



Overview and Scrutiny Management Board

Date **Tuesday 16 June 2015**
Time **9.30 am**
Venue **Committee Room 2, County Hall, Durham**

Business

Part A

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

1. Apologies for Absence
2. Substitute Members
3. Minutes of the meeting held on the 20 March 2015 (Pages 1 - 4)
4. Declarations of interest, if any
5. Update on the Delivery of the Medium Term Financial Plan 4 - Report of Assistant Chief Executive (Pages 5 - 8)
6. County Durham Partnership Update - Report of Assistant Chief Executive (Pages 9 - 32)
7. Quarter 4 2014/15 Performance Management - Report of Assistant Chief Executive (Pages 33 - 132)
8. Notice of Key Decisions - Report of Head of Legal and Democratic Services (Pages 133 - 142)
9. Overview and Scrutiny Annual Report 2014/15 - Report of Assistant Chief Executive (Pages 143 - 166)

10. Update in relation to Petitions - Report of Head of Legal and Democratic Services (Pages 167 - 174)
11. Recruitment of Non-voting co-optee for Economy and Enterprise Overview and Scrutiny Committee - Report of Assistant Chief Executive (Pages 175 - 178)
12. Information update from the Chairs of the Overview and Scrutiny Committees - Report of Assistant Chief Executive (Pages 179 - 184)
13. 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
8 June 2015

To: The Members of the Overview and Scrutiny Management Board

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

Councillors E Adam, A Batey, R Bell, H Bennett, D Boyes, K Corrigan, R Crute, S Forster, B Graham, K Henig, J Hillary, A Hopgood, P Lawton, J Lethbridge, T Nearney, M Nicholls, C Potts, L Pounder, A Shield, M Simmons, W Stelling, J Turnbull and S Wilson

Faith Communities Representatives:

Parent Governor Representatives:
Mr R Patel

Contact: Ros Layfield

Tel: 03000 269708

DURHAM COUNTY COUNCIL

OVERVIEW AND SCRUTINY MANAGEMENT BOARD

At a Meeting of **Overview and Scrutiny Management Board** held in Committee Room 2, County Hall, Durham on **Friday 20 March 2015 at 9.30 am**

Present:

Councillor J Armstrong (Chairman)

Members of the Committee:

Councillors P Stradling, A Batey, R Bell, J Blakey, A Bonner, J Chaplow, K Corrigan, R Crute, B Graham, K Henig, P Lawton, J Lethbridge, T Nearney, C Potts, L Pounder, M Simmons, R Todd, J Turnbull, S Wilson and M Wilkes (substitute for A Hopgood)

1 Apologies for Absence

Apologies for absence were received from Councillors A Hopgood, H Liddle, A Shield and Revd K Phipps.

2 Substitute Members

Councillor M Wilkes, substitute for Councillor A Hopgood.

3 Minutes

The minutes of the meeting held on the 13 February 2015 were confirmed as a correct record and signed by the Chairman.

The Head of Planning and Performance referred to Item 5 of the minutes of the meeting held on the 13 February regarding Councillor R Bell's query on social care spend. She advised that work was still ongoing, however a meeting had been arranged with Councillor Bell and the Head of Policy and Communications and details would be available then.

Referring to item 6 of the minutes regarding Citizen Advice Bureau's and management of welfare issues, The Head of Planning and Performance advised that she had contacted the Revenue and Benefits Manager and he confirmed that formal arrangements were in place.

Referring to item 7 of the minutes regarding clarification on LEP funding, the Head of Planning and Performance advised that details of the July spending announcement had been forwarded to Councillor Hopgood.

4 Declarations of interest

There were no declarations of interest.

5 Quarter 3 2014/15 Performance Management

The Board considered a report of the Assistant Chief Executive which presented progress against the council's corporate basket of performance indicators (PIs) and reported other significant performance issues for the third quarter of 2014/15 covering the period October to December 2014. A presentation was given by the Head of Planning and Performance (for copy of report and slides, see file of minutes).

Councillor Wilson referred to Job Seeker Allowance claims and the impact of zero hour contracts. The Head of Planning and Performance advised that there had been an increase in zero hours contracts and advised that the performance team were in the process of doing an analysis. The Chairman requested that the information be taken to the Economy and Enterprise Committee when available.

Referring to the statistics on sickness absence, Councillor Wilkes expressed concern regarding the length of time taken for the review process to be set up and asked if there was an alternative way to speed the process.

Members discussed apprenticeships and reasons why a number of young people do not complete the courses. Councillor Batey expressed concern that the apprenticeship scheme statistics did not reflect the number of young people becoming qualified. Councillor Crute advised that the matter would be taken to Economy and Enterprise Scrutiny Committee.

Councillors Batey and Blakey referred to the 26% increase in shoplifting and asked if information was available on the type of items being stolen and the age range of the offenders. The Chairman advised that the information would be gathered and would be forwarded to members.

In response to comments regarding the use of food and clothes banks, the Chairman reported that Area Action Partnerships received extra welfare assistance funding that a number had used to expand support, which demonstrates an increase in demand.

Discussions took place regarding the increase in suicides and the possible reasons behind the rise. The Chairman commented that reasons were very complex and could not be pinpointed to any one issue as there were many contributing factors including family matters, jobs and mental health problems. He added that scrutiny were currently reviewing the issue of self-harm.

Resolved:

That the information contained in the report be noted.

6 Update on the Delivery of the Medium Term Financial Plan 4

The Board considered a report of the Assistant Chief Executive that provided an update on the progress made at the end of December 2014 on the delivery of the 2014/15 to 2016/17 Medium Term Financial Plan (MTFP 4) (for copy see file of minutes).

The Head of Policy and Communications reported that Delivery of the MTFP programme continues to remain challenging and the savings for 2014/15 represent an increase of 10% on the savings required in 2013/14. By 31 December 2014, over 96% of the target had been met, an increase of 14% on the last quarter. £3.2m of savings were achieved in the third quarter meaning the Council had delivered over £22m of savings for 2014/15 which amounts to almost £136m of savings since 2011.

Councillor Wilkes referred to the forecast of reserves that were predicted and asked for assurance that suggestions from scrutiny committees would be taken into account and that alternative proposals be looked at during the year with the possibility of being implemented. The Chairman advised that scrutiny can always ask the question, however the decision would be made by Cabinet.

Resolved:

That the information contained in the report and the progress being made in delivering the MTFP4 be noted.

7 Council Plan and Service Plans 2015 - 2018

The Board considered a report of the Assistant Chief Executive that provided a draft Council Plan for 2015-18 for consideration and comment before being submitted for approval by Council on 1 April 2015 (for copy see file of minutes).

The Corporate Scrutiny and Performance Manager reported that the plans cover a three year timeframe in line with the Council's Medium Term Financial Plan (MTFP) and set out how corporate priorities and key actions will be delivered to support the longer term goals set out in the Sustainable Community Strategy (SCS). He further highlighted proposed changes and rationalisation to some outcomes which were detailed in Appendix 3 of the report.

In response to a question from Councillor Wilkes, the Chairman commented that all members had an interest in the County Durham Plan, and agreed to feedback to the Cabinet member the interest in ensuring that all members be briefed in due course.

Councillor Crute suggested that the increase in jobs in the region was a reflection of part-time and zero hour contracts which could be picked up by the Economy and Enterprise Scrutiny Committee. Councillor R Bell asked that data on the quality of employment be looked at.

Resolved:

- (i) That the content of the draft Council Plan as approved by Cabinet on the 18 March 2015, prior to submission to full Council be noted;
- (ii) That the content of the draft service plans be noted.

8 Notice of Key Decisions

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

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

- Bishop Auckland Regeneration Framework Review – deferred pending clarification
- County Durham Plan Interim Inspectors Report – moved from April to June
- Housing Stock Transfer – moved from May to June
- 2016/17 General Fund Revenue and Capital Budget MTFP 6 and Council Plan and Service Plans – new to the plan for July.

Councillor Wilkes referred to the Housing Stock Transfer and expressed concern with the lack of information available on decisions being made regarding development sites and land being transferred. The Chairman commented that local members should be kept informed on everything that takes place in their areas and advised that he would raise the issue with the Cabinet portfolio holder.

Resolved:

That the information contained in the report be noted.

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

The Board considered a report of the Assistant Chief Executive that provided an update of overview and scrutiny activity from 26 January 2015 to 6 March 2015 (for copy see file of minutes).

Resolved:

That the information contained in the report be noted.

10 Any other Business

The Chairman informed the Board that Councillors J Buckham, P McCourt, S Guy and B Harrison recently resigned from the Authority and took the opportunity to thank them for all their hard work and wished them well for the future.

Overview and Scrutiny Management Board

16 June 2015

Cabinet

10th June 2015

Update on the delivery of the Medium Term Financial Plan 4



Report of Corporate Management Team

Lorraine O'Donnell, Assistant Chief Executive

Councillor Simon Henig, Leader of the Council and all Cabinet collectively

Purpose of the Report

- 1 This report provides confirmation that the 2014/15 to 2015/16 Medium Term Financial Plan (MTFP 4) has been successfully delivered.

Background

- 2 Cabinet has received regular updates on the progress made by the Council in delivering the financial targets within MTFP 1, 2, 3 and 4 covering the period 2011/12 to 2015/16. MTFP 4 was agreed by Council in February 2014 and for 2014/15 the savings target was just over £23m. This forms part of the overall savings target for the period from 2011/12 to 2018/19 of around £250m.

Progress to date

- 3 Through the robust approach we continue to take in managing the programme to deliver the savings required, the plans for 2014/15 have now been successfully delivered. With all of the savings delivered to the end of March 2015 since 2011 we have now made over £136m of savings.
- 4 The outstanding £1m of savings made during the last quarter of 2014/15 to deliver MTFP4 were mainly from a number of proposals that had already been put in place during the year, including a review of non-assessed services (Care Connect), the changes to home to school transport, the review of planning charges, premises savings on depots and administration buildings, savings from street lighting's 'invest to save' programme, the replacement of desktop printers with multi-functional devices and procurement rebates.

Consultation

- 5 There were no public consultations during this period on MTFP4. However it is worth noting that a consultation took place in January and February with community building management groups and other interested organisations on proposals put forward as part of MTFP5 to reduce the grant currently provided for community buildings.

HR implications

- 6 During 2014/15 through the delivery of MTFP4 we concluded 113 ER/VR applications, deleted 77 vacant posts and made 168 employees redundant.
- 7 The total impact on the workforce through reduced posts has remained in line with the original projections of 1,950 posts being removed by the end of 2014/15. Since 2011 a total of 1,028 ER/VR applications have been accepted, 444 vacant posts deleted and 513 compulsory redundancies made.
- 8 Of the staff that left the council during quarter 4 through both compulsory redundancy and ER/VR, 65% were female and 35% were male. Recorded equality data is too low to draw conclusions other than to say none of the leavers had declared a disability.
- 9 The Council continues to support employees affected by the MTFP savings plans and we have found 391 employees alternative employment through the Council's redeployment process.
- 10 Employees are also continuing to apply for ER/VR and to date we have 225 open expressions of interest. These are actively monitoring and supported wherever possible in order to reduce the need for future compulsory redundancies.

Equality Impact Assessments

- 11 Equality impact assessments (EIA) form a key part of the ongoing MTFP process. A number of the initial screenings were provided to Cabinet in January 2014 and are updated during the year to take account of consultation responses and additional evidence; the updates also include information on any mitigating actions.
- 12 Action plans from equality impact assessment are monitored on a quarterly basis. The impact assessments and action plans are also reviewed during the decision making process, for example, updated EIAs are provided where Cabinet receive a report ahead of consultation and where a further report is received with any final recommendations.

Conclusions

- 13 The Council continues to remain in a strong position to meet the ongoing financial challenges and its approach of planning early and robustly managing the implementation of the changes ensures we remain ahead of the savings target requirements.

- 14 We can confirm that the Council has delivered all of the savings planned for 2014/15 through MTFP4 which brings the total savings made since 2011 to over £136m.
- 15 Work is now underway implementing the plans for the delivery of MTFP5 which will deliver a further £16.3m of savings by the end of April 2016.

Recommendations

- 16 Members are recommended to note the contents of this report and the progress made in delivering MTFP4.

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

Appendix 1: Implications

Finance – The delivery of the MTFP involves cumulative saving of approximately £250m over the period from 2011 to 2019 of which nearly £136m has been delivered to date in 2011/12, 2012/13, 2013/14 and 2014/15.

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

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

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

Accommodation - As proposals are planned the impact on accommodation is ascertained, with staff being consulted on any moves as part of the process. The anticipated loss of 1,950 posts from the Authority will mean a requirement for less accommodation and the Office Accommodation Team has built this into the Office Accommodation Strategy.

Crime and Disorder – N/A

Human Rights – N/A

Consultation – A full consultation with a range of stakeholders was undertaken on the MTFP prior to its agreement and again in 2013. In addition, where appropriate for individual proposals, internal and external consultation plans are developed so that consultation informs the decision making process.

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

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

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

**Overview and Scrutiny Management
Board**

16 June 2015

Cabinet

10 June 2015

County Durham Partnership Update



Report of Corporate Management Team

Lorraine O'Donnell, Assistant Chief Executive

Councillor Simon Henig, Leader of the Council

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

Purpose of the Report

1. To update Members on issues being addressed by the County Durham Partnership (CDP) including key issues from the Board, the five thematic partnerships and all area action partnerships (AAPs). The report also includes updates on other key initiatives being carried out in partnership across the county.

Summary

2. The CDP's focus on transformation and innovation continues across many parts of the partnership and through working with partner organisations and networks and links closely to the Government's approach to delivering efficiencies. In total over £5 million has been successfully bid for which will support a wide range of initiatives across the county including the Transformation Challenge Award and Police Innovation Funding. This funding, alongside match funding and changes to the way services are delivered, will support thousands of County Durham residents to stay safe as well as become involved more closely in how services are shaped and delivered.
3. Some thematic partnerships have reviewed their plans and strategies, involving service users and local people in this process through consultation and engagement in a range of ways. Action plans showing how these plans will be delivered and objectives achieved are also under development and will be signed off by the respective partnerships over the next few months.
4. Durham has a history of positive Peer Challenges including on AAPs and broader partnership working. The most recent one was to support the implementation of statutory responsibilities in health, by way of a systematic challenge through sector peers to improve local practice.

5. AAPs continue to share best practice through sharing and developing project information as well as through working together on joint projects. There are more examples of projects being developed in one area and being adapted in other AAP areas with some featuring in the thematic sections of this report as well as within the general AAP update section.

Joint working with the Voluntary Sector, Local Councils and Armed Forces

6. As previously reported, the Council has secured £90,000 of Delivering Differently funding to work with **town and parish councils** on clean and green services. Since the last report all town and parish councils have been invited to submit proposals as to how they would like to be involved. The project has been split into four elements, an evaluation of existing models of working and three separate pilots, looking at different sized council areas and clustering opportunities. The deadline for submissions is Wednesday 17 June with decisions made by 1 July.
7. **Faith Networks** are another strand of the Partnership Framework. Following the publication of 'Faith in Sustainable Communities', which focusses on roundtable conversations with faith networks on the five Altogether Themes, a pilot event has been held in **East Durham Rural Corridor AAP** looking at how churches and faith groups are already contributing to combating social isolation and how they can be engaged and supported further to play an even greater role in response to health and wellbeing priorities. This event has also helped facilitate better engagement between faith groups and the AAP.
8. The **Voluntary and Community Sector Working Group** has been considering the factors which help build resilient communities. Individual volunteering and the Community Champions model are both ways of developing the capacity and resilience of individuals to manage and shape change in their lives and communities. The Asset Transfer process is a good catalyst for building resilience and work is continuing to develop the model for the Centre for Volunteering and Social Enterprise. This work will focus on the Durham Ask and aims to hold together the best of what everyone is doing to support volunteering across the County in a more coordinated way.
9. AAPs continue to support the work of the voluntary sector in a number of innovative ways across the county, depending on the needs and aspirations of the area. One example is the **Stanley AAP** funded Volunteer Driver Scheme. The pilot project will see Volunteer drivers, using their own vehicles to provide a door-to-door service that will help the transport needs of vulnerable people of all ages. People will contribute to the cost of the transport (minimum £1, maximum £5) depending on the length of the journey. Social journeys (hairdressers, places of worship, wheels to meals, bingo etc.) are limited to a maximum of 10 miles and health related journeys to 42 miles. The service aims to prevent social isolation for the passengers and to help them achieve a better quality of life. The project is being delivered by the Social Resource Centre which has a history of working with the council.
10. In recognition of the significant contribution that the voluntary sector, emergency and uniformed services make to the county, the Chairman of the County Council hosted a thanksgiving service at Durham Cathedral on 17 May 2015 and presented a Chairman's Medal to The Salvation Army to mark 150 years of service.

Transformation and Innovation

11. Durham County Council and its partners continue to take proactive and innovative approaches to changing and delivering services. Over £5 million has so far been secured for the county for work in a number of areas including community safety as well as children's social care and the delivery of the Durham Ask. The following paragraphs give an update on some of the projects.
12. Since receiving £500,000 from the Transformational Challenge Award to initiate the 'Safer Homes Project', the Fire Service has begun to identify and transform the way in which the most vulnerable and elderly people within County Durham receive crime and fire safety advice and protection to ensure they feel safer within their homes. Working collaboratively from County Durham and Darlington Fire and Rescue (CDDFRS) Headquarters, the Fire Service, Durham Police and Durham County Council have been working tirelessly on various initiatives to ensure the funding is spent in the right areas. 26 volunteers were recruited to carry out home surveys on behalf of the project.
13. Initiatives such as partnership working between the fire service, police and local housing providers will see domestic sprinkler systems and crime preventative measures fitted in homes across County Durham. The work is set to make hundreds of people safer as funding is invested in the match funded initiative. £20,000 worth of sprinkler systems paid for through the project will be fitted in homes owned by the eight housing providers with the companies investing £20,000 of their own budgets into the scheme to install 'Secured by Design' crime safety measures.
14. Other aspects of the project include training in excess of 2,000 frontline professional such as community nurses, carers, social workers and contractors in fire and crime awareness as well as providing them with details of a centralised referral process set up at CDDFRS headquarters allowing them the opportunity to refer the vulnerable people they come into contact with. So far the Safer Homes Project has had 623 referrals, approximately seven per day, 40 of which had problems with hoarding, something that is a risk not only to the individual concerned but agencies entering the property.
15. Of those vulnerable residents receiving fire and crime safety advice and resources, 99% indicated they felt safer in their home, 95% felt more independent and 100% indicated they were satisfied with the service they received. Since the project began CDDFRS has seen a reduction of 31 (19.6%) dwelling fires equating to a saving of £772,055 whilst Durham Police saw a reduction of 46 (5.9%) dwelling burglaries equating to a saving of £180,550 and a reduction of 137 (8.5%) in other burglary equating to a saving of £631,296. On top of this in 2014/2015 CDDFRS experienced the lowest number of accidental dwelling fires in 20 years during which time the Safer Homes Project was in operation.
16. Another transformation project has come from a successful joint bid for £53,400 to the Police Innovation Fund from CDDFRS and Durham Constabulary who are aiming to recruit and train two new Community Safety Responders (CSRs) for the Dales area of County Durham. Currently within the Dales area, Fire and Rescue provision is provided from low call volume stations staffed by 'on call' Retained Duty System (RDS) firefighters who have other full time jobs.
17. The CSRs will perform the joint roles of Police Community Support Officer (PCSO) and RDS Firefighter and they will also be available to support the co-responder provision the Fire Service is currently operating from Stanhope, Middleton-in-

Teesdale and Barnard Castle in support of the Ambulance Service. The CSR role will improve the delivery of blue-light services to the local communities in and around Stanhope. It will facilitate efficient and effective delivery of community prevention and protection models, together with flexible emergency response arrangements which encourage, enhance and embed co-working and interoperability whilst also safeguarding vulnerable people in this rural community.

18. Durham Constabulary has also been successful with a 'Police Innovation Fund' bid, with £154,000 awarded to support the implementation of 'Checkpoint'. The aim of 'Checkpoint' is to extend the integrated offender principles to a wider group of offenders by transforming the way services deal with offenders through police custody. Offenders will enter into a contract and receive support through a number of critical pathways of need to address the underlying causes of their offending behaviour. Many adult offenders when arrested could be at crisis point, feeling unable to find a way out, as they are often without coping mechanisms or support networks. Clients will be supported by 'navigators' who will work with them to complete the contract, received access to support services, develop resilience and behaviour change.
19. Governance structures have been put in place including a multi-agency Checkpoint Project Board, covering Durham and Darlington. The Project Board, chaired by the Office of the Police and Crime Commissioner, is the responsible group for the Checkpoint Project and will report directly to the Safe Durham Partnership Board and the Darlington Community Safety Board. The project is currently being piloted in the South of the County and Darlington before being rolled out countywide.
20. Durham County Council has also been successful in securing £3.5 million government funding to support the development of new approaches which will support children, young people and families in County Durham and lead to improved outcomes for them. Only 25% of proposals submitted to the Rethinking Children's Social Care received funding support.
21. The Children's Social Care Innovation Programme has funding of £30m to support the delivery of improvements to the quality of services so that children who need help from the social care system have better chances in life. It seeks to support the development, testing and sharing of effective ways of supporting children who need help from children's social care services.
22. The proposal sought funding of £3 million from the Children's Social Care Innovation Programme to enable the implementation of a new approach allowing us to "rethink children's social care". The funding will allow services to build on the progress we have already made to date and accelerate developments more quickly than we would otherwise have been able to do without this significant additional investment.
23. The key elements of the proposed innovation include:
 - a. Creation of 10 integrated teams across the County, focussed on early help and significantly increasing the range, access, quality and effectiveness of services for the whole family across the continuum of need;
 - b. Creation and development of third sector alliances in all areas of County Durham to build community capacity and sustainable change for families;

- c. An intensive workforce development programme to support the new teams and the whole workforce;
 - d. Significantly enhanced service user engagement to change the relationship between professional and service user.
24. The investment will enable us to provide enhanced capacity within the teams and facilitate reduced caseloads for social workers. This will allow them time to work intensively with families and coordinate the multi-agency support which will help families to bring about required changes leading to improved outcomes for themselves and their children.
25. Continuing to build on the excellent partnership working across County Durham is essential to our ability to deliver the required changes and improvements for families. In the coming months we will be seeking opportunities to engage with partners in the creation and development of a genuinely new approach to supporting some of our most vulnerable children and families.

Altogether wealthier

26. The **County Durham Economic Partnership** (CDEP) at its Board on 28 April focused on 'Ambition for the County', including a tour at the Hitachi site at Merchant Park II, Newton Aycliffe with a presentation from Merchant Place Developments who are developing the site and the adjacent Merchant Park II site. Realising the impacts of such developments, along with longer term ambitions and measuring our success were discussed in line with the County Durham Plan, European Structural and Investment Fund 2014-20 programme and North East Combined Authority.
27. In 2013, following work identified by the CDP Board, the County Durham Economic Partnership, in collaboration with the Children's Trust, produced a report focussing on business and education engagement across County Durham. The report identified that schools and businesses want to work together, but both would like to have better links and a route to engage more effectively. Although there are lots of activities already in place in the county, provision can be patchy and there is no mechanism to share experience of what works well, and to build upon this.
28. The report proposed an action plan, suggesting a list of actions that might help to address the gaps and improve business education engagement in the County. To give this high profile and direction, a Business Education Board has been established comprising senior representatives from businesses and schools, and an independent chair, with a remit to develop and enhance business engagement activity for schools and businesses.
29. Key aims of the Board are to raise the profile of education business engagement in County Durham and to encourage and promote the involvement of schools and businesses across County Durham.
30. The Board is keen to celebrate and add value to the education business engagement activities already happening in County Durham, and hence the idea of establishing a week of activities (possibly in July) under the brand 'Get the Buzz', with the following aims:
- a. To raise the profile of business education engagement in County Durham;
 - b. To celebrate and promote successful initiatives through a PR campaign;

- c. To co-ordinate a small number of events to take place during the week;
 - d. To launch 'Get the Buzz' as an umbrella brand;
 - e. To provide a platform to build upon for future years.
31. To celebrate the International Year of Light 2015, Business Durham is celebrating that *Durham is great at light* and promoting scientific discoveries, business and culture that showcase light. The application of light in communications, healthcare, energy and entertainment is far reaching in our lives, across the whole light spectrum. Case Studies include:
- a. Thorn Lighting is a major employer in County Durham and makes modern, energy efficient lighting for work and leisure uses;
 - b. A new £18m National Centre for Healthcare Photonics is being created at NETPark in County Durham. Planned to open in 2017, it will be one of the world's most exciting places where businesses, academia, entrepreneurs and investors come together to develop new technologies using light to diagnose and treat medical conditions and illnesses;
 - c. Kromek uses its patented digital colour X-ray and gamma ray technology in a range of products that deal with liquid based threats in aviation security and border control, as well as the security and industrial inspection markets;
 - d. Durham University's Centre for Advanced Instrumentation builds instruments for major telescopes, enabling us to observe the universe in new ways;
 - e. Optical communication uses light to carry information. Located in Durham is Finisar, a global technology leader in optical communications components and subsystems for high-speed voice, video and data communications for networking, storage, wireless, and cable TV applications;
 - f. Lumiere, the biggest light festival in the UK with 175,000 visitors returns to Durham in November 2015;
 - g. Durham teachers are being inspired with ideas on how to engage children with light and smart materials in their lessons.
32. Whilst AAP priorities have changed recently for 2015/16, many still have a focus on the altogether wealthier priority theme. Many examples focus on the links between schools and skills needed to move into employment.
33. The **3 Towns AAP** is supporting a project to provide a set of bespoke careers education events in Parkside Academy to offer extra support to pupils on top of the schools statutory careers requirements. There will be several off timetable days planned over the next 12-18 months that will enable pupils to talk to both local and regional employers, obtain useful skills and knowledge by taking part in mock interviews and finding out key careers guidance information that will help them find the right employment pathway Post 16. These activities will be delivered in conjunction with Durham Education Business Partnership and the Employability Team at Crook who will offer a suite of work related learning opportunities and workshops that would add to the school's current statutory careers guidance provision.

34. In the many meetings and focus groups for young people a constant theme identified is the lack of opportunities for employment, training and courses, with employers reluctant to take on young people because of a lack of qualifications and/or experience. 3 Towns AAP's Training & Preparing for Employment Project will address this and aims to train and up-skill around 20 local young people interested in the sports industry to help address this need. The council will work across the 3 Towns locality with community sports clubs, youth and community groups, schools and college to identify appropriate candidates to offer training and voluntary experience to give them a much greater opportunity of employment either full time, part time, apprenticeship or casual session work. Although this project is sport related the skills and experiences gained are transferable and would help future employability in alternative fields of work too.
35. Before courses are paid for, individuals have to demonstrate their commitment by volunteering for a short period of time at a suitable sports club, community programme or in a local youth club. Those suitable can then access appropriate coaching courses followed by a further payback period of 10 hours voluntary work within the sports club or community setting. It is hoped the young people would also be able to obtain additional references from their voluntary work to impress future employers. The courses on offer can be varied to include numerous sports and officials coaching badges to appeal to more young people while also benefiting more local sports clubs and organisations too.
36. **Derwent Valley AAP** has a project looking at training and employment which is delivered by Derwentside Trust and is similar to one supported previously by Stanley AAP. It aims to deliver two training courses – SIA (Security Industry Authority) Licence and CSCS (Construction Skills Certificate Scheme) Card - for anyone who is unemployed, aged 19+ and resides in the Derwent Valley area. To be able to apply for a SIA Licence, learners need to cover various aspects of Security.
37. Derwentside Trust supports local people and their communities to access training, funding advice, guidance and support and this project will aim to support 12 people to achieve their SIA Licences and 60 people to achieve their CSCS cards. Learners will be given support in accessing various job opportunities within the security sector and Derwentside Trust will work closely with other agencies to get referrals and also accept people who contact them direct. This project utilises a strong partnership approach between various organisations to support the learners in achieving their goals: SMARTT NE Ltd, Event Cover Education and Jobcentre Plus.
38. It is widely acknowledged that being in employment can have positive effects on people's health and wellbeing, both physically and emotionally. Many AAPs support initiatives that focus on the links between health and jobs. One example led by **Great Aycliffe and Middridge Partnership (GAMP)** is their Work 4 Health project which aims to provide access to a training programme that will help individuals with a health condition/disability (physical, mental, psychological etc.) to move towards employment. It focuses on the development of 'key' employability skills and provides access where appropriate to health interventions and support. The project supports clients to reintegrate with the concepts of employability and provide a combination of group and 1:1 support.
39. The ten week course includes a Level 1 Employability qualification (accredited by One Awards), interactive workshops to boost confidence, improve stress relief, and

promote team work, communication and problem solving. Digital workshops to enable job search, use of Universal Jobmatch and uploading CVs and online applications will be provided by National Careers Service and employer led seminars will be organised in partnership with local employers. Support organisations are also invited to provide support to clients affected by the current welfare reforms.

Altogether better for children and young people

40. The **Children and Families Partnership** has developed the Children, Young People and Families Plan 2015-18 Delivery Plan to take forward the objectives and outcomes in the Children, Young People and Families plan 2015-18, which details the actions which will be undertaken to achieve the objectives and outcomes. Progress against the delivery plan will be monitored by the Partnership with regular performance updates presented to partners at the Children and Families Partnership meetings to ensure accountability and transparency. The delivery plan will be presented to the Children and Families Partnership for agreement in June 2015.
41. A key focus of the Children and Families Partnership is to support young people into employment, training and apprenticeships. As highlighted above, joint working activity with the County Durham Economic Partnership and the Business Education Board is taking place with schools and businesses to change perceptions, increase the opportunities available to young people and employers and raise young people's aspirations in County Durham. The Children and Families Partnership showed support for their 'Get the Buzz' week, which will take place in July 2015 and will focus on career aspirations with a series of events and coordinated promotion, branding and sponsorship.
42. Since their inception in 2009, all AAPs have supported children and young people's activities in some way, either directly through their priorities, or indirectly through other related projects. Many AAPs have continued projects over a number of years as they have developed and have also continued working in partnership with some of the same organisations due to the positive relationships that have been developed.
43. One such example is the work that **Derwent Valley AAP** carries out with the Sunderland Foundation of Light. Their latest partnership also includes the council's One Point Service and Groundwork North East and delivers bespoke courses and offer support opportunities to young people of secondary school age who have been identified as at risk or potentially at risk of exclusion for a number of reasons. The Foundation of Light is delivering Personal Development courses which run for 12 weeks one hour per week at Consett Academy. The programme focuses on a variety of issues which the young people face such as sexual health, mental health, substance misuse and confidence building.
44. As part of the overall project, the One Point Service based in Consett will be delivering a 'Team around the School' element, to reduce and prevent fixed term or permanent exclusion and to reduce the rate of persistent non - attendance, improve behaviour and prevent the risk of NEET indicators. Through group work young people will achieve the following outcomes: Young people are back into school and attending regularly, young people are re-engaged in learning, the behaviour of young people in school will improve so they can re-engage in learning and young

people's social and emotional capabilities will develop which will help them to engage more effectively in school life.

45. To add value to the above opportunities, Groundwork will be delivering an Achievement Coach pilot programme to provide early intervention support to vulnerable young people at risk of under-achieving academically or becoming NEET. This model builds on experience of what works and responds to a clear evidence base to develop the confidence, skills and future employment prospects of young people and to support progression post 16. The programme will work with a cohort of 10 – 15 young people to help them to access relevant activities, additional support and opportunities to achieve their personal and learning progressions.
46. One of the outcomes in the CYPFP is 'Children are supported to achieve and develop during their Early Years'. The **3 Towns AAP** Early Years Family Learning project will offer a range of interventions to support early years children, parents and professionals in five local schools. The AAP has identified, through schools in the area, issues some children face when starting nursery and school. Their expected development is below what it should be for their age and could have a detrimental effect on their long-term outcomes.
47. Parents obviously have an important role to play in their children's education and in terms of closing the gap in achievement. In four of the schools a rolling programme of family learning sessions will be offered. These sessions will be delivered by the Pre-School Learning Alliance and will be fun and informative sessions to give parents valuable skills for playing with their children at home. The project will start in September 2015 and last for one year. At one primary school, a motor skills programme will be delivered by a team of Occupational Therapists who have devised a programme for developing motor skills in early years children. The programme will comprise of a train the trainers course for school staff to be able to deliver to children in their setting. They will deliver a short programme of exercises to identified children on a regular basis.
48. Linked to this is the innovative 'Start to Play' project that the AAP is also leading on which proposes to deliver the programme in all nursery and reception classes. It is made up of innovative equipment designed to engage young children in physical activity and play. The delivery of the programme will support the key outcomes and goals in the framework for the EYFS standards. Through the delivery of the programme this will primarily work on the child's physical development however the programme has been developed to also aid the development of PSE, Communication, Language and Literacy, Problem Solving, Reasoning and Numeracy, Creative development and knowledge and understanding of the world. The programme has been designed and written by the Youth Sport Trust to complement and support the EYFS.

Altogether healthier

49. The Joint Health and Wellbeing Strategy 2015-18 was endorsed by the **Health and Wellbeing Board** in March 2015. The strategic objectives and outcomes in the Joint Health and Wellbeing Strategy are underpinned by a number of strategic actions, which will be undertaken to meet these objectives and outcomes.
50. The Joint Health and Wellbeing Strategy Delivery Plan will ensure the strategy is effective and performance managed, ensuring transparency in demonstrating the progress that has been made, and what is still left to do. Performance monitoring

reports will be presented to the Health and Wellbeing Board on a six monthly basis to outline achievements and highlight where further action is required. The Joint Health and Wellbeing Strategy Delivery Plan will be presented to the Health and Wellbeing board for agreement in July 2015.

51. As part of the council and partnership's approach to sharing and learning, the Health and Wellbeing Board has recently been subject to a four day Local Government Association 'Peer Challenge', to support the implementation of statutory responsibilities in health, by way of a systematic challenge through sector peers to improve local practice. The peer challenge team consisted of seven team members, who met with six Councillors, 66 staff and 40 partners, through 36 interviews and focus groups.
52. The framework for the peer challenge consisted of five headline questions, with the feedback outlining strengths and areas for consideration under each:
 - a. Is there a clear and appropriate and achievable approach to improving the health and wellbeing of local residents?
 - b. Is the Health & Wellbeing Board at the heart of an effective governance system? Does leadership work well across the local system?
 - c. Are local resources, commitment and skills across the system maximised to achieve local health and wellbeing priorities?
 - d. Are there effective arrangements for evaluating impacts of the Health and Wellbeing Strategy?
 - e. Are there effective arrangements for ensuring accountability to the public?
53. Feedback from the peer challenge stressed that County Durham's Health and Wellbeing Board is in a very strong place. Several partner organisations who attend multiple Health and Wellbeing Boards said it was, "the best Health and Wellbeing Board in the region", if not in the North. The peer challenge team identified the following areas of best practice that they would like to follow up and share with local government colleagues:
 - a. Community engagement;
 - b. Area Action Partnerships;
 - c. 'Voice of the child';
 - d. Relationship with Scrutiny.
54. The Local Government Association has recently commissioned national research on the state of play with Health and Wellbeing Boards. They consider County Durham to be in a strong position with good progress being made and having an impact nationally.
55. The Joint Health and Wellbeing Strategy and the Children, Young People and Families Plan have a shared objective 'Children and young people make healthy choices and have the best start in life' with emotional wellbeing a key strand of this. The AAPs are actively engaged in this work and many are involved in the CREE initiative which was created to support mental health and emotional wellbeing for individuals with a specific role of preventing suicide.

56. The **3 Towns AAP's** CREE project is based at St Cuthbert's centre in Crook and consists of a regular weekly session every Tuesday with staff being available during office hours each day. Currently 20 Young People aged 13-19 attend the sessions with over 45 accessing since July 2014. The CREE is set up as a place for music making, film making, drama, circus skills and other creative activities that are appealing to the Young People as well as a space where individuals can come to chill out, make friends and access important information and guidance.
57. As the previous funding ended at the end of March, Public Health and the AAP will ensure the service can continue and that is staffed correctly with both an artist and youth worker running the project particularly in terms of dealing with issues of disclosure, mental health and suicide and being able to be responsive to the needs of the most vulnerable people in the 3 Towns Area.
58. Outcomes include:
- a. A widening of the range of activities available with a specific focus on arts and wellbeing provision for young people at risk of self-harm, mental health problems and suicide;
 - b. Improved mental health and emotional wellbeing for Young People who access the CREE project which also creates a sense of belonging and purpose within the community;
 - c. Opportunities for young people to be signposted to the many other activities facilitated by Jack Drum including Community learning programme, youth theatre, BFI Film Academies as well as IAG in respect of other local groups, organisations, careers and employment agencies and support groups;
 - d. A targeted number of participants receive training and mentoring from staff and are empowered to be CREE Champions with new confidence and transferrable skills to help lead the project.
59. AAPs support broader work delivering the altogether healthier priority theme. One area that has invested in this through a range of funding is the **Bishop Auckland and Shildon AAP (BASH)** with its Health Express initiative. The project was delighted to receive a visit recently from the Right Hon. the Lord Hunt of Kings Heath OBE, Shadow Deputy Leader of the House of Lords and Shadow Spokesperson (Health). This gave the Health Express a national platform to showcase the work done to date which includes the launch of community based work with the local college. In addition a Shildon Health Express Forum Event was held which helped agencies come together to share information, network and feed into an asset mapping exercise for the area.
60. Although Health and Wellbeing is a cross cutting issue that **East Durham Rural Corridor AAP (EDRC)** has had regard for through projects and joined up work since its inception; 2014/15 was the first time it was voted highly for by the community. This led to the AAP Board taking this forward as priority and a number of projects were funded which not only met this priority but the priority of Older People which was also a first. Information from the first quarter of project delivery is positive.
61. Their Health Buddy Scheme aims to deliver a local community based befriending service to meet the needs of the AAP population by supporting isolated older people in smaller communities by promoting independence, increasing confidence

and encouraging community involvement. Experience has shown that isolated older people request regular support for between four to six months.

62. Some of the things a trained volunteer health buddy will do is to:
 - a. Take the time to listen over a cup of tea;
 - b. Enable attendance at social activities to develop wider social networks, and reduce isolation; (through attending with the client, providing transport, encouraging people to try new things);
 - c. Provide practical help with tasks like shopping;
 - d. Assist clients to attend medical appointments;
 - e. Provide healthy lifestyle information, and support positive behaviour change;
 - f. Signpost to other local services and facilities in the area.
63. This approach has a proven track record of successfully recruiting, inducing and developing volunteers. A dedicated Development Worker runs the service and provides opportunities for people who want to become volunteers, including management, support and training.
64. One of the projects shared at the Whole Partnership Event in November last year was the EDRC and If U Care Share Foundation's Emotional and Mental Health workshops that were delivered within Sedgefield Community College with year 10 students. This project has been extended to a pilot with a view to rolling it out across the county, potentially in partnership with other AAPs.
65. If U Care Share aims primarily to provide services which help prevent suicide and promote positive mental health, particularly in young people. This project is two-fold with the expansion of the EAMH service being one element. Those now actively involved in delivery of the programme have achieved accreditation for their work via the National Personal, Social and Health Education (PHSE) CPD programme by participating in the 'Effective Teaching and Learning in PHSE Education' course.
66. The project works with Sedgefield Community College, and includes:
 - a. Work with a selected 'focus group' of young people from the school prior to session delivery to establish 'what emotional/ mental health means to them';
 - b. Meeting and consulting in detail with key personnel from the school with regards to how PHSE fits within their curriculum, what work the school has already done around these subject matters, and also the support networks currently in place;
 - c. Work with the school around good PHSE practice; have they established group/ pupil agreements and managing expectations from both parties;
 - d. Looking to form more bespoke 'partnership agreements' with the school to ensure our services can be aligned to their desired 'achievement, attendance, and attainment' outcomes;

- e. Follow up assemblies, as well as development and delivery of more specific 'bespoke' follow up sessions. This however would be to smaller groups on possibly a 4-6 week follow up programme with participation on a voluntary rather than compulsory basis. Young people would then be supported to deliver to year 8 pupils with the objective of leaving a legacy within the school through peer mentoring;
 - f. Continue to redesign/ enhance the resources provided to young people, i.e. leaflets/ brochures, helpline details, stickers for organisers, badges etc;
 - g. Creating closer links with the Youth Mental Health First Aid (YMHFA)/ STOP training.
67. YMHFA is the second part of the project, with the delivery of a two day course 'in house' at Sedgefield Community College with relevant teaching/ support/ pastoral staff so that they are better equipped to deal with some of the areas covered with the pupils in the workshops mentioned above. This project allows them to work much closer with schools/ young people with a far more in-depth level of evaluation of their work, which in turn could provide invaluable data around emotional health needs. It is hoped that this will lead to the development of a 'model of empowerment' to be used across the County with young people.
68. In addition to the work above, the AAP have been instrumental in developing a Healthy Hub in the Trimdons, in partnership with Public Health, the Pioneering Care Partnership and Trimdon Grange Community Association who have recently taken over the ownership of Trimdon Grange Community Centre. This project was funded by Public Health and ties in with all of the ongoing health projects mentioned above.
69. The AAP involves livin in projects that are within the areas they cover, and livin are referring their tenants into the Health Buddy Scheme as well as Healthy Horizons. Both of these projects have been welcomed by livin as they raised at Task Groups that they are visiting tenants year on year that are in need of these types of project.
70. Neighbourhood Budget has funded some Food Education programmes in schools and at after school clubs held in community venues, and we will continue to work on this subject. There will also be another community gym within the AAP area, this time at Trimdon Community College Association, a shared usage facility with a school as a legacy of the WOW trailer. Various work is ongoing to support this Centre including the development of a role for a paid officer to work across the Trimdons to support community venues and help them to work together better.
71. The **Derwent Valley AAP** and **EDRC** are two of five AAPs (along with Mid Durham, Stanley and Chester le Street and District AAPs) supporting the Healthy Horizons programme which is a two year collaborative health improvement project, delivered through a partnership between Durham County Council Culture and Sport, Age UK County Durham and Leisureworks.
72. The project seeks to encourage older people, aged 65 and above, but particularly those who may be more restricted in terms of their ability to access traditional physical activity provision, to improve their lifestyle through the provision of accessible physical activity opportunities within their own communities. The programme, currently in its second year of delivery with support from the AAP, will

develop and run on average 5 specific physical activity programmes within the AAP area and will incorporate the existing provision together with additional sessions.

73. Healthy Horizons already links to health services and schemes including the health champion/trainer schemes, the tobacco and alcohol reduction programmes, the cancer Champion schemes, healthy eating schemes and community led social wellbeing schemes such as luncheon clubs, tea dances and social groups for older people.
74. Another example of more than one AAP leading on the same project is the 'Us Girls' project in the **GAMP and Spennymoor AAP** areas. This project aims to engage girls aged 13+ in sport activities through a Street Games Doorstep Sport Club at Newton Aycliffe Leisure Centre and an US Girls After-School Club at Greenfield School and Woodham Academy. The programme is youth led in that the young people are consulted on what activities they would like to take part in, with the aim to provide those opportunities where possible. The programme targets 'non sporty' girls who do not currently access sporting activities. The club style is informal activity with the tagline –'Fun, Fitness, and Friends'.
75. Within these clubs the girls have helped plan the activities that are delivered and have engaged in a variety of sports including dodgeball, rounders, Zumba, basketball, badminton, street cheer and benchball. This has enabled the girls to become more active and has provided them with an insight into other sports they can participate in outside of the clubs. The girls have also helped with planning festivals and trips.

Altogether safer

76. The Government has recently introduced the Counter Terrorism and Security Act 2015 which formalises existing elements of the 'Prevent' strand of its Counter Terrorism Strategy; called 'Contest'. The Act places a general duty on each specified authority who must, in the exercise of its functions, have due regard to the need to prevent people from being drawn into terrorism. Specified Authorities are:
 - a. Local Authorities;
 - b. Police;
 - c. Prisons;
 - d. Probation;
 - e. Education, Further Education & Higher Education;
 - f. NHS Trusts/Foundation Trusts;
 - g. Clinical Commissioning Groups.
77. The act is accompanied by statutory guidance which sets out its expectations for responding to the guidance in a proportionate and risk-based way. Each specified authority will be expected to:
 - a. Demonstrate an awareness and understanding of the risk of people being drawn into terrorism in their area, institution or body. No area will be deemed as risk free; and,
 - b. Ensure appropriate front-line staff have a good understanding of 'Prevent', are trained to recognise vulnerability to being drawn into terrorism and are aware of how to refer the individual for support.
78. In addition, additional responsibilities of the Local Authority include:

- a. Implementing a multi-agency group to receive referrals of those at risk of being drawn into terrorism (known as Channel);
 - b. Ensuring safeguarding policies include 'Prevent'; and,
 - c. Providing sectors, working with children in out-of-school activity, access to information on Prevent and safeguarding
79. Existing partnership arrangements for Counter Terrorism and Extremism include Gold, Silver and Bronze County Durham and Darlington 'Contest' groups. The Silver group, which is the thematic group of the Safe Durham Partnership, is currently refreshing the multi-agency action plan to capture the implementation of the Act and an audit of partner's collective response will be carried out.
80. The SDP is also involved in The Blue Light project which is Alcohol Concern's national initiative to develop alternative approaches and care pathways for treatment resistant drinkers who place a burden on public services. It has challenged the traditional approach by showing that there are positive strategies that can be used with this client group. It is supported by Public Health England and 23 local authorities across the country.
81. A local pilot in County Durham, working with Alcohol Concern and AVA (Against Violence & Abuse) aims to build on this experience and help workers in different settings integrate these techniques and approaches into their daily work. A key setting for this is domestic abuse. The project aims to use lessons from the domestic homicide reviews as a focus for this development work. A series of local multi-agency workshops have been run which will consider individual domestic homicide reviews which contain treatment resistant drinkers and discuss how this aspect of the tragedy could have been better addressed. This will use the options and pathways developed for the Blue Light project as a framework to inform national guidance, due to be published at the end of the year.
82. Some AAPs have altogether safer related priorities or have it as an overarching focus linked to other work. **East Durham AAP** has been working with Durham Constabulary and residents of Deneside in Seaham to improve the area and reduce crime and anti-social behaviour. Deneside has been identified as an estate that historically has not engaged with the Police or other statutory agencies. This suspicion of anyone entering the estate has restricted the impact of any initiatives in the area to combat the serious issues facing the estate, in particular Crime and Anti-Social behaviour, which is higher in Deneside than any other area in Seaham.
83. As part of this work, the AAP held a Participatory Budgeting event in January at Seaham Youth Centre with Durham Constabulary. The priorities for the projects include providing activities for young people, supporting vulnerable people and reducing crime. Funding for the project came from a number of sources: Durham Constabulary (£10,000), Department of Community and Local Government - "Our Place" programme for local neighbourhoods (£17,500) and £6,000 from the Seaham Elected Members neighbourhood budgets .
84. The event attracted 29 expressions of interest with 15 projects progressing to full application. Over 460 people from Seaham voted on which community safety projects in the area would get an allocation of the £26,000 available. Seven projects were successful, with a further four projects being considered by County Durham Foundation for Trust funding . Durham and Darlington Constabulary supported the delivery of intensive community engagement training for the Seaham

Neighbourhood Beat Team and committed officer time to working with the community to establish an effective engagement strategy.

85. Initial indications from Durham Constabulary are that the work is reducing crime and anti-social behaviour in Deneside, crime detection rates have risen and more importantly the relationship between the Police and the community is now positive and an Action Group has been formed to take forward identified Neighbourhood improvements.
86. **Chester-le-Street and District AAP** is also planning some work with Durham Constabulary to support an event aimed at raising the awareness amongst young people of sexual exploitation, internet safety related to grooming and appropriate relationships. This intervention comes on the back of a more general safety event 'Respect' that the AAP ran in December which involved over a hundred young people from local secondary schools. It was clear from that event that more focus and awareness was needed on particular topics. The event which will be run in June builds on a model developed in East Durham.
87. Following the spate of fires in the Stanley area, highlighted in previous update reports, Durham Constabulary and the Fire Service approached **Stanley AAP** to assist in reducing the likelihood of further fires to wheelie bins in local properties. One project that was highlighted to protect vulnerable residents was the purchase of wheelie bins locks. The AAP agreed to help fund the purchase of 340 locks that will be fitted to bins owned by local residents who reside in bungalows in the area. The properties have been chosen because access to the bins around the properties is easy; this is due to the council needing easy access for grass cutting, and on bin collection day, as residents are not always mobile and able to put them out.
88. The use of the lock is simple and easy to install and explain. It is the rubbish within the bin that causes the bin to ignite and burn so fiercely, therefore preventing access to rubbish will hopefully prevent the more serious bin fires. Stickers will also be placed on the bins and will act as a long lasting visible reminder/deterrent.
89. The **Environment Partnership** supported World Environment Day held on 5 June 2015 with a wide range of activities that attracted a whole host of cross sector and partnership working. The partnership organised litter picking events across the county at the following locations: East Durham – Seaham beach in partnership with Durham Heritage Coast; North Durham – Sustrans cycle way, Consett; South Durham – Oakley Green, West Auckland (ongoing work in this area by Safe Durham Partnership) and Durham City – the Sands. Partners who participated and supported World Environment Day included the Police, Groundwork, Durham University and the Environment Agency as well as Durham County Council.
90. World Environment Day also launched the 2015 County Durham Environment Awards. This annual ceremony celebrates the work of individuals and communities across County Durham and recognises their environmental achievements in contributing to making their surrounding areas more attractive. Details of the annual County Durham Environment Awards can be found at:
www.countydurhampartnership.co.uk
91. Awards throughout the year are issued by the Environment Partnership to recognise the environmental improvements which have been made across the county. Recent certificates have been awarded to: Collierley Primary School, Dipton for local litter picking activities; Shotton Colliery Residents Group Volunteers for carrying out environmental improvements including the removal of 2 tonnes of

fly tipping and 580 bags of litter; Local volunteers – James Dods, Hamsterley Forest Volunteer and Allan Rayner from Cotherstone - Heart of Teesdale. Volunteers have been awarded certificates for their dedication to environmental improvements linked to woodland management, tree planting and organising forest trails.

92. Nominations for a 'Caring for Your Environment Award' can be emailed to the Environment Partnership - environmentpartnership@durham.gov.uk or by contacting the chair or a subgroup Chair (named below) directly.
- a. Environment Partnership Chair – Terry Collins, Durham County Council
 - b. Environment In Your Communities – Chair: Julie Form, Groundwork
 - c. Heritage, Coastal and Landscape – Chair: Oliver Sherratt, Durham County Council
 - d. Climate Change – Chair: Tara Duncan, Durham University
 - e. Local Nature Partnership – Contact; Jim Cokil
93. AAPs are increasingly supporting projects linked to the environment and in partnership with a range of organisations. **3 Towns AAP**, in partnership with Greater Willington Town Council, is funding the South Dene Wood Restoration Project which is looking at a Defra registered area of ancient woodland designation dating circa 1600. Residents would like to see this woodland improved and encourage people to join together to look after it.
94. The project aims to:
- a. Restore an important amenity in the town for walking, recreation, learning and environmental/wildlife conservation, so that it can be used as an outdoor environment to improve residents physical and mental wellbeing;
 - b. Repair the culvert to form a crossing in the northern end of the Dene and provide a circular walk to assist with walking for health;
 - c. Produce a walk leaflet to promote the Dene as an area in Willington to enjoy as part of a healthy lifestyle;
 - d. Repair the footpath to make damaged areas safer for users with a range of different abilities and needs so that they can benefit from woodland exercise and social interaction;
 - e. Deliver healthy activities to establish a Friends of South Dene group and combat social isolation.
95. The project will facilitate community involvement through working with residents neighbouring the site from the social housing estate at Sunnybrow and the newly built Persimmon Homes estate in Willington. This will also raise educational awareness around quality of life and environmental health issues as well as encourage community cohesion of two distinct residential areas and enable community ownership of the project, therefore bringing residents together. Local Schools will also be involved.
96. One of the more unusual and innovative AAP supported projects, led by **Chester le Street and District AAP**, is a community energy initiative. In 2014 Bullion

Community Resource Centre, in partnership with Teesdale Environmental Consulting and supported by the AAPs Improved Environment Task Group, secured funding from the Rural Community Energy Fund (RCEF) of almost £20k to undertake a feasibility study to explore a Community Photo Voltaic (PV) project. The RCEF grant covers two specific project strands:

- a. Feasibility studies on a series of relatively small installations (3 kW -- 20kW) on community buildings. These systems could be owned by a community investment body, and placed on the roof, in exchange for use of free or discounted electricity by the community buildings;
- b. A large scale solar farm, possibly as big as 2 Mega Watts which would potentially have a capital budget of £1.5 - £2m;
- c. Detailed discussions have already been held with Officers from the Council's Sustainability and Climate Change Team on this issue.

97. A third strand to be considered and debated by the AAP Board in May is a joint project with Cestria Community Housing Association, with a view to conducting a feasibility review on the viability of community owned PV systems on social housing properties. This could provide a comprehensive community PV feasibility project, looking at community buildings, local authority owned brown field sites and social housing. Not part of the original RCEF bid.
98. Cestria Housing own 4300 homes in the Chester le Street area, and while the technical aspects of a joint community/housing association multiple dwelling PV project are relatively straightforward, the legal and financial elements remain uncertain. The project is now at the stage of investigating the legal and financial structures to create a community investment company which could take advantage of the yield from the renewable energy schemes and re-invest this back into the community. This could further support future sustainability of community buildings and assets.
99. **GAMP** has recently supported the Pioneering Care Partnership (PCP) with funding to create a fully accessible community garden within the GAMP area, another example of projects with cross cutting benefits. This project is focused on the creation of a socially inclusive fully accessible community horticultural garden set in the grounds of the PCP. The aim of the project is to make use of the outdoor space by providing access to a community garden in the heart of the GAMP area that will enable residents, local schools and voluntary groups to develop their 'hands on' horticultural skills and to undertake new learning.
100. The project will be used to champion the wide range of health and wellbeing benefits that gardening and horticulture can have and outcomes will include: better physical health through exercise; improved mental health through a sense of purpose and achievement; the opportunity to connect with others, reducing feelings of isolation or exclusion; acquiring new skills to improve the chances of finding employment/volunteering; intergenerational learning; and feeling better for being outside and in touch with nature.
101. Following on from many successful Northumbria in Bloom entries throughout the county, this year Stanley Town Centre will be entered into the competition following financial support from **Stanley AAP**.

102. The Stanley in Bloom project will support and complement the ongoing delivery of environmental improvements and the aesthetic appearance of Stanley. The project will see the installation of six new planters on Front Street that will be sponsored by local businesses, along with 30 hanging baskets that will be bought and planted up by local secondary schoolchildren prior to being hung on the lampposts in the town. The existing flowerbeds in the town will also have a facelift and be planted up by local primary schoolchildren.
103. All of these work areas will be accompanied by activities to engage local communities in caring for the environment around Stanley. In addition to the schools' planters work there will be a range of activities for the community to get involved in, including: litter picks, a large scale clean-up of the Sustrans track running alongside the Town Centre, and bench, fence and railing renewal. It is hoped that refreshing the paint and condition of much of the street furniture around the town centre will go toward improving the overall aesthetic of the area and in turn engage the local community. In addition to these activities there will be a lot of planting going on, hopefully involving as much of the green space around Stanley as possible including parks, cemeteries and other green spaces.
104. The project will engage with a range of stakeholders, young people, and existing volunteer and community groups in a programme of activities to improve public spaces and give a sense of pride for the area. In addition the project will develop community cohesion whilst improving not only the physical environment but also relationships between community members.

Area Action Partnerships Update

105. All 14 AAPs continue to deliver a range of projects against their particular priorities, some continuing from 2014/15 as well as beginning to implement new projects and initiatives against their 2015/16 priorities. The diversity of projects also continues across the county with many AAPs sharing best practice and adapting projects into their own areas.
106. **4 Together Partnership** has agreed some important changes for its focus this year. Having been one of the first to pilot the new AAP Terms of Reference for Task and Finish groups during 2014/15 the team has now made amendments to the process in order to take into account comments from board members, Task and Finish Group members and applicants.
107. The process is much more focused ready for the new financial year and the team is offering additional support to applicants in the form of presentations and application workshops with the aim of raising the quality of submitted applications. The Terms of Reference ensure that AAPs are as inclusive and open to as many community members and groups as possible starting from the consultation and forum processes to the work of the task groups and finally through to project development. Open project callout will again be used this year following on from its success the first time round. The partnership team received enquiries from across the north east asking if other local authorities offered a similar opportunity as people had seen the project callout, it also opened the applications process up to a number of new groups and ensured the partnership were trying to get their message out wider and engage a new raft of potential applicants and deliverers to the area. Other AAPs have shown an interest in following the revised processes and using the new materials and this will be shared.

108. **Durham AAP** allotted all of its Area Budget for 2014/15 and has already made significant inroads into 2015/16. Durham Christian Partnership is part of a new initiative that will give help to people in fuel poverty and is one of three pilot areas that will be trialing the new “Fuel Bank”, which will provide eligible foodbank clients on prepayment gas and electricity meters with a voucher for fuel. The pilot is being run by npower, with the national fuel poverty charity National Energy Action. People using the foodbank are in financial crisis and this impacts not only their ability to buy food but also to pay for energy to heat their homes, water or cook their food.
109. They are rolling out the voucher scheme to their distribution points across the County, and currently is available at the following distribution points: Brandon; Chester le Street; Chilton; Consett; Crook; Dawdon; Durham (North Road); Ferryhill; Laurel Avenue; Newton Aycliffe; Spennymoor; Stanley; West Auckland and Willington.
110. Shincliffe Park has enjoyed a new launch after two years of fundraising with Durham AAP being a significant contributor. The park at Pond Street, High Shincliffe, near Durham City, has had almost £90,000 spent on giving it a complete makeover. Rusty old play equipment dating from the 1960s has been replaced with the latest models and the park’s football pitch is getting an artificial surface.
111. The first awards made under the Community Investment Fund (£300K) were awarded to West Rainton and Leamside by DCC. There are two bidding rounds and some £47k has been awarded to support play equipment, heritage memorials and the school dining hall to name but a few. Progress is now moving towards launch of the Capital Fund in September at the Village Annual Show.
112. During 2014/15 **Teesdale Action Partnership** (TAP) focused on three main priority areas: children and young people, job prospects and enterprise, and transport and environment. In addition to this there has also been some work done on health and welfare related issues. In all TAP has supported 17 projects through its Area Budget and 20 projects through the County Councillors Neighbourhood Budget allocation.
113. There has been a good focus on economic development which has included the creation of apprenticeship and trainee places. Trainers have been trained and are delivering youth worker training and support for businesses is being enhanced through joint work between the South Durham Enterprise Agency, Enterprise House (Barnard Castle) and UTASS (Middleton in Teesdale). TAP has been heavily involved in the North Pennines LEADER and contributed to the appeal process which helped to secure substantial financial support for the North Pennines area. Local Councillors have used Neighbourhood Budget Funding to support the ongoing development of the cultural programme at the Witham in Barnard Castle which is developing a range of activities that will bring people into the area.
114. Children and Families have benefitted from the very successful Children and Young People’s Small Grants fund. To date 29 organisations have benefitted. Decisions on funding for this project are made by young people, supported by TAP and Teesdale YMCA. TAP was also able to give a comprehensive response to the recent review of Children’s Centre’s through the work of its Children and Young People Task and Finish Group.
115. Environmental work has been supported through various projects looking at issues such as invasive species along the River Tees and the protection of endangered birds in the area.

116. Thanks to additional investment TAP has also been able to support a number of projects linked to Health. The previously successful rural employability project was extended thanks to funding from the CCG and Public Health funding has supported projects working with families around safety and welfare, older people keeping in touch and giving new healthy opportunities to children and young people. Local Councillors have supported a number of sporting organisations in the area with sports ranging from sailing to cricket.
117. **Chester-le-Street and District AAP** held its second Participatory Budgeting event in March with 23 projects available for the public to vote on and with £28,000 available in grant for capital related equipment. Cestria Housing also contributed £2,000 towards this grant pot. 1,068 people voted at the event and 11 of the projects were supported. Successful grants ranged from mental health organisations, Carers support projects, Sports Clubs, Community Buildings and youth activities.
118. Sambarama is a **Derwent Valley AAP** funded project was a joint partnership between Mad Alice Theatre Company, Jack Drum Arts and Leisureworks which has recently delivered Drama and Samba based activities for children aged 7-12 years from the Derwent Valley area - culminating in a performance by 40 local young people to their family and friends.
119. The children worked with a professional actress and a professional musician, assisted by volunteer apprentices. All primary schools were offered the opportunity to take part in this creative and fun project and samba and drama sessions were also delivered after school in a range of different community venues across the area. Leisureworks provided mask/prop making workshops as part of their on-going Colour Your Life programme to offer the children and their families an opportunity to work with a professional artist to make items for the final performance. The project also provided an opportunity for volunteers to achieve an Arts Award aimed at helping them to learn new skills, build confidence and self-esteem, improve interpersonal skills and raise aspirations.
120. **Mid Durham AAP** has continued to support two of its flagship programmes - Haggrid (an alternative educational programme based around horticulture, agriculture and community cohesion led by Durham Agency Against Crime) and the Mid Durham Intergenerational programme (led by Age UK County Durham).
121. Mid Durham AAP was the first AAP to support the development and delivery of the award winning Haggrid programme. The AAP provided a three year funding package which saw it work with approximately 30 students from Durham Community and Business College, all of whom have gone on to gain a variety of qualifications in horticulture and agriculture with some going onto associated apprenticeships. Along the way they have also picked up awards from Durham County Council as well as the Royal Horticultural Society and appeared on the BBC's Crimewatch. The AAP has provided a further three years matched funding to support the continuation of the programme. This will see it expand up to Burnhope and take on board the development of a large area of land in partnership with Burnhope Parish Council and the local community partnership. This particular piece of work will have community cohesion as a key element of delivery to support the continued galvanisation of that community.
122. The Mid Durham AAP was again the first AAP to develop a localised Intergenerational programme which was ran alongside the county wide work of Age

UK. The initial programme which was set up for 18 months and worked across 15 villages engaging 400 children and young people and over 130 older people in a variety of different activities. Links between schools, youth groups and older people have now established regular coffee mornings, IT workshops, sporting and arts based activity. 26 people have gone through accredited training including several of the local police cadets. Links have been formed with Haggrid so that older members of the community and the pupils engaged in Haggrid are learning a variety of skills from each other with their local communities as a whole benefitting - hanging baskets, community planting schemes, improving grot spots. The Intergenerational programme also won the One Awards Community Young Learners of the year award for 2014. At the AAP Board meeting in March the Board members were so impressed with the work of the programme and its many other attributes it decided to continue its support for another year with specific focus on developing the training as well as examining dementia awareness, promoting community safety and involving young people in decision making that affects the areas they live in.

123. These programmes will continue to make an impact on key County Durham Partnership cross thematic focus areas including volunteering, reducing inequalities and supporting job creation. It will also impact upon key elements of all of the Altogether Better thematic partnerships.
124. **Weardale AAP's** Wheels to Meals service continues develop with new people regularly signing up for the service. A mailshot of over 150 residents is despatched every month with details of the venue and activity. In general, this is an excellent way of keeping in touch with others and making new friends, especially for those living alone and can address the issues associated with social isolation which can be further compounded by the rural nature of Weardale. From January to April this year, over 40 trips to local venues have been undertaken that provide a variety of different environments to have a sit down meal, from Auckland Castle, Horsley Hall to Bradley Burn Café, over 340 beneficiaries. Some participants book every week, whilst others plan a trip out once a month. The assisted shopping trips ran as part of the Wheels to Meals programme are also very popular.
125. **Stanley AAP** has used their Welfare Reform funding allocation for 2014/15 to provide a face to face Welfare Rights Service in the Tommy Armstrong Centre in Stanley Town Centre every Wednesday. A Welfare Rights Officer is holding a Drop in Advice Surgery on a Wednesday morning from 9:30am – 12pm and a one to one Appointment system on a Wednesday afternoon from 1pm – 4pm in the Centre. Residents who own their own home or rent from a private landlord, have been taken off benefits or do not know what they are entitled to claim, are being encouraged to organise an appointment by calling into the Tommy Armstrong Centre or attend an Advice Surgery.
126. The role of the Welfare Rights Officer is to provide advice and support on financial issues and make referrals where appropriate, identify relevant households who are entitled to welfare benefits and provide support and assistance in accessing these, ensure that residents views are expressed understood and included throughout delivery and development of the welfare rights service, and ensure that the residents incomes are maximised.

Recommendations and reasons

127. It is recommended that Members note the report.

Appendix 1: Implications

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

Staffing - None

Risk - None

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

Accommodation - None

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

Human Rights - None

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

Procurement - None

Disability Issues - None

Legal Implications – None

Overview and Scrutiny Management Board

16 June 2015



Quarter 4 2014/15

Performance Management Report

Report of Corporate Management Team

Lorraine O'Donnell, Assistant Chief Executive

Councillor Simon Henig, Leader

Purpose of the Report

1. To present progress against the council's corporate basket of performance indicators and report other performance issues for the 2014/15 financial year.

Background

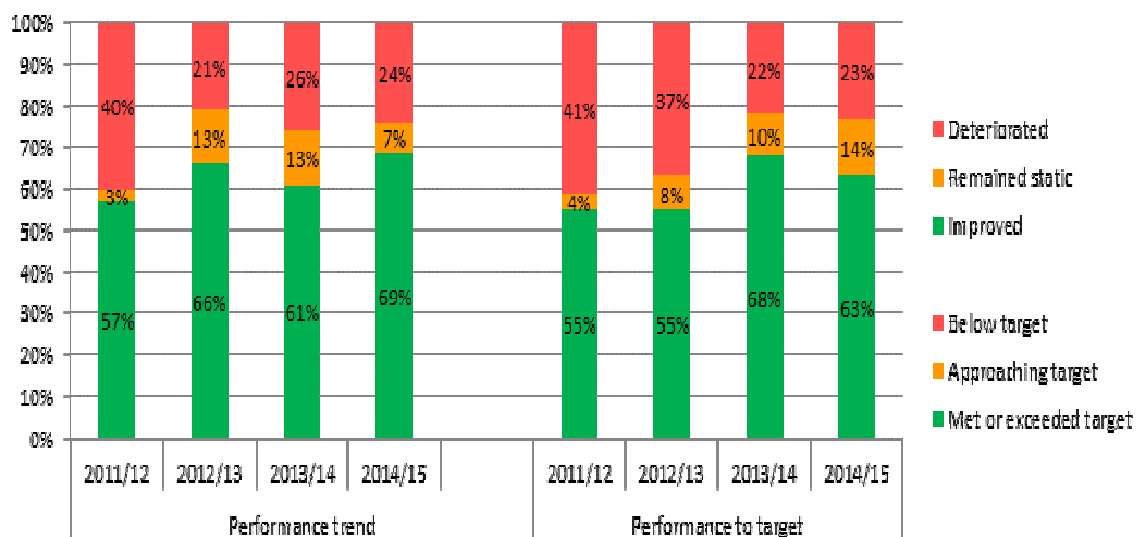
2. Since 2010, the council has made significant financial savings following reductions in government grants and have delivered just under £137 million savings to date and have plans in place to make a further £16 million of reductions in 2015/16.
3. Demand over the year has increased for some of our key services such as children in need referrals, looked after children cases, people requiring rehousing, and freedom of information requests received. However, it is encouraging to note that there have been some notable reductions in demand placed on some of our services in line with council strategy. The number of incidents of fly-tipping being reported is starting to come down after a concerted effort to tackle the perpetrators. All contact through our customer services team whether through face-to-face, telephone or via electronic means is generally reducing in line with our customer first strategy, which aims to answer queries at first point of contact and reduce the need to contact the council again. There has been a large spike in terms of telephone calls received in the last quarter of the year which is predominantly as a result of the introduction of the new garden waste service which has generated a number of additional calls around the time of implementation, some of which have been new customers wanting to join the scheme.
4. Against this backdrop of reducing resources and increasing demand it is critical that the council continues to actively manage performance and ensures that the impact on the public of the difficult decisions we have had to make is minimised.
5. The report sets out an overview of performance and progress by Altogether priority theme. Key performance indicator progress is reported against two indicator types which comprise of:

- a. Key target indicators – targets are set for indicators where improvements can be measured regularly and where improvement can be actively influenced by the council and its partners (see Appendix 3, table 1); and
 - b. Key tracker indicators – performance will be tracked but no targets are set for indicators which are long-term and/or which the council and its partners only partially influence (see Appendix 3, table 2).
6. The report continues to incorporate a stronger focus on volume measures in our performance framework. This allows us to better quantify productivity and to monitor the effects of reductions in resources and changes in volume of activity. Charts detailing some of the key volume measures which form part of the council's corporate set of performance indicators are presented in Appendix 4.
7. A corporate performance indicator guide has been produced which provides full details of indicator definitions and data sources. This is available to view from the intranet or can be requested from the Corporate Planning and Performance Team at performance@durham.gov.uk.
8. Work has been carried out by officers and members on developing the proposed indicator set and targets for 2015/16 (see Appendix 5) to ensure that our performance management efforts continue to stay focused on the right areas.

Executive Summary

Overview

9. The following chart shows that we have improved or maintained performance in 76% of our key target performance indicators over the last year with 77% approaching, meeting or exceeding target. Performance shows slight improvement from 2013/14 when 74% of indicators showed improvement or maintained performance however the percentage of indicators approaching, meeting or exceeding target has fallen slightly from 78% in 2013/14. Performance for tracker indicators is less positive with 65% improved or maintained. 93% of Council Plan actions have been achieved or are on target to be achieved by the deadline, the same proportion as in 2013/14.



10. Key economic measures show that County Durham's employment rate continues to improve and is at its highest level since 2009 however this still remains worse than national levels. The numbers of Job Seekers Allowance (JSA) claimants, as well as youth and long term JSA claimants have all fallen substantially from last year, although the proportion claiming for more than 12 months remains higher than national levels. Further investigation into JSA claimants is being carried out to determine reasons for the fall in numbers. The number of apprenticeships started through council schemes also shows improvement.
11. Housing development shows a mixed picture compared to 2013/14 with higher numbers of empty properties improved through council intervention. Delivery of affordable homes exceeded target however was lower than last year. Net home completions increased, although the proportion completed in and near major settlements fell. The transfer of housing stock to the new County Durham Housing Group coincided with improvements to the number of empty housing, decent homes and tenant arrears.
12. Homeless indicators also show a mixed picture this quarter with improvements in the number of presentations and preventions although the proportion of applications and acceptances has increased. It is not possible to compare performance to 2013/14 due to changes to the indicator definitions.
13. The number of VAT registered businesses has increased, alongside businesses engaged with and business enquiries. Occupancy rates for retail units in town

centres have improved in eight of the 12 town centres. Six inward investment projects were secured in 2014/15 and although this did not meet target 1,567 jobs were created.

14. The proportion of planning applications determined within deadline continues to decrease against a backdrop of falling numbers of applications received.
15. The proportion of 16 to 18 year olds not in education, employment or training (NEET) has improved and is better than the regional rate but worse than the national and statistical neighbour rates. The proportion of 16 to 18 year olds whose status is not known has improved compared to last year and is better than national and regional rates.
16. Performance against key safeguarding targets has generally improved with a further reduction in children in need referrals occurring within 12 months of the previous referral and the rate of children with a child protection plan remaining low in comparison with last year and national, regional and statistical neighbours rates. Child protection case reviews undertaken within timescale are in line with the national level but remain below target. The rate of looked after children is better than the 2011/12 peak and North East and statistical neighbours rates but it is slightly above the national rate and there has been an increase from last quarter.
17. There has been an improvement in the under 16 conception rate for 2013 and the under 18 conception rate for 2013 is similar to 2012. Both of these rates are worse than national and regional levels.
18. There have been improvements in adult social care in areas such as personal budgets, delayed transfers of care and reablement. Numbers of people aged 65 and over supported by Durham County Council and admitted on a permanent basis to residential and nursing care, are starting to increase after previous reductions.
19. The number of four-week smoking quitters has declined and remains below target. The proportion of eligible people receiving an NHS health check has also declined and remains below target and national and regional levels.
20. Under 75 all-cause mortality has increased but shows a long-term downwards trend although it is worse than national and regional rates. Latest data for 2010-13 show a rise in excess winter deaths which is in line with national and regional trends.
21. Diabetes prevalence in County Durham has marginally increased from the estimated 2012/13 value and is above national and North East levels.
22. Turning to crime and community safety, the overall crime level remains higher than last year, although this is still low compared to nationally. Victim based crimes, serious or major crimes and robberies have increased. Although there have been reductions in the majority of theft categories, shoplifting has increased. As previously highlighted, historic crimes of physical and sexual abuse, including those associated with Operation Seabrook, the police investigation into allegations of physical and sexual abuse perpetrated at Medomsley Detention Centre in the '70s and '80s are included in these overall crime figures. However,

overall crime is still shown to be increasing even when incidents associated with Medomsley are removed.

23. Incidents of anti-social behaviour (ASB) reported to the police have improved with reduced incidents from last year. Levels of alcohol related ASB and alcohol related violent crimes also continue to decrease.
24. Key environmental indicators show improved levels of street and environmental cleanliness and an increase in municipal waste diverted from landfill although the percentage of household waste re-used, recycled or composted remains below target. Contamination of recycling bins and changed legislation in relation to street sweepings continue to impact on the recycling rate. There have been fewer fly-tipping incidents this period compared to the previous quarter and 12 months earlier.
25. Performance continues to improve in a number of corporate areas. The Revenues and Benefits Service continue to reduce claims processing times and performance remains better than target. Customer service indicators show improved telephone handling and a high number of customers have been seen at our customer access points within the 15 minute target.
26. Increased income has resulted from the rise in occupancy levels of council owned factories and business support centres, when compared to the same period last year.
27. The employee appraisal rate has improved significantly, only narrowly missing target. Performance relating to sickness indicators shows levels remain worse than target. Freedom of Information requests processed within statutory timescales have deteriorated and remain below the national target.

Volume of Activity

28. Over 2014/15 the council has seen increases in demand for a number of key frontline services. Although the number of looked after children cases and the number of children in need referrals started to steadily reduce during 2013/14, levels have begun to rise again throughout 2014/15. The number of repeat referrals has also increased although this remains lower than those in the same period of 2013/14. Increases have also been observed in the number of people requiring rehousing as well as the number of freedom of information requests received where volume has continued to increase since 2012/13. This quarter has seen the highest number of overall requests received. The number of housing benefit change of circumstances processed has remained fairly static throughout the year but demand has increased at quarter four. This is due to over 22,000 changes such as rent increases received through the ATLAS system (Automated Transfer to Local Authority Systems) being processed in March. The same volume of changes processed last year were split over the months of March and April therefore fell into two separate quarters. Telephone calls received have seen a gradual decline in numbers over the year although demand has peaked at quarter 4 and is above 2013/14 levels. This is mainly due to increased numbers of calls in relation to the introduction of the new garden waste service. Reductions in demand have been observed in processing new benefit claims and change of circumstances for council tax and the number of fly-tipping incidents reported have steadily reduced from quarter two. The number of customers seen at our

customer access points has also reduced from last year although a small increase is observed this quarter.

29. The volume indicators selected to monitor demand on services (see Appendix 4) show that there is generally a direct link between workload volumes and performance.
30. Areas where volume increased and we see that performance has deteriorated are evident in:
 - a. Planning applications (Appendix 4, Chart 1). The volume has increased this quarter, following five quarters where numbers fell steadily. Performance has seen a steady decline since quarter two 2013/14 and is now below target.
 - b. There has been a steady increase in the number of Freedom of Information Act or Environmental Information Regulations requests received (Appendix 4, Chart 12) since 2012/13. Performance has declined and remains below the national target.
 - c. The number of looked after children (Appendix 4, Chart 3) has increased gradually this year and is now at its highest level since quarter one 2013/14.
31. Areas which show reductions in demand and improved performance are evident in:
 - a. The number of customers seen at our customer access points (Appendix 4, Chart 11). Demand for face to face contact has reduced from 2013/14 whilst performance has steadily improved over the last two years. Slight decreases in contact received via emails and web forms have also been seen compared to last year.
 - b. The volume of telephone calls received (Appendix 4, Chart 10) has reduced whilst the number of calls answered within three minutes has steadily improved.
 - c. The volume of new claims processed for both housing benefit and council tax (Appendix 4, Charts 6 and 7) together with processing change of circumstances for council tax (Appendix 4, Chart 9) have reduced this year whilst processing times have improved. Whilst the number of change of circumstances for housing benefit processed (Appendix 4, Chart 8) has increased this year, specifically a peak at quarter four, processing times have continued to improve.
32. The volume of fly-tipping incidents (Appendix 4, Chart 5) reported across the authority has reduced again from the previous quarter after a long period of increasing incidents and volume is lower than the same period last year.
33. The number of people registered on the Durham Key Options service (Appendix 4, Chart 2) who have been rehoused has increased for the third consecutive quarter. Demand remains high with the number of people rehoused during 2014/15 increasing almost 3% compared to 2013/14.

34. The number of children in need referrals (Appendix 4, Chart 4) has increased again this quarter, after a long period of decline in numbers. The number of repeat referrals has also increased although volume remains lower than those in the same period of 2013/14.

Welfare Reform and Demand

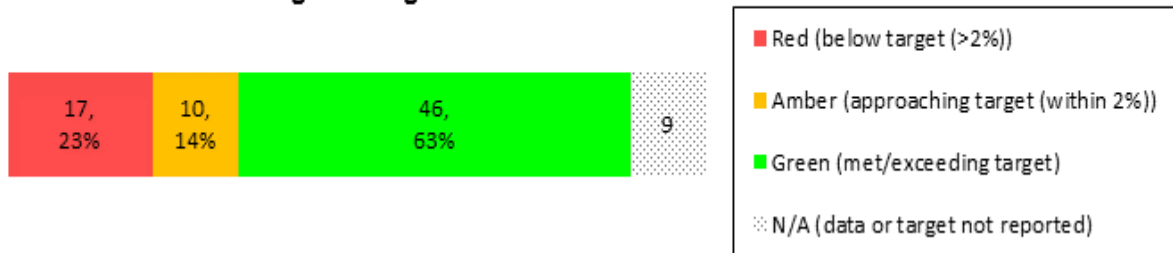
35. A working group is considering the implementation of Universal Credit in County Durham, which is scheduled to take place in September 2015.
36. Further work is in hand to develop a Poverty Action Plan and to consult on the plan with internal and external partners.
37. The plan to bring the Welfare Assistance Scheme in-house from 1 April 2015 using service teams in Revenues and Benefits was successfully implemented. The existing policy will be reviewed during the first six months of 2015/16.
38. Contrary to an anticipated increase in housing rent arrears, there has been a slight reduction in the number of tenants in arrears compared to last year. The proactive management of issues through the housing triage process has helped to support tenants with potential difficulties.
39. Nationally the employment rate is returning to pre-recession levels. The North East has also seen recent upward trends. Although the County Durham employment rate continues to improve, it remains four percentage points lower than the 72.1% achieved during 2006. Overall, the gap between local and national employment rates grew as a result of the recession and remains high. The number of Job Seekers Allowance (JSA) claimants has fallen substantially from last year, although the proportion claiming for more than 12 months remains higher than national levels. Further work is being carried out to determine the destination of previous claimants who have now ceased to claim JSA.
40. Latest data for November 2014 show 22.7% of children in the county are living in poverty, a slight improvement from the previous year (23.5%). The County Durham rate is worse than the England rate (16.8%), although slightly better than the North East rate (23.3%).
41. During 2014/15 there has been a substantial rise in the number of change of circumstances for housing benefit compared to 2013/14, mainly due to a spike at quarter four, although there has been a reduction in numbers of change of circumstances for council tax reduction and new claims for both housing benefit and council tax reduction. This is due to a large volume of over 22,000 individual changes in circumstances received through the ATLAS system being processed in March. Whilst similar volumes were processed last year they were split over two quarters.
42. Homeless levels this quarter show a 20% reduction in presentations when compared to quarter 1. The proportion of people on the housing register who have hardship, medical/welfare issues, overcrowding or who are statutory or non-statutory homeless at quarter 4 is consistent compared to 2013/14 at 43% (4,978 people). The number of families rehoused through the Durham Key Options system during 2014/15 has increased slightly by 3% when compared to last year.

43. Demand for social housing remains buoyant. We continue to perform well with all three of our providers reducing the number of empty homes over the course of the year. Council owned housing which is not available to let or empty for more than six months has also reduced.

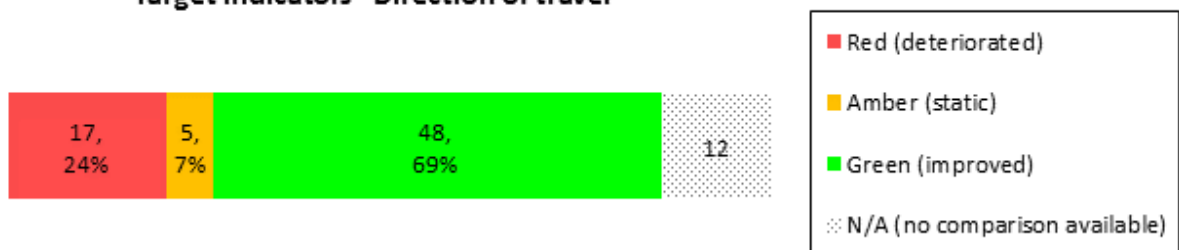
Overall Performance of the Council

Key Performance Indicators

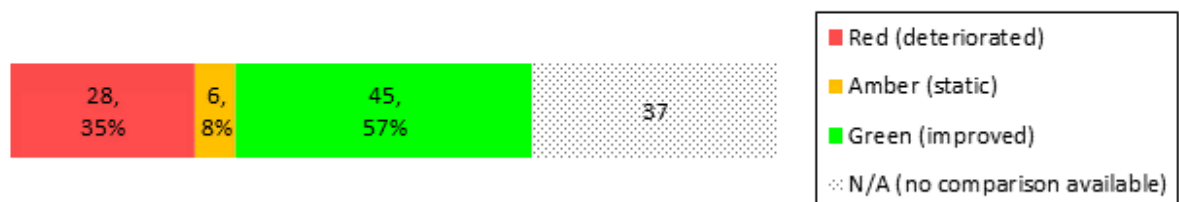
Performance against targets



Target indicators - Direction of travel



Tracker indicators - Direction of travel



Source: Service performance monitoring data

44. In 2014/15, 77% (56) of target indicators approached, met or exceeded targets with 76% (53) of target indicators improved or remained static. Performance in relation to tracker indicators, many of which reflect crime and health, was less positive with 65% improving or remaining static compared to the same period last year.

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

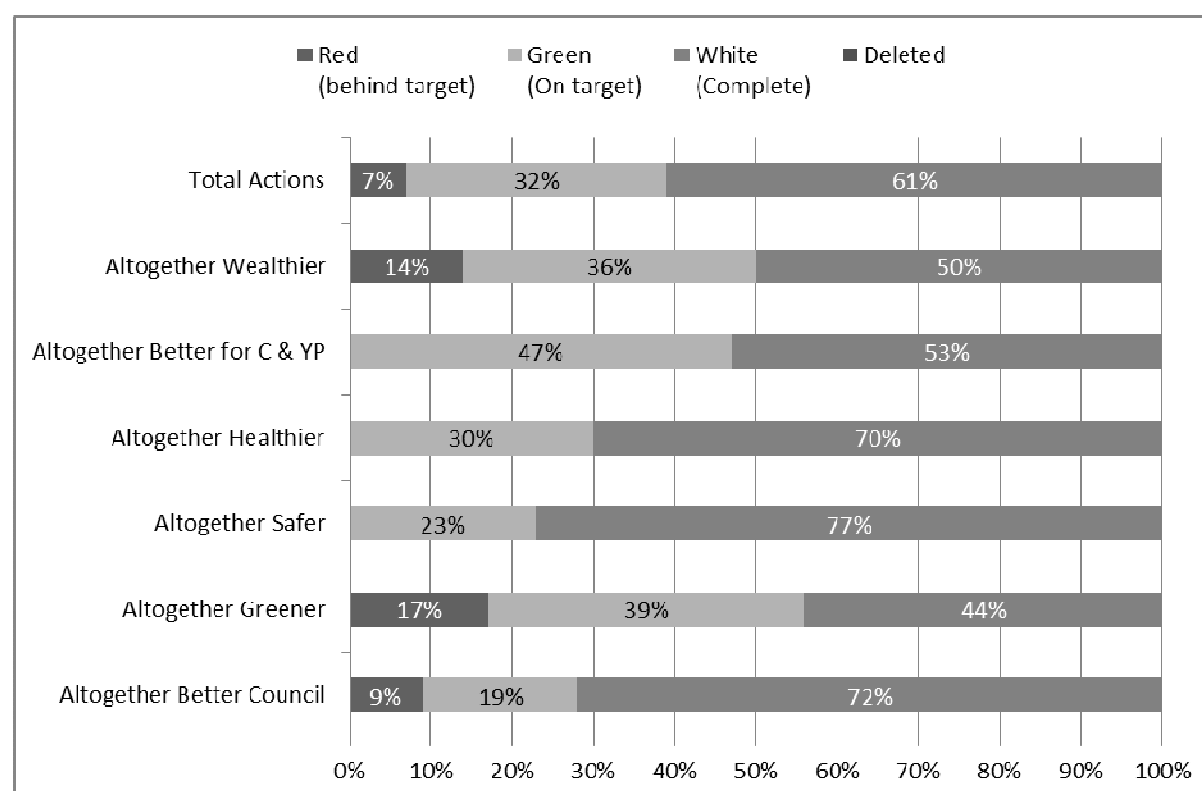
- Employment rate
- Working age people not in work who want a job
- JSA claimants claiming for one year or more
- JSA claimants aged 18-24
- 18-24 year olds not in education, employment or training

- Apprenticeships started through Durham County Council funded schemes
- Visitors to Visit County Durham website
- Net home completions
- Empty properties brought back into use through council intervention
- Council owned property meeting decency criteria
- Registered businesses
- Businesses engaged with Visit County Durham
- Business Durham floor space that is occupied and income generated from this
- People with no ongoing care needs following reablement
- Police reported incidents of anti-social behaviour
- First time entrants to the youth justice system
- Alcohol related anti-social behaviour incidents and violent crime
- Levels of litter, detritus and dog fouling
- Municipal waste diverted from landfill
- Energy produced from municipal waste
- Fly-tipping incidents
- Reduction in CO₂ emissions from council operations
- Feed in tariff installations
- Telephone calls answered within three minutes
- Customer seen within 15 minutes at access points
- Time taken to process benefit claims

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

- New homes completed in and near major settlements
- Planning applications determined within deadline
- Looked after children
- Child protection cases reviewed within timescale
- Under 75 all-cause mortality rate
- Smoking quitters
- NHS health checks
- Permanent admissions to residential or nursing care
- Excess winter deaths
- Overall crime
- Serious or major crimes
- Victim based crimes
- Number of days lost to sickness absence

Progress against Council Plan Actions - Quarter 4 2014/15



47. Overall performance in the final quarter of 2014/15 shows that 61% (88 out of 145) of actions have been completed and 32% (46 actions) are on target. 7% (11 actions) did not meet target. Further detail of these actions is highlighted throughout the report. The Altogether Safer theme has achieved the highest percentage of actions completed (77%). The Altogether Greener theme has the highest percentage behind target (17%), which amounts to five actions.

Service Plan Actions

Service Grouping	Total number of Service Plan Actions	Number of actions met or exceeded target	% of actions met or exceeded target	Number on target	% of actions on target	Number behind target	% of actions behind target	Deleted	% of actions deleted
ACE	71	55	77%	12	17%	4	6%	0	0%
CAS	130	104	80%	24	18%	2	2%	0	0%
NS	109	54	50%	48	44%	7	6%	0	0%
RED	113	59	52%	33	29%	21	19%	0	0%
RES	125	80	64%	38	30%	6	5%	1	1%
Total	548	352	64%	155	28%	40	7%	1	1%

Source: Service monitoring data

48. The table above shows that overall, 92% of service plan actions have either been achieved or are on target to be achieved by the deadline. Actions which did not meet target equate to 7%. The Children and Adults Services grouping has the highest percentage of actions achieved or on target (98%). The Regeneration and Economic Development service grouping had the highest percentage of actions behind target (19%, 21 actions), with eight of the actions behind target due to the delay in progressing the County Durham Plan. This is followed by the Neighbourhood Services service grouping (6%, 7 actions) and Assistant Chief Executive service grouping (6%, 4 actions).

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

Risk Management

50. Effective risk management is a vital component of the council's change agenda. The council's risk management process sits alongside our change programme and is incorporated into all significant change and improvement projects.

51. The strategic risks identified as potential barriers to successfully achieving our objectives are detailed against each Altogether theme in the relevant sections of the report. These risks have been identified using the following criteria:

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

52. As at 31 March 2015, there were 28 strategic risks, a reduction of three since 31 December 2014. No new risks have been added and three have been removed. The following matrix categorises the strategic risks according to their net risk evaluation as at 31 March 2015. To highlight changes in each category during the last quarter, the number of risks as at 31 December 2014 is shown in brackets.

Corporate Risk Heat Map

Impact					
Critical	2 (2)	1 (1)	3 (3)		1 (1)
Major		3 (3)	4 (6)		
Moderate			8 (8)	5 (5)	1 (1)
Minor				0 (1)	
Insignificant					
Likelihood	Remote	Unlikely	Possible	Probable	Highly Probable

Key risks 

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

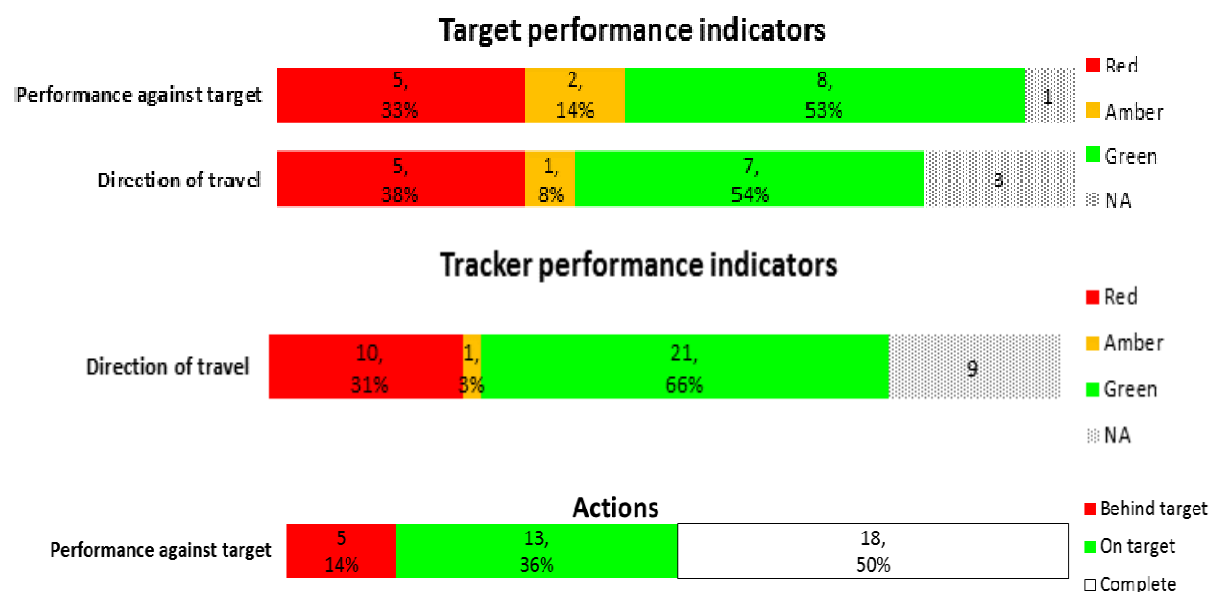
- a. If there was to be slippage in the delivery of the agreed Medium Term Financial Plan savings projects, this will require further savings to be made from other areas, which may result in further service reductions and job losses (critical/ possible).
- b. Ongoing Government funding cuts which now extend to at least 2019/20 will continue to have an increasing major impact on all council services (critical/ highly probable).
- c. Potential restitution of search fees going back to 2005 (moderate/ highly probable).
- d. The council could suffer significant adverse service delivery and financial impact if the new banking contract is not properly implemented (critical/ possible).
- e. If we were to fail to comply with Central Government's Public Services Network Code of Connection criteria for our computer applications, this would put some of our core business processes at risk, such as revenues and benefits, which rely on secure transfer of personal data (critical/ possible).

54. Three risks have been removed from the register in this quarter. This is due to management of the risk by the service as mitigating actions have been completed to reduce risks to a level where management now consider existing controls to be adequate. The three removed risks are as follows:

- a. Failure to identify and effectively regulate contaminated land (Neighbourhood Services).

- b. The agreed transfer of housing stock to an external organisation, the potential savings from downsizing/reduced costs of services currently recharged to the Housing Revenue Account under a Service Level Agreement (SLA), may be less than the corresponding loss of income from the SLA, resulting in a budget shortfall (Resources).
 - c. Private housing stock condition worsens with adverse implications for local economy, health and neighbourhood sustainability (Regeneration and Economic Development).
55. The implementation of additional mitigation on a number of risks has enabled the council to improve performance, decision-making and governance, and this is detailed in the relevant sections of the report.

Altogether Wealthier: Overview



Council Performance

56. Key achievements this quarter include:

- a. This quarter 197 private sector properties have been improved through local authority intervention bringing the total since April to 476. As the definition for this indicator has changed for 2014/15, past data are not comparable.
- b. Also as a result of council intervention, 55 empty properties were brought back into use during quarter 4, which exceeds the target of 47. This brings the total since April to 199, exceeding the annual target of 120. This is an 81% improvement on last year (110) and is a direct result of the investment of funds from the Homes and Communities Agency (HCA), the council's capital programme and the changes to council tax charging for empty properties. In relation to the Council Plan action to bring 25 empty homes back into use through a programme of targeted support in the north of the county (South Moor), the target completion date has been delayed from April to October 2015 due to delays in the energy efficiency and environmental improvement works. This action was also delayed in quarter 2. A resident consultation event to gauge resident appetite for participation and meetings with our delivery partner Warm up North (British Gas) to obtain final scheme costs and anticipated Energy Company Obligation Funds have been held. Depending on resident sign up, it is anticipated that energy efficiency works will commence within quarter 1 of 2015/16.
- c. The number of affordable homes delivered in quarter 4 was 246, which exceeded the target of 140. This brought the total during 2014/15 to 494, in comparison to 661 during 2013/14. The target for 2014/15 (400) has been exceeded. There has been a good appetite amongst registered providers to continue to invest in affordable housing within County Durham. HCA grant has also been available to ensure schemes are financially viable.
- d. There were 321 apprenticeships started through Durham County Council funded schemes between April and December 2014. This is well above the

target (135) and performance for the corresponding period in 2013/14 (196). Additional money has been allocated to this programme, which continues to support local businesses and local people looking for support in the labour market.

- e. During this quarter Business Durham engaged with 320 businesses, which exceeded the target of 180. The annual number of businesses engaged increased 95% from 581 in 2013/14 to 1,134 in 2014/15. The number of business enquiries handled this quarter has fallen to 265 from 297 the previous quarter and failed to achieve the quarterly target (300). However during 2014/15, 1,202 enquiries were handled, achieving the target for 2014/15 of 1,200 and performance in 2013/14 (1,151).
- f. The transfer of Durham County Council's Housing Stock has been a major feature of 2014/15 with a programmed transfer date of the end of March 2015. Some legal technicalities meant that the transfer was delayed into mid-April. Those issues were resolved and the stock has now been transferred to the new County Durham Housing Group. As well as completing one of the largest stock transfers in the country performance has been improved in the following areas:
 - i. The proportion of council owned housing that is empty has improved from 1.15% in quarter 3 to 1.03% this quarter (190 properties), achieving the target of 1.5%. This is a significant improvement compared to 2013/14 when 1.63% of housing was void. The proportion of council owned housing that is not available to let and has been empty for more than 6 months has improved from 0.14% last year to 0.10% this quarter but the target (0.05%) has not been achieved.
 - ii. The proportion of council owned properties currently meeting decency criteria has increased from 91.7% in 2013/14 to 99.8%, although this was below the target of 100%. 42 properties were handed back to East Durham Homes in quarter 4 by their contractor, who was unable to complete all works by year-end. Decent homes works to these properties will be undertaken in the first quarter of 2015/16. Despite this small shortfall, East Durham Homes made 1,414 homes decent in 2014/15 and the council were able to attain full Decent Homes Backlog Funding from the HCA.
 - iii. Current tenant arrears as a percentage of the annual rent debit reduced from 1.99% in 2013/14 to 1.97% (£1.39m) in 2014/15 exceeding the target of 2.45%.
- g. Tracker indicators show:
 - i. The number of people claiming Job Seeker Allowance (JSA) has decreased throughout the year from 9,385 at quarter 1 to 7,640 this quarter. Of the 7,640 people, there were 2,190 claimants aged 18-24 years (28.66% of all JSA claimants). This represents a decrease of 36% from 3,415 last year. Further investigation into the increase in JSA claimants is being carried out.

- ii. The number of JSA claimants that have claimed for 12 months or more continues to fall, decreasing from 31.5% (2,145) of all JSA claimants in quarter 3 to 27.8% (2,125) this quarter. The proportion of long term claimants has fallen 20% from the corresponding period in 2013/14 (3,980 claimants). The County Durham rate is higher than the national rate of 23.1% but lower than the North East (29.9%) and nearest statistical neighbour rates (30.3%).
- iii. Homeless indicators show a mixed picture compared to quarter 3, as follows:
 - The number of presentations to the Housing Solutions Service has improved from 2,320 to 2,096 this quarter. During 2014/15 there were 9,403 presentations.
 - The number of statutory homeless applications has declined from 133 to 123. This equates to 5.9% of presentations. During 2014/15 there were 630 applications (6.7% of all presentations).
 - The level of acceptances of a statutory duty has declined from 35 to 39. This equates to 2% of presentations. During 2014/15 there were 187 acceptances (1.99% of all presentations).
 - The number of preventions has improved from 328 to 338. This equates to 16.1% of presentations. During 2014/15 there were 1,379 preventions (14.7% of all presentations).

It is not possible to compare performance to 2013/14 due to changes in the indicator definitions.
- iv. During quarter 4 there were 1,345 applicants registered on the Durham Key Options system who were rehoused, which is an increase on the previous quarter (1,317). The year-end figure was 5,180 compared to 5,045 in 2013/14. This increase in lets can be attributed to greater numbers of new builds from full partners and other registered providers in 2014/15.
- v. Occupancy rates for retail units in town centres have increased in eight of the 12 town centres, with only Consett, Crook and Newton Aycliffe declining (see following table). Newton Aycliffe has seen the highest percentage fall in occupancy (-5.6%), although this figure is inflated as some of the vacancies are due to future planned demolition and regeneration works. Compared to the national average occupancy rate of 89.6%, ten town centres have higher or close to national occupancy levels, as detailed in the following table.

Town Centre	% occupancy at March 2015	% occupancy at March 2014	% change
Seaham	94	91	+ 3.3
Consett	93	94	-1.1
Barnard Castle	91	89	+ 2.2
Durham City	91	89	+ 2.2
Crook	90	92	-2.2
Shildon	89	89	0
Stanley	88	86	+2.3
Spennymoor	88	85	+3.5
Peterlee	86	85	+ 1.2
Bishop Auckland	80	79	+ 1.3
Chester-le-Street	87	84	+ 3.6
Newton Aycliffe	67	71	- 5.6

- vi. As reported in the Altogether Better Council theme, the occupancy of Business Durham premises increased steadily during 2014/15. This resulted in £3,254,000 being generated, an increase from same time last year (£2,513,000).
- vii. The number of registered businesses has increased from 14,785 in 2013/14 to 15,155 in 2014/15, which represents a 2.5% increase. This is now above the number of businesses recorded in the early stages of the recession (15,035 in 2010).
- viii. During quarter 4, 244,331 people visited the thisisdurham website to bring the total number of visitors during 2014/15 to 977,000, the highest total to date and an increase of 19.5% from 2013/14 (818,000). Visit County Durham will continue to monitor progress to expand the reach of the website to an even wider audience. Visit County Durham now engage with 250 more tourism businesses than they did last year.
- ix. Progress has been made with the Council Plan action for refurbishments of the Gypsy Roma Traveller sites at Stanley, Birtley, West Rainton and Bishop Auckland. These are now complete, bringing to conclusion a significant capital project, improving individual pitches and facilities across all the sites.

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

- a. Six inward investment projects have been secured in 2014/15 however this has not met the annual target of ten. There have been 1,567 potential jobs created and/or safeguarded between April 2014 and March 2015 although this has not met the annual target of 2,400. A new plan has been developed for attracting and developing inward investment over the coming years.
- b. The percentage of overall planning applications determined within deadline has shown a steady decrease every quarter for the last six quarters from 88.6% down to 84% at the year-end. This deterioration in performance is also against a backdrop of falling numbers of planning applications albeit with a spike in the quarter four rolling year figure.

c. Tracker indicators show:

- i. The proportion of the working age population defined as in employment has increased from 68.1% last quarter to 68.7% (229,700 people) this period (January to December 2014). This is lower than the national (74.1%) and nearest statistical neighbour rates (70.7%) but higher than the North East rate (68.2%). An additional 5,000 people are now in employment than at the same time last year, when the employment rate was 66.1%. The proportion of the working age population currently not in work who want a job during the same period has improved from the previous quarter (13%) to 12.4% this period. Performance is better than the corresponding period in 2013/14 (14.6%) and the North East rate (12.7%) but worse than the England (10.5%) and nearest statistical neighbour rates (10.49%).
- ii. The number of net homes completed this quarter was 243, a decrease from the previous quarter (272) although the total of completions during 2014/15 (1,083) shows an increase of 97 compared with 2013/14 (986). The proportion of homes completed in and near all major settlements was 35% (99 homes) this quarter. Overall 41% (474) of homes completed in 2014/15 were in or near major settlements, compared to 52.6% during 2013/14. This quarter there were 19 new homes in Durham City. This is an improvement on quarter 3 (4) and quarter 4 last year (8). This brings the annual total to 40, 11 less than 2013/14 (51).
- iii. In 2013/14, 6,954 people started a full-time first degree. This equates to 18 per 1,000 population aged 18 and over. Although this is an increase from 17.3 in 2012/13, it is lower than the North East (19.7) and national (24.5) rates. Between 2001/2 and 2013/14 the proportion of people starting first degrees increased at a greater rate (37.8%) than in the North East (31.3%) but considerably less than nationally (52.2%).

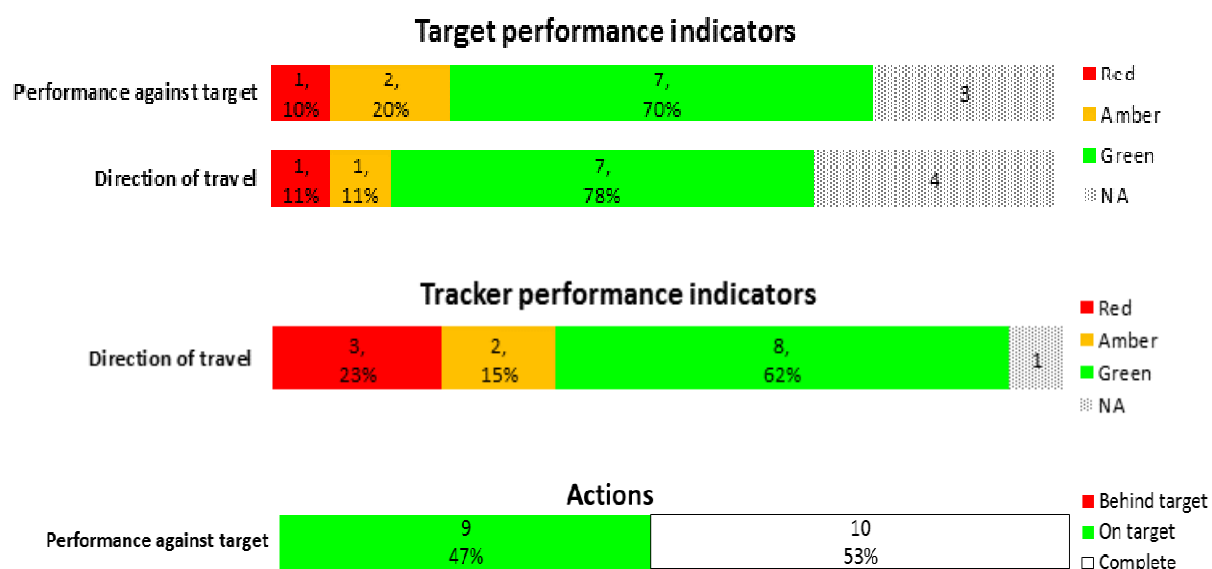
d. The key Council Plan actions which have not achieved target in this theme include:

- i. The council has been considering the inspector's interim report on the County Durham Plan and is expecting to respond to it during quarter 1. An outline of how to proceed will be set out once a response has been sent to the inspector. This has also impacted on the timescale for the Council Plan action to obtain planning consent for the Western Relief Road which has been delayed from December 2015 to April 2016. It has also affected progress of the service plan actions to expand Sniperley Park and Ride and review the County Durham Housing Strategy.
- ii. The development and implementation of a Real Time Travel Information System across the county, which was behind target in quarters 2 and 3, has been delayed further from February 2015 to December 2015, as more development of the display management system was required for the roll out to be successful. The electronic sign upgrade is due to commence in May 2015.

- iii. The completion date for delivery of the first Durham County Council market housing scheme for rent and sale has been revised from January 2017 to January 2018, as the process of agreeing a suitable contractor took longer than anticipated. Detailed site work has progressed to form a programme to deliver four sites within County Durham. The business plan will be presented to Cabinet in June 2015 with an intended start on site scheduled for November 2015.

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

Altogether Better for Children and Young People: Overview



Council Performance

59. Key achievements this quarter include:

- a. Provisional data for 2014/15 indicate that there were 193 first time entrants (FTE) to the Youth Justice System aged 10 – 17. This equates to 440 per 100,000 population of 10-17 year olds. This is well within the target of 310 FTEs (707 per 100,000) and is an improvement from 210 FTEs during the same period of the previous year (479 per 100,000).
- b. The percentage of mothers smoking at time of delivery between October and December 2014 was 18.3%, which is a slight improvement on the corresponding period of the previous year (18.7%) and is achieving target (20.5%). Durham's year-to-date performance of 18.7% is worse than both the North East (18.1%) and national average (11.5%).
- c. Provisional data for 2014/15 show that 22.8% (1,312 of 5,764) of children in need referrals occurred within 12 months of the previous referral. This has achieved the target of 28% and is an improvement from the previous year (27.4%). Durham's rate is better than the 2013/14 national average of 23.4% and in line with the North East rate of 22.9%.
- d. The Stronger Families Programme aims to assist individuals in a family to achieve reductions in crime/anti-social behaviour, improved school attendance or moving back into employment as set out in the Department for Communities and Local Government's Troubled Families Programme Financial Framework (March 2012). As of February 2015, 1,185 families have had a successful intervention, which equates to 89.8% of County Durham's overall target of 1,320 families by May 2015. Comparative data (as of February 2015) indicate that County Durham is slightly better than the national average of 89.7% but worse than the North East average of 92.1% and statistical neighbours average of 91.8%.
- e. Tracker indicators show:

- i. Data for November 2014 to January 2015 (national measuring period) indicate that 6.7% of 16 to 18 year olds were not in education, employment or training (NEET), which relates to approximately 1,111 young people. This is an improvement when compared to the same three month period last year (7.1%) and is better than the regional (7%) average but worse than the national figure of 4.7% and statistical neighbours of 6.6%.

The percentage of 16 to 18 year olds whose status in relation to education, employment or training (EET) is not known was 4.6% during the national measuring period. This is an improvement on last year (7.5%) and is better than the November 2014 to January 2015 averages for England (9%) and the North East (5%) but worse than the statistical neighbours average (3.6%).

- ii. Provisional data at 31 March 2015 indicate that there were 377 children subject to a child protection plan, which equates to a rate of 37.6 per 10,000 population. This is a reduction from 45.5 in March 2014 and is better than the March 2014 England (42.1), North East (59.3) and statistical neighbour averages (54.8).

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

- a. Provisional data for 2014/15 show that 94.5% (240 of 254) of child protection cases were reviewed within the required timescale, which is a decrease from the previous year (96.8%). Performance is in line with the 2013/14 national average (94.6%) but is worse than the North East (96.8%). During the most recent quarter (January to March 2015) there were two reviews that were not held within timescale, which related to eight children. All reviews have been completed. Each individual case that is not reviewed within timescale is considered by the service and any proposals to cancel reviews need to be agreed by the Strategic Managers for Quality Assurance and Safeguarding Children.
- b. Tracker indicators show:
 - i. Annual figures relating to 2013 now show an under 18 conception rate of 33.8 per 1,000 population (293 conceptions), which is similar to 2012 (33.7; 291 conceptions). Durham's rate is worse than the North East (30.6) and national (24.3) averages.

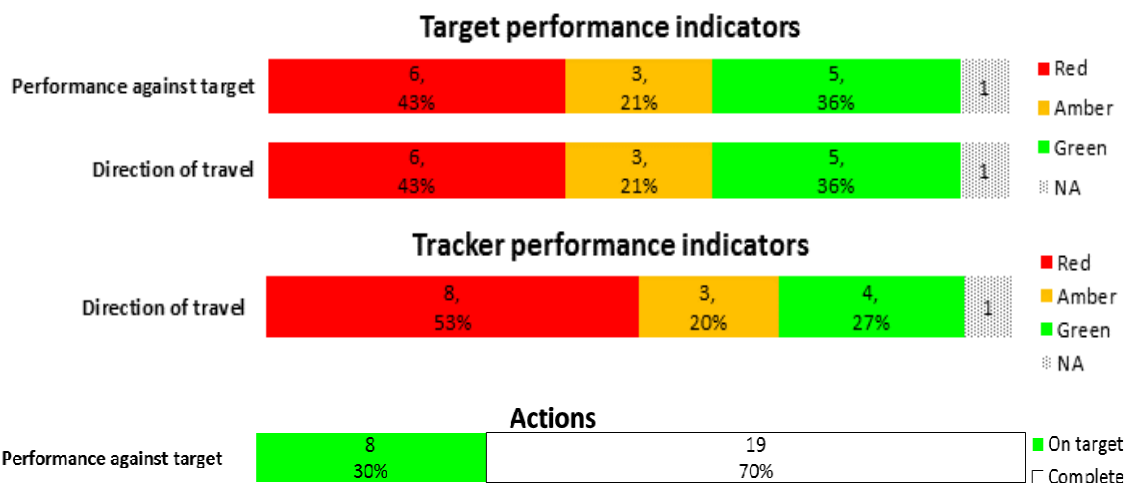
Data for under 16 conceptions for 2013 show a rate of 7.9 per 1,000 population (65 conceptions), which is an improvement from 2012 (8.9 per 1,000 population; 76 conceptions). Durham's rate is worse than the national (4.8) and North East (7.4) averages. Actions to reduce teenage conceptions include:

- The Teenage Pregnancy and Sexual Health Steering Group is undertaking a health needs assessment, to review under 18 conceptions. This is due to be completed by June 2015 and will lead to agreed priorities and resource allocation to ensure services are delivered based on need.

- A detailed report on the Social Norms project will be presented to both the Teenage Pregnancy and Sexual Health Steering Group and the Alcohol Harm Reduction Group in May 2015 which will include a summary of the findings along with recommendations for future commissioning.
- ii. Latest data show 194 of the 474 young people in the July 2012 to June 2013 cohort re-offended within 12 months of inclusion in the cohort, which equals 40.9%. This is an increase in re-offending when compared against the same period in the previous year (37.5%). This is higher than the national rate of 36.6%. The 194 young people who re-offended committed a total of 611 offences, which equates to 1.29 re-offences per young person in the cohort. This rate is higher than the same period of the previous year (1.15) and the national average (1.11). The increase in re-offending is in context of a 20.3% reduction in the number of young people in the cohort (from 595 young people in the previous year to 474 for the period July 2012 to June 2013); 13% reduction in the number of young people re-offending (from 223 to 194); and a 10.5% reduction in the number of re-offences committed (from 683 to 611).
 - iii. Provisional data indicate that at 31 March 2015 there were 622 looked after children, which equates to a rate of 62.1 per 10,000 population. This is lower than the 2011/12 peak of 65.2 and better than the March 2014 averages for the North East (81) and statistical neighbours (81). It is slightly above the national rate (60) and is a slight increase from 60 at March 2014.
 - iv. Latest data for November 2014 show that 22.7% of children in County Durham are living in poverty (20,060 children). This is slight improvement from 23.5% the previous year (20,840 children). The County Durham rate is worse than the England rate (16.8%), although slightly better than the North East rate (23.3%).
- c. There are no Council Plan actions which have not achieved target in this theme.

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

Altogether Healthier: Overview



Council Performance

62. Key achievements this quarter include:

- a. At the end of March 2015, 61.3% of social care service users in receipt of community services had a personal budget, which has exceeded the 2014/15 target of 56.5%. Performance is better than the 2013/14 North East (60.6%) and statistical neighbours (54.7%) averages but worse than the England average of 61.9%.
- b. Of those older people discharged from hospital into reablement / rehabilitation services during 2014, 89.6% (1,648 of 1,839) remained at home three months later. Performance exceeded the 2014/15 target of 85.4% and is better than the same period last year (87.6%). The national measure from the Adult Social Care Outcomes Framework is calculated in the three months between October and December. Performance is 89.9% (488 of 543), which is an improvement from 89.4% in 2013/14 and is better than the 2013/14 England (82.5%), North East (87.2%) and statistical neighbours (85.3%) averages.
- c. In 2014/15, 65.3% of service users (958 of 1,467) required no ongoing care following completion of their reablement package. This is an improvement from 62.3% during the same period of the previous year and exceeded the target of 55%.
- d. The number of people in drug treatment for non-opiate use between July 2013 and June 2014 was 657, of which 268 successfully completed, i.e. they did not re-present between July and December 2014. This equates to a 40.8% successful completion rate, which has achieved the target of 40.4% and is above national performance of 39%. It is also an improvement on the same period last year (36.6%).
- e. Tracker indicators show:
 - i. In the 11 sample days between April 2014 and February 2015 there were 354 delayed transfers of care from hospital which equates to a rate of 7.7 delays per 100,000 per day. This is an improvement from

10.8 per 100,000 in the same period of the previous year and is better than the England average for April 2014 to February 2015 of 11.1 delays per 100,000.

There were 67 delays which were attributable to social care, a rate of 1.5 delays per 100,000 per day. This is a slight increase from 0.9 per 100,000 in the corresponding period of 2013/14, but is still significantly better than the England average for April 2014 to February 2015 of 3.7 per 100,000.

- ii. Patient experience of community mental health services, taken from the 2014/15 Community Mental Health Survey, shows Tees, Esk and Wear Valley (TEWV) performance at 79.5 (out of 100), which is better than the England average of 75.8. A higher score indicates better performance: if patients reported all aspects of their care as 'very good' NHS England expect a score of about 80, a score around 60 indicates 'good' patient experience. Please note: performance relates to TEWV as a whole and is not comparable to previous years due to changes in the survey.

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

- a. Latest provisional figures show that there were 2,248 smoking quitters through the Stop Smoking Service (SSS) between April and December 2014, which equates to a rate of 526 per 100,000. This is below the target of 788 per 100,000 (3,369 quitters) and is less than 675 per 100,000 (2,875 quitters) during the same period of the previous year. The number of people accessing the SSS to set a quit date across all North East services continued to fall between April and December 2014 compared to the previous year, with nearly 3,000 fewer people accessing the SSS in October to December alone. For the year as a whole, the number of quit dates set is down 33.4% on the same point in 2013/14, which represents nearly 11,000 fewer clients. This decline is fairly consistent across the region. County Durham had the second lowest reduction in the region (-27%). The following actions have been undertaken to increase the number of quitters during quarter 4:
 - Public Health England (PHE) launched the New Year quitting campaign on the 29 December 2014. This included re-running television adverts plus the new element of Rotten Roll ups, which dramatise the damage caused by smoking to every part of the body.
 - In February 2015 PHE also re-ran the Smokefree Homes and Cars campaign. Smoking in cars when someone under the age of 18 is present will be banned from 1 October 2015 and the campaign featured on TV, radio, online and social media to encourage voluntary adoption before legislation comes into effect.
- b. From April to December 2014, 5.3% of eligible people received an NHS Health Check, which did not achieve target of 6% and is a reduction from 7.9% in the same period of 2013. This is worse than the national (6.9%) and North East averages (5.8%). Public Health and Commissioning have developed the contracts for 2015/16, which will be issued to GPs by the end of May 2015 and performance against the contract will be monitored by the Public Health lead.

- c. During 2014/15 there were 836 people aged 65 and over supported by Durham County Council and admitted on a permanent basis to residential and nursing care, an increase from 755 in the previous year. This results in a rate of 820 per 100,000 population, which has failed to achieve the target of 727 per 100,000 and is higher than the 2013/14 national (650.6), North East (803.4) and statistical neighbour (724.9) averages. Factors which have contributed to an increased number of permanent admissions include:
- Increased pressures on the wider health community in County Durham, with older people a particularly vulnerable group. There has been a 5.4% increase in presentations to Accident and Emergency and a 2.4% increase in hospital discharge referrals.
 - There is also clear evidence of increasing complexity of cases with an additional 21 people admitted to nursing care and 38 additional people admitted to specialist dementia care when compared to 2013/14.

Robust panels operate to ensure that only those in most need, who can no longer be cared for within their own home, are admitted to permanent care.

- d. The number of people in alcohol treatment during 2014 was 1,239, of which 452 successfully completed. This equates to a 36.5% successful completion rate, which is a reduction from 37.6% during the same period of the previous year is below national performance of 39.5%.
- e. The number of people in treatment for opiate use between July 2013 and June 2014 was 1,441, of which 95 successfully completed, i.e. they did not re-present between July and December 2014. This equates to a 6.6% successful completion rate, which is below the target of 7.9%, performance during the same period of the previous year of 7.4% and national performance of 7.7%.

The review of the Drug and Alcohol Service has been completed and the contract awarded to the new provider. The new service commenced in April 2015.

- f. Tracker indicators show:
- i. In 2013, the under 75 all-cause mortality rate was 407.1 per 100,000 population, which is worse than the 2012 rate (394.18) and national (337.97) and North East averages (393.44). The increase of 12.9 per 100,000 between 2012 and 2013 equates to an additional 72 deaths over one year. Public Health colleagues have confirmed that the rate can fluctuate between years, and that the long term trend shows that since 2000 rates in premature all-cause mortality in County Durham have fallen by 26.6%.
 - ii. Excess winter deaths are deaths from all causes that occur in the winter months compared with the expected number of deaths based on previous data for non-winter months. Latest data for 2010-13 show that in County Durham there were 19% more deaths in winter months than non-winter months, which was an increase from 16.8% for 2009-12. The England average is 17.4%, which had also increased from 16.5% during the previous three year period. The North East rate was 16%,

which was a rise from 13.7% for 2009-12. The number of excess winter deaths depends on the temperature and the level of disease in the population as well as other factors, such as how well equipped people are to cope with the drop in temperature. Most excess winter deaths are due to circulatory and respiratory diseases, and the majority occur amongst the elderly population.

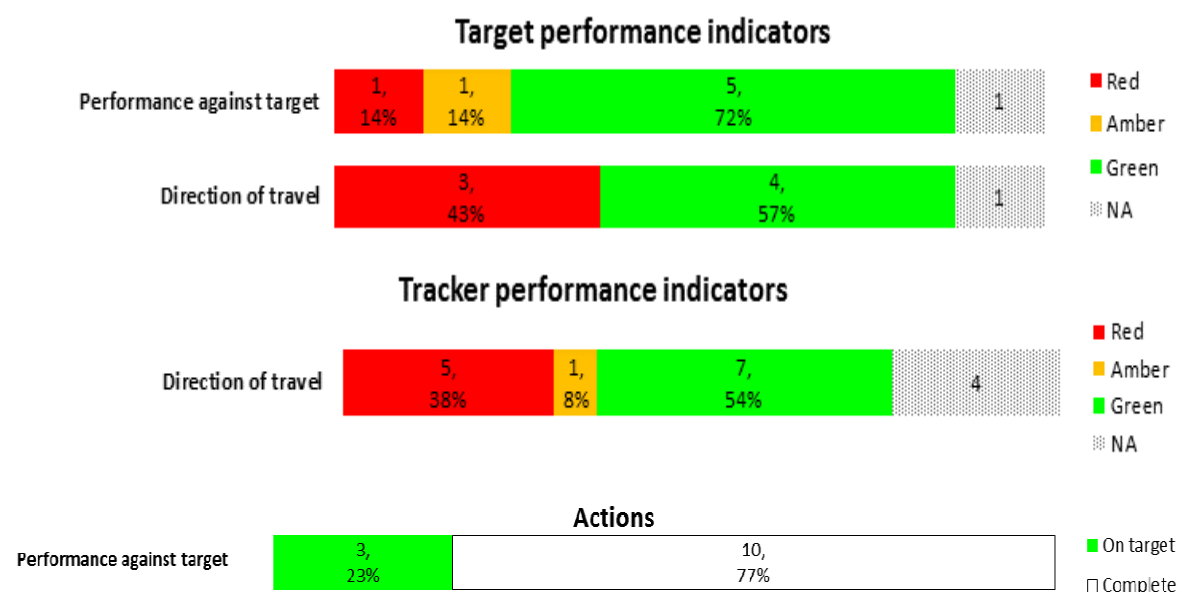
- iii. Latest data from the Public Health Outcomes Framework for 2013/14 show diabetes prevalence of 6.9% in the County Durham population aged 17 and over registered with GP practices, which is above the national (6.2%) and North East (6.5%) averages and is a marginal increase from the estimated value of 6.77% in 2012/13.

The Check4Life programme in County Durham has included the Diabetes UK risk score into all health checks from April 2015. This identifies those people who have a high risk of developing type 2 diabetes. Those identified will be offered a place on one of the Just Beat It groups. The Just Beat It programme is an intensive lifestyle diabetes prevention programme commissioned by Public Health. It currently provides group sessions in three locations and during 2015 it will be available in other parts of the county. Just Beat It has been selected as a demonstrator site for the National Diabetes Prevention Programme.

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

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

Altogether Safer: Overview



Council Performance

65. Key achievements this quarter include:

- a. Of adult social care users who responded to the local survey programme, 94% reported that the care and support services they received helped them to feel safe and secure. This is an increase from the equivalent period of 2013/14 (93%) and is above the annual target of 85%.
- b. The total number of offences committed in 2014/15 by the 176 offenders in the Integrated Offender Management (IOM) cohort was 926. During quarter 4 2014/15 there were 127 offences committed by the same cohort, which gives a full year projection of 508 offences. This represents a 45.1% reduction from 2013/14, which exceeds the 2014/15 target of a 40% reduction.
- c. As reported in the Altogether Better for Children and Young People theme, provisional data for April 2014 to March 2015 indicate that there were 193 first time entrants (FTE) to the Youth Justice System aged 10 – 17. This equates to 440 per 100,000 population of 10-17 year olds. This is well within the target of 310 FTEs (707 per 100,000) and is an improvement from 210 FTEs during the same period of the previous year (479 per 100,000).
- d. As reported in the Altogether Healthier theme, the number of people in drug treatment for non-opiate use between July 2013 and June 2014 was 657, of which 268 successfully completed, i.e. they did not re-present between July and December 2014. This equates to a 40.8% successful completion rate, which has achieved the target of 40.4% and is above national performance of 39%. It is also an improvement on the same period last year (36.6%).
- e. Tracker indicators show:

- i. In 2014/15 there were 11,257 theft offences, a rate of 21.8 per 1,000 population. This is a decrease of 4% from 11,727 offences during the same period of 2013/14. There have been reductions in the majority of theft categories, although shoplifting has displayed an increase of 23.5% from 2,095 during 2013/14 to 2,588 during 2014/15. The main items linked to these shoplifting offences are food (36%), alcohol (16%) and toiletries (13%). Durham Community Safety Partnership (CSP) area has one of the lowest rates of theft offences per 1,000 population for the period April 2014 to February 2015 (20.1) when compared to its statistical neighbours average (27.5).
- ii. During 2014/15 there were 23,235 incidents of anti-social behaviour (ASB) reported to the police, which is a 4.3% decrease from 2013/14 (24,276 incidents).
- iii. In 2014/15 there were 311 hate incidents reported to Durham Constabulary, an increase of 10% from 282 in 2013/14. A breakdown of these incidents can be found below. A key objective within the Safe Durham Partnership Hate Crime Action Plan is to increase the reporting of hate crimes.

Type	Number
Race	179
Sexual orientation	29
Gender reassignment	25
Disability	25
Religion / belief	21
Gender	14
Alternative lifestyle	9
Age	8
Pregnancy	1

- iv. During 2014/15 there were 2,859 incidents of alcohol related ASB. This equates to 12.3% of total ASB reported to the police, a decrease of 2.9 percentage points from 2013/14. During this period there were 5,304 violent crimes reported to the police and of these 32.4% (1,717) were recorded as alcohol related. This is a 2.4 percentage point decrease from 2013/14.
- v. As of February 2015, there were 752 families identified through the Stronger Families Programme under the crime / ASB criteria, of which 429 (57%) met the results criteria. This is an increase of 89 families where a successful intervention for crime / ASB is achieved (of those allocated a lead professional) compared to the previous quarter and represents an 8.1 percentage point increase from 48.9% at October 2014.

66. An issue highlighted in previous reports has been that referral rates to the Multi Agency Risk Assessment Conference (MARAC) have been low in County Durham when compared to other parts of the country. An independent report produced by CAADA (Coordinated Action Against Domestic Abuse), a national

charity dedicated to ending domestic abuse reported that County Durham rates are considerably below CAADA recommended levels and the national average and made recommendations to identify repeat cases and refer cases back to the MARAC. In 2014/15, 433 victims of domestic violence presented to the MARAC of which 64 were repeats equating to 14.8%. This is an increase from 8.9% in the previous year but falls short of the 25% threshold expected by CAADA.

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

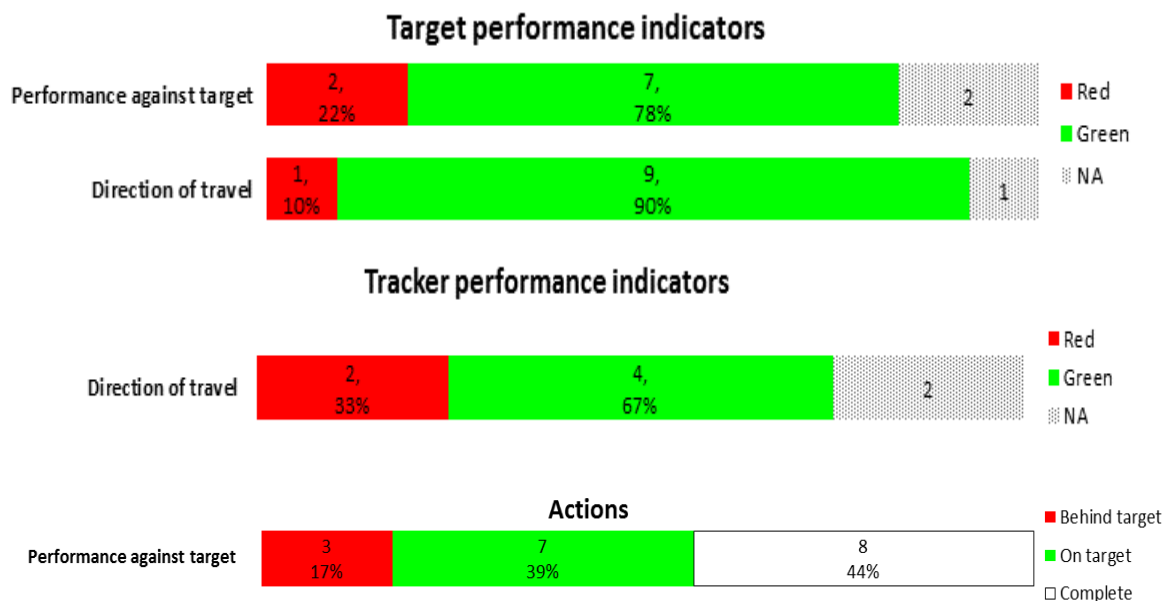
- a. As reported in the Altogether Healthier theme, the number of people in alcohol treatment during 2014 was 1,239, of which 452 successfully completed. This equates to a 36.5% successful completion rate, which is a reduction from 37.6% during the same period of the previous year is below national performance of 39.5%.
- b. The number of people in treatment for opiate use between July 2013 and June 2014 was 1,441, of which 95 successfully completed, i.e. they did not re-present between July and December 2014. This equates to a 6.6% successful completion rate, which is below the target of 7.9%, performance during the same period of the previous year of 7.4% and national performance of 7.7%.

The review of the Drug and Alcohol Service has been completed and the contract awarded to the new provider. The new service commenced in April 2015.

- c. Tracker indicators show:
 - i. During 2014/15 there were 25,644 crimes, a rate of 49.7 per 1,000 population. This has increased from 25,145 crimes in 2013/14 and equates to a 2% rise in overall crime. The investigation into physical and sexual abuse at Medomsley Detention Centre has had a major impact on the overall crime rate. Despite the increase in crime, the County Durham Community Safety Partnership (CSP) area has the lowest level of crime per 1,000 population for the period April 2014 to February 2015 (45.4) when compared to its statistical neighbours average (60). When the Medomsley beat is excluded from the overall crime data, there were 24,930 offences in 2014/15, which was an increase of 1.5% from 24,550 in the previous year.
 - ii. During 2014/15 there were 22,973 victim based crimes, which is a 2.7% increase (612 more victims of crime) when comparing to 2013/14 (22,361). Increases in victim based crimes can be attributed to significant rises in the following individual crime categories, all of which have an associated victim: violence against the person (+1,144 crimes), shoplifting (+493) and sexual offences (+54). As with the overall crime rate above, the investigation into physical and sexual abuse at Medomsley Detention Centre has had a major impact on the numbers. Despite this increase, Durham CSP area has the lowest rate of victim based crimes per 1,000 population for the period April 2014 to February 2015 (40.7) when compared to its statistical neighbours average (53.6).

- iii. In 2014/15 there were 949 serious or major crimes, an increase of 13.7% when compared to 2013/14 (835 offences). As well as the historical investigation into Medomsley Detention Centre, improved recording of violent crime and sexual offending has also contributed to the increase in the number of serious crimes, whilst high profile cases in the media have led to individuals now having the confidence to report sexual offences.
 - d. There are no Council Plan actions which have not achieved target in this theme.
68. There are no key risks in delivering the objectives of this theme.

Altogether Greener: Overview



Council Performance

69. Key achievements this quarter include:

- During the 12 months ending February 2015, 99% of municipal waste was diverted from landfill. This exceeds the target of 85%.
- Street and environmental cleanliness achieved targets this period. The results of the third survey relate to the period December 2014 to March 2015 and indicate that of relevant land and highways assessed as having deposits of litter, 4% fell below an acceptable level. Performance was better than the target of 7% and improved from 5.33% reported at the same quarter last year. Of relevant land and highways assessed as having deposits of detritus, 6.14% fell below an acceptable level. Performance was better than the target of 10% and improved from 8.78% reported at the same quarter last year. Of relevant land and highways assessed as having deposits of dog fouling, 0.56% fell below an acceptable level. Performance improved from 2.33% reported at the same quarter last year.
- During 2014/15, there were 1,443 renewable energy feed in tariff installations registered and approved and the target of 500 installations was exceeded. During quarter 4, there were 346 solar photovoltaic (PV) installations and 2 wind installations with an installed capacity of 1.839 megawatts (MW).

Since this indicator has been monitored, the feed in tariff installations have contributed 217.168 MW. Assuming an optimal performance of 30%, this will supply enough energy for approximately 163,000 homes, based on an average domestic annual usage in the North East.

- The multi-agency taskforce approach to dealing with fly-tipping has helped drive down the number of reported incidents over the last two quarters from its peak at 9,922 incidents over June to December to 8,779 incidents in quarter four (see Appendix 4, Chart 5). Work done by the taskforce has included campaigns and communications and working with councillors and

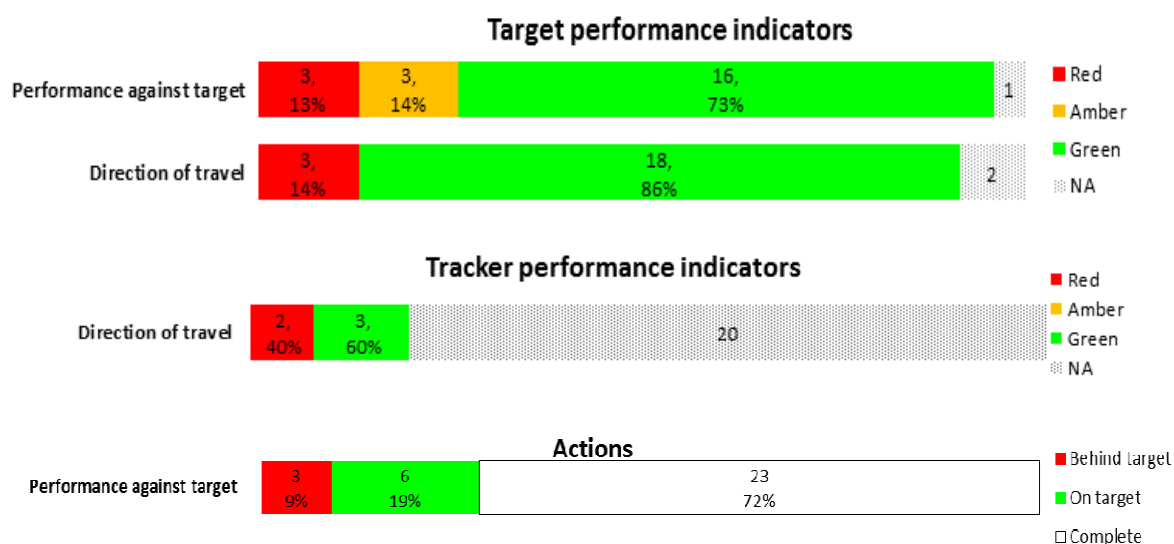
parish councils to fund CCTV cameras. Recent outcomes include 67 duty of care warnings, 12 requests to produce driving and vehicle documentation were issued, seven fixed penalty notices, 81 Police and Criminal Evidence Act (PACE) interviews, 23 cases referred for prosecution and four prosecutions. CCTV cameras have been deployed at 94 locations countywide.

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

- a. During the 12 months ending February 2015, 42.5% of household waste was re-used, recycled or composted. Performance is below the 45% target but is comparable to the 42.4% reported 12 months earlier and is better than 42% reported in the previous three quarters this year. This can be attributed to contamination of recycling bins and changed legislation in relation to street sweepings. Recycling Assistants continue to educate residents, targeting areas with contamination issues. The Environment Agency has changed legislation in relation to street sweepings so they can no longer be classed as recycling. This applies to all local authorities across England and Wales and has impacted on the recycling performance indicator. Street sweepings are currently being deposited at the Waste Transfer Stations and are being mixed in with refuse to go for waste treatment. SITA are developing a system to treat separated street sweepings resulting in them being able to be recycled for reuse (stones/gravel/sand).
- b. The key Council Plan actions which have not achieved target in this theme include:
 - i. Delivery of the waste transfer stations capital improvement programme at Annfield Plain has been delayed from March 2015 until June 2015. As mentioned in quarter 3, high voltage power lines were found underground and the subsequent re-design around these resulted in a delay.
 - ii. Delivery of the waste transfer stations capital improvement programme at Thornley (demolish and rebuild) has been delayed from March 2015 until March 2016. As part of the annual planning process, this action has been reviewed in line with priorities and resources and has been delayed.
 - iii. Preparation of an air quality action plan for Durham City and identifying a range of required actions to improve air quality and to meet specific air quality objectives has been delayed from March 2015 until May 2015.

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

Altogether Better Council: Overview



Council Performance

72. Key achievements this quarter include:

- a. There has been a significant increase in telephone calls received this period from 218,592 at quarter 3 to 290,384 this quarter. This is also an increase on the same period last year (257,158) (see Appendix 4, Chart 10). Calls for Registration Services were added to the Automatic Call Distribution during this quarter, and a large number of calls were received in relation to the new garden waste collection service.

During 2014/15, 936,286 telephone calls were answered, which is 95% of all calls received, compared to 89% during 2013/14. 93% were answered within three minutes compared to 81% during 2013/14.

Between January and March 2015, 271,967 telephone calls were answered, which is 94% of all calls received, compared to 96% at the same period last year. 97% were answered within three minutes against the target of 80%. This was an improvement on the same period last year, when 95% were answered within three minutes. There was a 15.4% decrease in contact received via emails and web forms (17,669) compared to the same quarter last year (20,895).

- b. During 2014/15, the library footfall figures were removed from customer access point (CAP) figures to present a more accurate reflection on the number of customers visiting CAPs to request a service. Appointments at CAPs for Revenues and Benefits were implemented from 1 December 2014. Average waiting time at a CAP during 2014/15 was three minutes and 28 seconds compared to four minutes and 11 seconds in 2013/14, an improvement of 43 seconds.

During quarter 4, the percentage of customers seen at CAPs within the 15 minutes was 99%, better than the same period last year (95%). The figures show an increase in customers from 46,271 in quarter 3 to 48,349 in quarter

4 but a decrease when comparing to the same period last year (68,283) (see Appendix 4, Chart 11). Since January 2015, there has been a change in opening hour provision in CAPs, which has vastly reduced the overall numbers.

- c. The occupancy of Business Durham premises increased steadily during 2014/15 and in the last two quarters reached the highest rate seen since this metric was monitored. At the end of March 2015, performance was 79.1%, exceeding the target of 77% and was better than the same period last year (73.9%). This was the result of intensive support to existing clients and a refurbishment programme funded from the capital programme. During 2014/15, £3,254,000 was generated, better than the target of £3,030,000 and performance for the same time last year (£2,513,000).
- d. Current tenant arrears as a percentage of the annual rent debit reduced from 1.99% in 2013/14 to 1.97% (£1.39m) in 2014/15 exceeding the target of 2.45%.
- e. Better than target performance has been sustained and consolidated for benefit claims processing for new claims and changes of circumstances throughout 2014/15. Processing times are better than the respective year-end target and better than the most recently reported national averages. During 2014/15:
 - i. New Housing Benefit (HB) claims were processed in 20.6 days on average, within the 23 day target and 1.8 days faster than during 2013/14. This compares favourably with the latest (quarter 3) national and nearest statistical neighbour figures which are both 22 days. The volume of new HB claims processed slightly decreased from 13,156 in 2013/14 to 13,054 in 2014/15 (Appendix 4, Chart 6).
 - ii. New Council Tax Reduction (CTR) claims were processed in 21.3 days on average, within the 23 day target and 2.9 days faster than during 2013/14. The volume of new CTR claims processed decreased from 14,799 in 2013/14 to 14,313 in 2014/15 (Appendix 4, Chart 7).
 - iii. Changes to HB claims were processed in 7.3 days on average, within the 11 day target and 4.8 days faster than during 2013/14. Performance was better than both the quarter 3 national and nearest statistical neighbour averages which are both 11 days. The volume of change of circumstances for HB claims processed increased from 113,614 in 2013/14 to 141,043 in 2014/15 mainly due to increased volume at quarter 4 connected with annual billing (Appendix 4, Chart 8).
 - iv. Changes to CTR claims were processed in 9.5 days on average, within the 11 day target and 3.8 days faster than during 2013/14. The volume of change of circumstances for CTR claims processed decreased from 112,567 in 2013/14 to 111,835 in 2014/15 (Appendix 4, Chart 9).

Efforts to improve the flow of information between different parts of the Revenues and Benefits Service have contributed to this improved position. This remains an area of focus as processes and procedures are reviewed.

- f. The 2014/15 collection rate for business rates was 97.2%, exceeding the 96.5% target. This represents a steady improvement over 2013/14 by 0.8%, and is the best collection rate performance since the council became a unitary authority in 2009. The collection rate equates to payments of £115.113m collected in-year against a net charge of £118.429m. However, based on 2013/14 benchmarking County Durham is still in the bottom quartile and below the 2013/14 England average of 97.9%.
- g. The 2014/15 collection rate for council tax was 95.8%, slightly below the 96% target. This represents an improvement on 2013/14 by 0.4% and is the best performance since 2010/11. This achievement is particularly significant considering the context of a circa £7.5m increase in collectable debit year-on-year as a result of council tax increases and the addition of new council tax dwellings. The collection rate equates to payments of £210.857m collected in-year against a net charge of £220.101m in 2014/15. However, based on 2013/14 benchmarking County Durham is still in the bottom quartile and below the 2013/14 England average of 97.2%.

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

- a. Council-wide efforts particularly during the latter half of 2014/15 resulted in much improved compliance with the council's established appraisal process. The employee appraisal rate of 83.9% in the 12 months to March 2015 only narrowly missed the 2014/15 target of 85%. With six months of more than 80% compliance, it is expected that continued council-wide focus and effort during 2015/16 will sustain and increase activity, embed good practice, and deliver quality appraisals for the benefit of both the council's employees and the council through improved performance.

Support from human resources officers through management alerts from the Resourcelink system will continue to be reviewed in order to assist managers.

- b. Improving the management of attendance and reducing sickness absence continues to be a priority for the council. Data in the 12 months to March 2015 show:
 - i. The average days lost to sickness absence per full time equivalent (FTE) employee (including school based employees) for the rolling year to March 2015 was 9.58 days. Whilst performance is an improvement from the December 2012 peak of 9.8 days, the target of 8.7 days has not been achieved. The average days lost to sickness absence has increased from 9.31 days at quarter 3, a deterioration of 2.9%.
 - ii. The average number of days lost to sickness absence per FTE (when excluding schools based employees) for the rolling year to March 2015 was 12.14 days. Whilst performance is an improvement from the December 2012 peak of 12.72 days, the target of 11.8 days has not been achieved. The average days lost to sickness absence has increased from 11.97 days at quarter three, a deterioration of 1.4%.
 - iii. During the rolling year, 45% of posts (excluding school based employees) had no sickness absence.
 - iv. The percentage time lost to sickness absence (excluding schools) was 4.8% at the end of quarter 4.

Sickness absence levels continue to present challenge; significant effort to improve the consistency of attendance management across the organisation has not resulted in overall on-target sickness levels. Recent and ongoing interventions include:

- Attendance management groups to continue to consider detailed data with a view to improving practice and bringing about increased attendance.
 - A streamlined draft Attendance Management Policy, including a rehabilitation section, and a strengthened approach for the management of short term sickness.
 - Compulsory sickness absence training for managers (tiers 4 and 5).
- c. Overall 2014/15 performance for paying undisputed invoices within 30 days to our suppliers was 91.4%. The 92% target was achieved in only six of the 12 months, and as such, improvement work remains ongoing. Between January and March 2015, over 88,000 supplier invoices were paid and 92.47% of those were paid within 30 days. Performance exceeded the 92% target. This represents an improvement over the previous quarter (2%) and over the same period last year (3.9%). Actions undertaken to improve performance include:
- In order to improve payment performance, coded invoices were manually entered into Oracle, bi-passing the DbCapture Solution, since December 2014. This process continued during quarter 4. A review of DbCapture system was undertaken by the software provider in March 2015. This review assessed current processes and payment types in order to ensure the most efficient process is being utilised.
 - Monthly Invoice Payment Improvement Group Meetings are being held and attended by representatives from each service to discuss procure to pay developments, process changes and system enhancements in order to improve performance across the council. In addition to this, collaboration meetings between Account Payable Supervisors and each service grouping are being held monthly to discuss developments which are specific to their service.
 - The Invoice Payment Improvement Group have finalised the business intelligence (BI) analytics (and guidance notes). Invoice payment performance is now available to all BI users on their desktop.
- d. The percentage of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within 20 days was 73% this quarter, one percentage point deterioration from the previous quarter (74%). This remains below the national target of 85%. Performance has improved by three percentage point from the same period last year (70%) (see Appendix 4, Chart 12). 76% of requests were responded to on time during 2014/15, a slight reduction on last year (77%).
- e. As reported in the Altogether Better for Children and Young People theme, our tracker indicator for child poverty shows that 22.7% of children in County Durham were living in poverty (20,060 children) at November 2014. This is slight improvement from 23.5% the previous year (20,840 children). The

County Durham rate is worse than the England rate (16.8%), although slightly better than the North East rate (23.3%).

- f. The key Council Plan actions which have not achieved target in this theme include:
- i. There have been further delays to the delivery and completion of the office accommodation programme from April to June 2016. The construction phase of the Newton Aycliffe CAP scheme is now scheduled to commence on 29th September 2015 with an opening date of June 2016. Construction of Stanley CAP is programmed for a completion date of March 2016.
 - ii. The development of a community led local development structure to maximise involvement of Area Action Partnerships and increase resources available for locally identified actions has been delayed from March 2015 to September 2015 as the European operational programme has still not been signed off yet by the government.
 - iii. As part of data protection arrangements, the improvement of the use of Privacy Impact Assessments for regular data sharing has been delayed from March 2015 until May 2015.

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

- a. If there was to be slippage in the delivery of the agreed Medium Term Financial Plan (MTFP) savings projects, this will require further savings to be made from other areas, which may result in further service reductions and job losses. Management consider it possible that this risk could occur, which will result in a funding shortfall, damaged reputation and reduced levels of service delivery. To mitigate the risk, a programme management approach for key projects has been established and embedded across the council. Monitoring by Corporate Management Team and Cabinet provides assurance over the implementation of the agreed MTFP savings projects. It should be recognised that this will be a significant risk for at least the next four years.
- b. Ongoing Government funding cuts which now extend to at least 2019/20 will continue to have an increasing major impact on all council services. Management consider it highly probable that this risk could occur, and to mitigate the risk, sound financial forecasting is in place based on thorough examination of the Government's "red book" plans. This will also be a significant risk for at least the next four years.
- c. Potential restitution of search fee income going back to 2005. Management consider it highly probable that the risk will occur as a firm of solicitors has taken action against all councils across England and Wales to recover the alleged land charge fees overpayment. Lawyers, instructed through the Local Government Association on behalf of local authorities, have produced a framework for settlement and this is currently being considered. Central Government has now agreed to underwrite a significant proportion of the cost and it is anticipated that this can be resolved by the end of June 2015.
- d. The council could suffer significant adverse service delivery and financial impact if the new banking contract is not properly implemented. The new

banking contract has been awarded and a project board established to ensure a smooth transition process.

- e. If we were to fail to comply with Central Government's Public Services Network Code of Connection criteria for our computer applications, this would put some of our core business processes at risk, such as Revenues and Benefits, which rely on secure transfer of personal data. A backup ICT site is now in place. The equipment has been installed, data has been transferred, and a full test is planned once remedial electrical work is carried out at the council's primary data site. This will remain on the register as an inherent strategic risk.

Conclusions

- 75. A major impact on the council continues to be performance of the UK economy and spending reductions placed on public sector and local councils. Despite this there continues to be good progress made in County Durham. The employment rate continues to improve and is at its highest level since 2009. Youth and long term Job Seeker's Allowance claimants have both fallen substantially from last year. However the county continues to be affected by lower than average employment levels. Good progress has also been made in the number of empty properties improved, more new homes completed and increased numbers of registered businesses. Good adult care provision continues. Good progress continues in diverting municipal waste from landfill and low levels of street and environmental cleanliness continue. The improved benefit claims processing performance has been maintained.
- 76. Despite the growth in the UK economy during 2014, issues continue to affect performance across County Durham with significant challenges in the underlying health picture in the county with low levels of smoking quitters and eligible people receiving NHS health checks. Increased diabetes prevalence is also evident. The overall crime level remains higher than last year. Recycling levels remain below target.
- 77. The council has observed reductions in demand for some key areas this year such as processing new benefit claims and change of circumstances, the number of fly-tipping incidents reported and the number of customers seen at our customer access points.
- 78. Increased demand has been evident in the number of looked after children cases, the number of children in need referrals, people requiring rehousing as well as in requests for information under the Freedom of Information Act or Environmental Information Regulations.

Recommendations and Reasons

- 79. Overview and Scrutiny Management Board is recommended to:
 - a. Note the performance of the council at quarter 4 and the actions to remedy under performance.
 - b. Note all changes to the Council Plan outlined below:

Altogether Wealthier

- i. Development and implementation of a Real Time Travel Information System across the county due February 2015. Revised date: December 2016.
- ii. Durham County Council market housing scheme for rent and sale due January 2017. Revised date: January 2018.
- iii. Bring 25 empty homes back into use through a programme of targeted support in the north of the county (South Moor) due April 2015. Revised date October 2015.
- iv. Obtain planning consent for the Western Relief Road due December 2015. Revised date April 2016.

Altogether Greener

- v. Deliver the Waste Transfer Stations Capital Improvement Programme:
 - Annfield Plain (Stanley) due December 2014. Revised date: June 2015
 - Thornley (demolish and rebuild) due March 2015. Revised date: March 2016
- vi. Prepare an Air Quality Action Plan for Durham City and identify a range of required actions to improve air quality and to meet specific air quality objectives due March 2015. Revised date: May 2015.

Altogether Better Council

- vii. Deliver and complete the current accommodation programme for council buildings due February 2016. Revised date: June 2016.
- viii. Develop a community led local development structure to maximise involvement of Area Action Partnerships to increase resources for local actions due March 2015. Revised date: September 2015.
- ix. Improve data protection arrangements regarding customer data sharing - Improve the use of Privacy Impact Assessments for regular data sharing due March 2015. Revised date: May 2015.

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Appendix 1: Implications

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

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

Risk - Reporting of significant risks and their interaction with performance is integrated into the quarterly monitoring report.

Equality and Diversity / Public Sector Equality Duty - Corporate health PIs are monitored as part of the performance monitoring process.

Accommodation - Not applicable

Crime and Disorder - A number of PIs and key actions relating to crime and disorder are continually monitored in partnership with Durham Constabulary.

Human Rights - Not applicable

Consultation - Not applicable

Procurement - Not applicable

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

Legal Implications - Not applicable

Appendix 2: Key to symbols used within the report

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

Performance Indicators:

Direction of travel

Latest reported data have improved from comparable period

GREEN

Latest reported data remain in line with comparable period

AMBER

Latest reported data have deteriorated from comparable period

RED

Performance against target

Performance better than target

Getting there - performance approaching target (within 2%)

Performance >2% behind target

Actions:

WHITE

Complete (Action achieved by deadline/achieved ahead of deadline)

GREEN

Action on track to be achieved by the deadline

RED

Action not achieved by the deadline/unlikely to be achieved by the deadline

Benchmarking:

GREEN

Performance better than other authorities based on latest benchmarking information available

AMBER

Performance in line with other authorities based on latest benchmarking information available

RED

Performance worse than other authorities based on latest benchmarking information available

Appendix 3: Summary of Key Performance Indicators

Table 1: Key Target Indicators

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Wealthier											
1	REDPI75a	Overall proportion of planning applications determined within deadline	84.0	2014/15	85.0	AMBER	87.2	RED			
2	REDPI10a	Number of affordable homes delivered	246	Jan - Mar 2015	140	GREEN	246	AMBER			
3	REDPI29	Number of private sector properties improved as a direct consequence of local authority intervention	476	2014/15	Not set	NA [1]	NA	NA [1]			
4	REDPI30	Number of empty properties brought back into use as a result of local authority intervention	199	2014/15	120	GREEN	110	GREEN			
5	REDPI95	Proportion of council owned properties currently meeting decency criteria	99.77	Jan - Mar 2015	100.00	AMBER	91.69	GREEN			
6	REDPI82	Proportion of council owned housing that is empty	1.03	Jan - Mar 2015	1.50	GREEN	1.63	GREEN			
7	REDPI82a	The proportion of council owned housing that is not available to let and has been empty for more than six months	0.10	Jan - Mar 2015	0.05	RED	0.14	GREEN			
8	REDPI62	Apprenticeships started through Durham County Council funded schemes	321	Apr - Dec 2014	135	GREEN	196	GREEN			

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
9	CASAW2	Overall success rate of adult skills funded provision	87.0	2013/14 ac yr	86.0	GREEN	87.5	RED	84.6 GREEN		2013/14 ac yr
10	REDPI64	Number of passenger journeys made on the Link2 service	7,283	Jan - Mar 2015	7,500	RED	8,167	RED			
11	REDPI81	Percentage of timetabled bus services that are on time	89.0	Jan - Mar 2015	85.0	GREEN	86.0	GREEN			
12	REDPI41c	Percentage of major planning applications determined within 13 weeks	72.2	2014/15	71.0	GREEN	72.3	RED	70.0 GREEN	78** RED	2013/14
13	REDPI93	Number of business enquiries handled by Business Durham	265	Jan - Mar 2015	300	RED	296	RED			
14	REDPI94	Number of inward investment successes	6	2014/15	10	RED	New indicator	NA			
15	REDPI66	Number of businesses engaged with Business Durham	320	Jan - Mar 2015	180	GREEN	111	GREEN			
16	REDPI92	Number of gross potential jobs created and/or safeguarded	1,567	2014/15	2,400	RED	New indicator	NA			
Altogether Better for Children and Young People											
17	CASCYP 15	Percentage of children in the early years foundation stage achieving a good level of development	57	2013/14 ac yr	48	NA	42	GREEN	60 RED	56** GREEN	2013/14 ac yr

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
18	CASCYP6	Achievement gap between Durham pupils eligible for pupil premium and Durham pupils not eligible for pupil premium funding achieving level 4 in reading, writing and maths at key stage 2 (percentage points)	15.9	2013/14 ac yr	20.5	GREEN	21.0	GREEN	16.0 GREEN		2013/14 ac yr
19	CASCYP4	Percentage of pupils achieving five or more A*-C grades at GCSE or equivalent including English and maths	57.6	2013/14 ac yr	NA	NA [1]	Definition change	NA [1]	56.6 GREEN	54.6* GREEN	2013/14 ac yr
20	CASCYP7	Achievement gap between Durham pupils eligible for pupil premium and Durham pupils not eligible for pupil premium funding achieving five A*-C GCSE's including English and maths at key stage 4 (percentage points)	29.2	2013/14 ac yr	29.5	GREEN	30.0	GREEN			
21	CASCYP5	Percentage of pupils on level 3 programmes in community secondary schools achieving two A levels at grade A*-E or equivalent	98.7	2013/14 ac yr	98.5	GREEN	98.9	AMBER	98 GREEN	98.4* GREEN	2013/14 ac yr
22	CASCYP2	Percentage of looked after children achieving five A*-C GCSEs (or equivalent) at key stage 4 (including English and maths)	4.7	2013/14 ac yr	NA	NA [1]	Definition change	NA [1]			

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
23	CASAS5	First time entrants to the youth justice system aged 10 - 17 (per 100,000 population of 10-17 year olds) (Also in Altogether Safer)	440	2014/15	707	GREEN	479	GREEN			
24	CASCYP8	Percentage of mothers smoking at time of delivery	18.3	Oct - Dec 2014	20.5	GREEN	18.7	GREEN	11.5 RED	18.1* RED	Apr - Dec 2014
25	CASCYP 12	Percentage of child protection cases which were reviewed within required timescales	94.5	2014/15 (provisional)	100.0	RED	96.8	RED	94.6 RED	96.8* RED	2013/14
26	CASCYP9	Percentage of children in need referrals occurring within 12 months of previous referral	22.8	2014/15 (provisional)	28.0	GREEN	27.4	GREEN	23.4 GREEN	22.9* GREEN	2013/14
27	CASCYP 13	Parent/carer satisfaction with the help they received from Children's Services	92.3	Dec 2014 - Mar 2015	72.0	AMBER	66.7	Not comparable [2]			
28	CASCYP 14	Percentage of successful interventions via the Stronger Families Programme	89.8	Apr 2012 - Feb 2015	65.0	GREEN	30.8	Not comparable [3]	89.7 GREEN	92.1* RED	As at Feb 2015
29	CASCYP 11	Percentage of looked after children cases which were reviewed within required timescales	96.7	2014/15 (provisional)	97.8	AMBER	95.7	GREEN			
Altogether Healthier											
30	CASAH1	Four week smoking quitters per 100,000	526	Apr - Dec 2014 (provisional)	788	RED	675	RED	688 Not comparable	932* Not comparable	2013/14

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
31	CASAH22	Estimated smoking prevalence of persons aged 18 and over	22.7	2013	21.1	RED	22.2	RED	18.4 RED	22.3* RED	2013
32	CASAH10	Percentage of women eligible for breast screening who were screened adequately within a specified period	77.9	2014	70.0	GREEN	78.6	AMBER	75.9 GREEN	77.1* GREEN	2014
33	CASAH2	Percentage of eligible people who receive an NHS health check	5.3	Apr - Dec 2014	6.0	RED	7.9	RED	6.9 RED	5.79* RED	Apr - Dec 2014
34	CASAH3	Percentage of people eligible for bowel cancer screening who were screened adequately within a specified period (new definition under development)	Indicator under development	NA	NA	NA	NA	NA			
35	CASAH4	Percentage of women eligible for cervical screening who were screened adequately within a specified period	78.0	2014	80.0	RED	77.7	GREEN	74.2 GREEN	76.1* GREEN	2014
36	CASAS23	Percentage of successful completions of those in alcohol treatment (Also in Altogether Safer)	36.5	2014	36.6	AMBER	37.6	RED	39.5 RED		Oct 2013 - Sep 2014
37	CASAS7	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Safer)	6.6	Jul 2013 – Jun 2014 (re-presentations to Dec 2014)	7.9	RED	7.4	RED	7.7 RED		Jul 2013 – Jun 2014

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
38	CASAS8	Percentage of successful completions of those in drug treatment - non-opiates (Also in Altogether Safer)	40.8	Jul 2013 – Jun 2014 (re-presentations to Dec 2014)	40.4	GREEN	36.6	GREEN	39.0 GREEN		Jul 2013 – Jun 2014
39	CASAH11	Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care	820.9	2014/15 (provisional)	727.0	RED	781.7	RED	650.6 RED	724.9** RED	2013/14
40	CASAH12	Proportion of people using social care who receive self-directed support and those receiving direct payments	61.3	2014/15	56.5	GREEN	60.1	GREEN	61.9 RED	54.7** GREEN	2013/14
41	CASAH13	Percentage of service users reporting that the help and support they receive has made their quality of life better	92.6	Apr 2014 - Feb 2015	93.0	AMBER	94.5	AMBER	90.0 GREEN		2013/14
42	CASAH14	Proportion of older people who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services	89.9	2014	85.4	GREEN	89.4	GREEN	82.5 GREEN	85.3** GREEN	2013/14
43	CASAH15	Percentage of people who have no ongoing care needs following completion of provision of a reablement package	65.3	2014/15	55.0	GREEN	62.3	GREEN		60.2* GREEN	Jul - Sep 2012
44	CASAH16	Proportion of adults in contact with secondary mental health services living independently, with or without support	88.0	2014/15	88.5	AMBER	88.5	AMBER	60.8 GREEN	59.2** GREEN	2013/14

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Safer											
45	CASAS3	Proportion of people who use adult social care services who say that those services have made them feel safe and secure	94.0	Apr 2014 - Feb 2015	85.0	GREEN	93.0	GREEN	79.1 GREEN	78.3* GREEN	2013/14
46	CASAS9	Building resilience to terrorism (self assessment)	4	2013/14	3	GREEN	3	GREEN			
47	CASAS1	Repeat incidents of domestic abuse (referrals to Multi-Agency Risk Assessment Conferences (MARAC))	14.8	2014/15	25.0	NA [4]	8.9	NA [4]	24.0 NA	28* NA	2014
48	CASAS4	Percentage reduction in detected crimes for offenders in the Integrated Offender Management (IOM) cohort	45	Jan - Mar 2015	40	GREEN	65	RED			
49	CASAS5	First time entrants to the Youth Justice System aged 10 - 17 (per 100,000 population of 10-17 year olds) (Also in Altogether better for Children & Young People)	440	2014/15	707	GREEN	479	GREEN			
50	CASAS23	Percentage of successful completions of those in alcohol treatment (Also in Altogether Healthier)	36.5	2014	36.6	AMBER	37.6	RED	39.5 RED		Oct 2013 - Sep 2014

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
51	CASAS7	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Healthier)	6.6	Jul 2013 – Jun 2014 (re-presentations to Dec 2014)	7.9	RED	7.4	RED	7.7 RED		Jul 2013 – Jun 2014
52	CASAS8	Percentage of successful completions of those in drug treatment - non-opiates (Also in Altogether Healthier)	40.8	Jul 2013 – Jun 2014 (re-presentations to Dec 2014)	40.4	GREEN	36.6	GREEN	39.0 GREEN		Jul 2013 – Jun 2014
Altogether Greener											
53	NS14a	Percentage of relevant land and highways assessed (LEQSPRO survey) as having deposits of litter that fall below an acceptable level	4.00	Dec 2014 - Mar 2015	7.00	GREEN	5.33	GREEN	11.00 GREEN		2013/14
54	NS14b	Percentage of relevant land and highways assessed (LEQSPRO survey) as having deposits of detritus that fall below an acceptable level	6.14	Dec 2014 - Mar 2015	10.00	GREEN	8.78	GREEN	31.00 GREEN		2013/14
55	NS10	Percentage of municipal waste diverted from landfill	99.0	Mar 2014 - Feb 2015	85.0	GREEN	81.0	GREEN			
56	NS19	Percentage of household waste that is re-used, recycled or composted	42.5	Mar 2014 - Feb 2015	45.0	RED	42.4	GREEN	42.0 GREEN	37* GREEN	2013/14

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
57	REDPI53	Percentage of conservation areas in the county that have an up to date character appraisal	41.00	As at Sep 2014	37.00	GREEN	39.00	GREEN			
58	REDPI48	Percentage change in CO ₂ emissions from local authority operations	-9.0	2013/14	-5.0	GREEN	5.5	GREEN			
59	NS08	Percentage reduction in CO ₂ emissions from the DCC fleet	2.91	2013/14	Not set	NA	3.35	RED			
60	NS36	Average annual electricity consumption per street light (kilo-watt hour (KwH)) (estimated)	345.5	2014/15	Not set	NA	388.6	GREEN			
61	REDPI49	Number of registered and approved feed in tariff installations	1,443	2014/15	500	GREEN	1,170	GREEN			
62	NS04	Percentage of recorded actionable defects on carriageways and footways repaired within 24 hours (category 1)	92	Jan - Mar 2015	90	GREEN	88	GREEN			
63	NS05	Percentage of recorded actionable defects on carriageways and footways repaired within 14 working days (category 2.1)	88	Jan - Mar 2015	90	RED	New indicator	NA			
Altogether Better Council											
64	NS22	Percentage of calls answered within three minutes	97	Jan - Mar 2015	80	GREEN	95	GREEN			

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
65	NS24	Percentage of customers seen within 15 minutes at a customer access point	99	Jan - Mar 2015	95	GREEN	95	GREEN			
66	RES/038	Percentage all ICT service desk incidents resolved on time	93	Jan - Mar 2015	90	GREEN	90	GREEN			
67	RES/NI/181a1	Average time taken to process new housing benefit claims (days)	20.61	2014/15	23.00	GREEN	22.39	GREEN	22.00 GREEN	22** GREEN	Oct - Dec 2014
68	RES/NI/181a2	Average time taken to process new council tax reduction claims (days)	21.29	2014/15	23.00	GREEN	24.21	GREEN			
69	RES/NI/181b1	Average time taken to process change of circumstances for housing benefit claims (days)	7.33	2014/15	11.00	GREEN	12.14	GREEN	11.00 GREEN	11** GREEN	Oct – Dec 2014
70	RES/NI/181b2	Average time taken to process change of circumstances for council tax reduction claims (days)	9.46	2014/15	11.00	GREEN	13.28	GREEN			
71	RES/001	Savings delivered against the Medium Term Financial Plan (MTFP) (£m)	23.0	As at Mar 2015	23.0	GREEN	20.9	NA			
72	RES/002	Percentage of council tax collected in-year	95.80	2014/15	96.00	AMBER	95.44	GREEN	97.20 RED	96.01* RED	2013/14
73	RES/003	Percentage of business rates collected in-year	97.20	2014/15	96.50	GREEN	96.42	GREEN	97.90 RED	97.76* RED	2013/14
74	RES/129	Percentage of council tax recovered for all years excluding the current year	99.18	Jan - Mar 2015	98.50	GREEN	99.36	RED			

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
75	RES/130	Percentage of business rates recovered for all years excluding the current year	99.50	Jan - Mar 2015	98.50	GREEN	99.28	GREEN			
76	REDPI39	Current tenant arrears as a percentage of the annual rent debit	1.97	Jan - Mar 2015	2.45	GREEN	1.99	GREEN			
77	REDPI78	Percentage of capital receipts received [5]	109.0	2014/15	100.0	GREEN	100.0	GREEN			
78	REDPI33	Percentage of Business Durham business floor space that is occupied	79.12	As at Mar 2015	77.00	GREEN	73.90	GREEN			
79	REDPI76	Income generated from Business Durham business space (£)	3,254,000	2014/15	3,030,000	GREEN	2,513,000	GREEN			
80	REDPI49b	£ saved from solar installations on council owned buildings	214,000	2013/14	Not set	NA	New indicator	NA			
81	REDPI68	Average asset rating of Display Energy Certificates in county council buildings	97.10	As at Mar 2015	98.00	GREEN	97.70	GREEN			
82	RES/LPI/010	Percentage of undisputed invoices paid within 30 days to our suppliers	91.4	2014/15	92.0	AMBER	90.5	GREEN			
83	ACE006	Percentage of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within statutory deadlines	73	Jan - Mar 2015	85	RED	70	GREEN			
84	RES/LPI/012	Days / shifts lost to sickness absence – all services including school	9.58	2014/15	8.70	RED	9.00	RED			

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
		staff									
85	RES/LPI/012a	Days / shifts lost to sickness absence – all services excluding school staff	12.14	2014/15	11.80	RED	12.08	RED			
86	RES/011	Percentage of performance appraisals completed (excluding schools)	83.9	2014/15	85.0	AMBER	68.9	GREEN			

[\[1\] Due to changes to the definition data is not comparable](#)

[\[2\] Not comparable due to change in survey design](#)

[\[3\] Data cumulative year on year so comparisons are not applicable](#)

[\[4\] The MARAC arrangements aim to increase the number of referrals but to remain below a threshold of 25%](#)

[\[5\] The disposal programme is agreed at Member Officer Working Group and the percentage reported against this indicator is the expected income against an estimate of proposed sales. Income may come early or late depending on the speed of transactions](#)

Table 2: Key Tracker Indicators

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Wealthier											
87	REDPI3	Number of all new homes completed in Durham City	19	Jan - Mar 2015	4	GREEN	8	GREEN			
88	REDPI24	All homes completed in and near all major settlements, as defined in the County Durham Plan, as a proportion of total completions	35.00	Jan - Mar 2015	49.00	RED	48.86	RED			
89	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 one hour, including walking time	75.00	As at Mar 2015	77.00	RED	73.76	GREEN			
90	REDPI38	Number of passenger journeys recorded by the operator of the three Durham City Park and Ride sites	255,039	Jan - Mar 2015	279,618	RED	258,703	RED			
91	REDPI80	Percentage annual change in the traffic flow through Durham City	Not reported	Jan - Mar 2015	6.4	GREEN	New indicator	NA			
92	NS01	Number of visitors to theatres	220,519	2014/15	174,965	GREEN	235,244	RED			
93	NS02	Number of visitors to museums	41,027	Jan - Mar 2015	46,578	Not comparable [6]	New indicator	NA			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
94	NS03	Number of visitors to leisure centres	1,200,780	Jan - Mar 2015	1,039,348	GREEN	New indicator	NA			
95	NS12	Percentage of food establishments rated as three star or above (Food Hygiene Rating System)	94.5	As at Mar 2015	94.5	AMBER	94.0	GREEN			
96	REDPI97 a	Occupancy rates for retail units in town centres (%) – Barnard Castle	91	As at Mar 2015	89	GREEN	89	GREEN	90 GREEN		As at Jan 2015
97	REDPI97 b	Occupancy rates for retail units in town centres (%)– Bishop Auckland	80	As at Mar 2015	79	GREEN	79	GREEN	90 RED		As at Jan 2015
98	REDPI97 c	Occupancy rates for retail units in town centres (%) – Chester-le-Street	87	As at Mar 2015	84	GREEN	84	GREEN	90 RED		As at Jan 2015
99	REDPI97 d	Occupancy rates for retail units in town centres (%)– Consett	93	As at Mar 2015	94	RED	94	RED	90 GREEN		As at Jan 2015
100	REDPI97 e	Occupancy rates for retail units in town centres (%) – Crook	90	As at Mar 2015	92	RED	92	RED	90 GREEN		As at Jan 2015
101	REDPI97 f	Occupancy rates for retail units in town centres (%) – Durham City	91	As at Mar 2015	89	GREEN	89	GREEN	90 GREEN		As at Jan 2015
102	REDPI97 g	Occupancy rates for retail units in town centres (%) – Newton Aycliffe	67	As at Mar 2015	71	RED	71	RED	90 RED		As at Jan 2015

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
103	REDPI97h	Occupancy rates for retail units in town centres (%) – Peterlee	86	As at Mar 2015	85	GREEN	85	GREEN	90 RED		As at Jan 2015
104	REDPI97i	Occupancy rates for retail units in town centres (%) – Seaham	94	As at Mar 2015	91	GREEN	91	GREEN	90 GREEN		As at Jan 2015
105	REDPI97j	Occupancy rates for retail units in town centres (%) – Shildon	89	As at Mar 2015	89	AMBER	89	AMBER	90 RED		As at Jan 2015
106	REDPI97k	Occupancy rates for retail units in town centres (%) – Spennymoor	88	As at Mar 2015	85	GREEN	85	GREEN	90 RED		As at Jan 2015
107	REDPI97l	Occupancy rates for retail units in town centres (%) – Stanley	88	As at Mar 2015	86	GREEN	86	GREEN	90 RED		As at Jan 2015
108	REDPI10b	Number of net homes completed	243	Jan - Mar 2015	272	RED	179	GREEN			
109	REDPI34	Total number of applications registered on the Durham Key Options system that have been rehoused (includes existing tenants and new tenants)	1,345	Jan - Mar 2015	1,317	GREEN	1,363	RED			
110	REDPI36d	Total number of housing solutions presentations	2,096	Jan - Mar 2015	2,320	GREEN	New indicator	NA [1]			
Page 189	REDPI36b	Number of statutory homeless applications as a proportion of the total number of housing solutions presentations	5.87	Jan - Mar 2015	5.73	RED	New indicator	NA [1]			

Ref Page 90	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
112	REDPI36c	Number of homeless acceptances (of a statutory duty) as a proportion of the total number of housing solutions presentations	2.00	Jan - Mar 2015	1.51	RED	New indicator	NA [1]			
113	REDPI36a	Number of preventions as a proportion of the total number of housing solutions presentations	16.13	Jan - Mar 2014	14.14	GREEN	New indicator	NA [1]			
114	REDPI96	The number of people in reasonable preference groups on the housing register	4,978	As at Mar 2015	4,704	RED	New indicator	NA			
115	REDPI40	Proportion of the working age population defined as in employment	68.7	2014	68.1	GREEN	66.1	GREEN	74.1 RED	68.2* GREEN	2014
116	REDPI73	Proportion of the working age population currently not in work who want a job	12.36	2014	13.05	GREEN	14.58	GREEN	10.49 RED	12.74* GREEN	2014
117	REDPI8b	Proportion of all Jobseeker's Allowance (JSA) claimants that have claimed for one year or more	27.81	As at Mar 2015	31.52	GREEN	34.75	GREEN	23.10 RED	29.9* GREEN	As at Mar 2015
118	REDPI7a	Number of Jobseeker's Allowance (JSA) claimants aged 18-24	2,190	As at Mar 2015	2,245	GREEN	3,415	GREEN			
119	REDPI28	Number of apprenticeships started by young people resident in County Durham as recorded by the National Apprenticeship Service	Data no longer available	2013/14 ac yr	1,372	NA	1,372	NA			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
120	REDPI87	Gross Value Added (GVA) per capita in County Durham (£)	12,875	2012	12,661	GREEN	12,661	GREEN	21,937 RED	16091* RED	2012
121	REDPI88	Per capita household disposable income (£)	14,151	2012	13,522	GREEN	13,522	GREEN	17,066 RED	14393* RED	2012
122	ACE018	People who were resident in County Durham the year before they started a full-time first degree (per 1,000 population aged 18+)	18.0	2013/14 ac yr	17.3	GREEN	17.3	GREEN	24.5 RED	19.7* GREEN	2013/14 ac yr
123	REDPI72	Number of local passenger journeys on the bus network	6,154,696	Oct - Dec 2014	5,949,139	GREEN	6,210,395	RED			
124	REDPI89	Number of registered businesses in County Durham	15,155	2014/15	14,785	GREEN	14,785	GREEN			
125	REDPI32a	Percentage of tourism businesses actively engaged with Visit County Durham	65	As at Mar 2015	81	RED	81	RED			
126	REDPI90	Percentage change in the number of visitors to the core attractions in County Durham compared to the previous year	-9.7	Apr - Sep 2014	33.6	RED	33.6	RED			
127	REDPI91	Number of unique visitors to the thisisdurham website	244,331	Jan - Mar 2015	219,285	GREEN	192,774	GREEN			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Page 92											
Altogether Better for Children and Young People											
128	CASCYP 16	Percentage of 16 to 18 year olds who are not in education, employment or training (NEET)	6.7	Nov 2014 - Jan 2015	6.5	RED	7.1	GREEN	4.7	7*	Nov 2014 - Jan 2015
129	ACE016	Percentage of children in poverty (quarterly proxy measure) (Also in Altogether Better Council)	22.7	As at Nov 2014	23.0	AMBER	23.5	GREEN	16.8	23.3*	As at Nov 2014
130	ACE017	Percentage of children in poverty (national annual measure) (Also in Altogether Better Council)	22.7	2012	23.0	GREEN	23.0	GREEN	18.9	23.4*	2012
131	CASCYP 29	Proven re-offending by young people (who offend) in a 12 month period	40.9	Jul 2012 – Jun 2013	38.7	RED	37.5	RED	36.6		Jul 2012 – Jun 2013
132	CASCYP 18	Percentage of children aged 4-5 years classified as overweight or obese (Also in Altogether Healthier)	23.8	2013/14 ac yr	21.9	RED	21.9	RED	22.5	24.4*	2013/14 ac yr
133	CASCYP 19	Percentage of children aged 10-11 years classified as overweight or obese (Also in Altogether Healthier)	36.1	2013/14 ac yr	35.9	AMBER	35.9	AMBER	33.5	36.1*	2013/14 ac yr
134	CASCYP 20	Under 18 conception rate per 1,000 girls aged 15-17	33.8	2013	33.7	AMBER	33.7	AMBER	24.3	30.6*	2013
135	CASCYP 21	Under 16 conception rate per 1,000 girls aged 13 - 15	7.9	2013	8.9	GREEN	8.9	GREEN	4.8	7.4*	2013

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
136	CASCYP 23	Emotional and behavioural health of looked after children	15.2	2014/15	15.5	GREEN	15.5	GREEN	13.9 RED	13.5** RED	2013/14
137	CASCYP 26	Young people aged 10-24 years admitted to hospital as a result of self-harm (rate per 100,000 population aged 10-24 years)	504.8	2010/11 - 2012/13	561.8	GREEN	561.8	GREEN	352.3 RED	532.2* GREEN	2010/11 - 2012/13
138	CASCYP 27	Number of new referrals to Child and Adolescent Mental Health Services (CAMHS)	2,797	2014/15	1,952	NA	2,667	NA			
139	CASCYP 28	Rate of children with a child protection plan per 10,000 population	37.6	As at 31 Mar 2015	35.9	RED	45.5	GREEN	42.1 GREEN	59.3* GREEN	As at Mar 2014
140	CASCYP 24	Rate of looked after children per 10,000 population	62.1	As at 31 March 2015	60.9	RED	60.0	RED	60.0 RED	81* GREEN	As at Mar 2014
141	CASCYP 25	Prevalence of breastfeeding at 6-8 weeks from birth	28.8	Jan - Mar 2015	27.7	GREEN	28.5	GREEN	47.2 RED	28.1* GREEN	2012/13 (Eng) Jul - Sep 2014 (NE - Durham Darlington and Tees area team)

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Healthier											
142	CASCYP 18	Percentage of children aged 4-5 years classified as overweight or obese (Also in Altogether Better for Children and Young People)	23.8	2013/14 ac yr	21.9	RED	21.9	RED	22.5 RED	24.4* GREEN	2013/14 ac yr
143	CASCYP 19	Percentage of children aged 10-11 years classified as overweight or obese (Also in Altogether Better for Children and Young People)	36.1	2013/14 ac yr	35.9	AMBER	35.9	AMBER	33.5 RED	36.1* AMBER	2013/14 ac yr
144	CASAH 18	Male life expectancy at birth (years)	78.0	2011-13	77.9	GREEN	77.9	GREEN	79.4 RED	78* AMBER	2011-13
145	CASAH 19	Female life expectancy at birth (years)	81.3	2011-13	81.5	AMBER	81.5	AMBER	83.1 RED	81.7* RED	2011-13
146	CASAH5	Under 75 all cause mortality rate per 100,000 population	407.1	2013	394.2	RED	394.2	RED	337.97 RED	393.44* RED	2013
147	CASAH6	Under 75 mortality rate from cardiovascular diseases (including heart disease and stroke) per 100,000 population	88.8	2011-13	91.3	GREEN	91.3	GREEN	78.2 RED	88.9* GREEN	2011-13
148	CASAH7	Under 75 mortality rate from cancer per 100,000 population	166.6	2011-13	164.2	AMBER	164.2	AMBER	144.4 RED	169.5* GREEN	2011-13
149	CASAH8	Under 75 mortality rate from liver disease per 100,000 population	21.9	2011-13	21.7	RED	21.7	RED	17.9 RED	22.3* GREEN	2011-13

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
150	CASAH9	Under 75 mortality rate from respiratory disease per 100,000 population	43.4	2011-13	40.1	RED	40.1	RED	33.2 RED	42.6* RED	2011-13
151	CASAH 23	Diabetes prevalence	6.9	2013/14	6.77	RED	6.77	RED	6.2 RED	6.5* RED	2013/14
152	CASAH 20	Excess winter deaths (3 year pooled)	19.0	2010-13	16.8	RED	16.8	RED	17.4 RED	16* RED	2010-13
153	CASAH 20i	Delayed transfers of care from hospital per 100,000 population	7.7	Apr 2014 - Feb 2015	8.7	GREEN	10.8	GREEN	11.1 GREEN		Apr 2014 - Feb 2015
154	CASAH 20ii	Delayed transfers of care from hospital, which are attributable to adult social care, per 100,000 population	1.5	Apr 2014 - Feb 2015	1.5	AMBER	0.9	RED	3.7 GREEN		Apr 2014 - Feb 2015
155	CASAH 17	Patient experience of community mental health services (scored on a scale of 0-100)	79.5	2014/15	NA	NA [2]		NA [2]	75.8 GREEN		2014/15
156	CASAH 21	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population (Also in Altogether Safer)	13.4	2011-13	11.3	RED	11.3	RED	8.8 RED	10.6* RED	2011-13
157	NS11	Percentage of the adult population participating in at least 30 minutes sport and active recreation of at least moderate intensity on at least 3 days a week	28.2	Apr 2012 - Apr 2014	29.8	RED	24.3	GREEN	25.2 GREEN	25.1* GREEN	2014

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
Altogether Safer											
158	CASAS 12	Overall crime rate (per 1,000 population)	49.7	2014/15	37.9	Not comparable [7]	49.0	RED	71.0 GREEN	60.01** GREEN	Apr 2014 - Feb 2015
159	CASAS 14	Number of serious or major crimes	949	2014/15	700	Not comparable [7]	835	RED			
160	CASA S 24	Rate of theft offences (per 1,000 population)	21.8	2014/15	16.8	Not comparable [7]	22.8	GREEN	16.2 RED	27.48** GREEN	Apr 2014 - Feb 2015
161	CASAS 25	Rate of robberies (per 1,000 population)	0.17	2014/15	0.11	Not comparable [7]	0.13	RED	0.18 GREEN	0.41** GREEN	Apr 2014 - Feb 2015
162	CASAS 15	Number of police reported incidents of anti-social behaviour	23,235	2014/15	18,484	Not comparable [7]	24,276	GREEN			
163	CASAS 13	Percentage of survey respondents perceiving a high level of anti-social behaviour in their local area	31.9	Apr - Dec 2014	32.7	GREEN	35.3	Not comparable [8]			
164	CASAS 11	Percentage of survey respondents who agree that the police and local council are dealing with concerns of anti-social behaviour and crime	61.4	Oct 2013 - Sep 2014	62.1	RED	58.3	GREEN		59.4** GREEN	Oct 2013 - Sep 2014
165	CASAS 10	Recorded level of victim based crimes	22,973	2014/15	17,530	Not comparable [7]	22,361	RED			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
166	CASAS 17	Number of adult safeguarding referrals fully or partially substantiated	153	2014/15	111	NA	221	NA			
167	CASAS 22	Number of hate incidents	311	2014/15	236	NA	282	NA			
168	CASAH 21	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population (Also in Altogether Healthier)	13.4	2011-13	11.3	RED	11.3	RED	8.8 RED	10.6* RED	2011-13
169	REDPI44	Number of people killed or seriously injured in road traffic accidents	181	2014	140	Not comparable [7]	201	GREEN			
		Number of fatalities	14				17				
		Number of seriously injured	167				123				
170	REDPI45	Number of children killed or seriously injured in road traffic accidents	23	2014	18	Not comparable [7]	24	GREEN			
		Number of fatalities	0				0				
		Number of seriously injured	23				19				
171	CASAS 18	Proportion of all offenders (adults and young people) who re-offend in a 12-month period	28.2	Jul 2012 – Jun 2013	27.3	RED	27.9	AMBER RED	26.2 RED		Jul 2012 – Jun 2013
172	CASAS 19	Percentage of anti-social behaviour incidents that are alcohol related	12.3	2014/15	13.0	GREEN	15.2	GREEN			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
173	CASAS 20	Percentage of violent crime that is alcohol related	32.4	2014/15	31.4	RED	34.8	GREEN			
174	CASAS 21	Percentage of families where a successful intervention for crime/anti-social behaviour is achieved (Stronger Families Programme)	57.0	Apr 2012 - Feb 2015	48.9	GREEN	50.1	Not comparable [3]			
Altogether Greener											
175	NS14c	Percentage of relevant land and highways assessed as having deposits of dog fouling that fall below an acceptable level	0.56	Dec 2014 - Mar 2015	2.33	GREEN	2.33	GREEN	8.10 GREEN		2013/14
176	NS15	Number of fly-tipping incidents reported	8,779	2014/15	9,661	GREEN	9,004	GREEN			
177	NS16	Number of fly-tipping incidents cleared	7,127	2014/15	7,669	NA	7,169	NA			
178	NS17a	Percentage of household waste collected from the kerbside and recycled	21.2	Mar 2014 - Feb 2015	20.8	GREEN	21.4	RED			
179	NS17b	Percentage of household waste collected from the kerbside and composted	11.2	Mar 2014 - Feb 2015	11.2	AMBER	10.3	GREEN			
180	NS09	Megawatt hours (MWh) of energy produced from municipal waste sent to Sita's 'Energy from Waste' plant	67,556	Mar 2014 - Feb 2015	57,743	GREEN	11,503	GREEN			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
181	REDPI46	Percentage reduction in CO ₂ emissions in County Durham	39.0	As at Dec 2012	41.2	RED	41.2	RED	14.0 GREEN	20* GREEN	2012
182	REDPI47	Renewable energy generation - mega watts equivalent (MWe) installed or installed/approved capacity within County Durham	217.17	As at Mar 2105	215.61	Not comparable [3]	206.33	Not comparable [3]			
Altogether Better Council											
183	NS43a	Number of customer contacts- face to face	48,349	Jan - Mar 2015	46,271	NA	68,283	NA			
184	NS43b	Number of customer contacts-telephone	290,384	Jan - Mar 2015	218,592	NA	257,158	NA			
185	NS43c	Number of customer contacts- web forms	4,889	Jan - Mar 2015	3,654	NA	5,390	NA			
186	NS43d	Number of customer contacts- emails	12,780	Jan - Mar 2015	10,669	NA	15,505	NA			
187	NS20	Percentage of abandoned calls	5	Jan - Mar 2015	5	AMBER	4	RED			
188	NS100	Number of complaints recorded on the Customer Relationship Management database (CRM)	641	Jan – Mar 2015	493	RED	685	GREEN			
189	RES/013	Staff aged under 25 as a percentage of post count	5.52	As at Mar 2015	5.59	NA	5.59	NA			
190	RES/014	Staff aged over 50 as a percentage of post count	38.80	As at Mar 2015	38.42	NA	38.34	NA			
191	RES/LPI/011a	Women in the top five percent of earners	52.03	As at Mar 2015	52.32	NA	51.02	NA			

Page 100 Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
192	RES/LPI/011bi	Black and minority ethnic (BME) as a percentage of post count	1.53	As at Mar 2015	1.50	NA	1.42	NA			
193	RES/LPI/011ci	Staff with disability as a percentage of post count	2.73	As at Mar 2015	2.73	NA	2.85	NA			
194	REDPI79	Number of tenants of the seven main housing providers seen through the triage process	Not reported	NA	Not reported	NA	813	NA			
195	REDPI79 a	Percentage of triaged tenants of the seven main housing providers who were given employability advice	Not reported	NA	Not reported	NA	35	NA			
196	REDPI79 b	Percentage of triaged tenants of the seven main housing providers who were given debt advice	Not reported	NA	Not reported	NA	37	NA			
197	REDPI79 c	Percentage of triaged tenants of the seven main housing providers who were given income advice	Not reported	NA	Not reported	NA	41	NA			
198	REDPI79 d	Percentage of triaged tenants of the seven main housing providers that have been rehoused	Not reported	NA	Not reported	NA	4.0	NA			
199	RES028	Discretionary Housing Payments - value (£) for customers affected by social sector size criteria	1,146,867.00	2014/15	934,274.00	NA	832,006.57	NA			

Ref	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
200	RES029	Discretionary Housing Payments - value (£) for customers affected by local housing allowance reforms	131,568.00	2014/15	115,379.00	NA	125,977.46	NA			
201	ACE016	Percentage of children in poverty (quarterly proxy measure) (Also in Altogether Better for Children and Young People)	22.7	As at Nov 2014	23.0	AMBER	23.5	GREEN	16.8 RED	23.3* GREEN	As at Nov 2014
202	ACE017	Percentage of children in poverty (national annual measure) (Also in Altogether Better for Children and Young People)	22.7	2012	23.0	GREEN	23.0	GREEN	18.9 RED	23.4* GREEN	2012
203	RES/034	Staff - total headcount (including schools)	17,840	As at Mar 2015	18,039	NA	17,581	NA			
204	RES/035	Staff - total full time equivalent (FTE) (including schools)	14,119	As at Mar 2015	14,110	NA	14,225	NA			
205	RES/052	Percentage of posts with no absence (excluding schools)	45.02	2014/15	46.66	RED	Data not available	NA [9]			
206	RES/020	Percentage of time lost to sickness in rolling year (excluding schools)	4.80	2014/15	4.73	RED	4.76	RED			

Page 102	PI ref	Description	Latest data	Period covered	Previous period data	Performance compared to previous period	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
207	RES/036	Number of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) incidents reported to the Health and Safety Executive (HSE)	12	Jan - Mar 2015	11	N/A	12	NA			

[\[1\] Due to changes to the definition data are not comparable](#)

[\[3\] Data cumulative year on year so comparisons are not applicable](#)

[\[6\] Not comparable due to seasonal variations](#)

[\[7\] Data is cumulative so comparisons are not applicable](#)

[\[8\] Due to changes in the local police confidence survey the data are not comparable](#)

[\[9\] Frequency changed and past data not available](#)

Appendix 4: Volume Measures

Chart 1 – Planning applications (12 month rolling total)

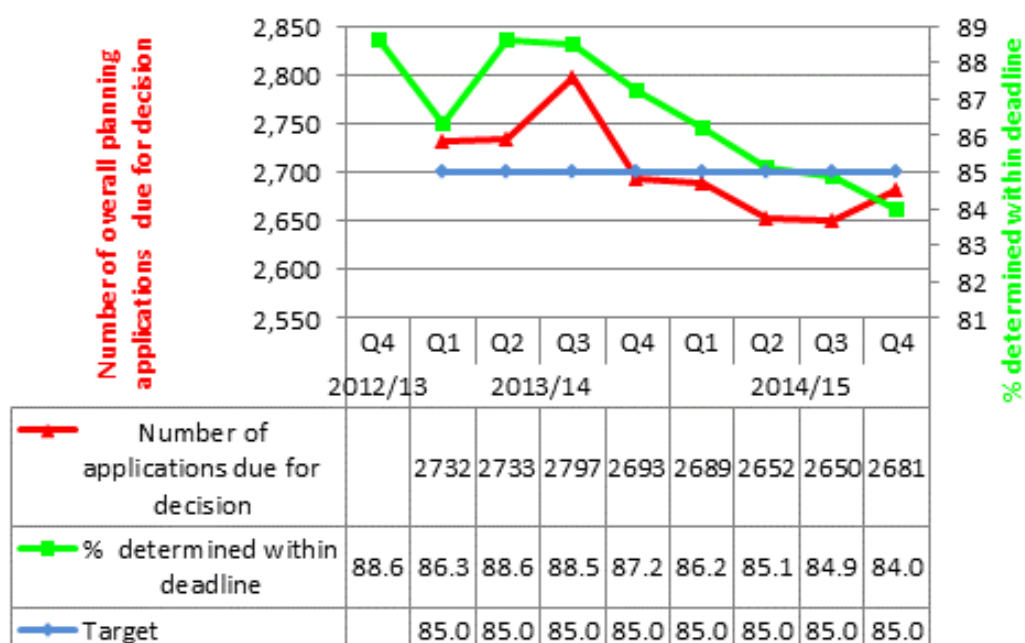


Chart 2 – Durham Key Options - total number of those registered on the Durham Key Options system who have been rehoused (includes existing tenants and new tenants)

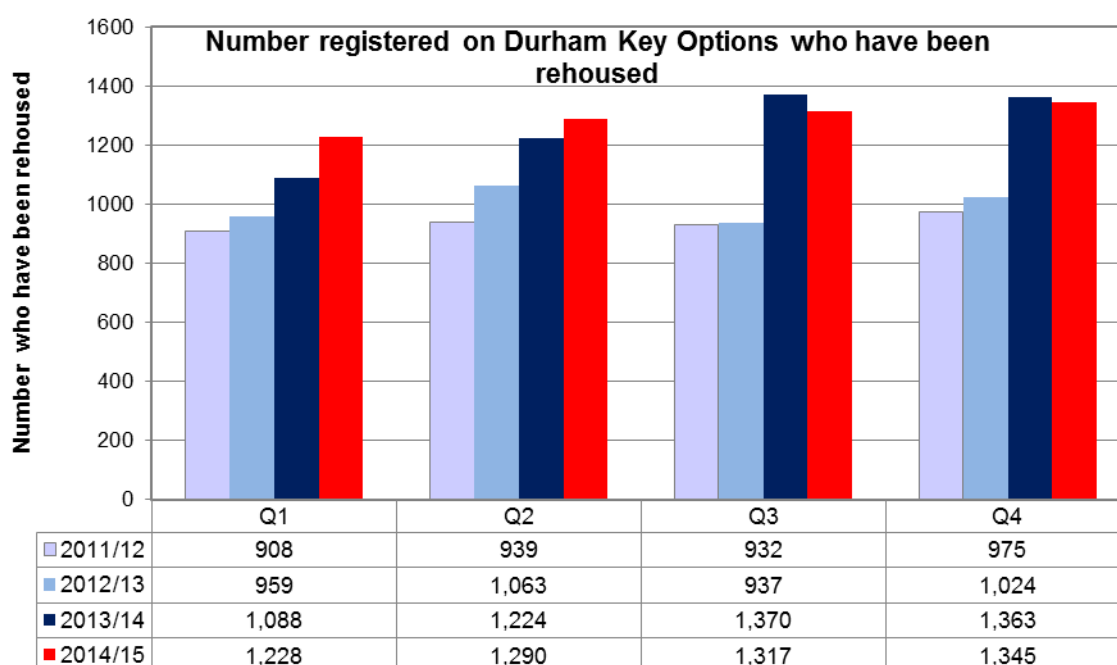


Chart 3 - Number of looked after children cases

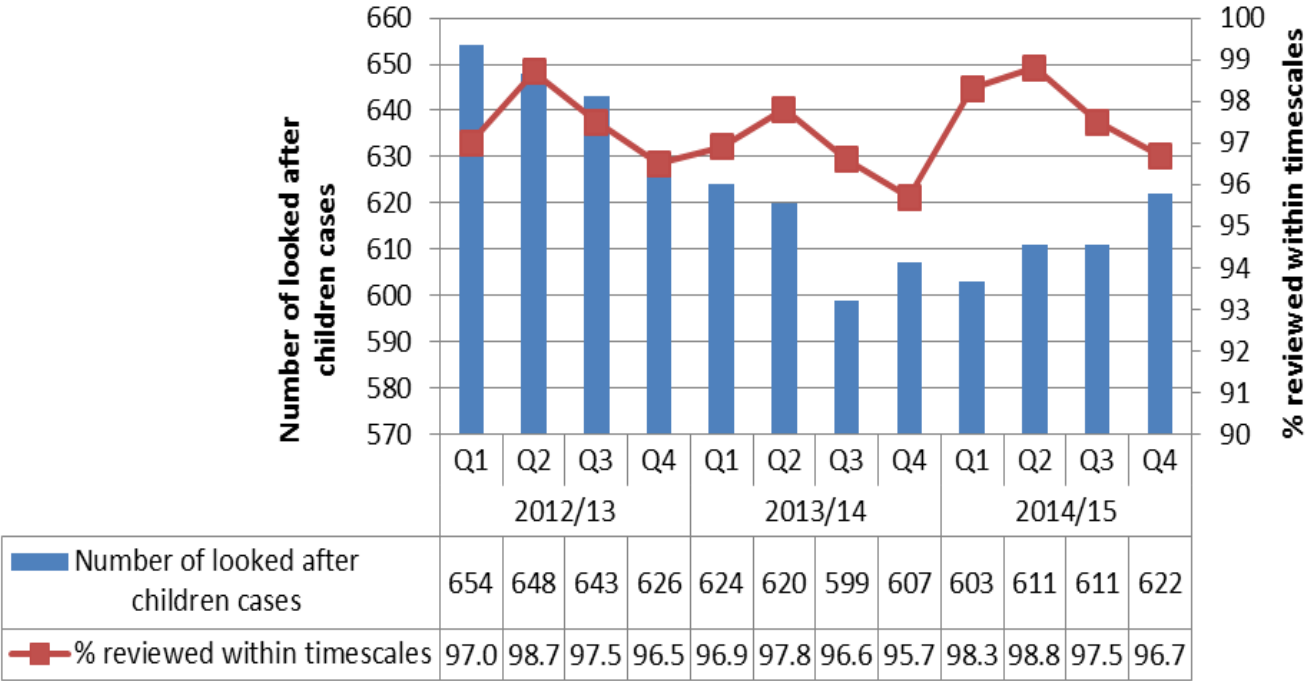


Chart 4 - Children in need referrals within 12 months of previous referral

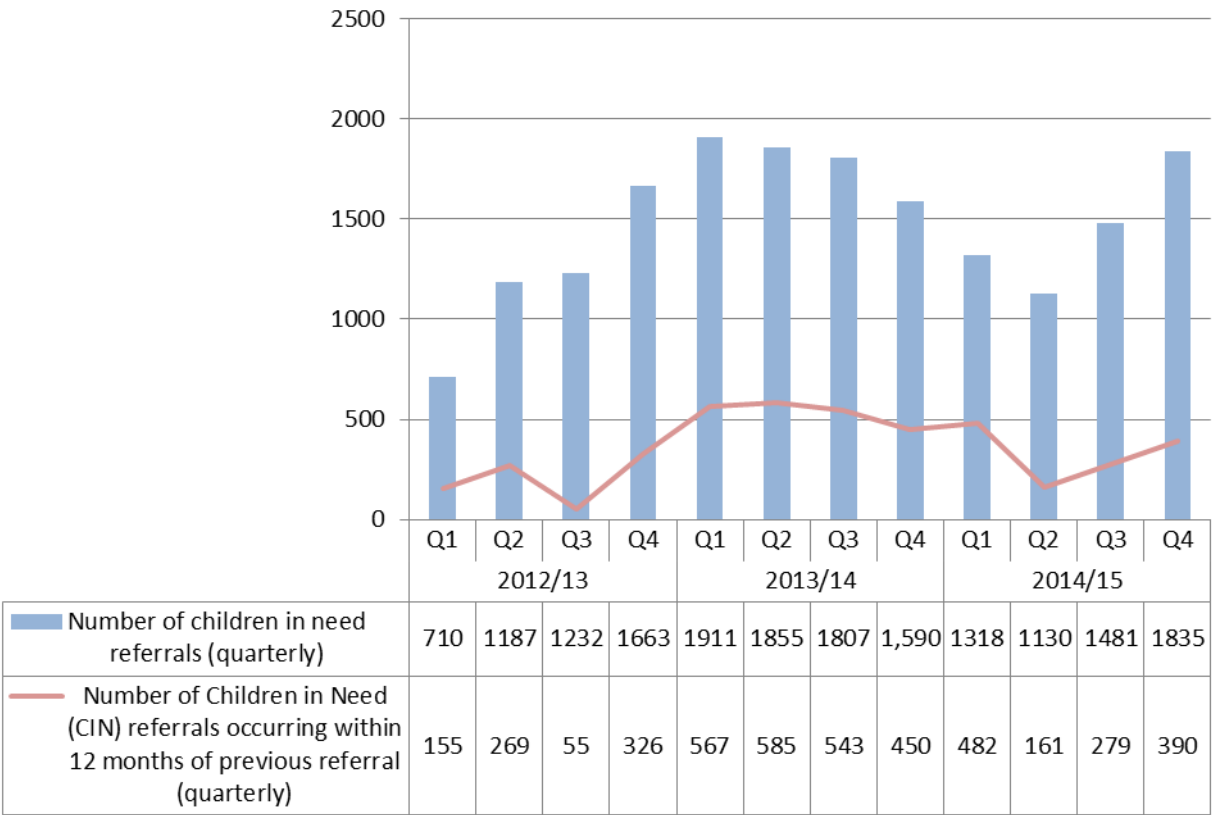


Chart 5 – Fly-tipping incidents

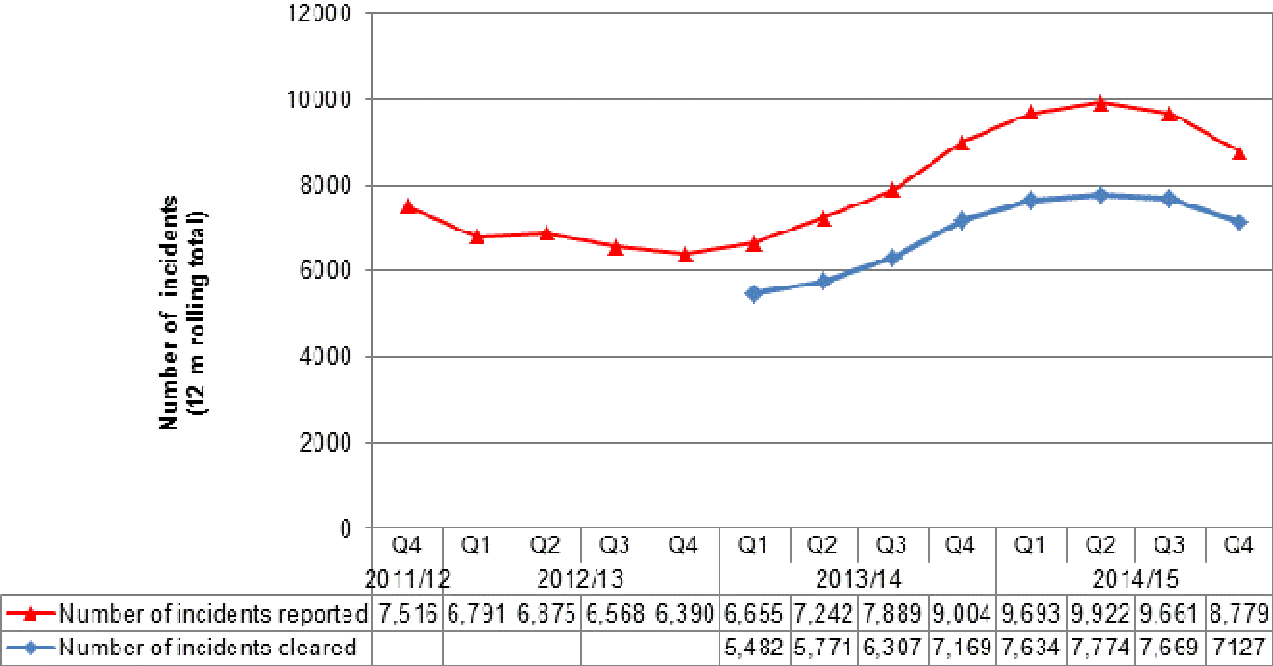


Chart 6 – Housing Benefits – new claims

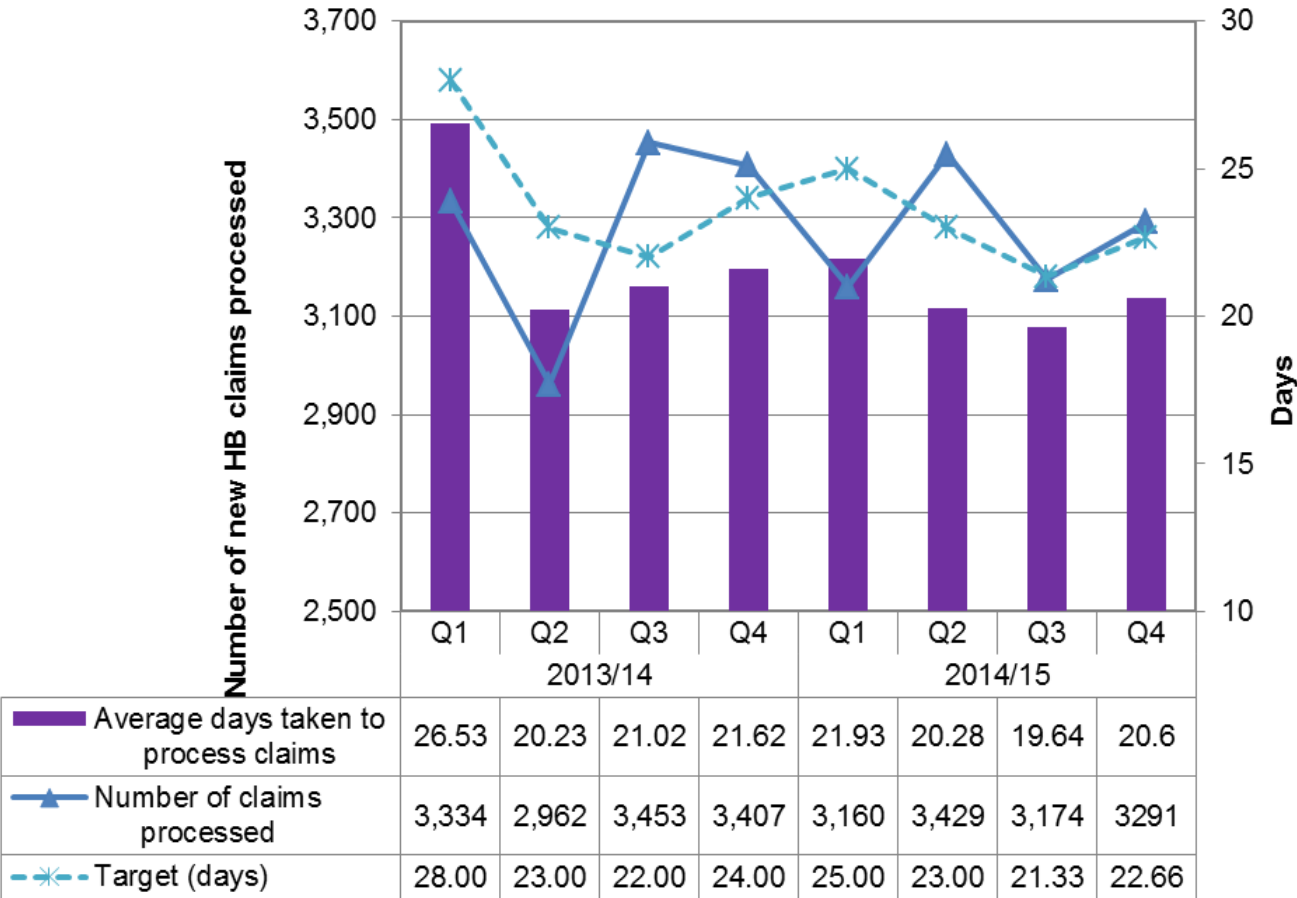


Chart 7 – Council Tax Reduction – new claims

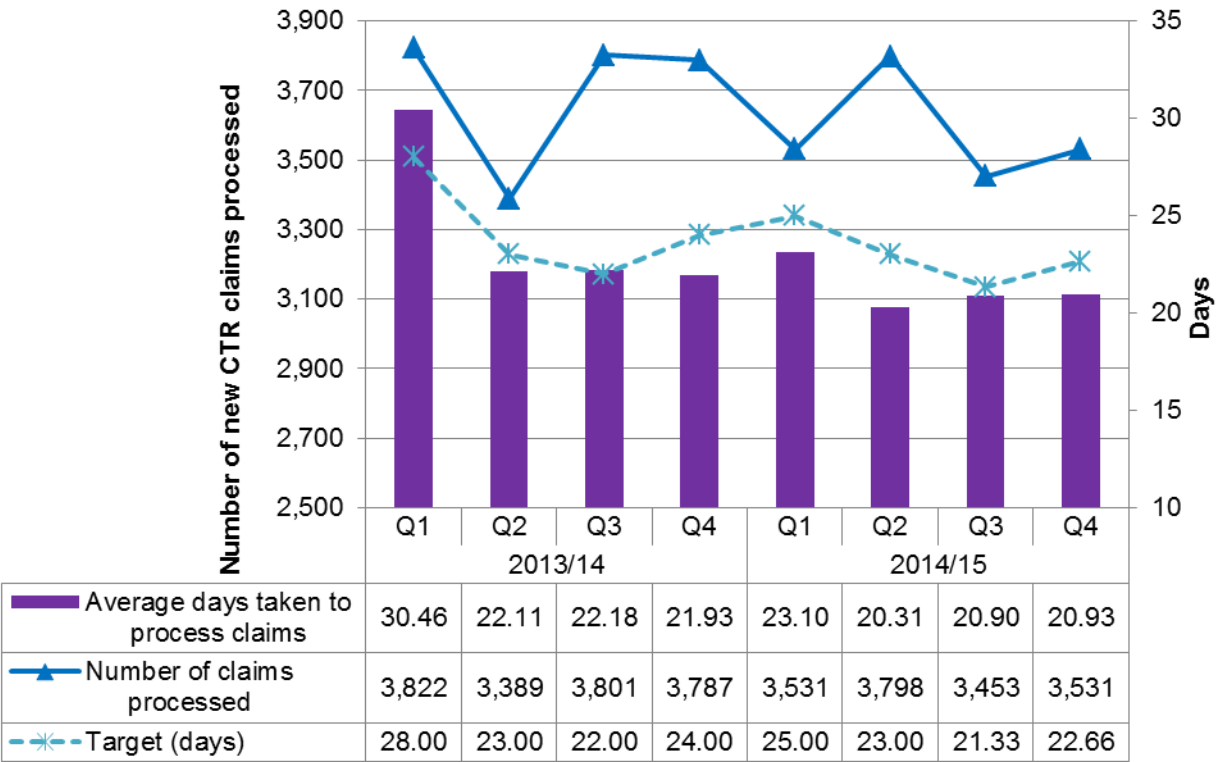


Chart 8 – Housing Benefits – changes of circumstances

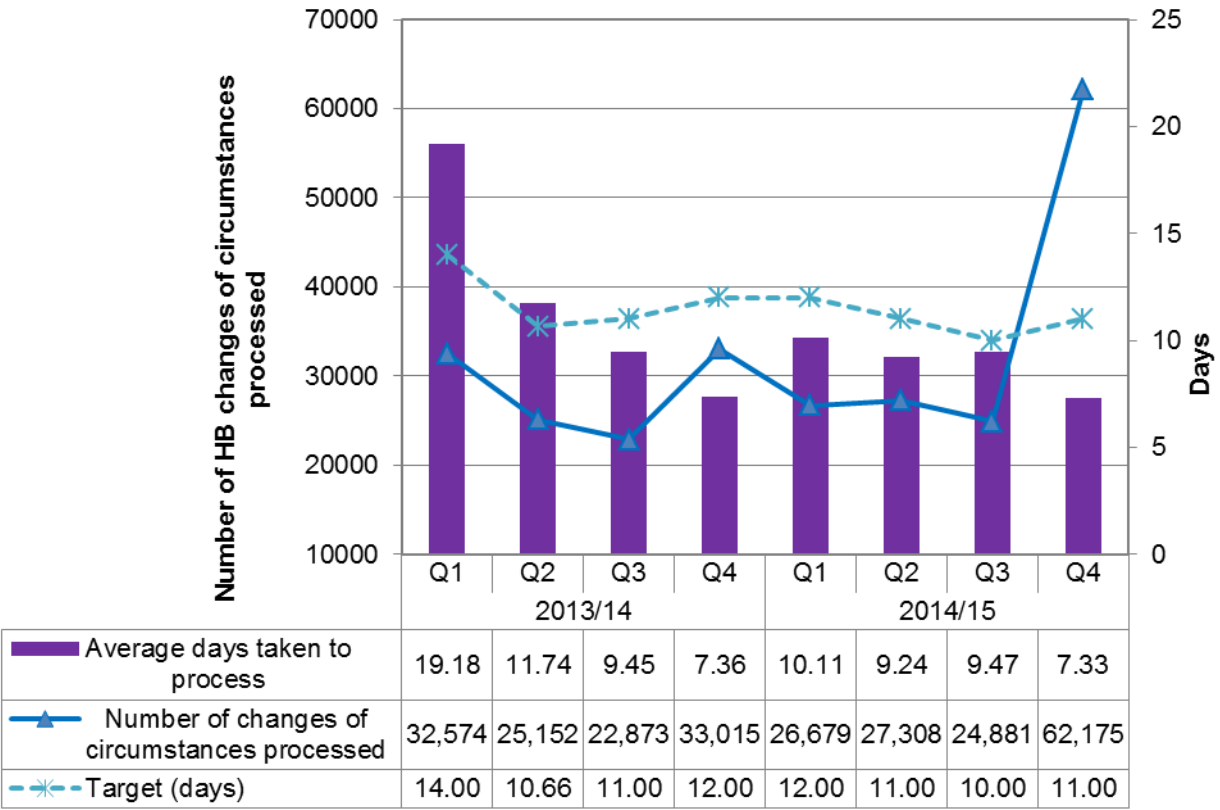


Chart 9 – Council Tax Reduction – changes of circumstances

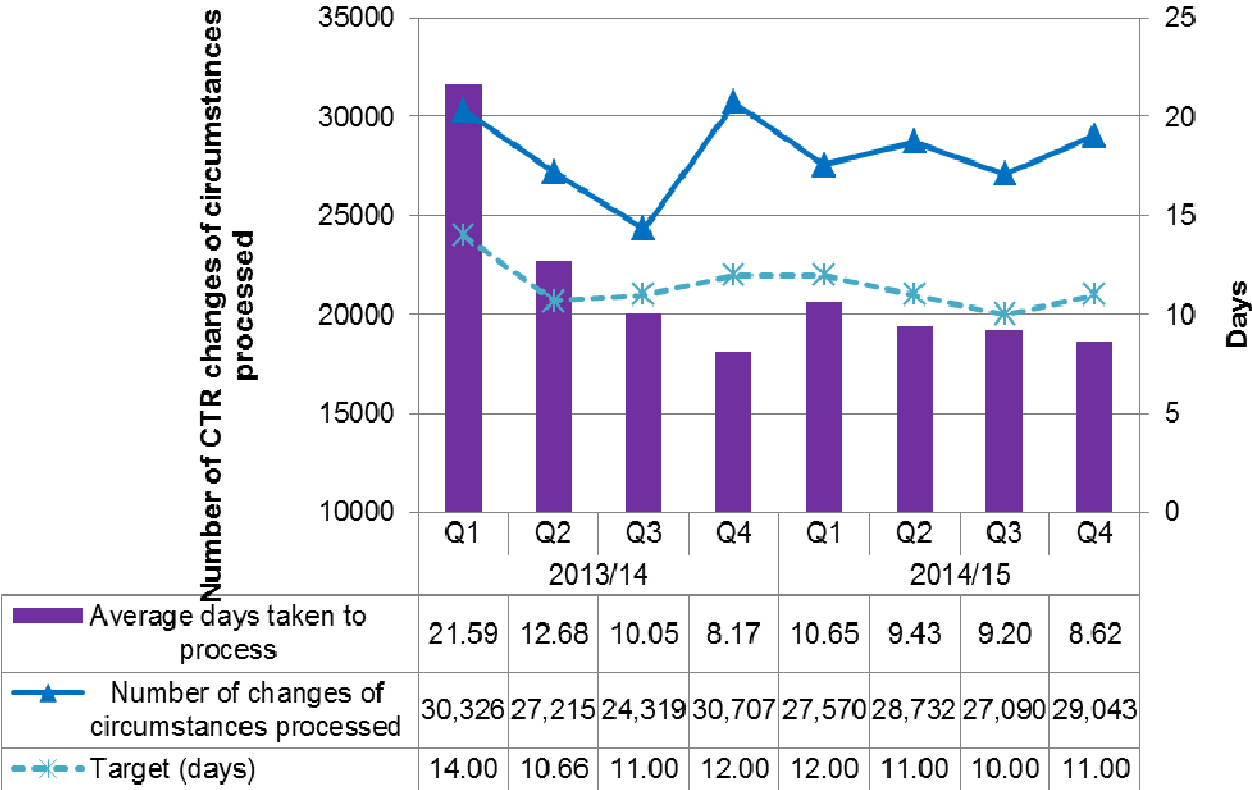


Chart 10 - Telephone calls

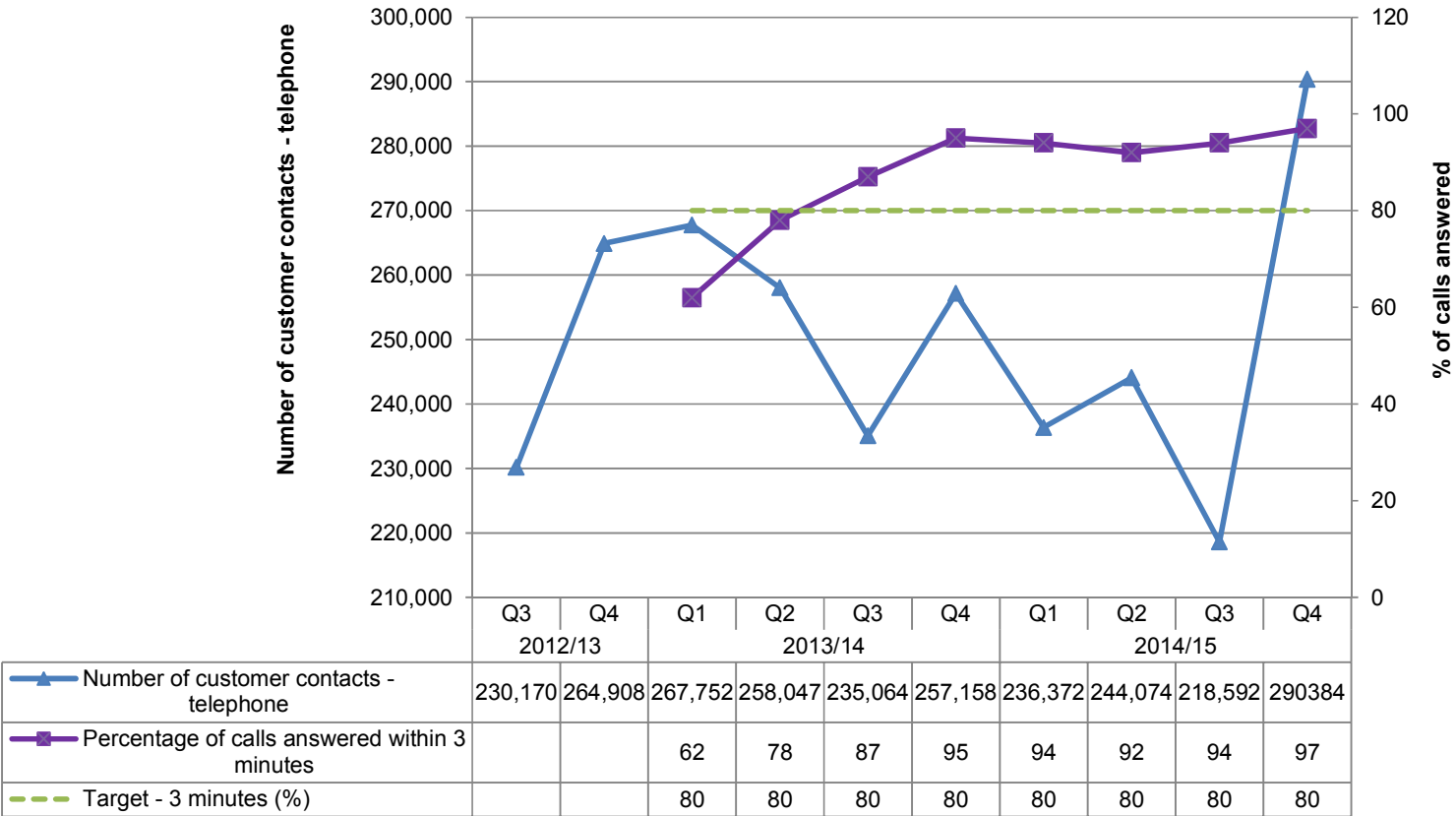


Chart 11 – Face to face contacts

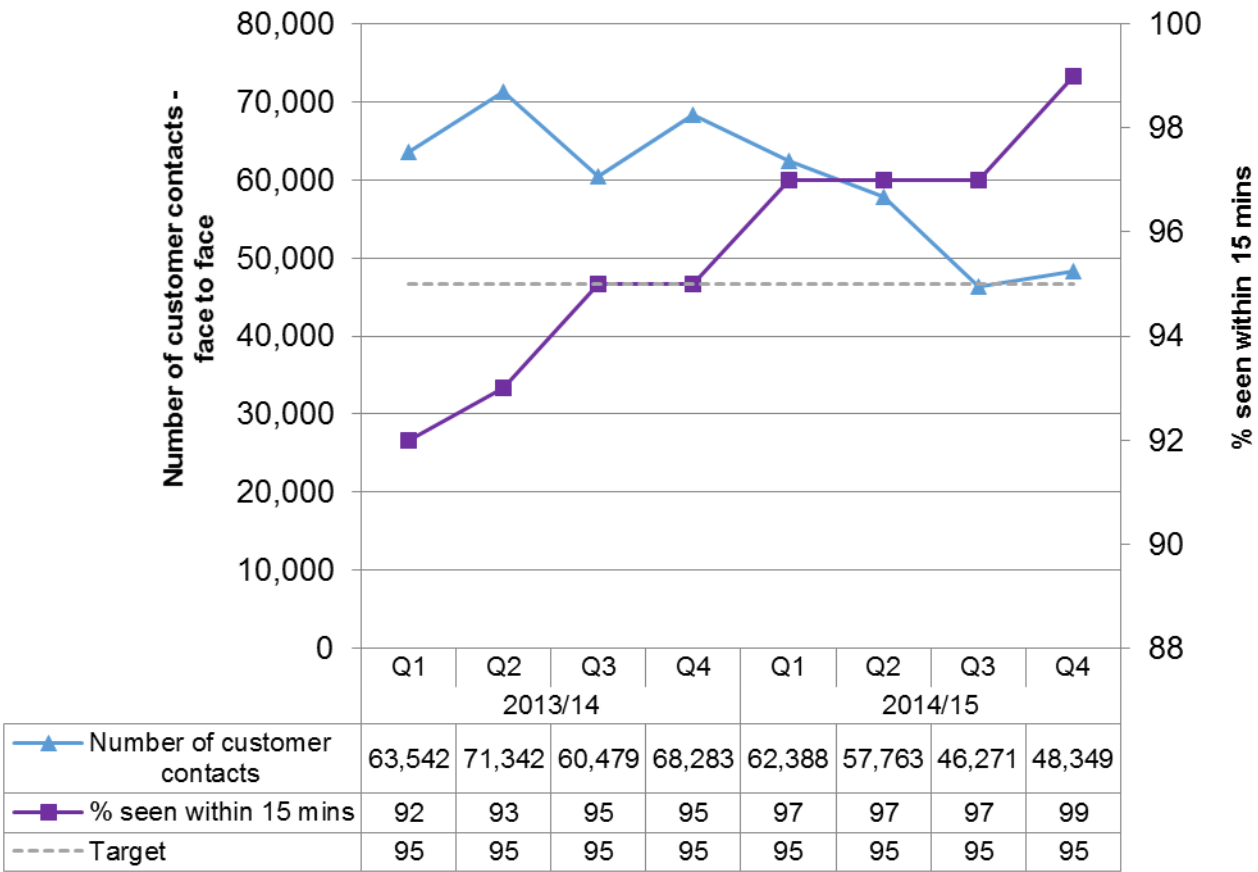
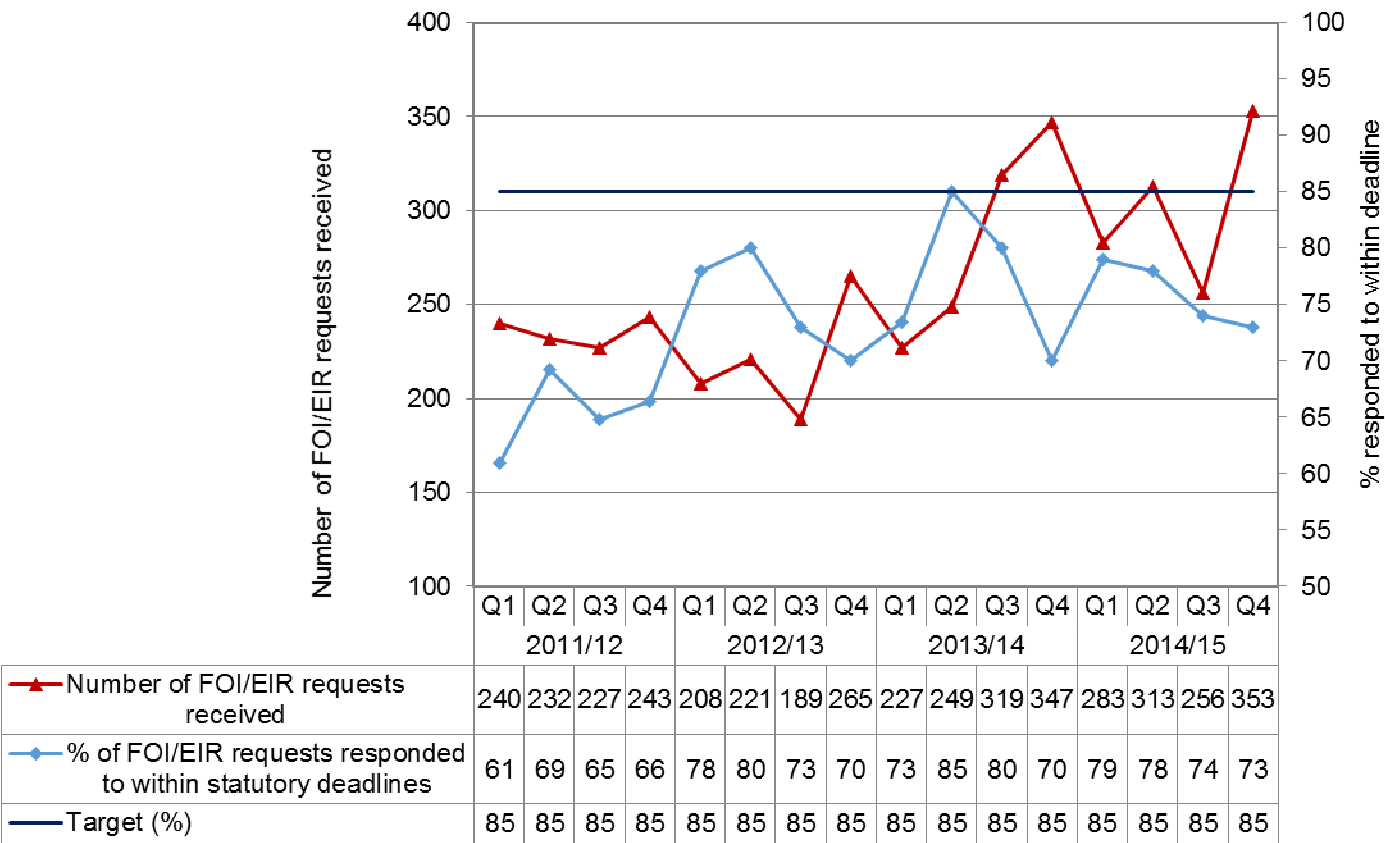


Chart 12 – Freedom of Information (FOI) requests



Appendix 5: Proposed 2015/16 Corporate Indicator set and 3 year targets

Indicator Type	PI ref	PI Description	Service Grouping	Frequency	Performance		2014/15 Target	Proposed targets			National Comparison
					2013/14	2014/15 Q3		2015/16	2016/17	2017/18	
Wealthier											
Tracker	REDPI3	Number of all new homes completed in Durham City	RED	Quarterly	51	21					
Tracker	REDPI22	Percentage of households within County Durham that can access Durham city market place by 8.30am, using public transport with a total journey time of 1 hour, including walking time.	RED	Quarterly	73.76	77					
Tracker	REDPI38	Number of passenger journeys recorded by the operator of the three Durham City Park and Ride sites	RED	Quarterly	1,160,850	798,706					
Tracker	REDPI80	Percentage annual change in the traffic flow through Durham City	RED	Quarterly		6.4					
Tracker	REDPI100	Number of visitors to County Durham	RED	Annual Q3	17.8m	17.9m					
Tracker	REDPI101	Number of jobs supported by the visitor economy	RED	Annual Q3	10,643	10,899					
Tracker	REDPI102	Amount (£m) generated by the visitor economy	RED	Annual Q3	708	728					
Target	REDPI106	Percentage of properties let from DCC's retail, commercial and investment portfolio	RED	Quarterly	90 (Not comparable)	82	80	80	80	80	
Target	REDPI33	Percentage of Business Durham business floor space that is occupied	RED	Quarterly	73.9	79.3	77	79	81	Not set	

Indicator Type	PI ref	PI Description	Service Grouping	Frequency	Performance		2014/15 Target	Proposed targets			National Comparison
					2013/14	2014/15 Q3		2015/16	2016/17	2017/18	
Target	REDPI76	Income generated from Business Durham business space (£)	RED	Quarterly	2.513m	2.37m (3.25m @ Q4)	3.03m	3.08m	3.13m	Not set	
Tracker	REDPI97 a	Occupancy rates – retail units in town centres – Barnard Castle	RED	Annual Q1	93	89					86
Tracker	REDPI97 b	Occupancy rates – retail units in town centres – Bishop Auckland	RED	Annual Q1	91	79					86
Tracker	REDPI97 c	Occupancy rates – retail units in town centres – Chester-le-Street	RED	Annual Q1	89	84					86
Tracker	REDPI97 d	Occupancy rates – retail units in town centres – Consett	RED	Annual Q1	88	94					86
Tracker	REDPI97 e	Occupancy rates – retail units in town centres – Crook	RED	Annual Q1	95	92					86
Tracker	REDPI97 f	Occupancy rates – retail units in town centres – Durham City	RED	Annual Q1	90	89					86
Tracker	REDPI97 g	Occupancy rates – retail units in town centres – Newton Aycliffe	RED	Annual Q1	80	71					86
Tracker	REDPI97 h	Occupancy rates – retail units in town centres – Peterlee	RED	Annual Q1	87	85					86
Tracker	REDPI97 i	Occupancy rates – retail units in town centres – Seaham	RED	Annual Q1	87	91					86
Tracker	REDPI97 j	Occupancy rates – retail units in town centres – Shildon	RED	Annual Q1	88	89					86
Tracker	REDPI97 k	Occupancy rates – retail units in town centres – Spennymoor	RED	Annual Q1	89	85					86

Indicator Type	PI ref	PI Description	Service Grouping	Frequency	Performance		2014/15 Target	Proposed targets			National Comparison
					2013/14	2014/15 Q3		2015/16	2016/17	2017/18	
Tracker	REDPI97 l	Occupancy rates – retail units in town centres - Stanley	RED	Annual Q1	91	86					86
Target	REDPI64	Number of passenger journeys made on the Link2 service	RED	Quarterly	33,126	25,040 (32,323 @ Q4)	30,000	30,000	30,000	30,000	
Tracker	REDPI72	Number of local passenger journeys on the bus network	RED	Quarterly	24,452, 102	11,786, 074 (Apr-Sep 14)					
Target	REDPI75	Overall proportion of planning applications determined within deadline	RED	Quarterly	85	84.7	85	87	90	90	
Target	REDPI10 a	Number of affordable homes delivered	RED	Quarterly	661	248 (494 @ Q4)	400	250	250	250	
Tracker	REDPI10 b	Number of net homes completed	RED	Quarterly	986	840					
Tracker	REDPI24	All homes completed in and near all major settlements, as defined in the County Durham Plan, as a proportion of total completions	RED	Quarterly	48.86	49					
Target	REDPI29	Number of private sector properties improved as a direct consequence of local authority intervention	RED	Quarterly	NA (definition change)	279	Not set	599	Not set	Not set	
Target	REDPI30	Number of empty properties brought back into use as a result of local authority intervention	RED	Quarterly	110	144	120	120	Not set	Not set	

Indicator Type	PI ref	PI Description	Service Grouping	Frequency	Performance		2014/15 Target	Proposed targets			National Comparison
					2013/14	2014/15 Q3		2015/16	2016/17	2017/18	
Tracker	REDPI34	Number of applications registered on the Durham Key Options system, which led to the household being successfully rehoused	RED	Quarterly	5,045	3,835					
Tracker	REDPI36d	Number of clients accessing the Housing Solutions Service	RED	Quarterly	NA (definition change)	NA (definition change)					
Tracker	REDPI36c	Number of clients who have accessed the Housing Solutions Service where there has been an acceptance of a statutory homelessness duty	RED	Quarterly	NA (definition change)	148					
Tracker	REDPI36a	Number of clients who have accessed the housing solutions service and for whom homelessness has been prevented	RED	Quarterly	NA (definition change)	NA (definition change)					
Tracker	REDPI96a	Number of new applications registered for housing with the Durham Key Options Scheme who meet the criteria for the Government's reasonable preference groups	RED	Quarterly							
Tracker	REDPI40	Proportion of the working age population defined as in employment	RED	Quarterly	66.2	68.1 (Oct 13-Sep 14)					74
Tracker	REDPI73	Proportion of the working age population currently not in work who want a job	RED	Quarterly	14.58	13.05					10.57

Indicator Type	PI ref	PI Description	Service Grouping	Frequency	Performance		2014/15 Target	Proposed targets			National Comparison
					2013/14	2014/15 Q3		2015/16	2016/17	2017/18	
Tracker	REDPI8b	Proportion of all Jobseeker's Allowance (JSA) claimants that have claimed for one year or more	RED	Quarterly	34.75	31.52					25.1
Tracker	REDPI7a	Number of Jobseeker's Allowance (JSA) claimants aged 18-24	RED	Quarterly	3,415	2,245					
Tracker	CAS CYP16	Percentage of 16 to 18 year olds who are not in education, employment or training (NEET) (Also in Altogether Better for Children and Young People)	CAS	National measure (Nov-Jan average) reported Q4. Quarterly averages reported Q1- Q3	7.1	6.5 (Oct-Dec 14)					
Target	REDPI62	Number of apprenticeships started through County Council funded schemes	RED	Quarterly	290	219 (Apr-Sep 14)	180	200 To review when funding confirmed	220	Not set	
Tracker	REDPI 105	Number of local authority funded apprenticeships sustained at least 15 months	RED	Quarterly							
Tracker	ACE018	County Durham residents starting a first degree in an academic year (per 100,000 population aged 18+)	ACE	Annual Q2	161.9 (11/12)	162.2 (12/13)					218.2
Target	CAS AW2	Overall success rate of Adult Skills Funded Provision	CAS	Annual (Q2 provisional, Q3 validated)	87.5 (12/13 Ac yr)	87.0 (13/14 Ac yr)	86.0 (13/14 Ac yr)	88% (14/15 Ac Yr)	88.5% (15/16 Ac Yr)	89.0% (16/17 Ac Yr)	84.6 (13/14 Ac yr)

Indicator Type	PI ref	PI Description	Service Grouping	Frequency	Performance		2014/15 Target	Proposed targets			National Comparison
					2013/14	2014/15 Q3		2015/16	2016/17	2017/18	
Tracker	REDPI103	Number of full time equivalent jobs created through business improvement grants	RED	Annual Q4	65.5 (Not comparable)	17.5 (Not comparable)					
Tracker	REDPI87	GVA per capita in County Durham (£)	RED	Annual Q3	12,661 (2011)	12,875 (2012)					21,937
Tracker	REDPI88	Per capita household disposable income (£)	RED	Annual Q1	13,522 (2011)	14,151 (2012)					17,066
Target	REDPI81	Percentage of timetabled bus services that are on time	RED	Quarterly	86	86.6 (89 @ Q4)	85	88	88	88	
Target	REDPI41b	Percentage of major planning applications determined within 13 weeks	RED	Quarterly	72.7	64.9	71	75	78	80	70 (13/14)
Tracker	REDPI89	Number of registered businesses in County Durham	RED	Annual Q4	14,815 (12/13)	14,785 (13/14)					
Tracker	REDPI66	Number of businesses engaged with Business Durham	RED	Annual Q4	581	814	720				
Tracker	REDPI93	Number of business enquiries handled by Business Durham	RED	Annual Q4	1,151	937	1,200				
Target	REDPI92	Number of gross jobs created or safeguarded as a result of Business Durham activity	RED	Quarterly		1,068	2,400	2,400	2,400	Not set	
Target	REDPI104	Number of businesses supported through business improvement grants	RED	Annual Q4	44 (Apr 14-Mar 15)	11 (Not comparable)		52	Not set	Not set	
Tracker	REDPI32a	Percentage of tourism businesses actively engaged with Visit County Durham	RED	Annual Q4	81 (13/14)	81 (13/14)					

Indicator Type	PI ref	PI Description	Service Grouping	Frequency	Performance		2014/15 Target	Proposed targets			National Comparison
					2013/14	2014/15 Q3		2015/16	2016/17	2017/18	
Tracker	REDPI90	Percentage change in the number of visitors to the core attractions in County Durham compared to the previous year	RED	Annual Q3	33.6 (Apr - Sep 13)	-9.7 (Apr - Sep 14)					
Tracker	REDPI91	Number of unique visitors to the thisisdurham website	RED	Quarterly	817,717	732,723					
Children & Young People											
Target	CAS CYP15	Percentage of children in the early years foundation stage (EYFS) achieving a good level of development	CAS	Annual (Q2 provisional, Q3 validated)	41.9 (12/13 Ac yr)	56.7 (13/14 Ac yr)	48% (13/14 Ac Yr)	60 (14/15 Ac Yr)	62 (14/15 Ac Yr)	Not set	60
Target	CAS CYP4	Percentage of pupils achieving 5 or more A*-C grades at GCSE or equivalent including English and maths	CAS	Annual (Q2 provisional, Q3 validated)		57.6 (13/14 Ac yr)	Not set	58.8 (14/15 Ac Yr)	59.5 (15/16 Ac Yr)	Not set	56.6
Target	CAS CYP7	Achievement gap between Durham pupils eligible for Pupil Premium and Durham pupils not eligible for Pupil Premium funding achieving 5 A*-C GCSE's including English and maths at key stage 4	CAS	Annual (Q2 provisional, Q3 validated)	30 (12/13 Ac yr)	29.2 (13/14 Ac yr)	29.5 (13/14 Ac yr)	28 (14/15 Ac Yr)	26.5 (14/15 Ac Yr)	Not set	
Target	CAS CYP6	Achievement gap between Durham pupils eligible for pupil premium and Durham pupils not eligible for pupil premium funding achieving level 4 in reading, writing and maths at key stage 2	CAS	Annual (Q2 provisional, Q3 validated)	21 (12/13 Ac yr)	15.9 (13/14 Ac yr)	20.5 (13/14 Ac yr)	13 (14/15 Ac Yr)	Not set	Not set	16

Indicator Type	PI ref	PI Description	Service Grouping	Frequency	Performance		2014/15 Target	Proposed targets			National Comparison
					2013/14	2014/15 Q3		2015/16	2016/17	2017/18	
Target	CAS CYP5	Percentage of pupils on level 3 programmes in community secondary schools achieving 2 A levels at grade A*-E or equivalent	CAS	Annual (Q2 provisional, Q3 validated)	98.9 (12/13 Ac yr)	98.7 (13/14 Ac yr)	98.5 (13/14 Ac yr)	98.9 (14/15 Ac Yr)	99.1 (15/16 Ac Yr)	99.3 (16/17 Ac Yr)	98
Tracker	CAS CYP16	Percentage of 16 to 18 year olds who are not in education, employment or training (NEET) (Also in Altogether Wealthier)	CAS	National measure (Nov-Jan average) reported Qtr 4. Quarterly averages reported Qtr 1 to Qtr 3.	7.1	6.5					
Tracker	ACE016	Percentage of children in poverty (quarterly proxy measure) (Also in Altogether Better Council)	ACE	Quarterly	23.6	23.3 (May 14)					17.6
Tracker	ACE017	Percentage of children in poverty (national annual measure) (Also in Altogether Better Council)	ACE	Annual Q2	23 (2011)	22.7 (2012)					18.9
Tracker	CAS CYP18	Percentage of children aged 4-5 classified as overweight or obese (Also in Altogether Healthier)	CAS	Annual Q3	21.9 (12/13 Ac yr)	23.8 (13/14 Ac yr)					22.5
Tracker	CAS CYP20	Under 18 conception rate per 1,000 girls aged 15-17	CAS	Annual Q4	33.7 (2012)	22 (Jul-Sep 13)					22.2
Tracker	CAS CYP21	Under 16 conception rate per 1,000 girls aged 13 - 15	CAS	Annual Q4	7.7 (2011)	8.9 (2012)					5.6

Indicator Type	PI ref	PI Description	Service Grouping	Frequency	Performance		2014/15 Target	Proposed targets			National Comparison
					2013/14	2014/15 Q3		2015/16	2016/17	2017/18	
Target	CAS AS5	First time entrants to the Youth Justice System aged 10 - 17 (per 100,000 population of 10-17 year olds) (Also in Altogether Safer)	CAS	Quarterly	479	358 (438 @ Q4)	681 (310 FTEs)	638 (280 FTEs)	638 (280 FTEs)	Not set	
Tracker	CAS CYP29	Proven re-offending by young people (who offend) in a 12 month period (Also in Altogether Safer)	CAS	Quarterly	37.9 (11/12)	36.9 (Jan-Dec 12)					35.6
Tracker	CAS CYP23	Emotional and behavioural health of Looked After Children	CAS	Annual Q4	16.1 (12/13)	15.5 (13/14)					14 (12/13)
Tracker	CAS CYP30	Percentage of CAMHS patients who have attended a first appointment within 9 weeks of their external referral date	CAS	Quarterly	DDES CCG: 96.9% N.Durham CCG: 94.7%	DDES CCG: 87.0% N.Durham CCG: 73.1% (Apr-Dec 2014)					
Tracker	CAS CYP26	Young people aged 10-24 years admitted to hospital as a result of self-harm (rate per 100,000 population aged 10-24 years)	CAS	Annual Q4	561.8 (09/10-11/12)	504.8 (10/11-12/13)					352.3
Target	CAS CYP9	Percentage of children in need referrals occurring within 12 months of previous referral	CAS	Quarterly	27.4	23.5	28	21	Not set	Not set	23.4 (13/14)
Tracker	CAS CYP28	Rate of Children with a Child Protection Plan per 10,000 population	CAS	Quarterly	45.5	35.9					42.1 (Q4 2013)

Indicator Type	PI ref	PI Description	Service Grouping	Frequency	Performance		2014/15 Target	Proposed targets			National Comparison
					2013/14	2014/15 Q3		2015/16	2016/17	2017/18	
Target	CAS CYP14	Percentage of successful interventions (families 'turned around') via the Stronger Families Programme (Also in Altogether Safer)	CAS	Quarterly	51.2	70.6 (Oct 14)	70	12** **Stage 2 of the Programme	35** **Stage 2 of the Programme	65** **Stage 2 of the Programme	72.3
Tracker	CAS CYP24	Rate of Looked After Children per 10,000 population	CAS	Quarterly	60.0	61					60 (Q4 2013)
Tracker	CAS CYP19	Percentage of children aged 10-11 classified as overweight or obese (Also in Altogether Healthier)	CAS	Annual Q3	35.9 (12/13 Ac yr)	36.1 (13/14 Ac yr)					33.5
Tracker	CAS CYP25	Prevalence of breastfeeding at 6-8 weeks from birth (Also in Altogether Healthier)	CAS	Quarterly	26.2	27.7					47.2 (2012/13)
Target	CAS CYP8	Percentage of mothers smoking at time of delivery (Also in Altogether Healthier)	CAS	Reported as discrete quarters through the year then annually at year-end	19.9	19.9 (Sep 14)	20.5	18.2	17.2	16.6	11.5
Healthier											
Tracker	CAS CYP18	Percentage of children aged 4-5 classified as overweight or obese (Also in Altogether Better for Children and Young People)	CAS	Annual Q3	21.9 (12/13 Ac yr)	23.8 (13/14 Ac yr)					22.5

Indicator Type	PI ref	PI Description	Service Grouping	Frequency	Performance		2014/15 Target	Proposed targets			National Comparison
					2013/14	2014/15 Q3		2015/16	2016/17	2017/18	
Tracker	CAS CYP19	Percentage of children aged 10-11 classified as overweight or obese (Also in Altogether Better for Children and Young People)	CAS	Annual Q3	35.9 (12/13 Ac yr)	36.1 (13/14 Ac yr)					33.5
Tracker	CAS CYP25	Prevalence of breastfeeding at 6-8 weeks from birth (Also in Altogether Beter for Children and Young People)	CAS	Quarterly	26.2	27.7					
Target	CAS AH2	Percentage of eligible people who receive an NHS health check	CAS	Quarterly	10.3	3.5 (Sep 14)	8	8	8	8	4.6
Target	CAS AH3	Percentage of people eligible for bowel cancer screening who were screened adequately within a specified period	CAS	Quarterly							
Target	CAS AH4	Percentage of women eligible for cervical screening who were screened adequately within a specified period	CAS	Annual Q3	77.7	78	80	80	80	80	74.2
Target	CAS AH10	Percentage of women eligible for breast screening who were screened adequately within a specified period	CAS	Quarterly	78.6	77.9	70	70	70	70	
Tracker	CAS AH18	Male life expectancy at birth (years)	CAS	Annual Q3	77.9 (10-12)	78 (11-13)					79.4
Tracker	CAS AH19	Female life expectancy at birth (years)	CAS	Annual Q3	81.5 (10-12)	81.3 (11-13)					83.1

Indicator Type	PI ref	PI Description	Service Grouping	Frequency	Performance		2014/15 Target	Proposed targets			National Comparison
					2013/14	2014/15 Q3		2015/16	2016/17	2017/18	
Tracker	CAS AH6	Under 75 mortality rate from cardiovascular diseases (including heart disease and stroke) per 100,000 population	CAS	Annual Q4	91.3 (10-12)	88.8 (11-13)					78.2
Tracker	CAS AH7	Under 75 mortality rate from cancer per 100,000 population	CAS	Annual Q4	164.2 (10-12)	166.6 (11-13)					144.4
Tracker	CAS AH9	Under 75 mortality rate from respiratory diseases per 100,000 population	CAS	Annual Q4	40.1 (10-12)	43.4 (11-13)					33.2
Target	CAS AS7	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Safer)	CAS	Quarterly	6.1	6.8 (Apr 13-Mar 14) (re-presentations to Sep 14)	7.9	9.4	Not set	Not set	7.6 (Mar 13-Feb 14)
Target	CAS AS8	Percentage of successful completions of those in drug treatment - non opiates (Also in Altogether Safer)	CAS	Quarterly	40.4	36.3 (Apr 13-Mar 14) (re-presentations to Sep 14)	40.4	41.7	Not set	Not set	40.6 (Mar 13 - Feb 14)
Target	CAS AS23	Percentage of successful completions of those in alcohol treatment (Also in Altogether Safer)	CAS	Quarterly	34.8	34.8 (Oct 13 - Sep 14)	36.6	39.5	Not set	Not set	39.5
Tracker	CAS AH8	Under 75 mortality rate from liver disease per 100,000 population	CAS	Annual Q4	21.7 (10-12)	21.9 (11-13)					17.9
Tracker	CASAH23	Diabetes prevalence	CAS		6.77% (estimate 12/13)	6.89% (13/14)					

Indicator Type	PI ref	PI Description	Service Grouping	Frequency	Performance		2014/15 Target	Proposed targets			National Comparison
					2013/14	2014/15 Q3		2015/16	2016/17	2017/18	
Tracker	CAS AH20	Excess winter deaths	CAS	Annual Q4	18.1 (08-11)	16.8 (09-12)					16.5
Tracker	CAS AH22	Estimated smoking prevalence of persons aged 18 and over	CAS	Annual Q3	22.2 (2012)	22.7 (2013)	21.1 (2013)				18.4
Target	CAS AH1	Four week smoking quitters per 100,000 population	CAS	Quarterly	4,134 quitters	2,248 quitters (Apr-Dec 14)	4,813 quitters	2,939 quitters	Not set	Not set	
Target	CAS CYP8	Percentage of mothers smoking at time of delivery (Also in Altogether Better for Children and Young People)	CAS	Quarterly	19.9	19.9 (Apr-Sep 14)	20.5	18.2	17.2	16.6	11.5
Target	CAS AH11	Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care	CAS	Quarterly	736.2	604.9	727	710	Not set	Not set	
Tracker	CASAH	Number of residential/nursing care bed days for people aged 65 and over commissioned by Durham County Council	CAS	TBC	New indicator	New indicator					
Target	CAS AH12	Proportion of people using social care who receive self-directed support	CAS	Quarterly	60.1	59.3	56.5	90%** **New ASCOF definition	90%** **New ASCOF definition	90%** **New ASCOF definition	62.1 (13/14)
Target	CAS AH13	Percentage of service users reporting that the help and support they receive has made their quality of life better	CAS	quarterly	94.5	92.7	93	90	90	90	90

Indicator Type	PI ref	PI Description	Service Grouping	Frequency	Performance		2014/15 Target	Proposed targets			National Comparison
					2013/14	2014/15 Q3		2015/16	2016/17	2017/18	
Target	CAS AH14	Proportion of older people who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services	CAS	Quarterly	89.4	89.5	85.4	85.7	Not set	Not set	82.5 (13/14)
Tracker	CAS AH20i	Delayed transfers of care from hospital per 100,000 population	CAS	Quarterly	10.8	8.7					11.1 (Apr 14 – Feb 15)
Tracker	CAS AH20ii	Delayed transfers of care from hospital, which are fully or partly attributable to adult social care, per 100,000 population	CAS	Quarterly	1	1.5					3.7 (Apr 14 – Feb 15)
Tracker	CASAH2 1	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population (Also in Altogether Safer)	CAS	Annual Q3	11.3 (10-12)	13.4 (11-13)					8.8
Tracker	NS11	Percentage of the adult population (aged 16+) participating in at least 30 minutes sport and active recreation of at least moderate intensity on at least 3 days a week (Active People Survey)	NS	6 monthly	29.8	28.2					
Target	CAS AH24	Percentage of people who use services who have as much social contact as they want with people they like	CAS	Quarterly	51.0% (13/14 National Survey)	49.7% (Apr - Aug 14 Local Survey)	Not set	50	50	50	44.5% (2013/14 National Survey)

Indicator Type	PI ref	PI Description	Service Grouping	Frequency	Performance		2014/15 Target	Proposed targets			National Comparison
					2013/14	2014/15 Q3		2015/16	2016/17	2017/18	
Safer											
Tracker	CAS CYP29	Proven re-offending by young people (who offend) in a 12 month period (Also in Altogether better for CYP)	CAS	Quarterly	37.9 (11/12)	36.9 (Jan-Dec 12)					
Tracker	CAS AH21	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population (Also in Altogether Healthier)	CAS	Annual Q3	11.3 (11/12)	13.4 (12/13)					8.8
Tracker	CAS AS12	Overall crime rate (per 1,000 population)	CAS	Quarterly	49	37.9					71
Tracker	CAS AS24	Rate of theft offences (per 1,000 population)	CAS	Quarterly	22.8	16.8					16.2
Tracker	CAS AS10	Recorded level of victim based crimes per 1,000 population	CAS	Quarterly	22,368	17,530					
Target	CAS AS9	Building resilience to terrorism (self assessment)	CAS	Annual Q4	Level 3 (12/13)	Level 4 (13/14)	Level 4	TBC following completion of 2014/15 self-assessment	TBC following completion of 2014/15 self-assessment	TBC following completion of 2014/15 self-assessment	
Tracker	CAS AS11	Percentage of survey respondents who agree that the police and local council are dealing with concerns of anti-social behaviour and crime	CAS	Quarterly	58.8	61.4 (Oct 13-Sep 14)					

Indicator Type	PI ref	PI Description	Service Grouping	Frequency	Performance		2014/15 Target	Proposed targets			National Comparison
					2013/14	2014/15 Q3		2015/16	2016/17	2017/18	
Target	CAS AS3	Proportion of people who use Adult Social Care Services who say that those services have made them feel safe and secure	CAS	Quarterly	93 (local survey)	93.9 (local survey)	85	90	90	90	79.1
Tracker	CAS AS15	Number of police reported incidents of anti-social behaviour	CAS	Quarterly	24,276	18,484					
Target	CAS AS1	Repeat incidents of domestic violence (referrals to Multi-Agency Risk Assessment Conferences [MARAC])	CAS	Quarterly	8.9	14.6	Less than 25	Less than 25	Less than 25	Less than 25	24 (Jul13 -Jun 14)
Target	REDPI98	% of emergency response Care Connect calls arrived at the property within 45 minutes	RED	Quarterly	98	99 (Q2 14/15)	90	90	90	90	
Tracker	CAS AS22	Number of hate incidents	CAS	Quarterly	282	236					
Target	CAS AS5	First time entrants to the Youth Justice System aged 10 - 17 (per 100,000 population of 10-17 year olds) (Also in Altogether Better for Children and Young People)	CAS	Quarterly	479	358 (438 @ Q4)	681 (310 FTEs)	638 (280 FTEs)	638 (280 FTEs)	Not set	
Tracker	CAS AS18	Proportion of all offenders (adults and young people) who re-offend in a 12-month period	CAS	Quarterly	28	26.7					26
Tracker	CAS AS19	Percentage of alcohol related ASB incidents	CAS	Quarterly	15.2	13					

Indicator Type	PI ref	PI Description	Service Grouping	Frequency	Performance		2014/15 Target	Proposed targets			National Comparison
					2013/14	2014/15 Q3		2015/16	2016/17	2017/18	
Tracker	CAS AS20	Percentage of alcohol related violent crime	CAS	Quarterly	34.8	31.4					
Target	CAS AS23	Percentage of successful completions of those in alcohol treatment (Also in Altogether Healthier)	CAS	Quarterly	34.8	34.8 (Oct 13-Sep 14)	36.6	39.5	Not set	Not set	39.5
Target	CAS AS7	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Healthier)	CAS	Quarterly	6.1	6.8 Apr 13-Mar 14 (re-presentations to Sep 14)	7.9	9.4	Not set	Not set	7.6 (Mar 13-Feb 14)
Target	CAS AS8	Percentage of successful completions of those in drug treatment - non opiates (Also in Altogether Healthier)	CAS	Quarterly	40.4	36.3 (Apr 13-Mar 14) (re-presentations to Sep 14)	40.4	41.7	Not set	Not set	40.6 (Mar 13-Feb 14)
Tracker	REDPI44	Number of people killed or seriously injured in road traffic accidents	RED	Quarterly	201	140					
Tracker	REDPI45	Number of children killed or seriously injured in road traffic accidents	RED	Quarterly	24	18					
Target	CAS CYP14	Percentage of successful interventions (families 'turned around') via the Stronger Families Programme (Also in Altogether better for Children and Young People)	CAS	Quarterly	51.2	70.6	70	12** **Stage 2 of the Programme	35** **Stage 2 of the Programme	65** **Stage 2 of the Programme	

Page 1 of 3

Indicator Type	PI ref	PI Description	Service Grouping	Frequency	Performance		2014/15 Target	Proposed targets			National Comparison
					2013/14	2014/15 Q3		2015/16	2016/17	2017/18	
Greener											
Target	NS14a	Percentage of relevant land and highways assessed as having deposits of litter that fall below an acceptable level.	NS	3 times a year	5.33	6.17	7	7	7	7	11 (13/14)
Target	NS14b	Percentage of relevant land and highways assessed as having deposits of detritus that fall below an acceptable level.	NS	3 times a year	8.78	8.21	10	10	10	10	31 (13/14)
Tracker	NS14c	Percentage of relevant land and highways assessed as having deposits of dog fouling that fall below an acceptable level	NS	3 times a year	2.33	2.33					8 (13/14)
Tracker	NS15	Number of fly-tipping incidents reported	NS	Quarterly	8,999	9,661					
Target	NS19	Percentage of household waste that is reused, recycled or composted	NS	Quarterly	42.4	42	45	38	38	36	42 (13/14)
Target	NS10	Percentage of municipal waste diverted from landfill	NS	Quarterly	81	97.7	85	95	95	95	
Tracker	NS09	Megawatt hours (MWh) of energy produced from municipal waste sent to Sita's 'Energy from Waste' plant	NS	Quarterly	11,502.7	57,742.9					

Indicator Type	PI ref	PI Description	Service Grouping	Frequency	Performance		2014/15 Target	Proposed targets			National Comparison
					2013/14	2014/15 Q3		2015/16	2016/17	2017/18	
Target	REDPI53	Percentage of the conservation areas in the County that have an up to date character appraisal	RED	Annual Q2	39	41	42	TBC following County Durham Plan decision	TBC following County Durham Plan decision	TBC following County Durham Plan decision	
Tracker	REDPI46	Reduction in CO ₂ emissions in County Durham	RED	Annual Q2	41.2 (11/12)	39 (12/13)					14
Tracker	NS08	Percentage reduction in CO2 emissions from the DCC fleet	NS	Annual Q4	2.01 (11/12)	3.35 (12/13)					
Target	REDPI48	Percentage change in CO2 emissions from local authority operations	RED	Annual Q2	5.5 (12/13)	-9 (13/14)	-5	-4	-4	-4	
Tracker	REDPI47	The amount of renewable energy generation (MwE) installed or installed/approved capacity within County Durham	RED	Quarterly	206.33	215.61					
Target	REDPI49	Number of new registered and approved Feed In Tariff (FIT) installations	RED	Quarterly	1,170	1,095	500	900	Not set	Not set	
Target	REDPI 109	The number of private sector properties benefiting from an energy efficiency measure installed by British Gas through the Warm Up North partnership	RED	Annual Q4		324 (404 Apr 13-Mar 14)		200	200	Not set	
Target	NS04	Percentage of recorded actionable defects repaired within 24 hours (category 1)	NS	Quarterly	88	96	90	95	95	95	

Indicator Type	PI ref	PI Description	Service Grouping	Frequency	Performance		2014/15 Target	Proposed targets			National Comparison
					2013/14	2014/15 Q3		2015/16	2016/17	2017/18	
Target	NS05	Percentage of recorded actionable defects repaired with 14 working days (category 2)	NS	Quarterly			N/A	95	95	95	
Altogether Better Council											
Tracker	NS43a	Number of customer contacts- face to face	NS	Quarterly	263,646	166,422					
Tracker	NS43b	Number of customer contacts-telephone	NS	Quarterly	1,018,021	699,038					
Tracker	NS43c	Number of customer contacts- web forms	NS	Quarterly	18,738	11,997					
Tracker	NS43d	Number of customer contacts- emails	NS	Quarterly	52,341	37,047					
Tracker	NS20	Percentage of abandoned calls	NS	Quarterly	4	5					
Target	NS22	Percentage of calls answered within 3 minutes	NS	Quarterly	95	94	80	80	80	80	
Target	NS24	Percentage of customers seen within 15 minutes at a Customer Access Point (CAP)	NS	Quarterly	95	97	95	95	95	95	
Target	NS25	Percentage of customers with an appointment at a customer access point who are seen on time	NS	Quarterly				95	95	95	
Target	RES/038	Percentage of all ICT Service Desk incidents resolved on time	RES	Quarterly	90	94	90	90	90	90	
Tracker	RES/013	Staff aged under 25 as a percentage of post count	RES	Quarterly	5.59	5.59					
Tracker	RES/014	Staff aged over 50 as a percentage of post count	RES	Quarterly	38.34	38.42					
Tracker	RES/LPI/011a	Women in the top 5% of earners	RES	Quarterly	51.02	52.32					

Indicator Type	PI ref	PI Description	Service Grouping	Frequency	Performance		2014/15 Target	Proposed targets			National Comparison
					2013/14	2014/15 Q3		2015/16	2016/17	2017/18	
Tracker	RES/LPI/011b(i)	Black and minority ethnic (BME) as a percentage of post count	RES	Quarterly	1.42	1.5					
Tracker	RES/LPI/011c(i)	Staff with disability as a percentage of post count	RES	Quarterly	2.85	2.73					
Tracker	ACE016	Percentage of children in poverty (quarterly proxy measure) (Also in Altogether Better for Children and Young People)	ACE	Quarterly	23.6	23.3 (May 14)					17.6
Tracker	ACE017	Percentage of children in poverty (national annual measure) (Also in Altogether Better for Children and Young People)	ACE	Annual Q2	23 (2011)	22.7 (2012)					18.9
Tracker	ACE019	Percentage of households that need to spend more than 10% of their income on fuel to maintain an adequate standard of warmth	ACE	Annual Q2	19.5 (2011)	17.9 (2012)					13.9 (2012)
Tracker	RES/028	Discretionary Housing Payments - value (£) for customers affected by social sector size criteria	RES	Quarterly	832,006.57	934,274.00					
Tracker	RES/029	Discretionary Housing Payments - value (£) for customers affected by Local Housing Allowance Reforms	RES	Quarterly	125,977.46	115,379.00					
Target	RES/NI/181a1	Time taken to process new Housing Benefit claims year to date and (discreet quarter)	RES	Quarterly	22.39	19.64	23	22	21	TBC	23 (Q2 13/14)

Indicator Type	PI ref	PI Description	Service Grouping	Frequency	Performance		2014/15 Target	Proposed targets			National Comparison
					2013/14	2014/15 Q3		2015/16	2016/17	2017/18	
Target	RES/NI/181a2	Time taken to process new Council Tax Reduction claims year to date and (discreet quarter)	RES	Quarterly	24.21	20.9	23	22	21	TBC	
Target	RES/NI/181b1	Time taken to process change of circumstances for housing benefit claims year to date and (discreet quarter)	RES	Quarterly	12.14	9.47	11	10	10	TBC	10 (Q2 13/14)
Target	RES/NI/181b2	Time taken to process change of circumstances for Council Tax Reduction claims year to date and (discreet quarter)	RES	Quarterly	13.28	9.2	11	10	10	TBC	
Target	RES/001	Savings delivered against the Medium Term Financial Plan (MTFP) (£m)	RES	Quarterly	20.9	22 (23 @ Q4)	23	16.283	36.554	34.829	
Target	RES/002	Percentage of Council Tax Collected In-Year	RES	Quarterly	95.44	82.94	96	96.2	96.4	96.6	97 (13/14)
Target	RES/003	Percentage of business rates collected in-year	RES	Quarterly	96.42	81.63 (97.20 @ Q4)	96.5	96.7	96.9	97.1	97.9 (13/14)
Tracker		Staff - total post count (excluding schools)	RES	Quarterly	New indicator	9,987 (Q4)					
Tracker		Staff - total full time equivalents (excluding schools)	RES	Quarterly	New indicator	7,450 (Q4)					
Target	RES/129	Percentage of council tax recovered for all years excluding the current year	RES	Quarterly	99.36	99.07	98.5	98.5	98.5	98.5	
Target	RES/130	Percentage of business rates recovered for all years excluding the current year	RES	Quarterly	99.28	99.18	98.5	98.5	98.5	98.5	

Indicator Type	PI ref	PI Description	Service Grouping	Frequency	Performance		2014/15 Target	Proposed targets			National Comparison
					2013/14	2014/15 Q3		2015/16	2016/17	2017/18	
Target	REDPI49b	£ generated from solar installations on council owned buildings	RED	Annual Q4	214,000 (13/14)	214,000 (13/14)	242,000	242,000	242,000	242,000	
Target	REDPI68	Average asset rating of Display Energy Certificates in county council buildings	RED	Quarterly	97.7	99.1	98	97	96	95	
Target	ACE006	Percentage of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within statutory deadlines (20 working days)	ACE	Quarterly	70	74	85	85	85	85	
Target	RES/LPI/010	Percentage of undisputed invoices paid within 30 days to our suppliers	RES	Quarterly	89	91	92	92	93	93	
Target	RES/011	Percentage of performance appraisals completed	RES	Quarterly	68.85	81.72	85	90 87.5 (Q2)	95	95	
Tracker	RES/020	Percentage of time lost to sickness in rolling year (excluding schools)	RES	Quarterly	4.76	4.73					
Tracker	RES/052	Percentage posts with no absence (excluding schools) rolling year	RES	Quarterly		46.66					
Target	RES/LPI/012	Days/shifts lost to sickness absence - all services including school staff	RES	Quarterly	9	9.31	8.7	8.5	8.2	8	
Target	RES/LPI/012(a)	Days/Shifts lost to sickness absence - all services excluding school staff	RES	Quarterly	12.08	11.97	11.8	11.5	11.2	11	

Indicator Type	PI ref	PI Description	Service Grouping	Frequency	Performance		2014/15 Target	Proposed targets			National Comparison
					2013/14	2014/15 Q3		2015/16	2016/17	2017/18	
Tracker	RES/036	Number of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) Incidents reported to the Health and Safety Executive	RES	Quarterly	64	45					

**Overview and Scrutiny
Management Board**

16 June 2015



Notice of Key Decisions

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

Purpose of the Report

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

Background

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

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

Current Notice of Key Decisions

- 6 The notice of key decisions that is attached to the report at Appendix 2, is the latest to be published prior to the papers for the Board being dispatched to members. The notice complies with the requirements for Cabinet to be able to take key decisions at the meeting on 10 June 2015. It also contained information on those key decisions that are currently scheduled to be considered by the Executive up to 30 September 2015.
- 7 The information in the Notice of Key Decisions provides the Overview and Scrutiny Management Board with the opportunity of considering whether it wishes to seek to influence any of these key decisions, or to request further information. Members are asked to note that this version of the Notice has been amended and includes a column which has been added to advise of the relevant Scrutiny activity.
- 8 In responding to the request of the Board for further information to be provided on any items that are removed from the previous notice without being considered by Cabinet, this information will be provided at the meeting.
- 9 If the Board wished to examine any of the key decisions, consideration would need to be given as to how this could be accommodated in the Overview and Scrutiny Work programme.

Recommendation

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

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

Appendix 1: Implications

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

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

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

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

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

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

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

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

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

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

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

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SECTION ONE - CORPORATE

Ref. No.	Date of Decision (i.e. date of Cabinet meeting)	Description of Decision to be Made	Background Documents	Lead Cabinet Member	Main Consultees & Means of Consultation	Contact details for further information	Scrutiny Involvement
Corp/R/15/02	15/07/15	2016/17 General Fund Revenue and Capital Budget MTFP 6 and Council Plan and Service Plans and Review of Local Council Tax Reduction Scheme		Cllr Simon Henig and Cllr Alan Napier	The public will be consulted as well as Area Action Partnerships. A broad range of partner organisations will also need to be consulted. A full consultation plan will be developed but methods could include on-line responses, AAP fora and partnership fora.	Don McLure, Corporate Director, Resources Tel: 03000 261945 and Lorraine O'Donnell, Assistant Chief Executive Tel: 03000 268060	The CIOSC will have input into the formulation of the MTFP 6 and Council/Service Plans and provide member assurance into this development process.

**SECTION TWO -
CHILDREN AND ADULTS SERVICES**

Ref. No.	Date of Decision (i.e. date of Cabinet)	Description of Decision to be Made	Background Documents	Lead Cabinet Member	Main Consultees & Means of Consultation	Contact details for further information	Scrutiny Involvement
CAS/01/15	10 Jun 2015	To present the proposal to enlarge Sherburn Village Primary School and close Sherburn Hill Primary School from 1 September 2015	Consultation Document	Councillor Ossie Johnson	Staff, Parents, Governors, Local Community, AAP, Local Members, Diocese, Neighbouring Schools, Trade Unions	Sheila Palmerley, Strategic Manager, School Places and Admissions Tel: 03000 265731	

SECTION THREE - REGENERATION AND ECONOMIC DEVELOPMENT

Ref. No.	Date of Decision (i.e. date of Cabinet meeting)	Description of Decision to be Made	Background Documents	Lead Cabinet Member	Main Consultees & Means of Consultation	Contact details for further information	Scrutiny Involvement
R&ED/01/15	10/06/15	Housing Stock - Transfer Completion Update		Portfolio Holder for Housing and Rural Issues	Council staff via the formulation of transfer principles	Sarah Robson, Head of Economic Development 03000 267 332	The E&E OSC has received several updates on the development of the Housing Stock Transfer. As part of the refresh of the E&E OSC work programme for 2015/16 a special meeting is proposed to discuss how engagement will be undertaken with the new housing group and the progress of the delivery of objectives within the transfer contract.
R&ED/03/15	10/06/15	New Company Business Plan for the Development and Management of Market Housing		Portfolio Holder for Housing and Rural Issues		Sarah Robson, Head of Economic Development 03000 267 332	As part of the refresh of the E&E OSC work programme for 2015/16 an overview of Durham County Council's market housing scheme is proposed.

SECTION THREE - REGENERATION AND ECONOMIC DEVELOPMENT

R&ED/04/15	10/06/15	County Durham Plan - Interim Inspector's Report		Portfolio Holder for Economic Regeneration		Stuart Timmiss, Head of Planning and Assets 03000 267334	As part of the refresh of the E&E OSC work programme for 2015/16 a further update on the progress of the plan is proposed for the 29 October 2015.
R&ED/05/15	15/07/15	Proposed Land Transaction at North Bondgate, Bishop Auckland		Portfolio Holder for Economic Regeneration		Sarah Robson, Head of Economic Development 03000 267 332	

SECTION FOUR - NEIGHBOURHOOD SERVICES

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



16 June 2015

**Overview and Scrutiny Annual
Report 2014/15**

Lorraine O'Donnell, Assistant Chief Executive

Purpose of the Report

- 1 To present to Members of the Overview and Management Board, the Overview and Scrutiny Annual Report 2014/15 for comment and approval prior to its submission to the County Council meeting on 22 July 2015 (attached at Appendix 2).

Information

- 2 In accordance with Article 6 paragraph 6.03(d) the Overview and Scrutiny Management Board is required to report annually to the County Council, and the Annual Report provides information on the work of all the Overview and Scrutiny Committees for the period 2014/15.

Recommendations

- 3 That Members of the OSMB:
 - i) comment on the Overview and Scrutiny Annual Report for 2014/15.
 - ii) agree that it be submitted to the County Council meeting on 22 July 2015.

Contact: Jenny Haworth Tel: (03000) 268071 jenny.haworth@durham.gov.uk

Appendix 1: Implications

Finance

None

Staffing

None

Risk

None

Equality and Diversity

Impact Assessments are carried out for all Overview and Scrutiny reviews.

Accommodation

None

Crime and Disorder

None

Human Rights

None

Consultation

The draft Overview and Scrutiny annual report is being presented to Members of OSMB for comment.

Procurement

None

Disability Discrimination Act

None

Legal Implications

None



Altogether better

Overview and Scrutiny Annual Report 2014-2015

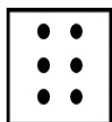
**Assistant Chief Executive's Office
Durham County Council**

May 2015

Please ask us if you would like this document summarised in another language or format.

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বাংলা (Bengali) हिन्दी (Hindi) Deutsch (German)
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Scrutiny@Durham.gov.uk
03000 268145



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Foreword

A strong and robust Overview and Scrutiny function is an important element within the Council's Governance and decision making arrangements and it is vital that we can continue to support this work in an ongoing climate of budget pressures.

Thanks to the leadership and management within the authority, the Council's budget continues to be managed effectively, and Overview and Scrutiny continues to play its part. The excellent relationship between executive and non-executive members continues.



The statutory scrutiny roles of Health, Crime and Disorder and Flooding Risk Management feature within this Annual Report alongside thematic Scrutiny work in respect of Economy and Enterprise and Children and Young People and the report provides an update of the work undertaken by Overview and Scrutiny during 2014/15 – it has been another very busy year. Issues covered have included Management of Woodland owned by Durham County Council; Customer First; Self-harm amongst children and young people; Organised Crime; Tourism Marketing; as well as feeding into a number of consultations.

The Children and Young People's OSC's Review into Alcohol and Substance misuse by young people was entered in the Centre for Public Scrutiny's Good Scrutiny Awards and the Committee's Review of Self Harm amongst children and young people has highlighted the importance of early intervention and the availability of and accessibility to support services.

Councillor Ossie Johnson, Cabinet Member for Children and Young People said: "Most young people who self-harm do not access any kind of help or support, they remain hidden to the agencies that can help them. This is why it is important to raise awareness and understanding of self-harm among both those who do it and those who care for them. The Children and Young People's Overview and Scrutiny Committee's recent review of self-harm by young people achieves this."

Many thanks to all who have been involved in supporting and assisting the Overview and Scrutiny process – be it Members, officers, partners, or co-opted members.

I would like to take this opportunity to give special thanks to Councillor Robin Todd, the Chair of the Adults Wellbeing and Health Overview and Scrutiny Committee who sadly passed away in May this year. He served as the Chairman of the County Council's Adults Wellbeing and Health Overview and Scrutiny Committee since November 2009 and has led that Committee's input into a number of significant NHS Service reviews. Councillor Todd was well known and highly regarded within the NHS Community.

The people of South Hetton and Shotton Colliery have lost a hugely popular, hard-working and committed local Councillor and community representative and my fellow Councillors and I have lost a trusted friend and colleague.

I hope you will find this report interesting and informative. Scrutiny Committee meetings are open to the public and the scrutiny team will be pleased to supply you with more information - contact details can be found at the end of this report.

Councillor Joe Armstrong
Chair of Overview and Scrutiny

Key Achievements 2014-15

Overview and Scrutiny Review Activity

The following in depth evidence based reviews have been completed and have been/or will be reported to Cabinet and the appropriate thematic Partnership.

- Management of the woodland estate owned by DCC - Durham County Council owns and manages a substantial area of woodland in the County totalling 1280 hectares with a further 214 hectares on long term lease arrangements with partners and further woodland creation taking place as part of various initiatives within the County. It was considered timely for Environment and Sustainable Communities OSC to investigate whether the current policies and strategies in place for the management of the woodland estate are 'fit for purpose' and that funding and diversification opportunities are maximised.
- Tourism marketing undertaken by Visit County Durham - Tourism within County Durham supports over 10,600 full time jobs and is worth over £708m a year to the economy, however there remains a great deal of untapped tourism potential within the County. Visit County Durham sits within the Regeneration and Economic Development Service Grouping of Durham County Council and is the Destination Management Organisation for the County, marketing the County as a visitor destination. Economy and Enterprise OSC decided to investigate the marketing performance of Visit County Durham and to determine how future marketing activity will continue to build upon the recent success of key signature events in 2013/14 including Lumiere, Lindisfarne Gospels, Durham and the Ashes Test Series.
- Organised Crime – The Safer and Stronger Communities OSC undertook scrutiny review activity on organised crime looking at community intelligence, illegal waste sites and the potential financial risk to the Council. The Committee examined a wide range of evidence through presentations, viewed video footage and looked at innovative approaches to raise awareness with communities. Conclusions and recommendations for the review focus on acknowledging positive partnership work to disrupt and tackle organised crime through the Disruption and Intervention Panel; methods to reduce the risk of fraud to the Council; raising awareness with communities, elected members and frontline staff. The review also recommends engagement from partnership agencies in development of the Local Area Profiles and through existing work continue to seek a prompt response to removing illegal waste sites.
- Self-Harm amongst Children and Young People – Following concern expressed by members about the number of young people in County Durham who self-harm, especially those who do not come into contact with services, the Children and Young Peoples OSC undertook a review to raise awareness and understanding of self-harm among young people and adults. The review investigated how early intervention and support can be increased by examining:-
 - What policies and practices does Durham County Council have in place to help, support, prevent and intervene early where looked after children and young people self-harm?
 - How reliable and accurate is performance data and what does it tell us about self-harm in this area compared to regional and national data.

- What services are available in the community for young people with anxieties or mental health problems to talk to people and how accessible are these services?
- How are schools addressing students' issues that may lead them to self-harm? What prevention and early intervention methods do they use?
- How can awareness of self-harm be increased among young people, parents and carers and what are the signs to look out for?
- Customer First Strategy - The Corporate Issues OSC review of Customer First focused on ensuring that the Council's key objectives regarding customer service provision are delivered against with key recommendations within the Customer First Review report supporting this including Customer First training across the Council; implementation of a new CRM system; the development of a Customer First delivery plan for business critical projects; the emerging "Information Durham" service branding, and Social Media as a developing customer access channel.

Other review activity in 2014/15 included:

- Led scrutiny of the budget process through consideration of the Medium Term Financial Plan. Considerations were broad-based and ranged from scrutiny of the timetable for the budget process, scrutiny of developing proposals, all the way through to our ongoing quarterly scrutiny of the delivery of savings.
- Increased awareness of the Council's scrutiny function through articles in local media, Members' Bulletin, and an ongoing update of the scrutiny web pages.
- Formally responded to NHS Quality Accounts 2013/14 for: North East Ambulance Service; County Durham and Darlington NHS Foundation Trust; and the Tees, Esk and Wear Valleys NHS Foundation Trust.
- Continued to maintain and establish links with all thematic partnerships. A series of briefings and reports have been shared with thematic partnerships, for example:
 - Impact of changes to Government policy and funding on the economy of County Durham – Members' Reference Group report – County Durham Economic Partnership
 - Flooding scrutiny review report – County Durham Environment Partnership
 - Alcohol and substance misuse by young people – Children and Families Partnership and the Health and Wellbeing Board.
- Contributed to:
 - The Housing strategy for County Durham
 - The Customer First Strategy
 - County Durham Drugs Strategy 2014-17
 - In-house Residential Homes Consultation Process
 - Children's Centres consultation process
 - Draft Safe Durham Partnership Plan 2014/17
 - Consultation on the Integrated Risk Management Plan (IRMP) 2015/16 to 2017/18
 - Joint Strategic Needs Assessment and Health and Wellbeing Strategy 2015-2018
 - Safe Durham Partnership Alcohol Harm Reduction Strategy 2015/17
 - Children, Young People & Families Plan 2015-2018
 - Healthy Weight Framework

Key Achievements 2014-15

Overview and Scrutiny Site Visits

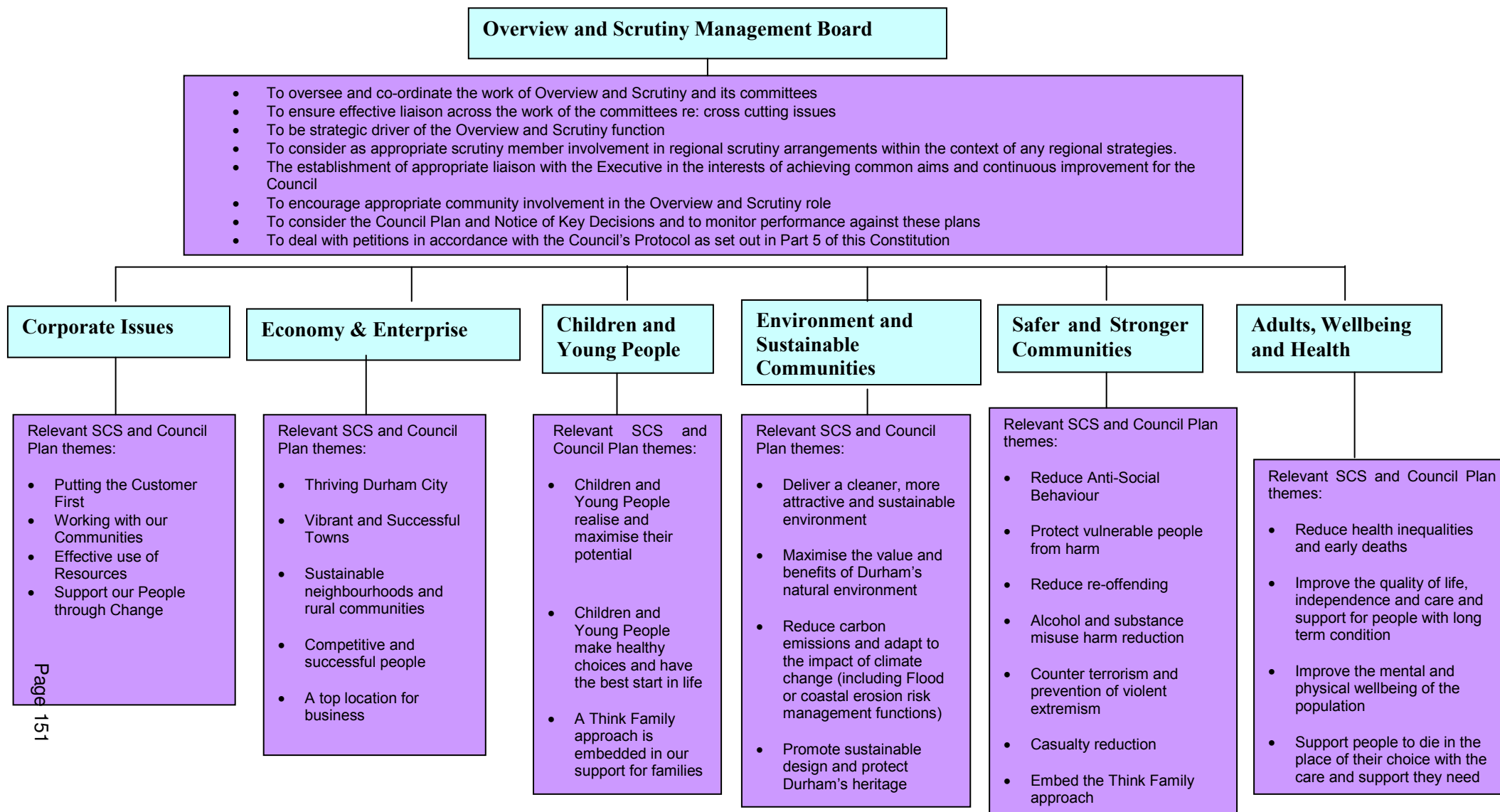
Members and/or Officers have undertaken a number of scrutiny visits to support the Committees' work programmes, including:

- Sunderland City Council's Customer contact centre as part of the Customer First Task and Finish Group review;
- The Heritage Coast;
- Freemans Reach – the Archimedes Screw;
- Woodlands review – visit to 3 community woodland sites at Cassop, Quarrington Hill and Coxhoe;
- Woodlands review – visit to Sunderland Bridge to look at timber extraction;
- Sensory Room, Spennymoor Leisure Centre;
- Durham Constabulary Police HQ;
- County Durham & Darlington Fire & Rescue Service HQ;
- Durham Community Fire Station;
- Comeleon House, Tanfield Lea, to look at the ICT systems.



Overview and Scrutiny Committees

The Council's Overview and Scrutiny Committees are aligned to the key priority themes of the Council's vision, which is to build an Altogether Better Durham that is better for local people and provides better places to live and work. Information on all elements of the Overview and Scrutiny function can be found on the scrutiny pages of the Durham County Council website, www.durham.gov.uk. Below is the structure of the Council's Overview and Scrutiny Committees.



Overview and Scrutiny Management Board

The **Overview and Scrutiny Management Board (OSMB)** provides a strategic steer for the work of all the committees. Its work programme for 2014/15 included the following:

- Examination of the Council's Medium Term Financial Plan (MTFP5) 2015/2016 – 2017/2018, Council Plan and Service Plans and revenue and capital budget proposals for 2014/2015 to make sure that the Council's resources are used effectively and efficiently;
- Council's Notice of Key Decisions - to ensure that Members are aware of key decisions to be made by Cabinet, and to provide information on scrutiny involvement if any;
- Updates on petitions received which enables Members to track progress on behalf of communities;
- Updates on major policy developments and announcements made by Central Government and the implications for the Council and County Durham.
- Received regular updates on:
 - The work of the County Durham Partnership
 - Welfare Reform
 - The delivery of the Medium Term Financial Plan 4
- Led and co-ordinated the review of the non-voting scrutiny co-optees and the new round of appointments to Scrutiny Committees;



Cllr Joe Armstrong,
Chair of Overview and
Scrutiny Management
Board



Cllr Paul Stradling,
Vice-Chair of
Overview and Scrutiny
Management Board

The Board has also received updates on:

- Proposed revisions to the Council's Bank Contract;
- Performance management every quarter before it is disseminated to respective Overview and Scrutiny Committees for further comment;
- Work programme activity from each of the Overview and Scrutiny Chairs;
- A request for Call-in - Durham Villages Regeneration Ltd;
- Consultation and providing a response to County Durham Drug Strategy 2014-2017;
- Report on Children's Centre review consultation process;
- Council Plan and Service Plans.

Corporate Issues Overview and Scrutiny Committee



Cllr John Lethbridge,
Chair of Corporate
Issues Overview and
Scrutiny Committee



Cllr Katherine Henig
Vice- Chair of Corporate
Issues Overview and
Scrutiny Committee

The **Corporate Issues Overview and Scrutiny Committee**, which is aligned to **Altogether Better Council** has:

- Undertaken and finalised a major review on the Customer First Strategy
- Collaborated with the OSMB on in depth scrutiny of the Council's Medium Term Financial Plan (MTFP5) 2015/2016 – 2017/2018, Council Plan and Service Plans and revenue and capital budget proposals for 2014/2015 to make sure that the Council's resources are used effectively and efficiently;
- Received details and commented on the Council's use of powers under the Regulation of Investigatory Powers Act (RIPA) 2000 and the outcome of a RIPA inspection by the Office of Surveillance Commissioners;
- Received quarterly updates on:
 - Performance Management 2014/15 and commented on progress against the Council's corporate basket of performance indicators for the Altogether Better Council Theme;
 - the Forecast of Revenue and Capital Outturn for Assistant Chief Executives and Resources;
 - Customer Feedback: Complaints, Compliments and Suggestions;
 - The Children's and Adults Service Annual Representations Report 2013/14;
- Had input into:
 - the refresh of the Council Plan and Service Plans;
 - the performance indicators for Altogether Better Council;
- Received overview presentations on:
 - Creditor Payment Performance 2013/14;
 - Fairness of Local Government Funding;
 - The County Durham Drug Strategy 2014/17, inviting input from Members;
 - The ICT Prioritisation project;
- Received an update and signed off the final update on the scrutiny review of Area Action Partnerships: Fit for Purpose, Fit for the Future.

Adults, Wellbeing and Health Overview and Scrutiny Committee

The Adults, Wellbeing and Health Overview and Scrutiny Committee is aligned to **Altogether Healthier** priority theme and has:



Cllr Robin Todd, Chair
of Adults, Wellbeing &
Health OSC



Cllr Jean Chaplow
Vice -Chair of Adults,
Wellbeing & Health OSC

- Examined and provided commentary upon Quality Accounts 2013/14 including proposed priorities for 2014/15 for Tees, Esk and Wear Valley NHS FT; County Durham and Darlington NHS FT and North East Ambulance Service NHS FT. The Committee also considered updates on progress from all three Trusts in respect of priorities during 2014/15;
- Scrutinised North Durham CCG's Review of Urgent Care services in North Durham;
- Engaged with North Durham and Durham Dales, Easington and Sedgefield CCGs in the development of their Urgent Care Strategy;
- Considered the final evaluation report of the Reconfiguration of Emergency Medical and Critical Care Services at North Tees and Hartlepool NHS FT, to ensure that desired outcomes from the review were realised;
- Reviewed proposals by Durham Dales, Easington and Sedgefield CCGs in respect of Accident and Emergency Ambulance service model changes in their area including the establishment of an independent review by NHS England's Northern Regional Clinical Senate;
- Examined key Health and Wellbeing Board strategies including;
 - Joint Strategic Needs Assessment 2014 and Joint Health and Wellbeing Strategy 2015-2018;
 - Healthy Weight Strategic Framework for County Durham;
 - Public Mental Health Strategy;
 - Cardiovascular Disease (CVD) Prevention Strategic Framework for County Durham;
 - Pharmaceutical Needs Assessment;
- Reviewed Annual Reports and performance information in respect of the Health and Wellbeing Board and County Durham HealthWatch;
- Considered overview presentations and information in respect of;
 - County Durham and Darlington NHS FT's emerging Clinical Strategy;
 - North Durham CCG and DDES CCG's proposals to address NHS England's Five Year Forward View;
 - Planning Progress Update and Draft Commissioning Intentions for North Durham CCG and DDES CCG;

- Engaged with CCGs and County Durham and Darlington NHS FT in considering potential service changes in respect of Midwife-led Maternity Service provision at Bishop Auckland Hospital and Breast Services as a pre-cursor to formal consultation;
- Engaged with local Councillors in respect of a consultation undertaken by NHS England's Regional team which reviewed GP service provision across three practices and, in doing so, secured contract extensions for all three practices to enable more detailed work be undertaken.

Children and Young People's Overview and Scrutiny Committee

Children and Young People Overview and Scrutiny Committee is aligned to **Altogether Better for Children and Young People**. This Committee has:

- Undertaken a major review on Self Harm by Young People by looking at the numbers recorded of self-harm and the reasons why this occurs;
- Examined the Ofsted Single Framework for Children's Services and School Improvement looking at Local Authority Inspections;
- Scrutinised Annual Reports from the Director of Public Health, Local Safeguarding Children's Board and Health and Wellbeing Board;
- Maintained a keen interest in the health and wellbeing of children and young people in County Durham and has received information in the impact of smoking on children and young people and the Wellbeing for Life programme;
- Continued to follow closely progress to improve health weight among children and young people and received information on the Healthy Weight Strategic Framework for County Durham;
- Received information on the process of the Children's Centres Consultation, the committee did not respond to the consultation but the information received enabled members to go back to their communities and encourage members of their communities to take part;
- Scrutinised the Early Years Strategy developed jointly by the Council and County Durham and Darlington Foundation Trust and the Safeguarding Framework;
- Continued to receive updates on special education needs and disabilities reforms;
- Considered the Local Safeguarding Children's Board – serious case review process to ensure that members of the committee were aware of how the process worked;
- Received presentations and commented upon:
 - Review of the Children, Young People and Families Plan 2014-2017;
 - Healthy Weight Strategic Framework for County Durham;
 - The refresh of the Joint Strategic Needs Assessment 2014 and Joint Health and Wellbeing Strategy 2015 – 2018;
- Continued to receive updates on:
 - School Funding Reforms;
 - Council Plan and Service Plans;
- Received quarterly updates and commented on:
 - Performance Management 2014/15;



Cllr Jan Blakey,
Chair of Children &
Young People OSC



Cllr Christine Potts
Vice-Chair of Children &
Young People OSC

- The Forecast of Revenue and Capital Outturn for Children's and Adult Services;
- Received an update on the recommendations of the:
 - Review of Support for Children and Young People with Mental Health Issues
 - Review of Alcohol and Substance misuse among Young People
- Received minutes from the Children and Families Partnership

Economy and Enterprise Overview and Scrutiny Committee

Economy and Enterprise Overview and Scrutiny Committee is aligned to **Altogether Wealther**. This Committee has:



Cllr Rob Crute,
Chair of Economy and
Enterprise OSC



Cllr Alison Batey
Vice-chair of Economy
and Enterprise OSC

- Undertaken reviews on:
 - Tourism marketing undertaken by Visit County Durham (VCD) – focusing on the marketing undertaken by VCD including detail of marketing campaigns, how it works with partners and performance;
- Continued to monitor, challenge and provide comment in relation to housing stock transfer project looking at how the authority will manage housing stock in the future;
- Received updates on the EU funding programme, Youth Employment Initiative and the Combined Authority and commented on key developments and the direction of travel;
- Received details of and commented on the development of the Gypsy, Roma and Traveller (GRT) Site Management Service, masterplans for County Durham and the Digital Durham programme;
- Scrutinised the work of Durham Employment and Skills in relation to pre-employment training and considered an update report identifying work within County Durham in relation to skills development and apprenticeship opportunities;
- Provided comments to be fed into the consultation processes for the County Durham Plan and Housing Strategy with further updates planned for the future;
- Received on an annual basis detail of the work undertaken by the County Durham Economic Partnership, Business Durham and Visit County Durham;
- Examined performance data in relation to youth unemployment focusing on 18-24 age group with Partners including JCP;
- Continued to receive information on the development of Durham Key Options, affordable homes and the Homelessness Strategy;
- Received updates on Family Intervention Project (FIP), Housing Intervention Project (HIP), RED Capital Programme and Local Transport Plan and Transit 15;
- Monitored performance and revenue and capital expenditure through quarterly performance management and budgetary reports;
- Received updates on the progress of recommendations of the Empty Homes scrutiny review, Increasing young people's employment opportunities (18-24) within County Durham scrutiny review and The Impact of Changes in Government Funding and Policy on the Economy of County Durham scrutiny review;

- Received and challenged performance information on:
 - Durham City Homes, Dale and Valley Homes and East Durham Homes;
- Received minutes from:
 - County Durham Economic Partnership.

Environment and Sustainable Communities Overview and Scrutiny Committee

Environment and Sustainable Communities Overview and Scrutiny Committee aligned to **Altogether Greener**. This committee has:



Cllr Barbara Graham
Chair of Environment and
Sustainable Communities OS



Cllr David Hall,
Vice-Chair of Environment and
Sustainable Communities OSC

- Undertaken reviews on:
 - Management of the woodland estate owned by DCC, which included information on the procurement of woodland, timber extraction, tree management, and funding available to manage the woodland estate;
- Received presentations and commented upon the Climate Change Strategy and Delivery Plan, Local Air Quality Management Plan for County Durham and Clean Bus Technologies;
- Held Special meetings of the committee allowing members the opportunity to focus on specific issues including the Tyne and Wear Aquifer Protection Scheme and Underground Coal Gasification;
- Received information and commented on various environmental improvement campaigns and projects including the work of the Community Action Team and the use of targeted interventions together with detail of the work of the Clean and Green Team;
- Considered an overview of landscape scale projects and detail of the work undertaken by various partnerships within the County including the Limestone Landscape Partnership, Heart of Teesdale Landscape Partnership and the local nature partnerships;
- Received updates on the progress of the waste programme, winter maintenance programme and the Warm Up North project;
- Considered and commented on the development of the EU funding programme in relation to the low carbon economy funding strand;
- Received minutes from:
 - The County Durham Environment Partnership Board;
 - Durham Strategic Flood Prevention Group;
 - Northumbria Regional Flood and Coastal Committee;
- Received quarterly updates on:
 - Performance management 2014/15;
 - the forecast of revenue and capital outturn for Neighbourhood Services;
- Received an update on the recommendations of the:
 - Review of development of Renewable Energy Technologies in County Durham;
 - Reducing the Council's Carbon Emissions Scrutiny Review;
 - Flooding Review;

- The Environment and Sustainable Communities Overview and Scrutiny Committee is the flood and coastal erosion risk management overview and scrutiny committee for the purposes of the Local Government Act 2000 as amended by the Flood and Water Management Act 2010. The committee has received an update from the flood risk management authorities for County Durham on:
 - Flood mitigation work currently being undertaken within County Durham by the Flood Risk Management Authorities for County Durham;
 - Future flood mitigation work to be undertaken and detail of funding;
 - Any issues identified by the Flood Risk Management Authorities in relation to flood mitigation schemes/projects within the County.

Safer and Stronger Communities Overview and Scrutiny Committee

Safer and Stronger Communities Overview and Scrutiny Committee is aligned to **Altogether Safer**. This committee has:



Cllr David Boyes
Chair of Environment and
Sustainable Communities OSC



Cllr Thomas Nearney
Vice-chair of Environment and
Sustainable Communities OSC

- Undertaken review activity into topics on organised crime, substance misuse centres and 20mph limit/zones. The Organised Crime review looked at issues relating to community intelligence, illegal waste and financial risk to the Council. A review group is continuing to provide oversight of a new contract on delivering joint alcohol and drug services that focus on recovery. Following its previous review on road safety, the committee is scrutinising implementation of a Cabinet decision for 20mph limits around schools and a revised policy;
- Received information and requested further reports from the National Probation Service and Durham Tees Valley Community Rehabilitation Company on the implementation of the Government's Transforming Rehabilitation Programme;
- Following a presentation on road safety initiatives and performance, provided a response raising concern about the number of people killed or seriously injured on the County's roads to the County Durham Road Casualty Reduction Forum;
- Considered a presentation by the Deputy Chief Constable on work of the CONTEST group and implications of the forthcoming Counter Terrorism and Security Act 2015. The Committee requested a further report to be received during 2015/16;
- Following a report on the new ASB, Crime and Policing Act 2014, held a Members awareness session to highlight implications of the Act;
- Responded to consultations on the Safe Durham Partnership Plan, County Durham & Darlington Fire & Rescue Service Integrated Risk Management Plan and Safe Durham Partnership Alcohol Harm Reduction Strategy;
- Received reports and provided comment on activity of the Safe Durham Partnership Board, Police and Crime Panel, actions undertaken by the Domestic Abuse Executive Forum and delivery of the Safe Durham Partnership's Reducing Re-offending Strategy;
- Considered quarterly performance reports to develop its work programme that included holding a performance session with the Durham Police and Crime Panel on key areas of policing with Durham Constabulary and in addition the committee has also received presentations on emerging issues including the fire risk and impact of hoarding on households within County Durham and cybercrime.

Regional Scrutiny

The North East Regional Employers' Organisation supports a Region – wide Joint Member and Officer Scrutiny network where all twelve North East local authorities' Scrutiny leads discuss national developments in scrutiny and also have an opportunity to share their work programmes and priorities and consider emerging issues that have an impact across local authority boundaries. Key issues considered by the network during 2014/15 have included Governance arrangements for Local Enterprise Partnerships; updates on the work of the North East and Tees Valley LEPs; the developing North East Culture Partnership; and the Department of Communities and Local Government Select Committees call for a national evaluation of Overview and Scrutiny.

The establishment of the North East Combined Authority (NECA) has provided an additional opportunity for joint scrutiny. The NECA is a formal partnership, established through legislation in April 2014, enabling the local authorities to work together on transport and economic development. It covers the geography of: Durham, Gateshead, Newcastle, North Tyneside, Northumberland, South Tyneside and Sunderland. The NECA has agreed three broad areas of focus:

- Transport
- Employability and Inclusion
- Economic Development and Regeneration

Governance arrangements for the NECA include an Overview and Scrutiny Committee which enables local councillors, on behalf of their communities, to scrutinise and challenge all matters within the remit of the Combined Authority and the committee investigates matters of significant importance to residents across the areas covered by the seven councils with a view to influencing decisions made in respect of all matters within the remit of the Combined Authority. Durham County Council is represented on the NECA Overview and Scrutiny Committee by Councillor Joe Armstrong, Chair of Durham County Council's OSMB and Councillor Rob Crute, Chair of Durham County Council's Economy and Enterprise Overview and Scrutiny Committee.

Regional Health Scrutiny

The Council continues to work collaboratively at a regional level to ensure that the impact of changes to health services across local authority boundaries does not adversely impact upon residents of County Durham. The North East Regional Joint Health Scrutiny Committee consists of lead Health Scrutiny members from all 12 North East local authorities and is charged with scrutinising issues around the planning, provision and operation of health services in and across the North East region, comprising for these purposes the areas covered by all constituent authorities.

During 2014/15, the committee has:

- Considered and commented upon the North East Ambulance Service (NEAS) NHS Foundation Trust Quality Account 2013/14 including the priorities for 2014/15 and also examined updates regarding progress made against these priorities;
- Examined NEAS Ambulance performance across the region;
- Reviewed proposals by Northumberland Tyne and Wear NHS Foundation Trust in respect of Adult Mental Health Services;
- Considered an update regarding the National Congenital Heart Disease Review;
- Received information regarding an Eating Disorders Service;

- Investigated proposals to harmonise the criteria used across the North East Region for accessing the Patient Transport Service;
- Engaged with NHS England's Regional team and Northern Regional Clinical senate to examine the challenges facing the NHS in England and, within this context, what this may mean for the future provision of NHS services in the region.

As part of the Regional Network's commitment to health scrutiny, a training and development package for member authority use has been commissioned from the Centre for Public Scrutiny which covers modules including Performance Management and Monitoring, Understanding Health Scrutiny (Powers and Context), External Inspection Regimes for Children and Adults Services and Health Provision (Ofsted and CQC) and the Scrutiny role of Challenge.

Police and Crime Panel

Hosted by Durham County Council, the PCP's membership consists of 10 elected members (Durham County Council 7 and Darlington Borough Council 3 Members) and 2 independent members.

Throughout 2014/15, the Police and Crime Panel have held 6 meetings and its work programme and activity has included:

- Receiving reports on hate crime and HMIC inspection report and updates;
- Receiving presentations on WOW awards, violence against women and girls 'one year on', mental health and initiatives Checkpoint and Mutual Gain;
- Monitoring and providing challenge to the progress of the Police and Crime Commissioner's budget and police crime plan;
- Undertaking review activity that identified a number of recommendations that were agreed to enhance challenge to the PCC and create a consistent agenda for panel meetings;
- A recruitment exercise and appointment of two new co-opted independent Members in October 2014;
- Reviewing working arrangement documents with Overview and Scrutiny functions within both local authorities and a Memorandum of Understanding with the Police and Crime Commissioner.

The panel has also fulfilled its requirements within the Act through reviewing the PCC's annual report, precept and revised Police and Crime Plan 2015 – 17.

External Review and Inspection

The Council's Overview and Scrutiny function is frequently engaged in external review and inspection processes. During the course of 2014/15, the Adults Wellbeing and Health and Children and Young Peoples' Overview and Scrutiny Committees submitted evidence portfolios setting out how they had worked alongside NHS Partners. These portfolios were submitted as part of Care Quality Commission Inspections of County Durham and Darlington NHS Foundation Trust, Tees, Esk and Wear Valleys NHS Foundation Trust and North Tees and Hartlepool NHS Foundation Trust.

The Chairs of the Adults Wellbeing and Health and Children and Young Peoples' Overview and Scrutiny Committees were also interviewed as part of a Local Government Association Peer Review of the County Council's Health Wellbeing Board. The Peer Review team found that "the clear governance arrangements between Scrutiny and the Health and Wellbeing Board are amongst the best in the country." It also commented that "Overview and Scrutiny have a clear connections with the Health and Wellbeing Board and are pro-active...there is a closer relationship between the Health and Wellbeing Board and scrutiny than in the majority of areas. The agendas are related, work flows back and forth and partners take scrutiny seriously. This effective working is advanced in national terms."

The Review highlighted "the Health and Wellbeing Board's relationship with scrutiny as an example of best practice...to follow up and share with the sector."

Co-optees

Non-councillors may be co-opted onto overview and scrutiny committees and working groups, and can help scrutiny to engage with the public. They are used:

- to act as a non-political voice for those who live or work in County Durham;
- to bring specialist knowledge and/or skills and an element of external challenge to the Overview and Scrutiny process;
- to take an interest in, attend and contribute to the committees or working groups to which appointed;
- to establish good relations with other members, officers and co-optees;
- where individuals are representatives of any particular organisation or group, to feed back any appropriate discussions or decisions of the relevant committee or working group to their respective organisation or group.

Co-optees must abide by the respective sections of the Council's Constitution in relation to Committee procedure and act with due propriety according to standards laid down for conduct in local government. There is a Co-optees' Protocol and recruitment procedure in place to assist with these appointments.

In addition Co-optees are offered the same development opportunities as Council Members including:

- in-house training/development relevant to their role as a Co-optee and the remit of the overview and scrutiny committee on which they serve;

- attendance at site visits relevant to the remit of the overview and scrutiny committee on which they serve as a Co-optee, and an opportunity to attend site visits of all overview and scrutiny committees subject to the approval of the Chairman or Vice-chairman of the relevant Committee.

Following recent changes to DCC's Constitution in relation to the number of non-voting co-optees appointed to the Overview and Scrutiny committees, and as the term of the existing co-optees had come to an end, a recruitment exercise was carried out in June 2014 to appoint the new set of co-optees. All successful appointees have undertaken an induction process with the respective Chair and Vice Chair of the Overview and Scrutiny Committee to which they have been appointed as well as the lead Overview and Scrutiny Officer for that Committee.

Work Programmes

The current work programmes focus on the priority areas identified within the Council Plan, the Cabinet's Forward Plan of decisions, Sustainable Community Strategy, Partnership plans and strategies, performance and budgetary control data and changes in Government legislation.

Overview and Scrutiny Team

The Overview and Scrutiny team is part of the Assistant Chief Executive's service group (ACE), which leads on the corporate approach to performance management and improvement, consultation and engagement, communications, partnership working, equalities and diversity and information management. ACE is also responsible for the Council's Area Action Partnerships and emergency planning functions.



Contact us in the Scrutiny Office on 03000 268145 scrutiny@durham.gov.uk, or see the Durham County Council website, www.durham.gov.uk.

Overview and Scrutiny Management Board

16 June 2015



Update in relation to Petitions

Report of the Head of Legal and Democratic Services

Purpose of the Report

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

Background

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

Current Position

- 3 To-date 57 e-petitions have been submitted. Of these, 34 have been accepted and 21 rejected, 3 as they were duplicates of e-petitions already received, 18 as they did not qualify under the Council's Petition Scheme. 2 of these did not "go live" on the Council's website. Of the 34 e-petitions accepted, all have now completed the petition process.
 - 3.1 Since the last update, 3 new paper petitions have been submitted and 11 petitions have completed the petition process. A list giving details and current status of all active petitions is attached as Appendix 2 to the report.

Recommendation

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

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

Appendix 1: Implications

Finance : None

Staffing: None

Risk: None

Equality and Diversity/ Public Sector Equality Duty: None

Accommodation: None

Crime and Disorder: None

Human Rights: None

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

Procurement: None

Disability Issues: None

Legal Implications: None

Petition Table – Active Petitions

Nature of Petition	Appropriate Service/Officer	Summary of Information	Status of Petition
<p>Petition 211</p> <p>Community Petition to save the Walls of Barnard Castle</p> <p>E-petition - Petition received 14.05.13 No. of signatures – 63</p> <p>Paper petition received 07.04.14 No. of signatures - 1895</p>	<p>S Timmiss, Head of Planning and Assets, Regeneration and Economic Development</p>	<p>Petitioner informed of a positive meeting between the parties involved, with all involved noting the importance of working together to attempt to resolve the issue.</p> <p>It was agreed for a structural survey of the cliff be undertaken and all parties to keep public and other interested parties up to date. Further discussions would take place after the survey and the Council would in the meantime reinforce fencing at the area</p> <p>Following a survey carried out discussions took place with residents and the Town Council.</p> <p>The parties - Durham County Council, Raby Estates and English Heritage are now in discussions in seeking a way forward as to ongoing repair and maintenance of the walls.</p>	<p>Regular update sent, with the last one being dated 14.10.14</p> <p>Service requested to provide an update - May 2015</p>
<p>Petition 244</p> <p>The White House, Peterlee - Halt demolition and enter into full consultation regarding the future of the building</p> <p>No. of signatures – 86 Petition received 31.10.14</p>	<p>S Timmiss, Head of Planning and Assets</p>	<p>Petition requesting the Council to Halt demolition and enter into full consultation regarding the future of the building.</p> <p>Following a meeting with ward members a decision has been made to review this, acknowledging the concerns expressed by parts of the community. The review will include discussions with local groups who have expressed an interest in the building to understand if there is a viable option to retain the building.</p> <p>We need to ensure that the building has a sustainable future going forward and that the full costs of retaining this building are understood. If the group can demonstrate that they have the necessary funding in place and that the building has a long term future the council will reconsider the decision.</p>	<p>Acknowledgement letter sent 31.10.14</p> <p>Update letter sent 08.12.14</p> <p>Service requested to provide an update - May 2015</p>
<p>Petition 250</p> <p>Safe crossing place for residents in Witton Gilbert</p> <p>E-petition – Petition received 02.12.14 No. of signatures - 4</p>	<p>T Smith, Special Projects Officer, Neighbourhoods</p>	<p>Petition requesting a safe crossing place, such as a pelican crossing, on Sacriston Lane, Witton Gilbert. There is also a need for traffic calming on the road as speeding is an issue.</p> <p>E-petition ran from 02.12.14 until 1.4.15 for collection of signatures.</p>	<p>E-Petition closed with 4 signatures and information passed to Service.</p>

<p>Petition 252</p> <p>To re-instate lighting on A692 Grove to Consett Road</p> <p>E-petition – Petition received 17.12.14 No. of signatures - 72</p>	<p>T Smith, Special Projects Officer, Neighbourhoods</p>	<p>Petition to re-instate lighting on A692 Grove to Consett Road issue.</p> <p>E-petition ran from 22.12.14 to 28.1.15 for collection of signatures.</p> <p>Following a robust and detailed road safety risk assessment being completed and taking into account the Street Lighting Energy Reduction Project, the Street Lighting Policy, the Road Safety Risk Assessment and Safe Walking Routes to School, the Council have consulted with local elected Members and they have not provided any information that changes the conclusions of the risk assessments. The luminaires were removed last October and the columns were to be removed.</p>	<p>Petition CLOSED</p>
<p>Petition 253</p> <p>Grit Louisa Estate</p> <p>E-petition – Petition received 19.01.15 No. of signatures - 27</p>	<p>T Smith, Special Projects Officer, Neighbourhoods</p>	<p>Petition to have gritting at Louisa Estate, Stanley.</p> <p>E-petition ran from 19.01.15 to 28.02.15 for the collection of signatures.</p> <p>The Council's published Winter Policy states that the Council will precautionary salt the more strategic routes as part of our Priority 1 network along with some other important key routes within the County. This is much higher than many other similar Highway Authorities and shows the Council's commitment to provide the best winter maintenance service it can line with available resources. Unfortunately, due to budget constraints the network coverage cannot be extended any further.</p> <p>These limited resources are used where they are most effective, and concentrate resources on strategic roads. The roads within the Louisa estate cannot be described as strategic roads. The Council do recognise that there may be difficulties on these roads and seven salt bins have been provided for this estate to enable members of the public to help themselves in time of need.</p> <p>With regard to footpath clearance, limited resources are used where they provide the most benefit. The Council have identified strategic footpaths which are based on the importance of the footway to the network.</p> <p>All of the footways in this estate are categorised as Category 4 footways which reflects their importance and position within the</p>	<p>Petition CLOSED</p>

		overall network and therefore they will not be a priority for treatment at the onset of bad weather. The Council will try to assist in times of severe weather, where resources are available and where we receive a request for assistance, particularly where there is a need for the emergency services to attend or for life changing hospital treatment.	
Petition 254 Street lights on A692 between Pudlers Corner and The Grove, Consett be switched back on No. of signatures – 58 Petition received 10.02.15	T Smith, Special Projects Officer, Neighbourhoods	<p>Petition that street lights on A692 between Pudlers Corner and The Grove, Consett are switched back as the removal of them has seriously compromised children's and people's safety, some of whom are disabled, for this well walked route.</p> <p>Following a robust and detailed road safety risk assessment being completed and taking into account the Street Lighting Energy Reduction Project, the Street Lighting Policy, the Road Safety Risk Assessment and Safe Walking Routes to School, the Council have consulted with local elected Members and they have not provided any information that changes the conclusions of the risk assessments. The luminaires were removed last October and the columns were to be removed.</p>	Petition CLOSED
Petition 256 Traffic calming at Shotton Colliery Front Street E-petition – Petition received 04.02.15 No. of signatures - 13	T Smith, Special Projects Officer, Neighbourhoods	<p>Petition asking to enforce traffic calming measures the length of Front Street, Shotton Colliery – E-petition ran from 04.02.15 to 18.03.15 for collection of signatures.</p> <p>Petitioner advised that the Council receives more requests for traffic calming than it is able to fund from limited road safety budgets. As such, all requests for traffic calming are added to a future scheme list which is reviewed periodically.</p> <p>Due to the need to reduce casualty accidents, Highway Authorities are required to direct their limited funding towards addressing locations with known and proven accident problems.</p> <p>Having checked the accident recording database shared with Durham Constabulary, there have been 4 recorded 'personal injury' accidents in the vicinity of Station Road and Front Street within the 30mph speed limit in the past three years, this being the standard search criteria. The accidents occurred at junctions where driver error was identified as the causation</p>	Petition CLOSED

<p>Page 172</p>		<p>factor of the accident and none involved excessive or inappropriate speed. Compared to many other locations, this represents a favourable accident record with priority continuing to be directed to locations with a known and proven accident problem.</p> <p>As part of the partnership approach to improving road safety, joint working with Durham Constabulary, an initiative known as 'Community Speed Watch' has been introduced. This initiative has been very successful elsewhere in the County and nationally.</p> <p>Under the Community Speed Watch initiative, all speeding complaints are directed towards Durham Constabulary and their Police and Communities Together (PACT) meetings, thus enabling the appropriate level of intervention and action to be considered.</p>	
<p>Petition 258</p> <p>Prospect Place, Barnard Castle – dangers to residents, drivers & pedestrians</p> <p>No. of signatures – 64</p> <p>Petition received 02.03.15</p>	<p>T Smith, Special Projects Officer, Neighbourhoods</p>	<p>Petition asking the Council to minimise the danger to residents, drivers and pedestrians at Prospect Place, Barnard Castle by:-</p> <ul style="list-style-type: none"> • Reducing the speed limit to 20mph • Add more signs showing the speed limit in both directions • Add solar powered detector signs • Improve lighting in this area • Look to see what else could be done <p>30mph - At the pre-planning stage of 'The Hub' development, discussions took place between the Council's Highway Development Control Team, the Planning Team and the Traffic Asset Team. It was determined that this development would not justify the extension of the speed limit. Any future potential developments taking access from the A688 will be fully assessed at the pre-planning stage and due consideration will be given to speed limit changes.</p> <p>20mph - The request from Teesdale School is noted and will be considered and evaluated in the future with other similar</p>	<p>Petition CLOSED</p>

		<p>requests should suitable funding become available.</p> <p>Speed Limit Signs - Due to street lighting being present, the regulations do not permit the installation of 30mph "repeater signs".</p> <p>Speedvisors - The Council have operated a speedvisor rotation programme for many years which involves moving a limited number of speedvisor signs between various sites across the County, targeting locations for a week or so at a time. This affords maximum impact and prevents motorists becoming complacent which reduces the speedvisors overall credibility. At this time, the speedvisor rotation programme is at capacity. The use of 'fixed' location speedvisors have been trialled nationally with research by the Department for Transport and Transport for London confirming this approach is less effective as a traffic management tool. Notwithstanding this research, there are 'fixed' location speedvisors at locations within the County which have been installed where funding has been provide by local Councillors and Town and Parish Councils.</p> <p>Street lighting - Further consideration will be given to the request should suitable funding become available in the future.</p> <p>Road Safety - The Council receive more requests for traffic management solutions than it is able to fund from limited road safety budgets. As such, all requests for traffic calming are added to a future scheme list which is reviewed periodically.</p>	
<p>Petition 260</p> <p>20mph Speed Limit in Medomsley Village</p> <p>No. of signatures – 356</p> <p>Petition received – 01.05.15</p>	<p>T Smith, Special Projects Officer, Neighbourhoods</p>	<p>Petition asking for a 20mph speed limit to be introduced in Medomsley Village due to the volume and speed of traffic experienced through the village. The planned housing development could result in increased traffic accidents and injuries to pedestrians and local children.</p> <p>Petitioner informed that regarding Manor Road, in the vicinity of the school there have been no 'personal injury' accidents in the last 4 years, following the standard search criteria. Compared to similar locations within the county this represents a favourable accident record. The Council currently has no plans to introduce a 20mph speed limit in Medomsley. However, this may change in the future depending on the development of the programme of works to install 20mph part-time speed limits outside schools. With regards to new developments the Council will consider at</p>	<p>Petition CLOSED</p>

Page 174		<p>the planning application stage the impact any new developments will have on the road network in the immediate areas in and around Medomsley. All the facts will be considered and this could result in the development proposals being rejected, amended or conditions may be introduced to request the developer to carry out highway improvements.</p>	
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Overview and Scrutiny Management Board

16 June 2015



Recruitment of Non-voting co-optee for Economy and Enterprise Overview and Scrutiny Committee

Report of Lorraine O'Donnell, Assistant Chief Executive

Purpose of the Report

- 1 This report informs members of a non-voting co-optee vacancy that has arisen for the Economy and Enterprise Overview and Scrutiny Committee and proposes a way forward to appoint to the said vacancy.

Background

- 2 The Overview and Scrutiny Management Board agreed proposals at its meeting held on 25 March 2014 to review the Council's Overview and Scrutiny co-optee arrangements and recruit to 10 vacancies across 5 Overview and Scrutiny Committees.
- 3 The appointment of co-optees by the Council's Overview and Scrutiny Committees has been a feature of the Council's scrutiny process since 2000 and is welcomed by Councillors as a positive means by which the Council and its Overview and Scrutiny Committees can engage local people, community organisations and key partners in the decision making process, bringing openness and transparency to the Council's decision making process.

Non-voting co-optee vacancy – Economy and Enterprise Overview and Scrutiny Committee

- 4 Following the election of Councillor Ted Henderson to Durham County Council's Barnard Castle West division, a vacancy has arisen for the non-voting co-optee position on the Economy and Enterprise Overview and Scrutiny Committee previously filled by Councillor Henderson.
- 5 An approach has also been made to the Council by a previous co-optee to the Economy and Enterprise Overview and Scrutiny Committee asking that they be considered for any potential vacancies that may arise. The person concerned held a co-optee position on the Committee for a number of years, took part in a number of co-optee development sessions and contributed greatly to the work of the Committee.

- 6 The Overview and Scrutiny Management Board has previously agreed that any appointment to a non-voting co-optee position would be by way of formal application and interview process involving the Chairs and Vice Chairs of the Overview and Scrutiny Management Board and each respective Overview and Scrutiny Committee, a minority party member and the Head of Planning and Performance as the Council's Statutory Scrutiny Officer.
- 7 Accordingly, the Overview and Scrutiny Committee is asked to consider inviting the previous co-opted member to the Economy and Enterprise Overview and Scrutiny Committee to submit an application for the vacancy that has arisen and upon receipt of that application, invite him to attend an interview with the appropriate members and officers.

Recommendations

- 8 The Overview and Scrutiny Management Board is invited to note the vacancy that has arisen for a non-voting co-optee to the Economy and Enterprise Overview and Scrutiny Committee and agree to the proposal within paragraph 7 of this report to fill the aforementioned vacancy.

Background papers

Report of Assistant Chief Executive to Overview and Scrutiny Management Board – Review of Overview and Scrutiny Arrangements – 25 March 2014

Contact: Stephen Gwilym, Principal Overview and Scrutiny Officer
Tel: 03000 268140 E-Mail – stephen.gwilym@durham.gov.uk

Appendix 1: Implications

Finance - None

Staffing - None

Risk - None

Equality and Diversity / Public Sector Equality Duty - None

Accommodation - None

Crime and Disorder - None

Human Rights - None

Consultation - None

Procurement - None

Disability Issues - None

Legal Implications – The appointment of non-voting co-optees to Overview and Scrutiny Committees was established in the Local Government Act 2000. The County Council's Constitution and Overview and Scrutiny procedure rules set out the process for the appointment of non-voting co-optees to the Overview and Scrutiny Committees.

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Overview and Scrutiny Management Board

16 June 2015



Information update from the Chairs of the Overview and Scrutiny Committees

Report of Lorraine O'Donnell, Assistant Chief Executive

Purpose of the Report

- 1 To present to Members an information update of overview and scrutiny activity from 9 March 2015 to 4 June 2015

Background

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

Updates

- 3 Updates from Overview and Scrutiny Committees from 9 March 2015 to 4 June 2015

Corporate Issues Overview and Scrutiny Committee (CIOSC)

<i>Update on Previous Reviews</i>	There are no systematic reviews to report on for this period.
<i>Scrutiny Review Activity</i>	<p>The Attendance Management Review Group met for an overview session on 5 June and received information on:</p> <ul style="list-style-type: none"> • The background behind the review • An overview of sessions to follow • Policies and procedures including Durham County Council's current attendance management policy.
<i>Overview reports/ Presentations</i>	<p>CIOSC OSC on 20 April received reports and presentations on:</p> <ul style="list-style-type: none"> • The Council's use of Powers under the Regulation of Investigatory Powers Act 2000, Quarter 3 2014/15 • Performance Management Report 2014/15 (Quarter 3) • Customer Feedback: Complaints, Compliments and Suggestions 2014/15 (Quarter 3)

	<ul style="list-style-type: none"> • Quarter 3 Forecast of Revenue and Capital Outturn 2013/14 • Refresh of the Work Programme • Sickness Absence Management Policy, proposed CIOSC review
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Safer and Stronger Communities Overview and Scrutiny Committee (SSC OSC)

<i>Update on Previous Reviews</i>	There are no systematic reviews to report on for this period.
<i>Scrutiny Review Activity</i>	<p>Organised Crime – Working Group meeting held on 23 March to receive information on key findings from the Committee’s review.</p> <p>20mph – Working Group meetings were held on 13 April, 22 April and 30 April. Members received information on consultation, engagement and development of phase 1 schemes. Future dates have been identified to monitor progress of implementing schemes and provide comment on a revised policy in line with the Cabinet recommendations.</p>
<i>Overview reports/ Presentations</i>	<p>SSC OSC on 23 March 2015 received reports and presentations on:</p> <ul style="list-style-type: none"> • Counter-Terrorism and Security Act 2015 • Cybercrime • Performance Management Report 2014/15 (Quarter 3) • Refresh of the Work Programme • Verbal updates on Organised Crime and 20mph Zones and Limits • Police and Crime Panel • Safe Durham Partnership verbal update

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

<i>Update on Previous Reviews</i>	There are no systematic reviews to report on for this period.
<i>Scrutiny Review Activity</i>	<p>The Tourism Working Group met on 10 March, 24 March and 7 April, and received:</p> <ul style="list-style-type: none"> • How the marketing performance of Visit County Durham will be monitored and any challenges/opportunities • A case study focusing on a national marketing campaign undertaken by Visit County Durham • A discussion with representatives of the Durham Strategic Marketing Partnership on the role and work of Visit County Durham in marketing the County as a tourism destination

Overview reports/ Presentations	<p>E&E OSC on 31 March 2015 received reports/presentations on:</p> <ul style="list-style-type: none"> • Quarter 3 2014/15 Revenue and Capital Outturn • Homelessness Strategy update • Performance Management Report 2014/15 (Quarter 3) • Verbal update on Tourism Marketing undertaken by Visit County Durham • Refresh of the Work Programme • Minutes of the CDEP from 3 February 2015
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Environment and Sustainable Communities Overview and Scrutiny Committee (Environment OSC)

Update on Previous Reviews	There are no systematic reviews to report on for this period.
Scrutiny Review Activity	<p>The Woodland Management Scrutiny review group met on 13 April and 27 April and received information on:</p> <ul style="list-style-type: none"> • Detail of the work undertaken to promote biodiversity within County Durham including an overview of the habitats, management of the woodland for biodiversity • Key findings of the review from which members formulated recommendations
Overview reports/ Presentations	<p>Environment OSC on 17 April 2015 received reports/presentations on:</p> <ul style="list-style-type: none"> • Neighbourhood Services Revenue and Capital Outturn 3 2014/15 • Performance Management Report 2014/15 (Quarter 3) • Air Quality Management Plan for County Durham update • European Structural and Investment Funds – Low Carbon Economy update • Refresh of the Work Programme • Minutes of the County Durham Environment Partnership Board on 10 December 2014

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

Update on Previous Reviews	There are no systematic reviews to report on for this period.
Scrutiny Review Activity	The Self Harm by Young People Review was received by Cabinet at their meeting on 16 April 2015. The review will be presented to the Health and Wellbeing Board at their July meeting.
Overview reports/Presentations	<p>CYP OSC on 2 April 2015 received reports/presentations on:</p> <ul style="list-style-type: none"> • Innovations Programme • Performance Management Report 2014/15 (Quarter 3) • Update on Stronger Families • Budget Outturn Report Quarter 3 • Draft Scrutiny Review Report: Self-Harm by young People • Refresh of the Work Programme <p>A special joint AWBH and CYP OSC was held on 21 April to receive the Annual Report of the Director of Public Health.</p>

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

Update on Previous Reviews	There are no systematic reviews to report on for this period.
Scrutiny Review Activity	
Overview reports/Presentations	<p>A special joint AWH and CYP OSC was held on 21 April to receive the Annual Report of the Director of Public Health.</p> <p>A Special AWH OSC held on 11 May received reports/presentations on:</p> <ul style="list-style-type: none"> • County Durham and Darlington NHS Foundation Trust quality account • Tees, Esk and Wear Valley NHS Foundation Trust quality account • North East Ambulance Service NHS Foundation Trust quality account • Performance Management Report 2014/15 (Quarter 3) • Forecast of Revenue and Capital Outturn Quarter 3 • Refresh of the Work Programme

Performance/Budget/Work Programme Reporting

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

Recommendation

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

Background Papers: Previous committee reports/presentations.

Contact: Jenny Haworth Tel: 03000 268071
Email: jenny.haworth@durham.gov.uk

Appendix 1: Implications

Finance – N/A

Staffing – N/A

Risk – N/A

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

Accommodation – N/A

Crime and Disorder – N/A

Human Rights – N/A

Consultation – N/A

Procurement – N/A

Disability Issues – N/A

Legal Implications – N/A