hospital, which are fully or partly attributable to adult social care, per 100,000 population
CAS AH17	Patient experience of community mental health services (scored on a scale of 0-100)
Altogether Safer	
CAS AS3	Proportion of people who use services who say that those services have made them feel safe and secure
CAS AS9	Building resilience to terrorism (self assessment)
CAS AS4	Percentage change in detected crimes for offenders in the Integrated Offender Management (IOM) cohort
CAS AS25	Rate of Robberies (per 1,000 population)
CAS AS13	Percentage of survey respondents perceiving a high level of anti-social behaviour (ASB) in their local area
CAS AS10	Recorded level of victim based crimes

Appendix 3: Proposed Corporate Performance Indicator Set 2015/16

CAS AS17	Number of adult safeguarding referrals fully or partially substantiated
CAS AS21	Percentage of families where a successful intervention for crime/anti-social behaviour is achieved
Altogether Greener	
NS17a	Percentage of household waste collected from the kerbside – recycling
NS17b	Percentage of household waste collected from the kerbside – composting

Indicators Proposed for Introduction (2)

Altogether Better Council	
Carriageway and footway maintenance backlog	
% of reported street lighting outages under DCC control repaired within target time (10 days)	

Appendix 4: Corporate Performance Indicator Set 2009/10

2009/10 PI	2015/16 proposed basket
Altogether Wealthier	
NI151 % of the working age population (16-59 for females and 16-64 for males) who are in employment.	Yes
NI152 % of the working age population who are claiming out of work benefits.	No, but 18-24 JSA claimants, proportion JSA claimants for one year or more included
NI154 net increase in dwelling stock over one year	No, but net homes completed included
NI155 total supply of social rent housing and intermediate housing	No
NI156 number of households living in temporary accommodation provided under the homelessness legislation.	No, but several homeless indicators included
NI158 % of non-decent council homes	Decent homes included
NI163 % of working age population qualified to at least level 2	No
NI164 % of working age population qualified to at least level 3	No
NI165 % of working age population qualified to at least level 4	No
NI166 Median gross weekly pay of full-time employees	No
NI171 % of business registrations per 10,000 resident population aged 16 and above	Number of registered businesses in County Durham included
NI172 % of VAT registered businesses showing year-on-year employment growth	No
NI173 % of the working population living in the local authority who move directly from employment to incapacity benefits (IB)	No
NI174 % of employers reporting having employees who are not fully proficient at their job.	No
NI175 access to core services and facilities by individuals via non-private modes of transport, e.g. public transport, walking and cycling	No, but percentage of households within County Durham that can access Durham City market place by 8.30am, using public transport with a total journey time of 1 hour, including walking time included
NI176 % of people of working age living within the catchment area of a location with more than 500 jobs by public transport, demand responsive transport and/or walking.	No
NI177 total number of local bus passenger journeys originating in the authority area	Yes - Number of local passenger journeys on the bus network
NI178i % of non-frequent (fewer than 6 per hour) scheduled bus services on time (within window of 1min early to 5mins 59secs late)	Yes - Percentage of timetabled bus services that are on time
Altogether Better for Children and Young People	
NI050 % of children who enjoy good relationships with their family and friends (TellUs survey).	No

Appendix 4: Corporate Performance Indicator Set 2009/10

2009/10 PI	2015/16 proposed basket
NI059 % of initial assessments for children's social care carried out within 7 working days of referral	No
NI063 % of looked after children (aged under 16) who had been looked after continuously for at least 2.5 years who were living in the same placement for at least 2 years, or are placed for adoption and their adoptive placement together with their previous placement together last for at least 2 years.	No
NI065 % of children who became subject to a Child Protection Plan for a second or subsequent time	No, but rate of children with a Child Protection Plan per 10,000 population measured
NI069 % of children who have experienced bullying at least once or more in the past 4 weeks (TellUs survey)	No
NI072 % of children assessed against the Early Years Foundation Stage Profiles (EYFSP) achieving 78 points across all 13 scales with at least 6 points or more in each of the Personal, Social and Emotional Development (PSED) and Communication, Language and Literacy (CLL) scales	Yes - percentage of children in the Early Years Foundation Stage (EYFS) achieving a good level of development
NI075 % of pupils achieving 5 or more A*-C GCSEs or equivalent including English and maths	Yes
NI079 % of young people attaining a Level 2 qualification by the age of 19	No
NI092 gap between the median Foundation Stage Profile score of all children locally and the mean score of the lowest achieving 20% of children	No
NI102i percentage point gap between pupils eligible for free schools meals (FSM) achieving at least Level 4 in English and Maths at Key Stage (KS) 2 and pupils ineligible for FSM achieving the same outcome	Replaced with achievement gap between Durham pupils eligible for Pupil Premium and Durham pupils not eligible for Pupil Premium funding achieving Level 4 in reading, writing and maths at Key Stage 2
NI102ii percentage point gap between pupils eligible for FSM achieving 5 A*-C grades at GCSE (or equivalent), including English and maths and pupils ineligible for FSM achieving the same outcome	Replaced with achievement gap between Durham pupils eligible for Pupil Premium and Durham pupils not eligible for Pupil Premium funding achieving 5 A*-C GCSE's including English and maths at Key Stage 4
NI110 % of young people in school year 10 responding 'yes' to the question 'In the last 4 weeks, have you participated in any group activity led by an adult outside school lessons?' (TellUs survey)	No
NI112 % change in the rate of conceptions per 1000 girls aged 15-17 years, compared with the 1998 baseline	Yes
NI115 % of young people reporting either frequent	No

Appendix 4: Corporate Performance Indicator Set 2009/10

2009/10 PI	2015/16 proposed basket
misuse of drugs/volatile substances or alcohol, or both (TellUs survey)	
NI117 % of 16 to 18 year olds who are not in education, employment or training (NEET)	Yes
NI199 Children and young people's satisfaction with parks and play areas. TO BE INTRODUCED IN 2009/10	No
Altogether Healthier	
LPI01 - Number of people with a mental health problem progressing from employment support into education, training, volunteering and employment	No
LPI05 Number of older people aged over 50 involved in consultation on older people's issues	No
LPI22 Number of under 19s participating in free swimming programme	No
LPI23 % of eligible schools participating in childhood obesity programmes in partnership with Sport and Leisure Services	No
NI008 % of the adult (aged 16 plus) population who participate in sport for at least 30 minutes on 3 or more days week	Yes
NI009 % of the adult (aged 16 plus) population who say they have used their public library service during the last 12 months.	No
NI010 % of the adult population who say they have attended a museum or art gallery in the local area at least once in the preceding 12 months.	No
NI011 % of the adult (aged 16 plus) population that have engaged in the arts at least three times in the past 12 months.	No
NI055i % of children in Reception with height and weight recorded who are obese	No, proposed removal for 2014/15 with a focus on year 6 and data to be reported in commentary of this
NI056i % of children in Year 6 with height and weight recorded who are obese	Yes
NI119 self-reported measure of people's overall health and wellbeing (place survey)	No
NI121 mortality rate from all circulatory diseases, per 100,000 population aged under 75	Yes
NI122 mortality rate from all cancers, per 100,000 population aged under 75	Yes
NI123 self reported 4 week smoking quitters per 100,000 population	Yes
NI125 % of older people discharged from hospital to their own home or to a residential or nursing care home or extra care housing bed for rehabilitation with a clear intention that they will move on/back to their own home (including a place in extra care housing or an adult placement	Yes

Appendix 4: Corporate Performance Indicator Set 2009/10

2009/10 PI	2015/16 proposed basket
scheme setting) who are at home or in extra care housing or an adult placement scheme setting three months after the date of their discharge from hospital.	
NI130 Adults, older people and carers receiving social care through a Direct Payment (and/or an Individual Budget) per 100,000 population aged 18 or over	Yes
NI132 % of new clients, where the time from first contact to completion of assessment is less than or equal to four weeks	No
NI135 % of people receiving a community based service whose needs were assessed or reviewed by the council and who received a specific carer's service, or advice and information.	No
NI141 % of service users (i.e. people who are receiving a Supporting People Service) who have moved on from supported accommodation in a planned way	No
NI146 % of adults with learning disabilities known to the council in paid employment at the time of their assessment or latest review.	No
Altogether Greener	
LPI187 % of category 1, 1a and 2 footway network where structural maintenance should be considered	No, but % actionable defects repaired within 24 hours (CAT 1) and % actionable defects repaired within 14 working days (CAT 2.1) included
LPI224b % of the unclassified road network where structural maintenance should be considered.	No
NI168 % of the local authority's A-road and M-road network where maintenance should be considered	No
NI169 % of the local authority's B-road and C-road network where maintenance should be considered	No
NI185 % CO ₂ reduction from local authority operations	Yes
NI186 % reduction from the 2005 baseline, of the per capita CO ₂ emissions in the local authority area	Yes
NI187i % of households on income related benefits for whom an energy assessment of their housing has been carried out, living in homes with low energy efficiency	No
NI191 number of kilograms of household waste collected per household.	No
NI192 % of household waste arisings which have been sent by the Authority for reuse, recycling, composting or treatment by anaerobic digestion.	Yes
NI193 % of municipal waste landfilled.	% municipal waste diverted from landfill included
NI195a % of relevant land and highways assessed	Yes

Appendix 4: Corporate Performance Indicator Set 2009/10

2009/10 PI	2015/16 proposed basket
as having deposits of litter that fall below an acceptable level.	
NI195b % of relevant land and highways assessed as having deposits of detritus that fall below an acceptable level.	Yes
NI195c % of relevant land and highways assessed as having levels of graffiti that fall below an acceptable level.	No
NI195d % of relevant land and highways assessed as having levels of fly-posting that fall below an acceptable level.	No
NI188 level of preparedness the authority has reached in planning to adapt to climate change (graded 0-4, where 4 is good performance)	No
NI196 assessment of fly tipping by comparing year on year change in total incidents and year on year change in enforcement actions. (grades 1-4, 1 being most effective)	No, but fly tipping incidents reported and cleared included
Altogether Safer	
LPI020 Number of Actual Bodily Harm (assault with injury) crimes per 1000 population	No
LPI099a Number of fatal and serious casualties in road traffic collisions	Yes
NI017 % of respondents with a high level of perceived anti-social behaviour	No
NI019 Rate of proven re-offending by young offenders aged 10-17	Yes
NI020 number of Actual Bodily Harm (assault with injury) crimes per 1000 population	No
NI021 % of respondents who think the police and local council are dealing with the anti-social behaviour and crime issues that matter in this area	Yes
NI030 change in convictions for Prolific and other Priority Offenders (PPOs) over a 12 month period	No, but Proportion of offenders who re-offend in a 12-month period included
NI032 % reduction in repeat victimisation for those domestic violence cases being managed by a MARAC. FOR INTRODUCTION IN 2009/10	Yes
NI039 rate of alcohol related admissions per 100,000 population	No, but percentage of successful completions of those in alcohol treatment
NI040 change in the number of drug users, using crack and/or opiates recorded as being in effective treatment, when compared with the number of drug users using crack and/or opiates recorded as being in effective treatment in the baseline year of 2007/08.	No, but percentage of successful completions of those in drug treatment – opiates & non-opiates measured
NI111 number of first time entrants to the youth justice system aged 10-17	Yes
Altogether Better Council	

Appendix 4: Corporate Performance Indicator Set 2009/10

2009/10 PI	2015/16 proposed basket
NI004 % of the adult population who agree that they feel able to influence decisions affecting their local area	No
NI006 % of respondents taking part in formal volunteering at least once a month in the previous 12 months.	No
NI014 % of customer contact that is avoidable.	No
NI023 % of respondents who perceive people not treating one another with respect and consideration to be a problem in their area	No
NI179 total net value of ongoing cash-releasing value for money gains that have impacted since the start of the financial year.	No
LPI010 % of invoices paid within agreed timescale	Yes
LPI012 Number of working days / shifts lost due to sickness absence.	Yes
LPI011a The percentage of top 5% of earners that are women.	Yes
LPI011b The percentage of top 5% of earners from black and minority ethnic communities.	No, but BME as a % of postcount included
LPI011c % of the top paid 5% of staff who have a disability. (excluding those in maintained schools.)	No, but staff with disability (DDA definition) as a % of postcount included
LPI014 The percentage of employees retiring early (excluding ill-health retirements) as a percentage of the total work force.	No
LPI015 The percentage of employees retiring on grounds of ill health as a percentage of the total workforce.	No
LPI016 The percentage of local authority employees declaring that they meet the Disability Discrimination Act 1995 disability definition	Yes
LPI156 % of authority buildings open to the public in which all public areas are suitable for and accessible to disabled people	No

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Corporate Issues Overview and Scrutiny Committee

21 November 2014



Resources – Quarter 2: 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 Resources service grouping highlighting major variances in comparison with the budget based on the position to the end of September 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 Resources service grouping:
 - *Revenue Budget - £18.755m (original £18.371m)*
 - *Capital Programme – £9.264m (original £8.799m)*
3. The original Resources General Fund budget has been revised in year to incorporate a number of budget adjustments as follows:
 - Purchase of annual leave by staff -£96k (Corporate Saving)
 - Reduction in car mileage allowance -£53k (Corporate Saving)
 - Reduction in pensions budgets for staff not in pension scheme -£164k (Corporate Saving)
 - Transfer of Direct Revenue Financing (DRF) Contribution for ICT Capital Scheme -£3k
 - Reduction in Pension Deficit from Welfare Rights budget transfer -£4k
 - Use of System Development Reserve +£340k
 - Use of Revenues and Benefits Reserve +£20k
 - Use of Discretionary Housing Payment Reserve +£91k
 - Use of ICT Reserve +£50k
 - Contribution to Welfare Reforms Reserve -£145k
 - Contribution to Housing Benefit Subsidy Reserve- £116K
 - Contribution to Welfare Rights Macmillan Grants Reserve -£22k
 - Use of MTFP Redundancy Reserve +£396k
 - Contribution from Cash Limit: Digital Durham +£65k
 - Items Outside of Cash Limit: Coroners Costs +£13k
 - E-Learning - License Costs from Corporate Contingency +£18k

- Transport charge -£5k
- Other minor budget transfers -£1k

The revised General Fund Budget now stands at £18.755m.

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 Resources 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 underspend of **£1.122m** (excluding Centrally Administered Costs) against a revised budget of **£18.755m**. This compares with the cash limit underspend of **£0.398m** as at Quarter 1.
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's)

	Annual Budget	YTD Actual	Forecast Outturn	Variance	Items Outside Cash Limit	Cash Limit Variance
Employees	40,196	21,194	39,744	(452)	10	(442)
Premises	6,565	86	6,581	16	0	16
Transport	1,016	393	882	(134)	0	(134)
Supplies and Services	18,142	11,136	18,949	807	(456)	351
Agency & Contracted	4,070	2,870	3,925	(145)	130	(15)
Transfer Payments	0	0	0	0	0	0
Central Costs	11,999	550	12,028	29	0	29
Gross Expenditure	81,988	36,229	82,109	121	(316)	(195)
Income	(62,975)	(17,032)	(63,980)	(1,005)	39	(966)
Net Expenditure	19,013	19,197	18,129	(884)	(277)	(1,161)
HB Transfer payments	190,564	97,932	190,694	130	(130)	0
HB Central Costs	425	0	425	0	0	0
HB Income	(191,247)	(1,371)	(191,170)	77	(77)	0
HB Net Expenditure	(258)	96,561	(51)	207	(207)	0
Total Net Expenditure	18,755	115,758	18,078	(677)	(484)	(1,161)
Excluding Centrally Administered Costs						(1,122)

Analysis by Head of Service (£000's)

	Annual Budget	YTD Actual	Forecast Outturn	Variance	Items Outside Cash Limit	Cash Limit Variance
Centrally Administered Costs	3,916	2,793	3,747	(169)	130	(39)
Central Establishment Recharges	(15,383)	0	(15,404)	(21)	21	0
Corporate Finance	2,145	2,244	1,893	(252)	0	(252)
Financial Services	6,107	3,343	5,945	(162)	(180)	(342)
Human Resources	5,956	2,725	5,704	(252)	41	(211)
ICT Services	8,163	4,281	8,295	132	(2)	130
Internal Audit and Insurance	1,638	896	1,605	(33)	(53)	(86)
Legal & Democratic Services	6,082	2,707	6,055	(27)	(234)	(261)
Service Management	389	208	289	(100)	0	(100)
Net Expenditure Excl HB	19,013	19,197	18,129	(884)	(277)	(1,161)
Housing Benefit	(258)	96,561	(51)	207	(207)	0
NET EXPENDITURE	18,755	115,758	18,078	(677)	(484)	(1,161)
Excluding Centrally Administered Costs						(1,122)

7. The table below provides a brief commentary on the variances against the revised budget analysed by Head of Service. The table identifies variances in the core budget only and excludes items outside of the cash limit (e.g. redundancy costs) and technical accounting adjustments (e.g. capital charges):

Head of Service	Service Area	Description	Forecast Year End (Under) / overbudget £000's	Forecast Year End (Under) / overbudget £000's
Centrally Administered Costs (C.A.C.)	C.A.C.	£48k overbudget on expenses associated with raising loans Underbudget on bank charges (£30k), Audit Fees (£42k) and subscriptions (£15k)	(39)	
	Welfare Assistance	£130k underbudget on Welfare Assistance Scheme to be used to fund £130k over budget on DHP in Housing Benefits to leave zero variance	0	(39)
Corporate Finance	Management	£156k managed underbudget against employees reflecting early achievement of 15/16 MTFP savings £20k underbudget on supplies and services available for 15/16 savings	(176)	
	Financial Systems	£50k underbudget on pay as a result of holding a vacancy £3k under budget on supplies and services	(53)	
	Procurement	£31k overbudget on employees as a result of being fully staffed £12k underbudget on supplies and services £9k over recovery of income Community Right to Challenge Grant and £12k additional income to cover staff secondment	(2)	

Head of Service	Service Area	Description	Forecast Year End (Under) / overbudget £000's	Forecast Year End (Under) / overbudget £000's
	Strategic Finance	£11k overbudget on employees. £14k managed over budget on supplies and services. £46k over recovery of income for VAT work	(21)	(252)
Financial Services	Management	£256k managed underbudget for employees reflecting early achievement of 2015/16 MTFP savings	(256)	
	Financial Management	£5k overbudget on employees £2k overbudget on car allowances £51k managed underbudget against supplies and services £54k over recovery from SLA income	(98)	
	Revenues and Benefits	£64k underbudget on car allowances £100k over budget on work packages £24k additional income from Job Centre Plus	12	(342)
Human Resources	Occupational Health	£14k overbudget on Employees (no staff turnover) £21k underachieved income due to Clinical Commissioning Group SLA	35	
	Health and Safety	£5k under budget on employees £5k overbudget on transport	0	
	Pensions	£66k underbudget on employees due to restructure £2k underbudget on transport £7k underbudget on computer software	(75)	
	Human Resources	£202k underbudget on employees due to restructure in anticipation of 15/16 MTFP savings £31k underbudget on other expenses	(171)	(211)
ICT	ICT Services	£54k underbudget on employees £2k underbudget on premises £67k underbudget on transport £177k underbudget on supplies and services £359k underbudget on income (£102k Design & Print & £257k ICT) £71k overbudget on the Digital Durham project	130	130
Internal Audit and Risk	Insurance and Risk	£6k overspend on employees (fully staffed so no turnover savings)	6	
	Internal Audit	£86k underbudget on employees through close management and control of vacancies and secondments £7k underbudget on staff mileage £5k under recovery of schools SLA income	(88)	
	Corporate Fraud	£5k overbudget on employees (fully staffed) £9k underbudget on staff travel	(4)	(86)
Legal and Democratic Services	Corporate and Democratic Core	£43k underbudget on supplies and services £10k overbudget on Members telephones £60k underbudget on employees while vacancies held open pending service restructure £16k underbudget on Members Allowances	(109)	

Head of Service	Service Area	Description	Forecast Year End (Under) / overbudget £000's	Forecast Year End (Under) / overbudget £000's
	Democratic Services	£11k overbudget on employees £6k underbudget on transport £8k overbudget on supplies and services £16k overbudget on Registrars premises £93k overachieved income from Registrars	(64)	
	Legal Services	£92k underbudget due to early achievement of 15/16 MTFP savings £11k underbudget on employees £15k overbudget on supplies and services	(88)	(261)
Service Management	Service Management	Income from SLA with Northumberland for ICT / Legal and HR support	(100)	(100)
Benefits Payments and Subsidy	Benefits	£130k overbudget on DHP to be met from under budget on Welfare Assistance Scheme to leave zero variance	0	0
Central Establishment Recharges	Central Establishment Recharges	No variance to date	0	0
TOTAL				(1,161)
Excluding Centrally Administered Costs				(1,122)

9. 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 £2.535m, after use of £0.358m of cash limit reserves.

Capital Programme

10. The Resources capital programme comprises 21 schemes, 20 of which are managed within ICT.
11. The original Resources capital programme was £8.799m and this has been revised for additions/reductions, budget transfers and budget reprofiling. The revised budget now stands at **£9.264m**.
12. Summary financial performance to the end of September 2014 is shown below.

Service	Original Annual Budget 2014/15 £'000	Revised Annual Budget 2014/15 £'000	Actual Spend to 30 September 2014 £'000	Remaining Budget £'000
ICT	8,799	8,865	2,380	6,485
Human Resources	0	399	67	332
Total	8,799	9,264	2,447	6,817

13. The revised Resources capital budget is £9.264m with a total expenditure to date of £2.447m (26%). The budget expenditure profiled to 30 September 2014 was £3.269m and most of the underbudget to date relates to the

Tanfield Data Centre. A full breakdown of schemes and actual expenditure to 30 September 2014 is given in **Appendix 2**.

14. At year end the actual outturn performance will be compared against the revised budgets and at that time service and project managers will need to account for any budget variance.

Recommendations:

15. The Corporate Issues and Overview Scrutiny Committee is requested to note and comment on the contents of this report.

Contact: Azhar Rafiq – Finance Manager

Tel: 03000 263 480

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 – Resources 2014/15 Capital Scheme Breakdown

Scheme	Revised Budget 2014/15 £'000	Profiled Budget £'000	Actual Spend to 30/09/2014 £'000	Remaining Budget £'000
Archiving of obsolete systems based on non-supported hardware.	381	152	0	381
Councillor Replacement of ICT Equipment	55	22	2	53
Dark Fibre installations and Circuit/Microwave Upgrades	615	246	128	487
Dark Fibre Networking	54	22	21	33
Desktop Mailing	100	40	0	100
Digital Durham	4,573	1,263	1,263	3,310
GIS Architecture	71	28	71	0
Homeworking	289	116	4	285
ICT Business Continuity	159	64	99	60
ICTSS Vehicles	25	10	0	25
Infrastructure Environment Monitoring	188	75	97	91
Langley Park Institute Internet Provision	1	0	0	1
Payment Card Industry (PCI) Code of Compliance	80	32	0	80
NHS Datacentres	3	1	0	3
Public Internet Access Portal	37	15	0	37
Replacement Desktop	1,319	528	643	676
Ongoing Server Replacement	110	44	43	67
Tanfield Datacentre Core Switching Replacement	73	29	9	64
Tanfield Datacentre LAN Switching Replacement	482	482	0	482
Tanfield Power Upgrade	250	100	0	250
ICT Total	8,865	3,269	2,380	6,485
Civica Pension Fund Administration System	399	0	67	332
Human Resources Total	399	0	67	332
Resources Capital Programme Total	9,264	3,269	2,447	6,817

Corporate Issues Overview and Scrutiny Committee

21 November 2014



Assistant Chief Executives – Quarter 2 2014: Forecast of Revenue and Capital Outturn 2014/15

Joint Report of Corporate Director Resources and Assistant Chief Executive

Purpose of the Report

1. To provide details of the forecast outturn budget position for the Assistant Chief Executive's (ACE) service grouping highlighting major variances in comparison with the budget based on the position to the end of September 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 ACE service grouping:

- ACE Revenue Budget - £10.240m (original £10.200m)
- ACE Capital Programme – £4.455m (original £3.472m)

3. The original ACE General Fund budget has been revised to incorporate a number of budget adjustments as follows:

- Purchase of annual leave adjustment -£15k
- Adjustment for staff not in pension fund -£20k
- Use of strategic reserve to meet redundancy +£30k
- Use of modern ways of working reserve +£33k
- Pay protection outside cash limit +£7k
- Other minor budget transfers +£5k

The revised General Fund Budget now stands at £10.240m.

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 ACE 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

- The service is reporting a cash limit underspend of **£0.080m** against a revised budget of **£10.240m**. This compares with the cash limit underspend of £0.050m as at Quarter 1.
- 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	6,583	3,597	6,704	121	(49)	72
Premises	301	148	302	1	0	1
Transport	50	23	52	2	0	2
Supplies and Services	1,762	689	1,768	6	(38)	(32)
Agency and Contracted	0	0	0	0	0	0
Transfer Payments	1,878	1,097	2,356	478	(478)	0
Central Costs	1,971	60	1,971	0	0	0
GROSS EXPENDITURE	12,545	5,614	13,153	608	(565)	43
INCOME	(2,305)	(504)	(2,428)	(123)	0	(123)
NET EXPENDITURE	10,240	5,110	10,725	485	(565)	(80)

Analysis by Head of Service (£'000)

Head of Service Grouping	Annual Budget	YTD Actual	Forecast Outturn	Variance	Items Outside Cash Limit	Cash Limit Variance
Partnership and Community Engagement	6,786	3,312	7,357	571	(504)	67
Planning and Performance	1,498	817	1,489	(9)	(8)	(17)
Policy and Communications	2,309	981	2,232	(77)	(53)	(130)
Central	(353)	0	(353)	0	0	0
NET EXPENDITURE	10,240	5,110	10,725	485	(565)	(80)

- 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. central repairs and maintenance) and technical accounting adjustments (e.g. capital charges):

Head of Service	Service Area	Description	Forecast Year End (Under) / overspend £'000
Partnership and Community Engagement (PACE)	Area Action Partnerships, Community Buildings, PACE	£106k managed over budget on employees (fully staffed). £6k over budget on car allowances. £32k managed under budget on a range of supplies and services. £13k over recovery of income.	67
Planning and Performance	Planning, Performance, Overview and Scrutiny, County Records	£14k managed over budget on employees. £31k managed under budget on supplies and services.	(17)
Policy and Communications	Policy, Communication, Public Relations, CCU and Programme Office	£95k managed under budget on employees. £25k under budget on a range of supplies and services. £10k additional income generated through advertising.	(130)
Central	Central Costs	No variances	0
TOTAL			(80)

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 £0.410m.

Members Neighbourhoods Revenue Budget

9. Each elected member receives an annual allocation of £20k; £6k revenue and £14k capital. The revenue budget allocation for the current year is £0.756m. Previous years unspent allocations totalling £0.979m are held in an earmarked reserve. At present £0.628m of the total budget allocation of £1.735m has been either spent or committed.
10. The members Initiative Fund element of this budget equates to £252k based on £2k per elected member. At this stage of the year it is expected that this will be fully expended.

AAP Area Budgets

11. Each of the 14 Area Action Partnerships (AAP) has an annual allocation of £120k; £96k revenue and £24k capital. The revenue budget allocation for the current year is £1.344m to develop projects to meet the agreed AAP priorities. Previous years unspent allocations totalling £1.095m are held in an earmarked reserve. At this stage in the year a total of £1.296m has either been committed or spent. The AAPs were also in receipt of additional funding during 2013/14 which was transferred to the AAP reserve. The reserve will be drawn on as required during the year with any balance retained for future years. The balance

held at 1 April 2014 was £1.140m of which £0.478m has currently been spent or committed.

Capital Programme

12. The ACE capital programme comprises four schemes, Assets in the Community, Area Action Partnerships Capital, Members Neighbourhoods Capital and Community Facilities in Crook.
13. The Assistant Chief Executive capital programme was revised at Outturn for budget rephased from 2013/14. This increased the 2014/15 budget to £3.472m. Further reports to the MOWG in 2014/15 detailed further revisions, for grant additions/reductions, budget transfers and budget reprofiling into later years. The revised budget now stands at **£4.455m**.
14. Summary financial performance to the end of September is shown below.

Service	Original Annual Budget 2014/15 £000	Revised Annual Budget 2014/15 £000	Actual Spend to 30 September £000	Remaining Budget £000
Assets in the Community	871	922	30	892
Area Action Partnership	336	321	36	285
Members Neighbourhoods	1,764	2,699	384	2,315
Community Facilities Crook	501	513	0	513
Total	3,472	4,455	450	4,005

15. Officers continue to carefully monitor capital expenditure on a monthly basis. £450k of actual expenditure has been incurred to date (10% of the annual capital budget for the year).
16. 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:

17. The Corporate Issues Overview and Scrutiny Committee is requested to note the contents of this report.

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Consultation

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Disability Issues

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Legal Implications

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