



Cabinet

Date **Wednesday 15 March 2017**
Time **10.00 am**
Venue **The Council Chamber, Spennymoor Council Offices,
Green Lane, Spennymoor, Co Durham, DL16 6JQ**

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. Public questions
2. Minutes of the meeting held on 8 February 2017 (Pages 3 - 6)
3. Declarations of interest

Ordinary Decisions:

4. Forecast of Revenue and Capital Outturn 2016/17 - Period to 31 December 2016 - Report of Corporate Director of Resources (Pages 7 - 30)
5. Update on the delivery of the Medium Term Financial Plan 6 - Report of Director of Transformation and Partnerships (Pages 31 - 34)
6. Quarter Three 2016/17 Performance Management Report - Report of Director of Transformation and Partnerships (Pages 35 - 94)
7. Overview and Scrutiny Review, Improved Safety in the Home - Safe and Wellbeing Visits - Report of Director of Transformation and Partnerships (Pages 95 - 118)
8. Care Leavers Support Update - Report of Corporate Director of Children and Young People's Services (Pages 119 - 128)
9. Education Attainment and Standards 2016 Education Service Update - Report of Corporate Director of Children and Young People's Services (Pages 129 - 152)
10. Oral Health Strategy - Joint Report of Corporate Director of Adult and Health Services and Interim Director of Public Health (Pages 153 - 182)
11. Integration of Health and Social Care Services Update - Report of Corporate Director of Adult and Health Services (Pages 183 - 196)
12. Economic Activity in County Durham - Report of Corporate Director of Regeneration and Local Services (Pages 197 - 218)

13. Cultural Activity Impact Report - Report of Corporate Director of Regeneration and Local Services (Pages 219 - 242)
14. Such other business as, in the opinion of the Chairman of the meeting, is of sufficient urgency to warrant consideration.
15. Any resolution relating to the exclusion of the public during the discussion of items containing exempt information.

Part B

Items during which it is considered the meeting will not be open to the public (consideration of exempt or confidential information)

16. 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
7 March 2017

To: **The Members of the Cabinet**

Councillors S Henig and A Napier (Leader and Deputy Leader of the Council) together with Councillors J Allen, J Brown, N Foster, L Hovvels, O Johnson, M Plews, B Stephens and E Tomlinson

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DURHAM COUNTY COUNCIL

Cabinet

At a Meeting of the **Cabinet** held in Committee Room 2, County Hall, Durham on **Wednesday 8 February 2017** at **10.00 am**

Present

Councillor S Henig (Leader of the Council) in the Chair

Cabinet Members:

Councillors J Allen, J Brown, N Foster, L Hovvels, O Johnson, A Napier, M Plews, B Stephens and E Tomlinson

Also Present:

Councillors J Armstrong, J Clare, P Conway, P May, and J Shuttleworth

1. Public Questions

There were no public questions.

2. Minutes

The minutes of the meeting held on 18 January 2017 were confirmed as a correct record and signed by the Chairman.

3. Declarations of Interest

There were no declarations.

4. Medium Term Financial Plan 2017/18 to 2019/20 and Revenue and Capital Budget 2017/18

Key Decision: CORP/R/16/02

The Cabinet considered a joint report of the Corporate Director of Resources, and Director of Transformation and Partnerships which provided financial information to enable Cabinet to make recommendations to full Council to agree the 2017/18 balanced revenue budget, an outline Medium Term Financial Plan MTFP(7) 2017/18 to 2019/20 and a fully funded capital programme (for copy see file of minutes).

Councillor J Armstrong, Chairman of Overview and Scrutiny Management Board advised that Scrutiny members had met three times so far to consider

the work to prepare the medium term financial plan. Overall members agreed that the Council deserves credit on the handling of austerity measures, including with regard to reserves. Members commented that a really good assessment of the position had been provided, and thanked officers for their work, with specific comments being made on the additional pressures facing children's services, the importance of ensuring looking after children, and the need to keep a close eye on the Government commitment to funding the Better Care programme.

Members agreed that there had been a good and robust MTFP consultation process with some suggestions on methodology set out within the report. At the scrutiny session held on 26 January members made additional comments to highlight to Cabinet to ask about plans to utilise the additional flexibility in relation to the social care precept, and to express concern about the dangers of cost shunting to social care. Scrutiny would meet again on 13 February to consider the final settlement report, and report those to full Council.

Cabinet members commented on the months of detailed planning that had gone into the MTFP process, and re-iterated the scale of the cuts that has been imposed on the authority over the last 7 years which were unprecedented. By the end of the financial year savings of £185.7million would have been delivered, and based on the forecast total savings over the period 2011/12 to 2019/20 is £245.3 million. Comments were made on the unfairness for Durham for another year on the level of precept it receives in comparison to other authorities, and that this unfair distribution of funding continued to have an impact on Durham's spending power. Durham did not receive any of the transitional funding that other authorities had last year, and does not receive any of the rural services delivery grant which Durham should be entitled to. Cabinet members continue to lobby central government on this.

Despite the unfair share of funding, the council would take measures to balance the budget, however it was becoming more and more difficult to find the savings required and that further service reviews and restructures were planned. Members of the public who had taken part in the budget consultation exercise in the autumn of 2016 were thanked for their feedback. The protection of front line services would be continued as far as possible. Proposals for the continuation of the council tax reduction scheme which they have protected since 2013 were being made, and it was emphasised that Durham was one of only a few authorities to do so.

Cabinet members commended officers on their continued accuracy for forecasting, and thanked members and officers for all their work input into the process.

Resolved:

Upon a recorded vote being taken a unanimous vote in favour of the recommendations detailed in the report being recommended for full council approval was reached by Cabinet members.

5. School Admission Arrangements Academic Year 2018/2019
Key Decision: CYP5/01/16

The Cabinet considered a report of the Corporate Director of Children and Young People's Services which sought Cabinet to consider and approve the proposed admission arrangements for Community and Voluntary Controlled Schools for the 2018/19 academic year (for copy see file of minutes).

Resolved:

That the recommendations in the report be approved.

6. Annual Review of the Constitution

The Cabinet considered a report of the Head of Legal and Democratic Services that presented proposals for the revision of the Council's constitution (for copy see file of minutes).

Resolved:

That the recommendations in the report be approved.

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Cabinet

15 March 2017

**Forecast of Revenue and Capital
Outturn 2016/17 – Period to 31
December 2016**



**Report of Corporate Management Team
John Hewitt, Corporate Director Resources
Councillor Alan Napier, Portfolio Holder for Finance**

Purpose of the Report

- 1 To provide Cabinet with an updated forecast of 2016/17 revenue and capital outturn, based on the period to 31 December 2016 including an updated forecast for the Council's Council Tax and Business Rates Collection Fund position at 31 March 2017.

Background

- 2 This report updates the position presented to Cabinet on 16 November 2016 that showed the forecasted revenue and capital outturn based on expenditure and income up to 30 September 2016, providing updates to these forecasts and revised forecast balances on general reserves and earmarked reserves at 31 March 2017. The report also includes the updated forecasts for the Council Tax Collection Fund and Business Rates Collection Fund for 2016/17.

Revenue Outturn Forecast – Based on Position to 31 December 2016

- 3 The table overleaf compares the forecast with the revised budget with further detail to be found in Appendices 2 and 3.
- 4 The following adjustments have been made to the original budget agreed by Full Council in February 2016:
 - (a) agreed budget transfers between Service Groupings;
 - (b) additions to budget for items outside the cash limit (for Cabinet consideration and recommended approval);
 - (c) planned use of or contribution to Earmarked Reserves (please refer to Appendix 4);

Forecast of Revenue Outturn 2016/17

	Original Budget 2016/17	Budget - incorporating adjustments	Service Groupings Forecast of Outturn	Forecasted Variance
	£'000	£'000	£'000	£'000
Children and Adults Services	255,094	268,164	267,196	-968
Regeneration and Local Services	125,882	131,871	129,974	-1,897
Resources	16,282	18,187	16,658	-1,529
Transformation and Partnerships	9,448	10,660	10,573	-87
Cash Limit Position	406,706	428,882	424,401	-4,481
Contingencies	6,194	3,259	3,259	0
Corporate Costs	4,235	4,374	4,172	-202
NET COST OF SERVICES	417,135	436,515	431,832	-4,683
Capital charges	-55,478	-55,478	-55,478	0
Interest and Investment income	-1,641	-4,381	-5,207	-826
Interest payable and similar charges	37,401	42,146	41,946	-200
Levies	15,929	15,929	15,929	0
Net Expenditure	413,346	434,731	429,022	-5,709
Funded By:				
Council tax	-185,798	-185,798	-185,798	0
Use of earmarked reserves	-11,621	-26,372	-26,372	0
Estimated net surplus on Collection Fund	-2,617	-2,617	-2,617	0
Start up Funding Assessment	-192,977	-192,977	-192,977	0
New Homes Bonus	-10,182	-10,182	-10,182	0
New Homes Bonus - Re-imburement	-267	-267	-267	0
Section 31 Grant	-4,267	-4,267	-4,302	-35
Education Services Grant	-5,407	-5,407	-5,392	15
Forecast contribution to/from(-) Cash Limit Reserve	-210	-6,844	-2,363	4,481
Forecast contribution to General Reserves	0	0	1,248	1,248
TOTAL	0	0	0	0

Note: Negative figures in the variance column represent an underspend or overachievement of income

- 5 The updated position in terms of sums provisionally agreed with Service Groupings as being outside the Cash Limit is shown in the table below:

Service Grouping	Proposal	Amount
		£ million
Children and Adults Services (CAS)	Premises related costs for former school buildings	0.264
Regeneration and Local Services (REAL)	Concessionary fares underspend	-0.385
Regeneration and Local Services (REAL)	Strategic Employment Sites	0.158
Regeneration and Local Services (REAL)	Finance Durham start up costs	0.029
Resources	HR Staffing Capacity to accommodate additional workload	0.051
Resources	Coroners Service underspend	-0.079
Total		0.038

- 6 After adjusting the budgets as detailed above, the forecast outturn for Cash Limit Reserves and the General Reserve are summarised in the table below:

Type of Reserve	Opening Balance as at 1 April 2016	Budgeted use at 1 April 2016	Movement during 2016/17		2016/17 Forecast of Outturn
			Planned use of reserve	Contribution to (-) reserve	
	£ million	£ million	£ million	£ million	£ million
Service Grouping Cash Limit					
Children and Adults Services	-13.500	0.142	3.230	-0.968	-11.096
Regeneration and Local Services	-6.371	0.000	3.051	-1.897	-5.217
Resources	-2.151	0.068	0.353	-1.529	-3.259
Transformation and Partnerships	-0.277	0.000	0.000	-0.087	-0.364
Total Cash Limit Reserve	-22.299	0.210	6.634	-4.481	-19.936
General Reserve	-29.101	0.000	0.000	-1.248	-30.349

- 7 The forecasted Cash Limit and General Reserves position is a prudent one given the forecasted levels of savings the Council needs to make of £59.6 million over the period 2017/18 to 2019/20 with the delivery of further savings becoming ever more challenging to achieve.
- 8 The reasons for the major variances against the revised budgets are detailed by each Service Grouping overleaf.

Children and Adults Services

- 9 The 2016/17 projected outturn position for CAS, based on the position to 31 December 2016, is a cash limit underspend of £0.968 million. This represents circa 0.4% of the total budget for CAS.
- 10 The projected outturn takes into account adjustments for sums outside the cash limit including redundancy costs which are met from the corporate reserve, capital accounting entries and use of / contributions to earmarked reserves.
- 11 There are further premises related costs of £75,000 in respect of the former Trimdon Village Infant and Nursery, Greenland Community Primary, Consett Academy, Pelton Roseberry Comprehensive, Wolsingham, Durham Johnston Whinney Hill site, Gilesgate and Hare Law schools, which have been treated as outside the cash limit. The total sums treated as outside the cash limit now totals £0.264 million for these former schools buildings.
- 12 The forecast underspend is a managed position, reflecting the proactive management of activity by Heads of Service across CAS to remain within the cash limit and is accounted for by the net effect of the following items:
 - (a) early achievement of a number of future MTFP savings from management and support service proposals across the Adult Care and related areas, together with the careful management and control of vacant posts and supplies and services budgets across the service has created a projected net underspend for the year of £3.750 million;
 - (b) net spend on adult care packages is forecast to be £0.254 million below budget. This area of spend is being closely monitored to assess the impact of demographic and procedural/operational changes, where significant MTFP savings have been taken over recent years. Ongoing savings have arisen from the consistent and effective application of the existing eligibility criteria;
 - (c) a change in accounting treatment as a result of accelerating the final accounts process this year has contributed to a further underspend for 2016/17 of circa £0.300 million;
 - (d) net expenditure in respect of Environment, Health and Consumer Protection services, previously reported under the former Neighbourhood Services area, is projected to be £0.200 million under budget, resulting mainly from early achievement of future MTFP savings.
 - (e) Children's Services are forecasting a net overspend of £4.269 million based on the latest forecasts. This is primarily related to costs associated with Children's placements, both those who have a legal status of looked after and those young people in permanent placements that are financially supported by the Council, details as follows:

- (i) young people requiring to be looked after is a volatile and high cost area of activity within CYPS and current external demographic demands are creating a strain on the service both in terms of staffing and financial resource allocation. The additional demand on the service has been recognised and growth funding has been agreed in 2017/18 to address the identified staffing pressure (circa £1.384 million) and placement costs for young people with a legal status of looked after and those young people accommodated in other placement arrangements that incur costs to the authority (circa £2.735 million). Work is actively being taken to try to address the placement mix of young people looked after, focusing on increasing the proportion of placements in higher quality low cost in house foster care but the current numbers and mix of placements is leading to an overspend when combined with non Looked After Children (LAC) permanent placements of circa £4.013 million;
 - (ii) Children's Services is forecasting a £0.343 million overspend on staffing due to increased costs associated with agency staff covering vacancies and absences required to maintain safe service levels. This additional cost is partially mitigated by the service successfully accessing a range of grants that had previously not been budgeted.
- (f) The Education Service is currently forecasting a net underspend of £0.724 million. This relates to early achievement of MTFP savings, staff vacancies, reduction in pension liabilities and additional service level contract income. Changes to the Home to School transport policy took effect from September and based on work undertaken to date there is an overspend forecast on Post 16 students unable to travel independently due to Special Educational Needs and Disabilities (SEND) as a result of greater numbers of students eligible for hardship funding than provided for. This is offset by an underspend across other areas of transport provision, partly due to better commissioning arrangements, so overall Home to School transport is forecast to be within budget in year.

- 13 Taking the projected outturn position into account, including the transfer to/from Reserves in year, the estimated cash limit reserve to be carried forward for Children and Adult's Services is forecast to be £11.096 million

Regeneration and Local Services

- 14 The updated forecast revenue outturn for Regeneration and Local Services is a cash limit underspend of £1.897 million in 2016/17. This compares to an equivalent cash limit underspend forecast at quarter two of £1.256 million.
- 15 The forecast outturn takes into account adjustments for sums outside the cash limit such as redundancy costs that are funded from an earmarked reserve, concessionary fares, capital accounting entries and use of contributions to earmarked reserves.

- 16 The forecast underspend is a managed position, reflecting the proactive management of activity by Heads of Service across Regeneration and Local Services to remain within the cash limit. The major items within the outturn position are detailed below:
- (a) within Direct Services, there is an underspend of £0.353 million forecast. This is mainly due to the early achievement of future years' MTFP savings (£0.350 million), and increased income relating to Trade and Bulky Waste (£0.278 million) which is being offset by short term overspends due to the re-organisation of refuse collection rounds and new trade bin purchases (£0.188 million), along with delayed 2016/17 savings relating to Fleet (£89,000);
 - (b) within Projects and Business Services there is an underspend of £0.649 million, which is mainly due to savings on employee costs within Business Support (£0.193 million), Customer Services (£0.166 million), Policy & Performance (£54,000) and also savings within the Strategic Waste area (£0.221 million). The net savings on Strategic Waste includes an overspend on Waste Contracts of £0.331 million, offset by underspends on Garden Waste (£0.268 million) and the Joint Stocks and Environmental Monitoring teams (£0.284 million);
 - (c) Culture and Sport is projected to overspend by £88,000. This is due to both reduced income and increased costs amounting to £0.179 million at the Gala Theatre, along with an overspend of £48,000 associated with the appointment of an additional Tier 4 post within the service. These overspends are partially offset by savings on leisure and libraries facilities of £0.109 million;
 - (d) Technical Services is showing a small overspend of £18,000. Within this area there is overspending of approximately £1.0 million within Highways Services, due to additional policy led expenditure on highways maintenance mainly in relation to Category 1 and 2 defects, and footway maintenance. This is being offset by additional surpluses generated within Design Services (£0.200 million) and Highways Operations (£0.600 million), and early achievement of 2017/18 MTFP savings (£0.200 million);
 - (e) Strategy Programmes and Performance is reporting a £0.207 million managed saving on employee related costs due to staff vacancies;
 - (f) Economic Development and Housing is forecasting a £0.714 million underspend, primarily due to managed savings on employee costs and additional income for Business Space and Gypsy Roma Traveller sites;
 - (g) within Planning and Assets there is a forecast £0.122 million underspend, which includes a £0.353 million underspend in the Planning Service and a £0.231 million overspend on Assets. The underspend in the Planning Service primarily results from planned savings in Development Management, Building Control and Environment and Design, offset by an agreed managed overspend on the Local Development Framework. The Assets Service is continuing to experience income pressures, mainly from Newgate Street in Bishop Auckland, the Brackenhill Centre in Peterlee and the Millennium Square in Durham City where rental income is not being achieved.

- (h) Transport and Contracted Services is forecasting a £34,000 overspend, primarily resulting from unachieved income, mainly in relation to Parking, offset by greater than expected SLA and client income levels in Care Connect.
- 17 In arriving at the forecast outturn position some £0.683 million relating to contributions to and from reserves and cash limits has been excluded from the outturn. The major elements include:
- (a) £0.459 million drawn down from the MTFP redundancy reserve;
 - (b) a net contribution to earmarked reserves and cash limit reserve to support specific projects in 2017/18, including a £0.333 million contribution to earmarked reserves in respect of Winter Maintenance; and a £1.1 million contribution to earmarked reserves in respect of Building maintenance, Street Cleaning, Refuse Collection and Fleet;
 - (c) £94,000 use of reserves relating to support employability initiatives;
 - (d) £0.430 million contribution to reserves relating to welfare assistance initiatives;
 - (e) £0.411 million use of reserves relating to initiatives to help local businesses;
 - (f) £0.124 million use of reserves to support other service initiatives and projects.
- 18 Taking the projected outturn position into account, including items proposed to be treated as outside the cash limit, the forecasted cash limit reserve to be carried forward for Regeneration and Local Services is £5.217 million.

Resources

- 19 The updated forecast outturn for Resources is a cash limit underspend of £1.529 million to year end. This takes into account adjustments for sums outside the cash limit, such as redundancy costs which are met from corporate reserves, and use of / contributions to earmarked reserves. The cash limit underspend forecast at quarter two was £1.166 million.
- 20 The Heads of Service across Resources continue to proactively manage activity to remain within the cash limit. The projected underspend position is the net effect of the following items:
- (a) Corporate Finance and HR is forecast to be underbudget by £0.326 million. This consists of a managed underspend of £0.205 million against employees and the overachievement of income across the service, including Procurement (£52,000), Strategic Finance (£24,000) and Pensions (£43,000);
 - (b) Financial Services and HR is forecast to be underbudget by £0.558 million, consisting of a managed underspend against employees in Revenues and Benefits in advance of a restructure to achieve 2017/18 MTFP savings (£0.677 million) and additional Financial Management SLA income (£0.182 million), offset in part by managed overspending

on supplies and services and agency packages (£0.320 million) in Revenues and Benefits;

- (c) ICT Services is forecasting an underbudget position of £0.146 million, mainly through underspending on employees (£0.138 million) and transport (£66,000). There are also offsetting variances on supplies and services (£1.079 million underbudget) and underachieved income (£1.131 million) that relate to the services trading activities and the printing service;
 - (d) Internal Audit, Risk and Corporate Fraud is forecast to be underbudget by £81,000, comprising a managed underspend of £59,000 on employees, in advance of a restructure to achieve 2017/18 MTFP savings, and overachieved income of £22,000;
 - (e) Legal and Democratic Services is forecast to be underbudget by £0.423 million, which includes a £0.155 million managed underspend on employees and £0.247 million on supplies and services in advance of 2017/18 MTFP savings;
 - (f) Service Management has a minor variance of £5,000.
- 21 The forecast cash limit outturn shows the position after £0.265 million net contributions from reserves and cash limits have been applied to finance a range of items including the following:
- (a) £79,000 to the Corporate Contingency from projected savings against the budget for the Coroner's Service;
 - (b) £0.109 million from the Corporate MTFP reserve to fund the cost of early retirements/voluntary redundancies;
 - (c) £32,000 to the Land Search Fees Reserve from a government grant received towards costs incurred by the Council during the settlement of the dispute with the private search companies;
 - (d) £17,000 to the ICT Trading Reserve for various items, most significant relating to adjustment to reserves used in previous quarters;
 - (e) £69,000 to the Welfare Rights Reserve to fund future years' commitments;
 - (f) £0.300 million from the Welfare Assistance Reserve and £30,000 from the Discretionary Housing Payment Reserve, towards increased rent allowance costs.
- 22 Taking the outturn position into account, including items outside the cash limit and transfers to and from earmarked reserves, the cash limit reserve to be carried forward for Resources is forecast to be £3.259 million.

Transformation and Partnerships (T&P)

- 23 The forecast revenue outturn for 2016/17 is a cash limit underspend of circa £87,000 for the year after taking account of the forecast use of reserves and

items outside the cash limit. The cash limit underspend forecast at quarter two was £22,000.

- 24 The forecast underspend is a managed position, reflecting the proactive management of activity by Heads of Service across T&P to remain within the cash limit. The main reasons for the projected underspend is the net effect of the following items:
- (a) Partnerships and Community Engagement are forecast to be £43,000 underbudget, which includes a £10,000 overspend on employee costs as a result of the 3% staff turnover target not being met and a managed underspend of £53,000 on supplies and services;
 - (b) Planning and Performance is forecast to be £26,000 overbudget primarily due to a managed overspend on employee related costs;
 - (c) Policy and Communications is forecast to be £70,000 underbudget, predominantly resulting from a managed underspend on supplies and services.
- 25 In arriving at the forecast cash limit outturn position £0.220 million relating to contributions to and from reserves and cash limits have been excluded from the outturn, relating to delivering projects in the community.
- 26 Taking the projected outturn position into account, including items proposed to be treated as outside the cash limit, the total cash limit reserve forecasted to be carried forward for T&P at 31 March 2017 is £0.364 million.

Corporate Costs / Contingencies

- 27 The forecast revenue outturn for 2016/17 for Resources – Centrally Administered Costs is a cash limit underspend of £0.202 million. This takes into account adjustments for sums outside the cash limit such as the use of / contribution to earmarked reserves, and compares with the previously forecast position of a £0.199 million underspend at quarter two.
- 28 The forecast outturn position is accounted for by a net underbudget position on payment card charges (£44,000), subscriptions (£76,000), expenses associated with raising loans (£32,000), and an overachievement of legal fees income (£50,000).
- 29 In arriving at the forecast outturn position some £0.640 million relating to contributions from earmarked reserves have been excluded from the outturn, all of which relates to the welfare reform agenda.
- 30 At this time it is forecast that the full contingencies budget will be expended. The 2016/17 MTFP saving in relation to the 'Review of Business Support functions' was held against the contingencies budget until such time as the saving could be allocated to the relevant budget. It is presently forecast that this saving will not be achieved in 2016/17 and will in future form part of the Transformation Programme.

Central Budgets

- Interest Payable and Similar Charges - Capital Financing

- 31 Following a review of capital financing costs, linked to re-profiling within the capital programme earlier in the year, there is a forecast underspend of £0.200 million. This saving is being achieved due to lower than forecast interest rates on loans and borrowing not needing to take place yet due to higher levels of cash balances than forecast.

- Interest and Investment Income

- 32 The forecast at this stage is an overachievement of income of £0.826 million which is mainly due to a higher than anticipated level of cash balances. This is due in the main to capital expenditure being below base budget levels and generally higher than forecast cash balances. The budget has been increased by £2.640 million due to receipt of a special dividend arising from the refinancing of Newcastle Airport. The MTFP(7) report to Council on 22 February 2017 approved the utilisation of this funding to support the capital programme. The sum will therefore be applied in 2016/17.

Council Earmarked Reserves Forecast

- 33 The table at Appendix 4 sets out the Council's earmarked reserves plus two earmarked reserves for schools, where funding has been set aside in anticipation of future expenditure and shows the forecasted balance on these reserves by 31 March 2017.
- 34 A summary of the latest forecast of Council reserves by 31 March 2017 is shown below. The summary highlights that Earmarked Reserves are forecast to reduce by £17 million in 2017/17 from £205million to £188million. Elements of the utilisation of £14.5 million of earmarked reserves are detailed in the service grouping commentaries. This level of utilisation is to be expected as these sums are expended upon the area they were earmarked for.

	Earmarked £ million	Cash Limit £ million	TOTAL £ million
Opening Earmarked Balances as at 1 April 2016	-183.076	-22.299	-205.375
Adjusted for forecasted increase (-) / use of Earmarked Reserves	14.546	2.363	16.909
Forecasted Earmarked Reserve Balance as at 31 March 2017	-168.530	-19.936	-188.466

Schools

- 35 Cumulative school reserves brought forward from 2015/16 were £24.083 million. This balance is net of loans to schools and other balances not related to maintained schools. Maintained schools balances amounted to £23.672 million: this is £0.208 million less than previously reported, due to removing the balances brought forward by schools that have either closed or converted to academies in year. Based on budget plans approved by Governing bodies and the latest updated forecasts, schools are currently planning to use £9.671 million of these balances in 2016/17. The forecast balances at 31 March 2017 are therefore £13.793 million and a summary of this forecast position is provided below:

	Nursery	PRU	Primary	Secondary	Special	Total
Schools forecasting a surplus balance above 2.5% of annual funding						
Number	11	-	160	7	8	186
Forecast Balances	-£0.557m	-	-£13.461m	-£2.164m	-£1.425m	-£17.607m
Schools forecasting a surplus balance of less than 2.5% of annual funding						
Number	1	1	35	4	-	41
Forecast Balances	-£0.003m	-	-£0.368m	-£0.201m	-	-£0.572m
Schools forecasting a deficit balance						
Number	-	-	8	4	1	13
Forecast Balances	-	-	£0.173m	£4.143m	£0.070m	£4.386m
TOTAL						
Number	12	1	203	15	9	240
Forecast Net Balances	-£0.560m	-	-£13.656m	£1.778m	-£1.355m	-£13.793m

- 36 Three of the secondary schools with a forecast deficit balance have long-term financial problems and options for resolving these problems are currently being explored by the CYPs management team. The other secondary schools with a forecast deficit expect to have their budget balanced and the deficit paid down by the end of 2017/18, after staff re-structuring exercises.
- 37 The primary schools with forecast deficits are all taking action to address their deficit position and are all expected to be able to balance their budgets by the end of 2017/18. The funding arrangements for the special school with a forecast deficit are currently under review, with the expectation that this, together with other changes being proposed, should address this position during the coming year.

Capital

Background

- 38 On 16 November 2016 Cabinet received a report, which provided details of the 2016/17 Capital Programme, which included the original budget reported to the Member Officer Working Group (MOWG) in May 2016, the revised budget reported to MOWG in October 2016 as well as the actual expenditure incurred as at September 2016 and the proposed outturn.
- 39 Budget managers in all Services continually monitor the schemes for which they are responsible and all changes to capital budgets are submitted to MOWG for consideration. Since the previous report to Cabinet, MOWG has considered further revisions to the capital programme, due to the additional resources received by the authority and requests for reprofiling as budget holders review their capital schemes. The revised 2016/17 Capital Programme approved by Cabinet on 16 November 2016 is £135.075 million.

Current Position

- 40 The following table summarises the latest capital budget for approval, alongside the original budget and the budget reported in quarter two. The table also shows the forecast outturn for each service and the actual capital spend as at 31 December 2016.

Service Grouping	Original Budget 2016/17 May MOWG £ million	Revised Budget 2016/17 Quarter 2 £ million	Amendments Recommended by MOWG £ million	Revised Budget 2016/17 Quarter 3 £ million	Projected Outturn 2016/17 £ million	Actual Spend to 31 December 2016 £ million
Transformation and Partnerships	5.622	5.364	-1.322	4.042	4.042	1.548
Children and Adults Services	30.889	29.411	-3.614	25.797	25.797	20.258
Regeneration and Local Services	77.711	87.805	-8.994	78.811	78.811	54.256
Resources	11.868	12.495	-8.316	4.179	4.179	2.470
TOTAL	126.090	135.075	-22.246	112.829	112.829	78.532

- 41 Since the revised quarter two budget was reported to Cabinet on 16 November 2016, MOWG has considered a number of variations to the capital programme, which are a result of additional resources received by the Council. The additional resources are as follows:
- (a) **Transformation and Partnerships – Additions** – the Community Buildings budget has been increased by a contribution of £10,949 from Hawthorn Community Association towards the refurbishment of Hawthorn Community Centre, Seaham. The West Rainton Community Investment Fund has also been increased by £49,339 by a contribution from the Economic Employability Reserve;

- (b) **Children and Adults Services – Additions** – the Schools Capital Maintenance Budget has been increased by Direct Revenue Funding of £37,764 for work at Shotton Hall Academy, resurfacing the playground at Toft Hill Primary and the school swimming pool refurbishment project;
- (c) **Regeneration and Local Services – Additions** – this Service has received additional funding of £10.722 million. This includes £0.953 million Section 106 funding for the Affordable Housing Project (£0.685 million), improvements to play area (£0.161 million) and £0.107 million towards the Stanley Burn Wetlands project. Borrowing of £0.788 million will contribute to the Chapter Homes project (£0.415 million) and the acquisition of two refuse vehicles (£0.373 million). The Department for Transport has issued additional grant of £0.931 million from the Pot Hole Fund. The North Dock, Seaham project has received £50,190 from the Department of Communities and Local Government, the North East Combined Authority has paid grant of £0.111 million towards the Rail Station Cycle Links scheme and the North East Local Enterprise Partnership has paid grant of £5.364 million towards the Net Park Explorer Village project (£3.200 million) and Bishop Auckland Enabling Works project (£2.164 million). Mountsett Crematorium Joint Committee has made a contribution of £2.508 million towards the refurbishment of the crematorium;
- (d) **Resources – Additions** – the ICT budget has been increased by £0.100 million from the ICT Trading reserve towards the conversion of Capita One software to Tribal project;
- (e) **Regeneration and Local Services – Reductions** - this Service budget has been reduced by £0.320 million. This includes a reduction of £0.250 million for the Bishop Auckland Market Place Enhancement scheme, which will now be funded by the Local Enterprise Partnership. The Heart of Teesdale Landscape budget has been reduced by £70,030 as a number of schemes towards the end of the project have not progressed;
- (f) **Resources – Reductions** – the acquisition of the Electronic Voting System is now complete and therefore the remaining budget of £40,578 is no longer required.

42 Budget managers continue to challenge and review the programming and phasing of works, which has resulted in the reprofiling of the following budgets in line with anticipated activity in 2016/17:

- (a) **Transformation and Partnerships** – within this Service there been net reprofiling of £0.923 million. Ten budgets to the value of £0.978 million have been carried forward into 2017/18 and £54,790 has been brought forward into 2016/17 from 2017/18;

- (b) **Children and Adults Services** – within this Service there has been net reprofiling of £3.738 million. The budgets carried forward into 2017/18 include £0.200 million for the Castlebridge project, £11,000 for improvement works at the Durham Pathways building, £42,507 of the Children’s Care budget, two School Capital Programme schemes (£1.133 million), Free School Meals (£72,104) and the School Related budget (£2.355 million). The budgets brought forward from 2017/18 into 2016/17 include the Free School Meals budget (£52,303) and the School Related budget (£24,020);
- (c) **Regeneration and Local Services** – within this Service there has been significant net reprofiling of £20.683 million. The budgets carried forward into future financial years with a value exceeding a million pounds include Netpark Infrastructure Phase 3 (£1.505 million), Forrest Park (£1.245 million), Burnigill Bank (£1.561 million), Netpark Explorer Village (£3.200 million), Refurbishment of Mountsett Crematorium (£2.258 million) and the Household Waste Recycling Facility, Stainton Grove (£1.700 million). The significant budget brought forward into 2016/17 from 2017/18 relates to Chapter Homes, Agnew 5 (£1.000 million);
- (d) **Resources – ICT Services** – within this Service there has been net reprofiling of £7.464 million. Budgets to the value of £8.282 million have been carried forward from 2016/17 into 2017/18 of which £7.340 million relates to the Digital Durham Programme. Budgets to the value of £0.818 million have been brought forward from 2017/18 into 2016/17 of which £0.661 million relates to the Data Refresh project.

Capital Financing

43 The following table summarises the recommended financing of the revised Capital Programme:

Financed By:	Original Budget 2016/17	Revised Budget 2016/17 Quarter 2	Amendments recommended by MOWG / Capital Receipts Revision	Revised Budget 2016/17 Quarter 3
	£ million	£ million	£ million	£ million
Grants and Contributions	42.771	45.106	-7.562	37.544
Revenue and Reserves	0.929	1.859	0.181	2.040
Capital Receipts	15.883	18.253	-9.525	8.728
Borrowing	66.507	69.857	-5.340	64.517
Total	126.090	135.075	-22.246	112.829

Council Tax and Business Rates Collection Funds

Council Tax

- 44 Council Tax is charged for all residential dwellings in bandings agreed by the Valuation Office Agency, which is part of Her Majesty's Revenues and Customs (HMRC). Exemptions, reliefs and discounts are awarded dependent upon the state of the property, its use and occupiers' personal circumstances.
- 45 The collection rate at 31 December 2016 was above the target of 84.70%, and is an improvement of 0.29 percentage points over 2015/16. This has been achieved through continued automation of the 2016/17 recovery schedule used to target non-payers, e-enablement of processes and availability of a wide range of payment methods.
- 46 The in-year collection rates in quarter three for the last three years including the current year are shown below:

Billing Year	Position at 31 December Each Year %
2016/17	84.76
2015/16	84.47
2014/15	82.94

- 47 The current overall collection rate for 2015/16 council tax liabilities is now 97.73%, and for 2014/15 the rate is now 98.30%. The Council continues to recover Council Tax from earlier years and currently, the collection rate for all years excluding the current year is 99.53% which is line with our medium term financial plan forecasts.
- 48 The income shown in the Council Tax Collection Fund is the amount collectable from Council Tax payers in the long run, rather than the actual cash collected in the year the charges are raised. Likely bad debts are accounted for by maintaining a bad debt provision. The amount estimated to be collectable is estimated each year by reference to the actual council taxbase for all domestic properties in the county (schedule of all properties, discounts and reliefs) with an allowance for non-collection, currently 1.5%.
- 49 Due to changes in the number of properties (including new build and demolitions), eligibility of discounts and reliefs during the year, the actual amount collectable increases or decreases from the estimate on a dynamic day to day basis. In addition, adjustments for previous billing years take place during each accounting year. All of these adjustments mean that the actual amounts collected will always differ from the estimate.
- 50 Such differences at the end of each accounting year, after taking into account the calculated change required in the 'bad debt' provision, determines whether a surplus or deficit has arisen, which is then shared proportionately between the Council and its major preceptors, being Durham Police and Crime Commissioner and County Durham and Darlington Fire and Rescue Authority.
- 51 At 31 December 2016, the estimated outturn for the Council Tax Collection Fund is a surplus of £2.578 million as shown in the table below. Durham County Council's share of this forecasted surplus is £2.169 million.

	£ million
Net Bills issued during Accounting Year 2016/17	290.837
LCTRS and previous years CTB adjustments	-52.007
Calculated change in provision for bad debts required and write offs	-4.150
Net income receivable (a)	234.680
Precepts and Demands	
Durham County Council	185.798
Parish and Town Councils	11.513
Durham Police and Crime Commissioner	22.219
County Durham and Darlington Fire and Rescue Authority	12.822
Total Precepts and Demands (b)	232.352
Net Surplus / (-) Deficit for year (a) – (b)	2.328
Surplus Brought Forward from 2015/16	0.250
Estimated Year end surplus	2.578

- 52 At 15 January in each year, the estimated surplus/deficit on the Collection Fund Council Tax Account is notified to the two major preceptors for inclusion in the budget setting process for the following year as an additional income or expenditure item.
- 53 At 15 January 2017 an estimated year end position on the Council Tax Collection Fund for 2016/17 was declared and taken into account in the budget setting process for 2017/18. Any difference between this and the actual surplus at 31 March 2017 will be carried forward to 15 January 2018 and will be taken into account in estimating the surplus/deficit for 2017/18, which will need to be taken into account for 2018/19 budget setting.
- 54 Over the past four years, the Council Tax provision for bad debts has been increasing steadily. This managed approach has been necessary to minimise the risk of the Council Tax Collection Fund moving into deficit whilst securing the robustness of the levels of provision held. The position has now been reached where maintaining the provision at a prudent level does not prevent the declaration of a surplus.

Business Rates

- 55 2013/14 was the first year of the new Business Rates Retention Scheme whereby the Council has a vested budget interest and stake in the level of business rate yield, as income generated from Business Rates is now shared between Central Government (50%), Durham County Council (49%) and County Durham and Darlington Fire and Rescue Authority (1%). Therefore, it is not only the accuracy and timeliness of bills levied and collected that is monitored and audited, but the level of income anticipated for the year is important and new monitoring procedures have been devised for this purpose.

- 56 Bills raised, exemptions and reliefs awarded are examined together with local knowledge of anticipated changes in reliefs such as Mandatory Charitable Relief and Discretionary Rate Relief on a monthly basis to enable a comparison with the January 2016 estimate of 2016/17 Business Rates income that was used for budget setting purposes. At 31 December 2016, the estimated outturn for the Collection Fund Business Rates is a surplus of £1.696 million, arrived at as shown in the table below, which takes into account the undeclared deficit as at 31 March 2016.

	£ million
Net rate yield for 2016/17 including previous year adjustments	118.674
Estimate of changes due to appeals lodged and future appeals	-1.676
Estimated losses in Collection – Provision for Bad Debts and Write-offs	-1.780
Net income receivable (a)	115.218
Agreed allocated shares	
Central Government (50%)	55.918
Durham County Council (49%)	54.800
County Durham and Darlington Fire and Rescue Authority (1%)	1.118
Cost of Collection Allowance and Renewable Energy (paid to Durham County Council)	0.688
Total fixed payments (b)	112.524
Net surplus for year (a) – (b)	2.694
Undeclared Deficit brought forward from 2015/16	-0.998
Estimated year end Surplus	1.696

- 57 The in-year estimated surplus of £2.694 million is offset by the total undeclared deficit brought forward from 2015/16, leaving an estimated surplus of £1.696 million at 31 March 2017. Any surpluses or deficits at 31 March in any year are shared proportionately between Durham County Council, Central Government and County Durham and Darlington Fire and Rescue, Durham County Council's share being 49%. Durham County Council's share of the estimated year end surplus will therefore be £0.831 million.
- 58 The payment profile on collection performance is changing due to more businesses opting to spread their payments over 12 months rather than ten. The major Business Rates Payers have all opted to take up this opportunity to re-profile their cash flow. However, robust collection procedures have enabled the setting of a challenging collection rate target of 83.0% at 31 December 2016.

- 59 The in-year collection rates in quarter three for the last three years, including the current year, are shown below:

Billing year	Position at 31 December Each Year %
2016/17	83.04
2015/16	82.95
2014/15	81.63

- 60 The 83.04% collection rate is marginally above the target by 0.04 percentage points.
- 61 The current overall collection rate for 2015/16 business rate liabilities is now 98.75% and for 2014/15 business rate liabilities is now 99.43%. The Council continues to recover Business Rates from earlier years and currently, the collection rate for all years excluding the current year is 99.25% which is line with our medium term financial plan forecasts.

Section 31 Grant - Small Business Rate Relief

- 62 Small Business Ratepayers with properties with rateable values under £12,000 benefit from relief on their rates payable. The Government has awarded local authorities a special 'Section 31' grant to cover their share of the shortfall in business rates that these small business ratepayers would have paid had the relief scheme not been in place.
- 63 Small Business Ratepayers with properties with rateable values up to £6,000 are currently being granted full relief instead of 50% relief under the previous scheme, and properties with rateable values between £6,000 and £12,000 have a tapered relief applied to them ranging from 100% down to 0%, but in all cases double the standard relief.
- 64 The Section 31 grant has been calculated as 50% of the extended small business rate relief awarded.
- 65 The Government has only agreed to pay Section 31 grant for the additional Small Business Rate Relief in respect of business rates bills and adjustments thereof relating to the period commencing 1 April 2013. Any adjustments that relate to bills for years prior to this will be dealt with as part of the normal Rate Retention shares. At 31 December 2016, the gross Small Business Relief awarded against 2016/17 Business Rates bills and adjustments to 2015/16, 2014/15 and 2013/14 bills is £10.140 million, and on this the Council will receive £2.520 million in Section 31 Grant, including the capping adjustment.

Other Section 31 Grants

- 66 In the Autumn Statement 2013, 2014 and 2015, additional Business Rate Reliefs were announced for 2014/15, 2015/16 and 2016/17 for which Section 31 Grants would be payable. These included one for properties empty from new, reoccupation of long-term empty properties and an additional relief for small shops. Durham County Council will be recompensed for any retained rates foregone because of reliefs given.

- 67 When assessing estimated outturn income from Business Rates, due regard must also be given on the effect that changes in estimated reliefs will have on the Section 31 grants. At 31 December 2016, the increase in Durham County Council's Section 31 Grants (including Small Business Rate Relief) was £35,000.
- 68 Whilst the increase in S31 grants is accounted for in 2016/17, the surplus on Business Rates retention is accounted for in 2017/18.

Recommendations and Reasons

- 69 It is recommended that Cabinet:
- (a) note the projected change in the Council's overall financial position for 2016/17;
 - (b) agree the proposed 'sums outside the cash limit' for approval;
 - (c) agree the revenue and capital budget adjustments;
 - (d) note the forecast use of Earmarked Reserves;
 - (e) note the forecast end of year position for the Cash Limit and General Reserves;
 - (f) note the position on the Capital Programme and the Collection Funds in respect of Council Tax and Business Rates.

Background Papers

- (a) County Council – 24 February 2016 – Medium Term Financial Plan 2016/17 to 2019/20 and Revenue and Capital Budget 2016/17;
- (b) Cabinet – 13 July 2016 - 2015/16 Final Outturn for General Fund, Housing Revenue Account and Collection Fund;
- (c) Cabinet – 14 September 2016 - Forecast of Revenue and Capital Outturn 2015/16 – Period to 30 June 2016;
- (d) Cabinet – 16 November 2016 - Forecast of Revenue and Capital Outturn 2015/16 – Period to 30 September 2016.

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Appendix 1: Implications

Finance -

The report details the 2016/17 forecast of outturn position for Revenue and Capital and details the forecast movement on Reserves.

Staffing -

None

Risk -

The figures contained within this report have been extracted from the General Ledger, and have been scrutinised and supplemented with information supplied by the Service Management Teams and budget holders. The projected outturn has been produced taking into consideration spend to date, trend data and market intelligence, and includes an element of prudence. This, together with the information supplied by Service Management Teams and budget holders, helps to mitigate the risks associated with achievement of the forecast outturn position.

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 outturn proposals contained within this report have been prepared in accordance with standard accounting policies and procedures.

Appendix 2: Revenue Summary 2016/17

	Original Budget 2016/17	Revised Budget	Proposed Budget Revisions	Cash Limit Reserve	Contribution to / Use of Earmarked Reserves	Budget - incorporating adjustments	Service Groupings Forecast of Outturn	Forecasted Variance
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Children and Adults Services	255,094	270,338	92	1,024	-3,290	268,164	267,196	-968
Regeneration and Local Services	125,882	132,571	174	480	-1,354	131,871	129,974	-1,897
Resources	16,282	17,795	49	28	315	18,187	16,658	-1,529
Transformation and Partnerships	9,448	10,975	-95	0	-220	10,660	10,573	-87
Cash Limit Position	406,706	431,679	220	1,532	-4,549	428,882	424,401	-4,481
Contingencies	6,194	3,482	-223		0	3,259	3,259	0
Corporate Costs	4,235	3,766	-32	0	640	4,374	4,172	-202
NET COST OF SERVICES	417,135	438,927	-35	1,532	-3,909	436,515	431,832	-4,683
Capital charges	-55,478	-55,478				-55,478	-55,478	0
Interest and Investment income	-1,641	-1,741	-2,640			-4,381	-5,207	-826
Interest payable and similar charges	37,401	38,776	2,675		695	42,146	41,946	-200
Levies	15,929	15,929				15,929	15,929	0
Net Expenditure	413,346	436,413	0	1,532	-3,214	434,731	429,022	-5,709
Funded By:								
Council tax	-185,798	-185,798				-185,798	-185,798	0
Use of earmarked reserves	-11,621	-29,586			3,214	-26,372	-26,372	0
Estimated net surplus on Collection Fund	-2,617	-2,617				-2,617	-2,617	0
Start up Funding Assessment	-192,977	-192,977				-192,977	-192,977	0
New Homes Bonus	-10,182	-10,182				-10,182	-10,182	0
New Homes Bonus - Re-imburement	-267	-267				-267	-267	0
Section 31 Grant	-4,267	-4,267				-4,267	-4,302	-35
Education Services Grant	-5,407	-5,407				-5,407	-5,392	15
Forecast contribution to/from(-) Cash Limit Reserve	-210	-5,312		-1,532		-6,844	-2,363	4,481
Forecast contribution to General Reserves	0	0				0	1,248	1,248
TOTAL	0	0	0	0	0	0	0	0

Appendix 3: Revenue Summary by Expenditure / Income for the period ended 31 March 2017

	Original Budget 2016/17	Revised Budget	Proposed Budget Revisions	Agreed Budget	Service Groupings Forecast of Outturn	Corporate Costs	Sums Outside the Cash Limit	Cash Limit Reserve	Contribution to / Use of Earmarked Reserves	Revised Service Outturn	Forecasted Variance (including Corporate Costs)	Forecasted Variance - Corporate Costs
	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000	£'000
Employees	496,559	504,596	422	505,018	498,576	484	-16	0	-656	498,388	-6,630	0
Premises	51,287	54,183	11	54,194	54,760	0	-61	0	-232	54,467	273	0
Transport	41,402	40,771	-64	40,707	39,335	0	-1	-28	300	39,606	-1,101	0
Supplies & Services	120,648	129,181	-8	129,173	130,422	1,180	-148	-177	691	131,968	2,795	-144
Agency & Contracted	310,712	315,566	-2,305	313,261	324,583	2,251	0	40	243	327,117	13,856	-8
Transfer Payments	209,047	200,670	10,316	210,986	210,826	0	0	0	-452	210,374	-612	0
Central Costs	75,877	91,923	-234	91,689	91,567	762	0	0	1,506	93,835	2,146	0
DRF	0	71	0	71	71	0	0	0	0	71	0	0
Other	25,199	25,383	2,062	27,445	26,294	0	0	-1,367	1,332	26,259	-1,186	0
Capital Charges	55,478	55,478	0	55,478	55,478	0	0	0	0	55,478	0	0
GROSS EXPENDITURE	1,386,209	1,417,822	10,200	1,428,022	1,431,912	4,677	-226	-1,532	2,732	1,437,563	9,541	-152
Income												
Government Grants	584,251	557,926	10,265	568,192	569,787	306	-51	0	-405	569,637	-1,445	-1
Other Grants and Contributions	70,538	73,144	246	73,390	74,660	0	15	0	-155	74,520	-1,130	0
Sales	8,881	8,060	9	8,069	7,321	150	0	0	0	7,471	598	0
Fees and Charges	105,241	105,890	810	106,700	111,383	49	-1	0	210	111,641	-4,941	-49
Rents	8,787	7,686	0	7,686	7,666	0	0	0	0	7,666	20	0
Recharges To Other Services	190,646	222,194	-1,149	221,045	228,039	0	0	0	-811	227,228	-6,183	0
Other	6,924	7,477	19	7,496	8,655	0	0	0	-16	8,639	-1,143	0
Total Income	975,268	982,377	10,200	992,578	1,007,511	505	-37	0	-1,177	1,006,802	-14,224	-50
NET EXPENDITURE	410,941	435,445	0	435,444	424,401	4,172	-189	-1,532	3,909	430,761	-4,683	-202

Appendix 4: Earmarked Reserves Position as at 31 December 2016

	EARMARKED RESERVES AND CASH LIMIT RESERVES	SERVICE GROUPING	2015/16 CLOSING BALANCE	USE OF RESERVES	CONTRIBUTION TO RESERVES	TRANSFERS BETWEEN RESERVES	TOTAL MOVEMENT ON RESERVES	2016/17 CLOSING BALANCE AS AT 31 DEC 2016
			£'000	£'000	£'000	£'000	£'000	£'000
1	T&P AAP/Members Reserve	T&P	-3,606	876	-223	0	653	-2,953
2	T&P Grant Reserve	T&P	-1,412	450	-86	0	364	-1,048
3	T&P Operational Reserve	T&P	-747	33	-70	0	-37	-784
4	Social Care Reserve	CAS	-13,363	2,499	-192	892	3,199	-10,164
5	Public Health Reserve	CAS	-4,955	2,705	0	-892	1,813	-3,142
6	Env. Health and Consumer Protection Reserve	CAS	-814	302	-240	26	88	-726
7	Children's Services Reserve	CAS	-5,835	3,346	-645	-2,877	-176	-6,011
8	Continuing Professional Development Reserve	CAS	-1,201	200	-385	0	-185	-1,386
9	Education Reserve	CAS	-3,652	1,190	-1,091	51	150	-3,502
10	Neighbourhoods AAP Reserve	REAL	-49	10	0	0	10	-39
11	Customer Services Reserve	REAL	-233	70	0	23	93	-140
12	Direct Services Reserve	REAL	-3,125	1,255	-1,309	0	-54	-3,179
13	Culture and Sport Reserve	REAL	-3,112	2,591	-597	-1,383	611	-2,501
14	Strategic Waste Reserve	REAL	-136	0	0	0	0	-136
15	Technical Services Reserve	REAL	-4,353	939	-425	-500	14	-4,339
16	Transport Asset Management Programme Reserve	REAL	-160	160	0	0	160	0
17	Business Growth Fund Reserve	REAL	-816	67	0	0	67	-749
18	Economic Development Reserve	REAL	-1,323	246	-455	0	-209	-1,532
19	Planning Reserve	REAL	-1,329	546	0	0	546	-783
20	North Pennines AONB Partnership Reserve	REAL	-206	0	0	0	0	-206
21	Employability and Training Reserve	REAL	-1,706	436	-100	0	336	-1,370
22	REAL Match Fund Programme Reserve	REAL	-2,012	0	0	0	0	-2,012
23	Housing Regeneration Reserve	REAL	-320	100	0	0	100	-220
24	Housing Solutions Reserve	REAL	-1,142	154	-153	0	1	-1,141
25	Restructure Reserve	REAL	-188	69	0	0	69	-119
26	Transport Reserve	REAL	-249	0	0	0	0	-249
27	Funding and Programmes Management Reserve	REAL	-156	0	0	0	0	-156
28	Resources Corporate Reserve	Resources	-931	270	0	0	270	-661
29	Resources DWP Grant Reserve	Resources	-2,035	1,165	-541	0	624	-1,411
30	Resources System Development Reserve	Resources	-874	165	0	0	165	-709
31	Resources Housing Benefit Subsidy Reserve	Resources	-500	0	0	0	0	-500
32	Resources Revenue and Benefits Reserve	Resources	-200	0	0	0	0	-200
33	Resources Single Fraud Incentive Scheme	Resources	-257	0	0	0	0	-257
34	Resources Land Search Fees Reserve	Resources	-444	111	-32	0	79	-365
35	Resources Legal Expenses Reserve	Resources	-200	0	0	0	0	-200
36	Resources Legal Services Reserve	Resources	-154	0	0	0	0	-154
37	Resources Elections Reserve	Resources	-1,010	0	0	0	0	-1,010
38	Resources ICT Reserves	Resources	-1,727	565	-70	0	495	-1,232
39	Human Resources Reserve	Resources	-65	57	0	0	57	-8
40	Equal Pay Reserve	Corporate Fin	-9,529	71	0	0	71	-9,458
41	Insurance Reserve	Corporate Fin	-10,228	0	0	0	0	-10,228
42	Performance Reward Grant Reserve	Corporate Fin	-685	47	0	400	447	-238
43	MTFP Redundancy and Early Retirement Reserve	Corporate Fin	-13,859	2,526	0	0	2,526	-11,333
44	Office Accommodation Project Support Reserve	Corporate Fin	-697	575	0	0	575	-122
45	Budget Support Reserve	Corporate Fin	-30,000	1,624	0	0	1,624	-28,376
46	Office Accommodation Capital Reserve	Corporate Fin	-42,481	0	0	0	0	-42,481
47	Housing Stock Transfer Reserve	Corporate Fin	-1,000	0	0	0	0	-1,000
48	Pension Deficit Reserve	Corporate Fin	-10,000	0	0	0	0	-10,000
	Total Earmarked Reserves		-183,076	25,420	-6,614	-4,260	14,546	-168,530
	Cash Limit Reserves							
49	Children and Adults Services		-13,500	546	-968	2,826	2,404	-11,096
50	Regeneration and Local Services		-6,371	1,617	-1,897	1,434	1,154	-5,217
51	Resources		-2,151	421	-1,529	0	-1,108	-3,259
52	Transformation and Partnerships		-277	0	-87	0	-87	-364
	Total Cash Limit Reserves		-22,299	2,584	-4,481	4,260	2,363	-19,936
	Total Council Reserves		-205,375	28,004	-11,095	0	16,909	-188,466
	Schools' Balances							
Sch 1	Schools' Revenue Balance	CAS	-24,083	9,671	0	0	9,671	-14,412
Sch 2	DSG Reserve	CAS	-12,185	2,152	0	0	2,152	-10,033
	Total Schools and DSG Reserve		-36,268	11,823	0	0	11,823	-24,445

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Cabinet

15 March 2017



**Update on the delivery of the
Medium Term Financial Plan 6**

Report of Corporate Management Team

**Lorraine O'Donnell, Director of Transformation and Partnerships
Councillor Simon Henig, Leader of the Council and all Cabinet
collectively**

Purpose of the Report

- 1 This report provides an update on the progress made at the end of December 2016 on the delivery of the 2016/17 Medium Term Financial Plan (MTFP6).

Background

- 2 Cabinet has received regular updates on the progress made by the Council in delivering the financial targets within the MTFP since 2011/12.
- 3 MTFP6 was agreed by Council in February 2016 and for 2016/17 the savings target was just over £28 million. This forms part of the overall savings target for the period from 2011/12 to 2019/20 of around £250 million.

Progress to date

- 4 We continue to apply a robust and managed approach to the delivery of planned savings seeking wherever possible to deliver these early so we remain ahead of the saving target and any issues in delivery are identified in plenty of time to take mitigating action. This way we have since 2011 been extremely successful in meeting our targets.
- 5 As a result of this approach, by the end of December 2016 over 91% of the savings target for MTFP6 has already been met with £25.6 million of savings having been achieved (including planned use of cash limits). This is an increase of £3.1 million on the figure last reported to Cabinet at the end of quarter 2.
- 6 Total savings since 2011 now stand at over £183 million.
- 7 The savings in quarter 3 in 2016/17 contributing towards MTFP6 include: a continued focus on adult social care assessments and provision; a review of youth support providing a more targeted approach for those most in need;

increasing income from interagency adoption fees; and continuation of effective use of eligibility criteria for adults with learning disability, mental health, sensory loss and older people. We also realised savings from the ongoing programme of rationalising our office accommodation.

- 8 During quarter 3 we have carried out detailed planning of the delivery of savings for 2017/18 (MTFP7) in anticipation of the decision on MTFP7 so that we are well prepared in advance. Some savings have already been made towards this plan including; the deletion of vacant posts and restructures within direct services, human resources, and ICT. We also expect savings from the cost of our corporate insurance and through an overachievement of income within Direct Services.

Consultation

- 9 No public consultation has taken place during this period.

HR implications

- 10 In the third quarter of 2016/17 we accepted 29 ER/VR applications, made 5 employees redundant and 10 vacant posts were removed from the establishment as a result of the MTFP proposals. Whilst the figures appear low for the 91% achievement in savings, the majority of the HR activity required for MTFP6 savings proposals occurred in the previous quarters and where possible in the previous financial year.
- 11 Since 2011 a total of 1,263 ER/VR applications have been accepted, 582 vacant posts deleted and 555 compulsory redundancies made.
- 12 Data relating to staff leaving through voluntary redundancy, early retirement and ER/VR during this quarter showed that 41% were female and 59% were male, this represents a disproportionately higher level of males in comparison with the overall gender profile for staff. Overall 7% of leavers had not disclosed their ethnicity, 4% were other white and 89% were white British. In relation to disability 63% had not disclosed, 33% said they were not disabled and 4% had a disability.
- 13 The staff numbers of those leaving through compulsory redundancies are too low to analyse and this reflects our ongoing aim of keeping compulsory redundancies to a minimum.
- 14 The Council's redeployment scheme has now helped over 430 employees since the process started.
- 15 Up to the end of December 2016 we have over 262 open expressions of interest for ER/VR which are actively monitored and supported wherever possible in order to reduce the need for future compulsory redundancies, many of which are being factored into plans for future MTFPs.

Equality Impact Assessments

- 16 Equality impact assessments (EIA) form a key part of the ongoing MTFP process. A number of initial screenings for new savings and updated EIAs for ongoing savings were provided to Cabinet regarding MTFP7 ahead of the budget setting decision in February 2016. They are updated during the year to take account of consultation responses and additional evidence; the updates also include information on any mitigating actions.
- 17 The impact assessments and action plans are considered during decision making processes, 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

- 18 For the current MTFP the Council has already delivered £25.6 million of the savings required (91%) and in total has now delivered over £183 million in savings since 2011.
- 19 Work is well advanced on planning for the delivery of savings for 2017/18 and we remain in a strong position to meet the ongoing financial challenges although recognising these are becoming even more challenging.

Recommendations

- 20 Cabinet is recommended to note the contents of this report and the progress made in delivering MTFP6.

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

Appendix 1: Implications

Finance – The delivery of the MTFP involves cumulative saving of approximately £250 million over the period from 2011 to 2020 of which over £183 million has been delivered to date. This figure now also includes savings delivered in Public Health.

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 loss of over 2,410 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, again in 2013 and earlier this year. 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.

Cabinet

15 March 2017

**Quarter Three 2016/17
Performance Management Report**



**Report of Corporate Management Team
Lorraine O'Donnell, Director of Transformation and Partnerships
Councillor Simon Henig, Leader**

Purpose of the Report

- 1 To present progress against the council's corporate performance framework by Altogether priority theme for the third quarter of the 2016/17 financial year, covering the period October to December 2016.

Summary

- 2 Despite the ongoing effects of austerity on the council, performance levels continue to improve or be maintained in many key areas. The council has identified job creation as its key priority. This quarter County Durham has experienced its highest employment rate since December 2008. However, although employment in the county is on a par with regional levels, we continue to lag behind the rest of the country. Final educational attainment results confirm that children in Durham are performing well across the different key stages. Low levels of delayed transfers of care from hospital continue. People killed and seriously injured in road traffic accidents have reduced substantially compared to last year. Surveys show that our streets and open spaces continue to have lower levels of litter, detritus and dog fouling than nationally.
- 3 In other areas we see a pattern of increasing needs or demand, and some performance challenges. Work continues to improve children's services. There has been a significant increase in the number of looked after children since the same time last year, which sits alongside an increased focus on neglect and greater social worker oversight. The increased rate in Durham now more closely reflects levels across the North East, which are higher than the national average. Childhood obesity levels remain an issue with nearly one in four children at reception year classed as overweight or obese, rising to over one in three children in year six.
- 4 Suicide in County Durham continue to rise. Whilst suicides are rising nationally the increase is higher in Durham. Our Adults, Wellbeing and Health Overview and Scrutiny Committee are currently carrying out a review in this area.
- 5 Fly-tipping incidents continue to increase from their low point at the same time last year although media coverage has shown this to be a national problem.

Background

- 6 At quarter two we received very positive feedback from members and officers on the revised report format so this quarter work has continued to review how we present performance information. We have again maintained an outline of key performance messages from data released this quarter. We have also retained the more visual style presentation of one summary page per Altogether theme which presents key data messages showing, where available, the latest position in trends and how we compare to others.
- 7 A more comprehensive table of all performance data is presented in Appendix 4.
- 8 Key performance indicator progress is still reported against two indicator types which comprise of:
- (a) Key target indicators – targets are set for indicators where improvements can be measured regularly and where improvement can be actively influenced by the council and its partners; and
 - (b) Key tracker indicators – performance will be tracked but no targets are set for indicators which are long-term and/or which the council and its partners only partially influence.
- 9 We continue to look at ways to further develop the format of the report, as part of the transformation programme, to provide a clearer way of understanding how the council is performing, with the leanest possible process.
- 10 An explanation of symbols used, how we classify our performance as red, amber or green and the groups we use to compare ourselves is in Appendix 2.
- 11 To support the complete indicator set, a guide is available which provides full details of indicator definitions and data sources for the 2016/17 corporate indicator set. This is available to view either internally from the intranet (at Councillors useful links) or can be requested from the Corporate Planning and Performance Team at performance@durham.gov.uk.

Key Performance Messages from Data Released this Quarter

- 12 This quarter records the highest employment rate in County Durham since December 2008. There are fewer people not in work who want a job, the best rate recorded since June 2011. The employment rate is in line with the regional rate though remains below the national rate. Apprenticeship starts through council funded schemes as well as apprenticeships sustained for 15 months or more have increased since last year.
- 13 Council intervention continues to have a positive impact on housing development with a higher number of private sector properties improved than last year but fewer empty properties brought back into use. The number of new homes completed and affordable homes delivered have both fallen since last year. High levels of planning applications determined within deadline

continue to support housing development. The number of statutory homelessness acceptances is in line with the previous quarter while the number of homelessness preventions decreased slightly.

- 14 The council is working to improve our child safeguarding services by improving in four key thematic areas in line with OFSTED findings: management and staffing capacity; political and management oversight; the quality of social work practice; and compliance with regulations. Improvements are beginning to be evident in management and staffing capacity. Recent recruitment of social workers and candidates for the aspirant manager's programme was successful. A new team scorecard for managers is in place to help management of teams and focus on priorities. Political oversight arrangements are being significantly strengthened with Cabinet and scrutiny members joining the Corporate Parenting Panel which will have a wider strategic remit including an annual report to Council. Work to improve the quality of social work practice has led to qualitative evidence of improvement, for example from judges at care hearings, however there is more work to do to ensure consistency. Progress in relation to compliance with regulations is positive at this stage with no significant risks to report.
- 15 Turning to our corporate parent role, at December 2016 there were 785 looked after children (LAC) in County Durham, significantly more than last year (661). This upward trend reflects the improving oversight of social workers in individual cases and ensuring outcomes for children are improved. We are now more in line with the regional position, although still below national levels. The increased rate reflects the impact of a refreshed focus on identification of neglect across the Local Safeguarding Children Board. The increase in LAC will have budget implications. A Placement Efficiency Strategy is currently under development which aims to reduce the cost of LAC placements. Although the LAC rate has increased, the rate of children adopted from care and no longer looked after has improved from 11.3% (21 children, April to December 2015) to 20.2% (49 children, April to December 2016). The majority of LAC in County Durham have a long-term plan for permanence i.e. children are placed with foster carer (currently around 65%). Timeliness of care plan reviews has slightly worsened for LAC, with six reviews held out of timescale, involving nine children. However, all reviews have now been completed and strategies have been put in place to prevent future delays.
- 16 Turning to assessment and safeguarding services, between April and December 2016, there were 3,723 referrals of children in need (CiN), fewer than last year (4,616). The actual number of re-referrals has reduced by 20%, from 979 (April to December 2015) to 780 in the same period in 2016. More than one in five cases of re-referrals occurred within 12 months of a previous referral. An audit of re-referred cases has been undertaken to investigate any patterns and trends and identify any lessons to learn. Further work is ongoing on the effectiveness of the de-escalation process, due for completion in March 2017. In relation to referrals processing, although the target to process referrals within 24 hours was not met, all immediate safeguarding referrals are prioritised. Between April and December 2016 there were 2,972 single

assessments completed, fewer than last year (3,896). Four in five assessments were completed within timescale. Data is analysed and shared with Team Managers on a monthly basis to enable targeted action to be taken.

- 17 Timeliness of care plan reviews for children subject to a child protection plan is generally good, but two child protection reviews, relating to nine children were held out of timescale in quarter three. All reviews are now complete. Specific circumstances which led to reviews going out of timescale included urgent legal advice and specific health needs of a family member. The review is an important element of ensuring the quality of care for children and young people and strategies have been put in place by the Independent Reviewing Officer to ensure the timing of reviews is closely monitored to prevent further reviews going out of timescale.
- 18 In relation to universal services around child health, under 18 conceptions continue to reduce. Although the figure is the lowest since reporting began in 1998 this still remains higher than the national average. Childhood obesity levels for reception (aged four to five years) and year six children (aged 10 to 11 years) have deteriorated and are worse than national averages. Almost one in four Durham children are overweight or obese at reception, and it rises to more than one in three at year six.
- 19 Final figures for 2015/16 educational attainment confirm that children in Durham are performing well across the different key stages. As reported last quarter, early years have higher achievement rates than last year. At GCSE level final results for Attainment 8, the new government measure (see appendix 6), are in line with national and regional averages and at A level, the Average Point Score, a newly introduced measure (see appendix 6), show pupils are performing better than the national and regional average. New data released this quarter relates to the educational attainment gap. At key stage two (year six) the achievement gap between Durham disadvantaged pupils and non-disadvantaged pupils nationally is better than both national and North East averages. At key stage four (GCSE Level), the achievement gap is in line with both national and North East averages.
- 20 In relation to adult social care and health we continue to have low levels of delayed transfers of care from hospital which are better than national averages and our reablement and rehabilitation service is still working well with a high percentage of older people still at home three months after discharge from hospital.
- 21 There has been little change to the under 75 mortality rates in County Durham since last reported a year ago. Around two-thirds of deaths in England among the under 75s are caused by diseases and illnesses which are largely avoidable, including cancer, heart disease, stroke, respiratory and liver disease. Nationally, County Durham is not in the highest decile (10%) of local authorities for any of the selected mortality measures, although early death rates in County Durham are significantly worse than the England average in all four areas reported (cardiovascular, cancer, liver and respiratory disease). Lifestyle choices remain a key driver to reducing premature deaths but it is

clear that social, economic and environmental factors also have a direct impact on health status.

- 22 Latest data (2013-15) for excess weight in adults show 67.6% of adults are classified as overweight or obese in County Durham, better than the North East average (68.6%) but worse than the England average (64.8%). The healthy weight strategic framework was developed through the County Durham Healthy Weight Alliance, which is a multi-agency group working to systematically promote healthy weight in County Durham.
- 23 In County Durham there has been an increase in the additional number of deaths in winter months to non-winter months for 2012-15 compared to the previous period (2011-14). The rate is in line with the national and regional averages. The reasons for excess winter mortality depends on many factors including income, thermal comfort of housing, level of disease in the population and 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. Tackling fuel poverty has been identified as a priority in the Health and Wellbeing Strategy. The County Durham Cold Weather Plan has also been revised for 2016/17 and includes projects to support vulnerable people.
- 24 The suicide rate in County Durham continues to increase and is higher than England and North East averages. The number of suicides across the county has increased by 50.3% (143 to 215) since 2001-03. In comparison, regionally the number of suicides has increased by 11.7% and 7.7% nationally. An audit of local suicide data has been undertaken and this will be used alongside Public Health England's local suicide prevention planning practice resource to support the development of County Durham's Suicide Prevention Action Plan. A scrutiny review of suicide rates and mental health and wellbeing commenced in October 2016, which aims to examine the incidence of suicides, council and partners' policies and investigate how intervention and support can be improved.
- 25 Crime levels across the county continue to be affected by improvements to crime recording and a willingness of victims to report violence against the person offences. These changes will continue to affect figures until a new baseline for recorded crime is established at the end of 2016/17. Although crime has increased, the harm to our communities, calculated using the Cambridge Crime Harm Index¹, has not increased. Anti-social behaviour (ASB) continues to improve, with fewer incidents reported. However, the proportion of incidents that are alcohol related has increased, possibly due to recent work around recording alcohol as a factor. Public confidence remains high regarding the police and local council dealing with concerns of ASB and crime, with the Durham Constabulary area the best performing of its most similar areas.

¹ The Cambridge Crime Harm Index was first published in 2016, and is an academic approach to quantifying the effects of a crime and its impact to individuals. This approach is designed to provide a more meaningful analysis of the impact of crime rather than a simple count of offences.

- 26 Successful alcohol and drug treatment completions remain low and below target and other comparable areas. To increase successful completions, a performance plan has been developed, which is being monitored monthly. A new service specification is currently under development which is due to be commissioned from October 2017.
- 27 People killed or seriously injured in road traffic accidents have reduced substantially compared to last year. There have been fewer fatalities this quarter, none of these were children.
- 28 Environmental measures show our reuse, recycling and composting rate has achieved target and we continue to divert more than 95% of our waste from landfill. Requests for the garden waste collection scheme are increasing with over 70,000 households having signed up, nearly 6,000 more than last year. Low levels of litter, detritus and dog fouling continue across the county however fly-tipping incidents continue to increase. Operation Spruce Up was launched in November which is a 14-month pilot to give areas a thorough tidy up with rejuvenated landscaping, signs or benches. One community in each of our 14 Area Action Partnerships will have the spruce up. If successful, this could be rolled out to many more communities.
- 29 There has been some improvement in the response to recorded highway defects since last quarter however year on year increases in recorded defects is impacting our ability to meet target response times. Renewable energy generation in County Durham is increasing although wind applications have been affected due to changes in legislation. Feed in tariff installations are reducing, affected by government cuts as the new low feed in tariff rate is making it less attractive to install panels.
- 30 Customer services show telephone call answering (39 seconds on average) and levels of abandoned calls (6%) remain static. Responses to Freedom of Information and Environmental Information Regulations requests are faster than last quarter, but remain below the national target. Processing times are on target for housing benefit and council tax reduction in both change of circumstances and new claims received and are on track to achieve annual targets.
- 31 Managing sickness absence remains a priority for the council both in terms of the number of working days lost and the impact this has on our ability to deliver services. Sickness absence has reduced this quarter and this is also an improvement compared to the same period last year. Although the percentage of staff who had an appraisal improved, performance remains below target. Human resources business leads continue to work closely with service management teams to increase the number of appraisals undertaken and in light of the recent restructuring changes, to ensure appraisals remain a priority for the newly established service groupings.
- 32 Collection rates for council tax and business rates continue to show good progress, in line with period targets.

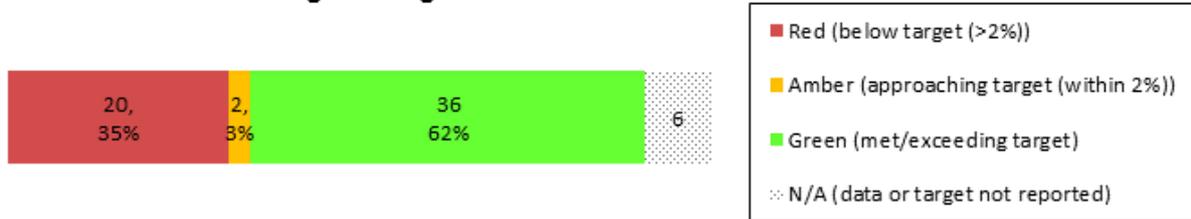
Volume of Activity

- 33 There has been a decrease in demand this quarter for a number of key areas, coinciding with the Christmas period. Customer contacts at our access points and by telephone, social media and web forms have all reduced although there has been an increase in the number of emails received. There have also been fewer new claims and changes of circumstances for both council tax reduction and housing benefit. Successful applications for rehousing through Durham Key Options continue to fall following an increase at quarter four 2015/16. Overall planning applications received have fallen, although the number of major planning applications has increased.
- 34 A key area where demand has increased is child safeguarding with increases in the number of children with a child protection plan and looked after children cases. There have been more Freedom of Information and Environmental Information Regulations requests and the number of fly-tipping incidents reported continue to increase following a period of improvement.
- 35 The latest position in volume trends is presented in the charts available at Appendix 5.

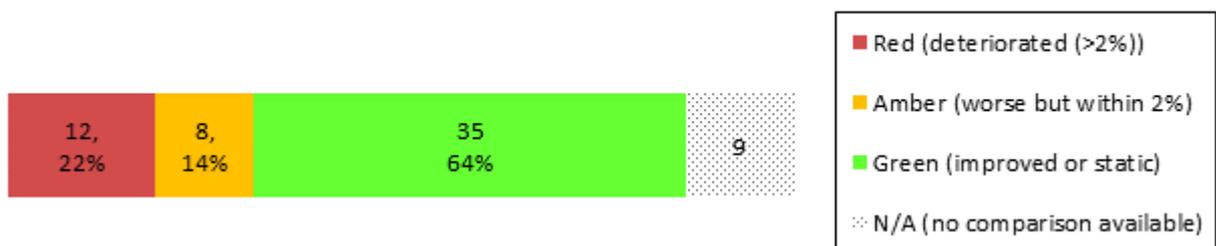
Overall Performance of the Council

Key Performance

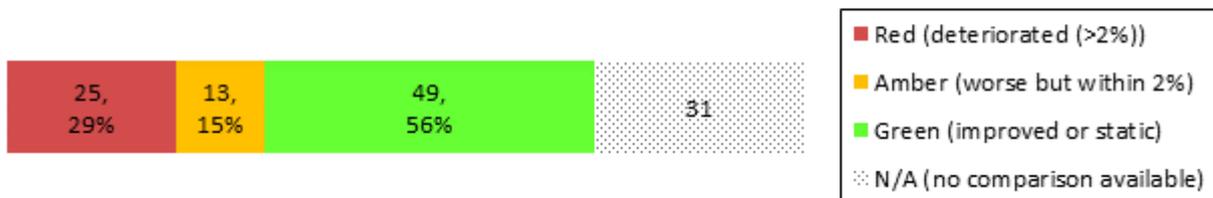
Performance against targets



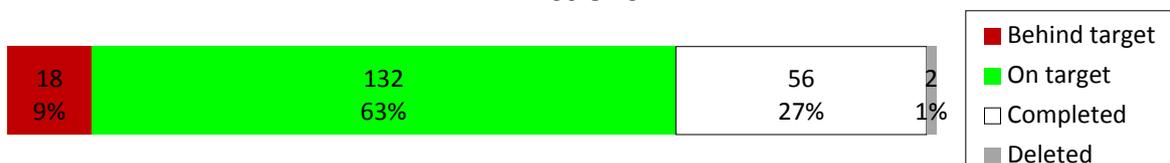
Target indicators - Direction of travel



Tracker indicators - Direction of travel



Actions



- 36 During the third quarter period 78% (43) of our target indicators have improved or maintained current performance and 65% (38) are approaching, meeting or exceeding target. For tracker indicators, 71% (62) have improved or maintained performance. 90% (188) of Council Plan actions have been achieved or are on target to be achieved by the deadline.

- 37 This quarter, 18 (9% of 208) of Council Plan actions have slipped, compared to 17 (8% of 213) from last quarter. In the majority of cases work has been rescheduled and timescales reset as reflected in the recommendations at paragraph 42.
- 38 Information and data to support the complete indicator set is provided at Appendix 4. A full copy of the exceptions, deletions, amendments and additions to council and service planning actions is available on request from performance@durham.gov.uk.

Risk Management

- 39 Effective risk management is a vital component of the council's agenda. The council's risk management process sits alongside our change programme and is incorporated into all significant change and improvement projects.
- 40 Appendix 3 summarises key risks in delivering the ambitions for each priority theme and how we are managing them.

Key Data Messages by Altogether Theme

- 41 The next section provides a one-page summary per Altogether theme of key data messages. The format of the Altogether themes provides a snap shot overview aimed to ensure that key performance messages are easy to identify.² The Altogether themes are supplemented by information and data relating to the complete indicator set, provided at Appendix 4.

² Images designed by Freepik from Flaticon, Laurene Smith and Hawaii open Data from thenounproject.com

Altogether Wealthier

Employment

Employment rate (Oct 2015—Sep 2016)

Highest rate since December 2008

In line with North East but lower than England average

232,700 people in work in County Durham

Durham **69.5%**

N. East **69.9%**

England **74.1%**

Working age population not in work who want a job (Oct 2015—Sep 2016)

9.83%

Durham

Lowest rate since June 2011

10.99%

N. East

Significant improvement since last quarter (11.2%)

9.22%

England

Better than NE but worse than England average

32,200 people not in work want a job

Young people

Durham

England

North East

18-24 year olds who are out of work and claiming either Universal Credit or Jobseeker's Allowance (at Dec 2016)

4.1%

(2,095 people)

2.6%

x

4.7%

✓

16-17 year olds in an apprenticeship (at Sep 2016)

5.7%

3.6%

✓

5.8%

↔

Helping people back into work

✓ **184** apprenticeships started through County Council schemes (Apr—Sep 2016) well above the target of 100, a large number (134) started between Jul—Sep 2016

✓ **710** apprenticeships through Durham County Council schemes sustained for 15 months or more (at Dec 2016), which equates to 67% of all apprenticeship starts through these schemes

Housing and regeneration (Apr—Dec 2016)

↑ **434** private sector properties improved through council intervention
Better than target (386) and 2015 (341)

↓ **94** empty properties brought back into use through council intervention
Better than target (90) but less than 2015 (151)

↓ **932** net new homes completed
Less than 2015 (1,097)

↓ **64** affordable homes delivered,
Less than target (125) and 2015 (257)

↔ **80** net new homes in Durham City
In line with 2015 (81)

↑ **60** percent of homes completed in and near all major settlements
Better than 2015 (44%)



Homelessness (Oct—Dec 2016)

↓ **251** clients for whom homelessness was prevented represent 6.9% of all presentations
less than previous quarter
(307 clients equating to 7.5%)

↔ **44** clients for whom homelessness was accepted
In line with previous quarter (45)



Altogether Better for Children and Young People

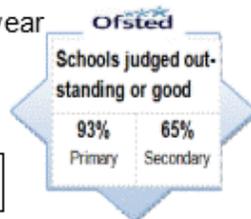
Corporate parenting



785 Looked after children (LAC)
(31 Dec 16), more than last year (661)

94.2% LAC reviews
completed within timescale

- Around 65% of LAC have a plan for permanence
- Durham's LAC rate (78.3 per 10,000) is better than North East average (84) but worse than England average (60)
- More children are identified as LAC
- 20.2% of children (49) adopted of those leaving care (Apr to Dec 16), compared to 11.3% (21) the same period last year



Educational attainment - final results

	Durham	North East	National
Early years achieving good level of development	69%	68.4%	69.3%
Key stage 2 attainment gap*	-16 points	-23 points	-22 points
Average attainment 8 score key stage 4 (GCSE)	49.2 points	48.6 points	49.5 points
Key stage 4 attainment gap*	-12.5 points	-13.3 points	-12.3 points
A Level average point score	31.9 points	30.6 points	31.8 points

Child safeguarding: How are we responding?

Apr - Dec 2016

Child's journey

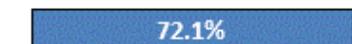
3,723 Children in need referrals (CiN), fewer than last year (4,616)

2,972 Single Assessments, fewer than last year (3896)

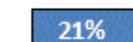
452 Children with a child protection plan (CPP) more than last year (340) (CPP rate = 45.1 per 10,000)

Our response

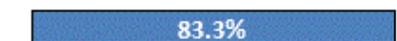
Statutory referrals processed in 24 hrs. Target of 85% not met



CiN referrals occurred within 12 months of previous referral Target of 20.1% not met



Single assessments completed in 45 days Target of 85% not met



Children with a CPP with all reviews completed within timescale (Tracker)



Health

Childhood obesity 2015/16

At **Reception** almost **1 in 4**

24.3% of children classed as overweight or obese 

At **Year 6** more than **1 in 3**

37.2% of children classed as overweight or obese 

Under 18 conception rate Oct 2014-Sep 2015

 26.1 per 1,000 female population (218 conceptions), lowest since reporting began in 1998

Altogether Healthier

Adult Social Care

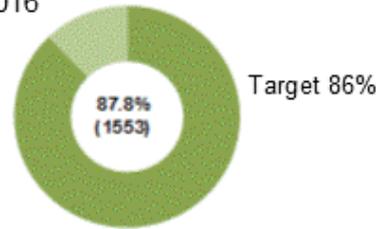
Delayed Transfers of care

✓ Delayed transfers of care have decreased from the same period last year and are lower than national average. Over 8 snapshot days between April and November 2016 there were:

- 132** delayed transfers of care (3.9 per 100,000 population)
- 19** delayed transfers of care which were fully or partially attributable to adults social care (0.6 per 100,000 population)



Reablement Service - service users still at home 91 days after discharge from hospital Jan - Sep 2016



People supported by the council



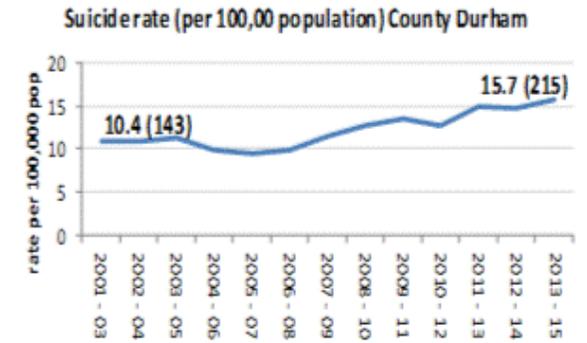
- Residential (inc. dementia)
- Nursing (inc. dementia)
- Home Care
- Other

8,738 people were receiving ongoing social care support at 31 December 2016, fewer than last year (8,995)

Public Health

Suicide rate -15.7per 100,000 pop (215) (2013/15)

- Increased from 14.8 (202) in 2012 -14
- Higher than England (10.1) North East (12.4)
- Increased from 143 to 215 (50.3%) since 2001/03



Excess winter deaths 2012-15

- ↑ **19.7%** of all deaths (1005)
- 16.8%** of all deaths (849) (2011/14)
- ✓ In line with national/regional averages

Excess weight in adults 2013-2015

Durham 67.6% ✓ North East 68.6% ✗ England 64.8%

Mortality Rates and Early Deaths

Under 75 mortality rates (per 100,000 population) (2013 - 2015)

Overall little change from last reported a year ago although early death rates are significantly worse than England average in all four areas reported.

	Durham (2013 - 2015)		England (2013 - 2015)	
Cardiovascular	↔	83	✗	74.6
Cancer	✓	163.2	✗	138.8
Liver disease	✗	21.8	✗	18
Respiratory diseases	↔	42.5	✗	33.1

Altogether Safer

Crime and anti-social behaviour (ASB) incidents

Between April and December 2016:

	25,571 crimes (49.2 per 1,000 population)
	22,763 victim based crimes
	14,268 ASB incidents
	9,218 theft offences
	2,232 alcohol related ASB incidents

- ↓ 15% reduction in anti-social behaviour (ASB) incidents
 ✓ Crime, victim based crimes and theft are lower than nationally and most similar community partnership areas
- ↑ Crime has increased by 27% and victim based crime by 25%
 BUT Improved recording and willingness to report violence against the person offences are thought to have increased crime levels
- ↑ Theft offences have increased by 9%. 54% of the increase can be attributed to shoplifting
 ✓ The Cambridge Crime Harm index calculates that harm to our communities has not increased
- ↑ Alcohol related ASB has increased by 19%. The majority of incidents are domestic related
 BUT Work has taken place around recording alcohol as a factor

Alcohol and drugs

		Successful completions	Target
✗	Alcohol	28.1% (296 people)	38.3%
✗	Opiates	5.7% (86 people)	8.2%
✗	Non-opiates	26.3% (166 people)	43.6%

(Jul 2015-Jun 2016) with re-presentations up to Dec 2016
Lifeline have developed a performance plan, which is monitored in monthly meetings with the aim of improving performance.

Road Safety (Jan — Sep 2016)

124 people killed or seriously injured in road traffic accidents, fewer than last year (170).

14 of these were children, fewer than last year (22).

15 were fatalities, two more than last year although there were fewer this quarter (2). None were children

Customer satisfaction

62.9% of people were confident the council and police were dealing with their concerns of anti-social behaviour and crime, (Oct 2015 — Sept 2016) compared to 58.1% for most similar areas

92.4% of adult social care users said the care and support they received made them feel safe and secure (Apr — Nov 2016) compared to 85% nationally

Altogether Greener

Environmental cleanliness

Aug—Nov 2016

Low levels of litter, detritus and dog-fouling remain in County Durham, better than national averages



5.3% litter



10.5% detritus



1.1% dog fouling



Operation Spruce Up was launched in November which will give areas a thorough tidy up with rejuvenated landscaping, signs or benches.

Fly-tipping

Dec 2015—Nov 2016



21% increase in fly-tipping incidents recorded compared to 12 months earlier

8,100 incidents recorded Dec 2015—Nov 2016 compared with 6,712 recorded Dec 2014—Nov 2015

Actions—Year to date

Cameras deployed to 84 locations	13 incidents caught on CCTV
9 stop and search operations	7 duty of care warning letters 9 fixed penalty notices issued
86 further investigations	11 prosecutions £5,589 awarded in fines, compensation, costs and surcharges

Refuse and recycling

Dec 2015—Nov 2016



95.2% municipal waste diverted from landfill, in line with target (95%)



39.3% household waste re-used, recycled or composted, better than target (38%) but below national average (43%)



70,314 properties joined the recycle garden waste scheme, 5,979 more than last year



66,269 megawatts of energy produced from municipal waste (Oct 2015—Sep 2016)

Renewable energy



222.16 megawatts renewable energy generated in County Durham. This is increasing although wind applications have been affected due to changes in legislation (at Dec 2016)



72 new registered feed in tariff installations. These are reducing, affected by government cuts as the new low feed in tariff rate is making it less attractive to install panels (Oct—Dec 2016)

Local authority road network

Actionable defects repaired (Jan—Dec 2016) all below target of 95%

- ✗ **91%** repaired in 24 hours, worse than previous quarter (92%)
- ✗ **92%** repaired within 14 working days, better than previous quarter (91%)
- ✗ **78%** repaired within 3 months, better than previous quarter (73%)
- ✗ **65%** repaired within 12 months, better than previous quarter (52%)

Year on year increases in defects impact on target response times

Altogether Better Council

Customer Services

For the year Jan - Dec 2016:



39 seconds to answer a call on average



6% calls abandoned



Freedom of Information and Environmental Information Regulations requests:

x 78% of responses were sent to applicants within 20 working days (target 85%) between Oct and Dec 2016

Processing times for housing benefit (HB) and council tax reduction (CTR) claims

Between Oct – Dec 2016:

- ✓ **17.89** days - new HB claims (**target 20 days**)
- ✓ **18.24** days - new CTR claims (**target 20 days**)
- ✓ **7.46** days - HB change of circumstances claims (**target 10 days**)
- ✓ **7.47** days - CTR change of circumstances claims (**target 10 days**)

Employee Wellbeing

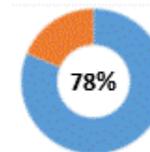
For the year Jan – Dec 2016 (excluding schools):

Sickness absence per full time equivalent achieved target (11.50 days) and better than last year (12.13 days)

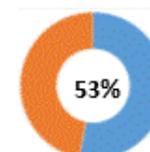


10.69 Days

Employees having 5 working days or less sickness



More posts with no sickness absence, than last year (48%)



88% appraisals completed - an improvement from last year (83.75%) but below target **92%**.



- All Heads of Service receive a monthly summary of employees in their service area who have NOT had appropriate appraisal activity in the rolling year period so that appraisal performance can be actively managed from a senior level.
- Appraisal training continues to be delivered as part of the Corporate Learning and Development Programme to support managers in providing feedback to employees.

Finance - Apr - Dec 2016

Council Tax:



84.8% council tax collected (**target 84.7%**)

70.5% council tax payers paid by direct debit (**target 70%**)

Business Rates:



83% business rates collected (**target 83%**)

42.9% business rates payers paid by direct debit (**target 45%**)

Recommendations and reasons

42 Cabinet is recommended to:

- (a) Consider and comment on the council's performance at quarter three.
- (b) Agree the changes to the Council Plan outlined below:

Altogether Wealthier

- (i) Delivery of physical regeneration improvements in Crook Town Centre has been delayed from December 2016 to April 2017 due to a late submission of the planning application, which delayed the exchange of contracts.
- (ii) Agreeing a programme of works for Festival Walk at Spennymoor is behind target from December 2016 to March 2017 due to a delay affecting demolition.
- (iii) Delivery of access improvements to Durham rail station has been delayed from October 2016 to March 2017. Commencement of the work was postponed until January 2017 following a utility strike.
- (iv) Work to develop and improve the strategic cycle route network across County Durham has been delayed from March 2017 as negotiations to purchase land, which will reduce the scale of alterations to the existing carriageway, take place. The revised date is to be confirmed.
- (v) Support the development of the North East Local Transport Plan and lead on the development of the associated County Durham supporting strategies by December 2017 has been delayed until January 2018 due to delays with the consultation strategy.
- (vi) Securing a developer for the North East Industrial Estate in Peterlee has been delayed from March 2017 to March 2018. Considering the time required to complete internal processes, the remaining acquisitions (eight sites) are targeted to be completed in the current and next financial year.
- (vii) The implementation of the new Durham Cinema Partnership Development Phase two and three has been delayed from October 2016 to December 2017. Phase two and three have been amalgamated and the deadline extended to reflect the scale of the project and the intended structural works.
- (viii) Development of a new operating model for Bishop Auckland Town Hall to increase income generation through improving the range of facilities, public interest and access by October 2016 is behind target with the completion date revised to March 2017. The delay is to allow for identification and development of the preferred operating model.

Altogether Safer

- (ix) Delivery of phase two of the Stronger Families Programme to 4,360 families by March 2019 is behind target and the completion date has been revised to March 2020. Performance has been affected by delays in the Department of Communities and Local Government publishing the frameworks and guidance, and increased complexities and challenges in turning around families.

Altogether Greener

- (x) The commission of a replacement Waste Transfer Station at Thornley Waste Transfer site has been delayed from November 2016 to May 2017. The construction start date was delayed due to extended discussions over design changes but this is now progressing well.
- (xi) The review of the location of fleet vehicles to align with service delivery areas by October 2016 is behind target and the completion date has been revised to September 2017. Refuse vehicles have been relocated from Meadowfield to Hackworth Road, Peterlee in-line with service user requirements. Discussions with additional service users have been delayed due to the restructure of Fleet Services.

Altogether Better Council

- (xii) The publishing of an annual Public Sector Equality Duty update including an annual workforce profile has been delayed from December 2016 to April 2017 due to other priorities.
- (xiii) As part of the renewal of the County Durham Partnership (CDP), the development and implementation a programme of change has been delayed from December 2016 to March 2017, due to the ongoing partnership review as part of the Transformation Programme.
- (xiv) Submission of the funding application to Heritage Lottery Fund for delivery of the archive project is delayed, due to the ongoing work to identify a preferred site with revised dates not yet available.
- (xv) The undertaking of a council wide employee survey in line with agreed scrutiny recommendations has been deferred from October 2016 to March 2017. It has taken more time than initially envisaged with the emerging approaches to surveying staff on mental health and wellbeing issues.
- (xvi) Development of a countywide Cemetery Policy has been delayed from December 2016 to December 2017. The existing Cemetery Policy has been reviewed and work is ongoing with colleagues in Assets on the available land to complete the assessment work which requires more time.

- (xvii) The review of public conveniences to ascertain the distribution and standard of provision to inform future countywide proposals by December 2016 is behind target with a revised completion date of March 2017.

Deleted actions

Altogether Better Council

- (xviii) Develop a corporate approach for workforce planning will be considered in more detail as part of the work of the Transformation Programme and is therefore to be deleted.

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- Appendix 1: Implications
- Appendix 2: Report Key
- Appendix 3: Risk Management
- Appendix 4: Summary of key performance indicators
- Appendix 5: Volume measures
- Appendix 6: Educational Attainment – 2015/16 government measures

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 Performance Indicators (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: Report key

Performance Indicators:

Direction of travel/benchmarking

Same or better than comparable period/comparator group

GREEN

Worse than comparable period / comparator group (within 2% tolerance)

AMBER

Worse than comparable period / comparator group (greater than 2%)

RED

Performance against target

Meeting/Exceeding target

Getting there - performance approaching target (within 2%)

Performance >2% behind target

- ✓ Performance is good or better than comparable benchmark
- ✗ Performance is poor or worse than comparable benchmark
- ↔ Performance has remained static or is in line with comparable benchmark

National Benchmarking

We compare our performance to all English authorities. The number of authorities varies according to the performance indicator and functions of councils, for example educational attainment is compared to county and unitary councils however waste disposal is compared to district and unitary councils.

North East Benchmarking

The North East figure is the average performance from the authorities within the North East region, i.e. County Durham, Darlington, Gateshead, Hartlepool, Middlesbrough, Newcastle upon Tyne, North Tyneside, Northumberland, Redcar and Cleveland, Stockton-on-Tees, South Tyneside, Sunderland. The number of authorities also varies according to the performance indicator and functions of councils.

Nearest Neighbour Benchmarking:

The nearest neighbour model was developed by the Chartered Institute of Public Finance and Accountancy (CIPFA), one of the professional accountancy bodies in the UK. CIPFA has produced a list of 15 local authorities which Durham is statistically close to when you look at a number of characteristics. The 15 authorities that are in the nearest statistical neighbours group for Durham using the CIPFA model are: Barnsley, Wakefield, Doncaster, Rotherham, Wigan, Kirklees, St Helens, Calderdale, Dudley, Northumberland, Tameside, Sheffield, Gateshead, Stockton-on-Tees and Stoke-on-Trent.

We also use other neighbour groups to compare our performance. More detail of these can be requested from the Corporate Planning and Performance Team at performance@durham.gov.uk.

Appendix 3: Risk Management

Risk Management

1. The strategic risks identified as potential barriers to successfully achieving our objectives are listed against each Altogether theme. These risks have been identified using the following criteria:
 - a) Net impact is critical and the net likelihood is highly probable, probable or possible.
 - b) Net impact is major and the net likelihood is highly probable or probable.
 - c) Net impact is moderate and the net likelihood is highly probable.
2. As at 31 December 2016, there were 21 strategic risks, one less than as at 30 September 2016. One risk has been removed. The following matrix categorises the strategic risks according to their net risk evaluation as at 31 December 2016. To highlight changes in each category during the last quarter, the number of risks as at 30 September 2016 is shown in brackets.

Corporate Risk Heat Map

Impact					
Critical	1 (1)		4 (4)		1 (1)
Major		1 (1)	4 (4)	1 (1)	
Moderate			7 (7)	2 (3)	
Minor					
Insignificant					
Likelihood	Remote	Unlikely	Possible	Probable	Highly Probable

Key risks 

3. The risk of additional burden as a result of recent change to the deprivation of liberty threshold has been downgraded from a moderate impact with a probable likelihood to minor/unlikely. Consequently, it is now below the corporate risk appetite and has been removed from the strategic risk register. Since the risk was initially identified, it has been agreed to finance extra resource for the front-line service, but there is some residual risk while the backlog of cases is tackled. Management will continue to monitor the risk (Adult and Health Services).
4. At a corporate strategic level, key risks to the council, with their respective net risk evaluations shown in brackets, are:
 - a. **Altogether Wealthier:** There are no key risks in delivering the objectives of this theme.

- b. **Altogether Better for Children and Young People:** Failure to protect a child from death or serious harm (where service failure is a factor or issue). Management consider it possible that this risk could occur which, in addition to the severe impacts on children, will result in serious damage to the council's reputation and to relationships with its safeguarding partners. To mitigate the risk, actions are taken forward from serious case reviews and reported to the Local Safeguarding Children Board. Lessons learned are fed into training for front line staff and regular staff supervision takes place. This risk is long term and procedures are reviewed regularly. (critical / possible)
- c. **Altogether Healthier:** There are no key risks in delivering the objectives of this theme.
- d. **Altogether Safer:** A service failure of adult safeguarding leads to death or serious harm to a service user. Management consider it possible that this risk could occur which, in addition to the severe impacts on service users, will result in serious damage to the council's reputation and to relationships with its safeguarding partners. As the statutory body, the multi-agency Safeguarding Adults Board has a business plan in place for taking forward actions to safeguard vulnerable adults including a comprehensive training programme for staff and regular supervision takes place. This risk is long term and procedures are reviewed regularly. (critical / possible)
- e. **Altogether Greener:** There are no key risks in delivering the objectives of this theme.
- f. **Altogether Better Council:**
 - i. 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 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. (critical / possible)
 - ii. 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. (critical / highly probable)
 - iii. If we were to fail to comply with Central Government's Public Services Network Code of Connection (PSN CoCo) 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. The Government set criteria for the PSN CoCo

compliance has changed again, one of the requirements being the need to submit a risk register, which was done in July 2016. (critical / possible)

- iv. Major interruption to IT Service Delivery. A project to provide improved ICT resilience through a robust mechanical and electrical designed solution for the council's main data centre has been approved. A timeline for the improvement works, which will significantly reduce the risks from electrical and mechanical failures, is being finalised to reflect the complexity of the project aligned to the need to mitigate the risk. It is anticipated that works will be completed by December 2017. (major / probable)

Appendix 4: Summary of Key Performance Indicators

Page 56
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	REDPI 106	Percentage of properties let from Durham County Council's retail, commercial and investment portfolio	77.0	As at Dec 2016	80.0	RED	79.0	RED			
2	REDPI 33	Percentage of Business Durham floor space that is occupied	82.55	As at Dec 2016	81.00	GREEN	85.00	RED			
3	REDPI 76	Income generated from Business Durham owned business space (£)	2,538,715	Apr - Dec 2016	2,347,500	GREEN	2,370,546	GREEN			
4	REDPI 64	Number of passenger journeys made on the Link2 service	7,116	Oct - Dec 2016	7,500	RED	7,993	RED			
5	REDPI 81	Percentage of timetabled bus services that are on time	89.3	Oct - Dec 2016	88.0	GREEN	86.3	GREEN			
6	REDPI 75	Overall proportion of planning applications determined within deadline	93.1	Oct - Dec 2016	90.0	GREEN	85.5	GREEN			
7	REDPI 10ai	Number of affordable homes delivered	64	Apr - Dec 2016	125	RED	257	RED			
8	REDPI 29a	Number of private sector properties improved as a direct consequence of local authority intervention [2]	434	Apr - Dec 2016	386	GREEN	341	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	REDPI 30	Number of empty properties brought back into use as a result of local authority intervention	94	Apr - Dec 2016	90	GREEN	151	RED			
10	REDPI 62	Number of apprenticeships started through Durham County Council schemes	184	Apr - Sep 2016	100	GREEN	46	GREEN			
11	CASAW 2	Overall success rate (%) of adult skills funded provision	95.2	2015/16 ac yr (final)	90.0	GREEN	93.2	GREEN	87.0 GREEN	84.7* GREEN	2014/15 ac yr (final)
12	REDPI 103	Number of full time equivalent jobs created through business improvement funding	68.5	2015/16	Not set	NA	New indicator	NA			
13	REDPI 41b	Percentage of major planning applications determined within 13 weeks	92.3	Oct - Dec 2016	80.0	GREEN	81.8	GREEN	85.0 GREEN	93** AMBER	Jul - Sep 2016
14	REDPI 92	Number of gross potential jobs created or safeguarded as a result of Business Durham activity	90	Sep - Dec 2017	NA	NA [1]	211	NA			
15	REDPI 104	Number of businesses supported through business improvement funding	41	2015/16	52	RED	New indicator	NA			
16	REDPI 91	Number of visitors to the thisisdurham website	221,537	Oct - Dec 2016	230,000	RED	222,559	RED			
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	69.0	2015/16 ac yr (final)	64.0	GREEN	63.6	GREEN	69.3 AMBER	68.4* GREEN	2015/16 ac yr (final)

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	CASAS5	First time entrants to the youth justice system aged 10 to 17 (per 100,000 population of 10 to 17 year olds) (Also in Altogether Safer) [2]	273	Apr - Dec 2016	437	GREEN	259	RED			
19	CASCYP 9	Percentage of children in need referrals occurring within 12 months of previous referral	21.0	Apr - Dec 2016	20.1	RED	21.2	GREEN	22.3 GREEN	20.6* AMBER	2015/16
20	CASCYP 31	Percentage of statutory referrals received by the First Contact Team or Emergency Duty Team processed within 1 working day	72.1	Apr - Dec 2016	85.0	RED	56.7	GREEN			
21	CASCYP 32	Percentage of single assessments completed within 45 days	83.3	Apr - Dec 2016	85.0	AMBER	84.5	AMBER	83.4 AMBER	82.1* GREEN	2015/16
22	CASCYP 14	Percentage of successful interventions (families turned around) via the Stronger Families Programme (Phase 2) (Also in Altogether Safer) [3]	7.2	Sep 2014 - Sep 2016	TBC	NA	NA	NA	NA		
23	CASCYP 8	Percentage of mothers smoking at time of delivery (Also in Altogether Healthier)	16.7	Jul - Sep 2016	17.2	GREEN	18.1	GREEN	10.4 RED	16* RED	Jul - Sep 2016
Altogether Healthier											
24	CASAH2	Percentage of eligible people who receive a NHS health check	3.5	Apr - Sep 2016	4.0	RED	3.5	GREEN	4.1 RED	3.6* RED	Apr- Sep 2016

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
25	CASAH3	Percentage of people eligible for bowel cancer screening who were screened adequately within a specified period	61.2	As at Mar 2015	Not set	NA	New indicator	NA	57.1 GREEN	59.4* GREEN	As at Mar 2015
26	CASAH 10	Percentage of women eligible for breast screening who were screened adequately within a specified period	77.8	As at Mar 2015	70.0	GREEN	77.9	AMBER	75.4 GREEN	77.1* GREEN	As at Mar 2015
27	CASAH4	Percentage of women eligible for cervical screening who were screened adequately within a specified period	77.6	As at Mar 2015	80.0	RED	78.0	AMBER	75.7 GREEN	73.5* GREEN	As at Mar 2015
28	CASAS 23	Percentage of successful completions of those in alcohol treatment (Also in Altogether Safer)	28.1	Jul 2015 - Jun 2016 (represent ations to Dec 2016)	38.3	RED	32.8	RED	38.3 RED		England Jul 2015 - Jun 2016 (represent ations to Dec 2016), NE 2015
29	CASAS7	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Safer)	5.7	Jul 2015 - Jun 2016 (represent ations to Dec 2016)	8.2	RED	5.8	AMBER	6.6 RED		England Jul 2015 - Jun 2016 (represent ations to Dec 2016), NE 2015

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
30	CASAS8	Percentage of successful completions of those in drug treatment - non-opiates (Also in Altogether Safer)	26.3	England Jul 2015 - Jun 2016 (representations to Dec 2016)	43.6	RED	37.3	RED	36.7 RED		England Jul 2015 - Jun 2016 (representations to Dec 2016), NE 2015
31	CASCYP8	Percentage of mothers smoking at time of delivery (Also in Altogether Better for Children and Young People)	16.7	Jul - Sep 2016	17.2	GREEN	18.1	GREEN	10.4 RED	16* RED	Jul - Sep 2016
32	CASAH1	Four week smoking quitters per 100,000 smoking population	1,399	Apr - Sep 2016	1,126	GREEN	1,353	GREEN			
33	CASAH11	Adults aged 65+ per 100,000 population admitted on a permanent basis in the year to residential or nursing care	549.3	Apr - Dec 2016	565.6	GREEN	578.9	GREEN			
34	CASAH12	Percentage of adult social care service users that receive self-directed support such as a direct payment or personal budget	93.7	As at 31 December 2016	90.0	GREEN	90.1	GREEN	86.9 GREEN	95.4* AMBER	2015/16
35	CASAH14	Proportion of older people who were still at home 91 days after discharge from hospital into reablement/ rehabilitation services	87.8	Jan - Sep 2016	86.0	GREEN	87.7	GREEN	82.7 GREEN	85.5* GREEN	2015/16

Ref	PI ref	Description	Latest data	Period covered	Period target	Current performance to target	Data 12 months earlier	Performance compared to 12 months earlier	National figure	*North East figure **Nearest statistical neighbour figure	Period covered
36	CASAH 24	Percentage of people who use services who have as much social contact as they want with people they like	49.2	2015/16	50.0	AMBER	48.7	GREEN	45.4 GREEN	49.9* AMBER	2015/16
Altogether Safer											
37	CASAS1	Percentage of domestic abuse victims who present at the Multi-Agency Risk Assessment Conference (MARAC) and are repeat victims	14.6	Apr - Dec 2016	25.0	NA [4]	13.0	NA [4]	25.0 NA	27** NA	Jul 2015 - Jun 2016
38	REDPI 98	Percentage of emergency response Care Connect calls arrived at the property within 45 minutes	99.66	Oct - Dec 2016	90.00	GREEN	100.00	AMBER			
39	CASAS5	First time entrants to the youth justice system aged 10 to 17 (per 100,000 population of 10 to 17 year olds) (Also in Altogether better for Children and Young People) [2]	273	Apr - Dec 2016	437	GREEN	259	RED			
40	CASAS 23	Percentage of successful completions of those in alcohol treatment (Also in Altogether Healthier)	28.1	Jul 2015 - Jun 2016 (represent ations to Dec 2016)	38.3	RED	32.8	RED	38.3 RED		England Jul 2015 - Jun 2016 (represent ations to Dec 2016), NE 2015

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
41	CASAS7	Percentage of successful completions of those in drug treatment - opiates (Also in Altogether Healthier)	5.7	Jul 2015 - Jun 2016 (representations to Dec 2016)	8.2	RED	5.8	AMBER	6.6 RED		England Jul 2015 - Jun 2016 (representations to Dec 2016), NE 2015
42	CASAS8	Percentage of successful completions of those in drug treatment - non-opiates (Also in Altogether Healthier)	26.3	England Jul 2015 - Jun 2016 (representations to Dec 2016)	43.6	RED	37.3	RED	36.7 RED		England Jul 2015 - Jun 2016 (representations to Dec 2016), NE 2015
43	CASCYP 14	Percentage of successful interventions (families turned around) via the Stronger Families Programme (Phase 2) (Also in Altogether Better for Children and Young People) [3]	7.2	Sep 2014 - Sep 2016	TBC	NA	NA	NA			
Altogether Greener											
44	NS10	Percentage of municipal waste diverted from landfill	95.2	Dec 2015 - Nov 2016	95.0	GREEN	95.9	AMBER			
45	NS19	Percentage of household waste that is re-used, recycled or composted	39.3	Dec 2015 - Nov 2016	38.0	GREEN	39.9	AMBER	43.0 RED	35.3* GREEN	2015/16

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
46	NS14a	Percentage of relevant land and highways assessed (LEQSPRO survey) as having deposits of litter that fall below an acceptable level	5.33	Aug - Nov 2016	7.00	GREEN	5.50	GREEN	10.00 GREEN		2014/15
47	NS14b	Percentage of relevant land and highways assessed (LEQSPRO survey) as having deposits of detritus that fall below an acceptable level	10.55	Aug - Nov 2016	10.00	RED	8.55	RED	27.00 GREEN		2014/15
48	REDPI 48	Percentage change in CO ₂ emissions from local authority operations	-6.00	2015/16	-4.00	GREEN	-10.40	RED			
49	REDPI 109	Number of private sector properties benefiting from an energy efficiency measure installed by British Gas through the Warm Up North Partnership	515	2015/16	200	GREEN	404	GREEN			
50	NS04	Percentage of recorded actionable defects on carriageways and footways repaired within 24 hours (category 1)	91	Jan - Dec 2016	95	RED	95	RED			
51	NS05a	Percentage of recorded actionable defects repaired within 14 working days (category 2.1)	92	Jan - Dec 2016	95	RED	81	GREEN			
52	NS05b	Percentage of recorded actionable defects repaired within 3 months (category 2.2)	78	Jan - Dec 2016	95	RED	New indicator	NA			

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
53	NS05c	Percentage of recorded actionable defects repaired within 12 months (category 2.3)	65	Jan - Dec 2016	95	RED	New indicator	NA			
Altogether Better Council											
54	NS25	Percentage of customers with an appointment at a customer access point who are seen on time	Available Q4 2016/17	NA	95	NA	New indicator	NA			
55	RES/038	Percentage all ICT service desk incidents resolved on time	94	Oct - Dec 2016	90	GREEN	94	GREEN			
56	RES/NI/181a1	Average time taken to process new housing benefit claims (days)	17.89	Oct - Dec 2016	20.00	GREEN	19.16	GREEN	22.00 Not comparable	24** Not comparable	Jul - Sep 2016
57	RES/NI/181a2	Average time taken to process new council tax reduction claims (days)	18.24	Oct - Dec 2016	20.00	GREEN	19.33	GREEN			
58	RES/NI/181b1	Average time taken to process change of circumstances for housing benefit claims (days)	7.46	Oct - Dec 2016	10.00	GREEN	9.92	GREEN	9.00 Not comparable	10** Not comparable	Jul - Sep 2016
59	RES/NI/181b2	Average time taken to process change of circumstances for council tax reduction claims (days)	7.47	Oct - Dec 2016	10.00	GREEN	9.72	GREEN			
60	RES/002	Percentage of council tax collected in-year	84.76	Apr - Dec 2016	84.70	GREEN	84.47	GREEN	97.10 Not comparable	95.96* Not comparable	2015/16

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
61	RES/003	Percentage of business rates collected in-year	83.04	Apr - Dec 2016	83.00	GREEN	82.95	GREEN	98.20 Not comparable	96.56* Not comparable	2015/16
62	RES/129	Percentage of council tax recovered for all years excluding the current year	99.53	Oct - Dec 2016	98.50	GREEN	99.06	GREEN			
63	RES/130	Percentage of business rates recovered for all years excluding the current year	99.25	Oct - Dec 2016	98.50	GREEN	99.50	AMBER			
64	REDPI 49b	Total of income and savings from solar installations on council owned buildings (£) (excluding schools)	269,581	2015/16	242,000	GREEN	261,210	GREEN			
65	REDPI 68	Average operational rating of Display Energy Certificates in county council buildings	92.0	As at Dec 2016	94.0	GREEN	96.0	GREEN			
66	RES/LPI/010	Percentage of undisputed invoices paid within 30 days to our suppliers	95.3	Oct - Dec 2016	93.0	GREEN	95.2	GREEN			
67	ACE006	Percentage of Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests responded to within statutory deadlines	78	Oct - Dec 2016	85	RED	77	GREEN			
68	RES/LPI/012	Days / shifts lost to sickness absence – all services including school staff	8.91	Jan - Dec 2016	8.50	RED	9.71	GREEN			
						GREEN		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
	012a	sickness absence – all services excluding school staff		Dec 2016							
70	RES/011	Percentage of performance appraisals completed in current post in rolling year period (excluding schools)	88.08	Jan - Dec 2016	92.00	RED	83.75	GREEN			

[1] Target is an annual target

[2] Previous period data amended /refreshed / final published data

[3] Reported as a % target PI again following 2015/16 when the numbers were reported as a tracker indicator

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

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											
71	REDPI3	Number of net new homes completed in Durham City	80	Apr - Dec 2016	43	NA [5]	81	AMBER			
72	REDPI2 2	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	72.0	As at Dec 2016	74.0	RED	72.5	AMBER			
73	REDPI3 8	Number of passenger journeys recorded by the operator of the three Durham City Park and Ride sites	265,085	Oct - Dec 2016	282,310	RED	319,493	RED			
74	REDPI8 0	Percentage annual change in the traffic flow through Durham City [6]	Not available	NA	Not available	NA	-2.49	NA			
75	REDPI 100	Number of visitors to County Durham (million)	18.7	2015	18.1	GREEN	18.1	GREEN			
76	REDPI 101	Number of jobs supported by the visitor economy	10,961	2015	10,803	GREEN	10,803	GREEN			
77	REDPI 102	Amount (£ million) generated by the visitor economy	778	2015	752	GREEN	752	GREEN			
Page 69 79	REDPI 97a	Occupancy rates for retail units in Barnard Castle town centre (%)	92	As at Mar 2016	91	GREEN	91	GREEN	91.3 GREEN		As at Jan 2016

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
79	REDPI 97b	Occupancy rates for retail units in Bishop Auckland town centre (%)	81	As at Mar 2016	80	GREEN	80	GREEN	91.3 RED		As at Jan 2016
80	REDPI 97c	Occupancy rates for retail units in Chester-le-Street town centre (%)	90	As at Mar 2016	87	GREEN	87	GREEN	91.3 AMBER		As at Jan 2016
81	REDPI 97d	Occupancy rates for retail units in Consett town centre (%)	92	As at Mar 2016	93	AMBER	93	AMBER	91.3 GREEN		As at Jan 2016
82	REDPI 97e	Occupancy rates for retail units in Crook town centre (%)	89	As at Mar 2016	90	AMBER	90	AMBER	91.3 RED		As at Jan 2016
83	REDPI 97f	Occupancy rates for retail units in town centre - Durham City (%)	92	As at Mar 2016	91	GREEN	91	GREEN	91.3 GREEN		As at Jan 2016
84	REDPI 97g	Occupancy rates for retail units in Newton Aycliffe town centre (%)	73	As at Mar 2106	67	GREEN	67	GREEN	91.3 RED		As at Jan 2016
85	REDPI 97h	Occupancy rates for retail units in Peterlee town centres (%)	83	As at Mar 2016	86	RED	86	RED	91.3 RED		As at Jan 2016
86	REDPI 97i	Occupancy rates for retail units in Seaham town centre (%)	95	As at Mar 2016	94	GREEN	94	GREEN	91.3 GREEN		As at Jan 2016
87	REDPI 97j	Occupancy rates for retail units in Shildon town centre (%)	92	As at Mar 2016	89	GREEN	89	GREEN	91.3 GREEN		As at Jan 2016
88	REDPI 97k	Occupancy rates for retail units in Spennymoor town centre (%)	87	As at Mar 2016	88	AMBER	88	AMBER	91.3 RED		As at Jan 2016
89	REDPI 97l	Occupancy rates for retail units in Stanley town centre (%)	89	As at Mar 2016	88	GREEN	88	GREEN	91.3 RED		As at Jan 2016

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
90	REDPI7 2	Number of local passenger journeys on the bus network	5,815,573	Jul - Sep 2016	Not reported	NA	5,872,172	AMBER			
91	REDPI 10b	Number of net homes completed	932	Apr - Dec 2016	602	NA [5]	1,097	RED			
92	REDPI2 4	All homes completed in and near all major settlements, as defined in the County Durham Plan, as a proportion of total completions	60	Oct - Dec 2016	63	RED	44	GREEN			
93	REDPI3 4	Total number of applications registered on the Durham Key Options system which led to the household being successfully rehoused	955	Oct - Dec 2016	1,062	RED	1,072	RED			
94	REDPI 36d	Number of clients accessing the Housing Solutions Service	3,628	Oct - Dec 2016	4,081	GREEN	New definition	NA [7]			
95	REDPI 36c	Number of clients who have accessed the Housing Solutions Service where there has been an acceptance of a statutory homelessness duty	44	Oct - Dec 2016	45	GREEN	35	RED			
96	REDPI 36a	Number of clients who have accessed the Housing Solutions Service and for whom homelessness has been prevented	251	Oct - Dec 2016	307	RED	335	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
97	REDPI 40	Proportion of the working age population defined as in employment	69.5	Oct 2015 - Sep 2016	67.5	GREEN	66.8	GREEN	74.1 RED	69.9* AMBER	Oct 2015 - Sep 2016
98	REDPI 73	Proportion of the working age population currently not in work who want a job	9.83	Oct 2015 - Sep 2016	11.20	GREEN	12.91	GREEN	9.2 RED	10.99* GREEN	Oct 2015 - Sep 2016
99	REDPI 8b	Proportion of all Jobseeker's Allowance (JSA) claimants that have claimed for one year or more	31.10	As at Dec 2016	31.50	NA [8]	28.50	NA [8]			
100	REDPI 7a	Number of 18 to 24 year olds who are out of work and claiming either Universal Credit or Jobseekers Allowance (JSA) [9]	2,095	As at Dec 2016	2,075	AMBER	1,815	RED			
101	CASCYP 16	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) [10]	6.3	Jul - Sep 2016	6.1	RED	7.7	GREEN			
102	CASAW 3	Percentage of 16 to 17 year olds in an apprenticeship [11]	5.7	As at Sep 2016	8.3	RED	4.6	GREEN	3.6 GREEN	5.8* AMBER	As at Sep 2016
103	REDPI 105	Number of apprenticeships from Durham County Council schemes sustained at least 15 months [9]	710	As at Dec 2016	663	GREEN	548	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
104	REDPI 87	Gross Value Added (GVA) per capita in County Durham (£) [2] [9]	15,210	2014	15,202	GREEN	15,202	GREEN	25,624 RED	18413* RED	2014
105	REDPI 88	Per capita household disposable income (£) [2] [9]	15,040	2014 (provisional)	14,693	GREEN	14,693	GREEN	17,965 RED	15189* AMBER	2014
106	REDPI 89	Number of registered businesses in County Durham	16,400	2015/16	15,155	GREEN	15,155	GREEN			
107	REDPI 66	Number of businesses engaged with Business Durham	1,238	2015/16	1,134	GREEN	1,134	GREEN			
108	REDPI 93	Number of business enquiries handled by Business Durham	1,129	2015/16	1,202	RED	1,202	RED			
109	REDPI 90	Percentage change in the number of visitors to the core attractions in County Durham compared to the previous year	10.34	Apr - Sep 2015	-9.7	GREEN	-9.7	GREEN			
110	REDPI 110	Number of core tourism businesses participating in the Visit County Durham Partnership Scheme	26	Oct - Dec 2016	21	NA	New indicator	NA			
111	REDPI 111a	Amount of employment land approved (hectares)	17	2015/16	New indicator	NA	New indicator	NA			
Page 1 of 73	REDPI 111b	Amount of employment land completed (hectares)	1	2015/16	New indicator	NA	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
Altogether Better for Children and Young People											
113	CASCYP 33	Average attainment 8 score/score for LA (all pupils at the end of key stage 4 in state-funded mainstream and special schools and academies - replacing GCSE attainment)	49.2	2015/16 ac yr (final)	New indicator	NA	New indicator	NA	49.1 GREEN	48.7* GREEN	2015/16 ac yr (final)
114	CASCYP 37	Average point score per A level entry of state-funded school students	31.9	2015/16 ac yr (final)	New indicator	NA	NA	NA	31.8 GREEN	30.63* GREEN	2015/16 ac yr (final)
115	CASCYP 16	Percentage of 16 to 18 year olds who are not in education, employment or training (NEET) (Also in Altogether Wealthier) [10]	6.3	Jul - Sep 2016	6.1	RED	7.7	GREEN			
116	CASCYP 34	Gap between the average Attainment 8 score of Durham disadvantaged pupils and the average Attainment 8 score of non-disadvantaged pupils nationally (at KS4)	-12.5	2015/16 ac yr (final)	New indicator	NA	New indicator	NA	-12.3 AMBER	-13.3* GREEN	2015/16 ac yr (final)

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
117	CASCYP 35	Gap between the percentage of Durham disadvantaged pupils and the percentage of non-disadvantaged pupils nationally who achieve the expected standard in reading, writing and maths (at KS2)	-16	2015/16 ac yr (final)	New indicator	NA	New indicator	NA	-22.0 GREEN	-23*	2015/16 ac yr (final)
118	ACE016	Percentage of children in poverty (quarterly proxy measure) (Also in Altogether Better Council)	22.1	As at May 2016	22.2	GREEN	22.4	GREEN	15.5 RED	22.6* GREEN	As at May 2016
119	CASCYP 18	Percentage of children aged 4 to 5 years classified as overweight or obese (Also in Altogether Healthier)	24.3	2015/16 ac yr	23.0	RED	23.0	RED	22.1 RED	24.6* GREEN	2015/16 ac yr
120	CASCYP 19	Percentage of children aged 10 to 11 years classified as overweight or obese (Also in Altogether Healthier)	37.2	2015/16 ac yr	36.6	AMBER	36.6	AMBER	34.2 RED	37* AMBER	2015/16 ac yr
121	CASCYP 29	Proven re-offending by young people (who offend) in a 12 month period (%) (Also in Altogether Safer)	45.9	2014/15	45	AMBER	44.7	RED	37.9 RED	44.7* RED	2014/15
Page 1 of 75	CASCYP 20	Under 18 conception rate per 1,000 girls aged 15 to 17	26.1	Oct 2014 - Sep 2015	26.4	GREEN	30.5	GREEN	21.2 RED	28.5* GREEN	Oct 2014 - Jun 2015
		Under 16 conception	5.8	2014	7.9	GREEN	7.9	GREEN	4.4	6.5*	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
	36	exploitation referrals [2]		2016							
130	CASCYP 24	Rate of looked after children per 10,000 population aged under 18	78.3	As at Dec 2016	72.9	RED	65.9	RED	60.0 RED	84* GREEN	As at Mar 2016
131	CASCYP 11	Percentage of children looked after who had all of their reviews completed within required timescale	94.2	Apr - Dec 2016	96.2	RED	96.3	RED			
Altogether Healthier											
132	CASCYP 18	Percentage of children in Reception (aged 4 to 5 years) classified as overweight or obese (Also in Altogether Better for Children and Young People)	24.3	2015/16 ac yr	23.0	RED	23.0	RED	22.1 RED	24.6* GREEN	2015/16 ac yr
133	CASCYP 19	Percentage of children in year 6 (aged 10 to 11 years) classified as overweight or obese (Also in Altogether Better for Children and Young People)	37.2	2015/16 ac yr	36.6	AMBER	36.6	AMBER	34.2 RED	37* AMBER	2015/16 ac yr
134	CASAH 18	Male life expectancy at birth (years)	78.1	2012-14	78.0	GREEN	78.0	GREEN	79.5 AMBER	78* GREEN	2012-14
135	CASAH 19	Female life expectancy at birth (years)	81.4	2012-14	81.3	GREEN	81.3	GREEN	83.2 RED	81.7* AMBER	2012-14
		Under 75 mortality rate from cardiovascular	83.0	2013-2015	81.7	AMBER	81.7	AMBER	74.6	85.1*	2013-2015

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
		diseases (including heart disease and stroke) per 100,000 population							RED	GREEN	
137	CASAH7	Under 75 mortality rate from cancer per 100,000 population	163.2	2013-2015	168.6	GREEN	168.6	GREEN	138.8 RED	162.7* AMBER	2013-2015
138	CASAH9	Under 75 mortality rate from respiratory disease per 100,000 population	42.5	2013-2015	41.8	AMBER	41.8	AMBER	33.1 RED	41.9* AMBER	2013-2015
139	CASAH8	Under 75 mortality rate from liver disease per 100,000 population	21.8	2013-2015	20.1	RED	20.1	RED	18.0 RED	24.4* GREEN	2013-2015
140	CASAH 23	Percentage of registered GP patients aged 17 and over with a diagnosis of diabetes	7.0	2014/15	6.9	AMBER	6.9	AMBER	6.4 RED	6.7* RED	2014/15
141	CASAH 20	Excess winter deaths (%) (3 year pooled)	19.7	2012-2015	16.8	RED	16.8	RED	19.6 AMBER	19.3* RED	2012-2015
142	CASAH 22	Estimated smoking prevalence of persons aged 18 and over	19.0	2015	20.3	GREEN	20.3	GREEN	16.9 RED	18.7* AMBER	2015
143	CASAH 25	Number of residential/nursing care bed days for people aged 65 and over commissioned by Durham County Council	232,154	Oct - Dec 2016	234,603	NA	233,777	NA			
144	CASAH 13	Percentage of service users reporting that the help and support they receive has made their quality of life better	88.0	Apr - Nov 2016	88.2	AMBER	91.4	AMBER	92.2 AMBER	93.1* AMBER	2015/16
145	CASAH 20i	Delayed transfers of care from hospital per	3.9	Apr - Nov 2016	3.8	RED	4.4	GREEN	14.9	5.6*	Apr - Nov

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
		100,000 population							GREEN	GREEN	2016
146	CASAH 20ii	Delayed transfers of care from hospital, which are fully or partially attributable to adult social care, per 100,000 population	0.6	Apr - Nov 2016	0.4	RED	1.1	GREEN	6.2 GREEN	1.1* GREEN	Apr - Nov 2016
147	CASAH 21	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population (Also in Altogether Safer)	15.7	2013 - 2015	14.8	RED	14.8	RED	10.1 RED	12.4* RED	2013 - 2015
148	CASCYP 26	Young people aged 10 to 24 years admitted to hospital as a result of self-harm (rate per 100,000 population aged 10 to 24 years) (Also in Better for Children and Young People)	489.4	2011/12 - 2013/14	504.8	GREEN	504.8	GREEN	367.3 RED	532.2* GREEN	England 2011/12-2013/14 NE 2010/11-2012/13
149	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 three days a week	24.0	Apr 2014 - Mar 2016	25.0	RED	24.9	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
150	CASAS 12	Overall crime rate (per 1,000 population) [9]	49.2	Apr - Dec 2016	32.9	Not comparable [5]	38.7	RED			
151	CASAS 24	Rate of theft offences (per 1,000 population) [9]	17.7	Apr - Dec 2016	11.6	Not comparable [5]	16.2	RED			
152	CASAS 10	Recorded level of victim based crimes per 1,000 population [9]	43.8	Apr - Dec 2016	28.8	Not comparable [5]	35.0	RED			
153	CASAS 11	Percentage of survey respondents who agree that the police and local council are dealing with concerns of anti-social behaviour and crime [1] [9]	62.9	Oct 2015 - Sep 2016	63.5	AMBER	63.0	AMBER		58.1** GREEN	Oct 2015 - Sep 2016
154	CASAS1 5	Number of police reported incidents of anti-social behaviour [9]	14,268	Apr - Dec 2016	9,777	Not comparable [5]	16,849	GREEN			
155	CASAS9	Building resilience to terrorism (self assessment). Scored on level 1 (low) to 5 (high)	3	2015/16	2	GREEN	2	GREEN			
156	CASAS 22	Number of hate incidents reported to the police	256	Apr - Dec 2016	173	NA	291	NA			
157	CASAS3	Proportion of people who use adult social care services who say that those services have made them feel safe and secure [12]	92.4	Apr - Nov 2016	92.5	GREEN	94.6	GREEN	85.4 GREEN	88.9* GREEN	2015/16

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
158	CASAS 25	Percentage of individuals who achieved their desired outcomes from the adult safeguarding process [11]	92.7	Apr - Dec 2016	95.1	RED	New indicator	NA			
159	CASAS 18	Proportion of all offenders (adults and young people) who re-offend in a 12 month period	27.4	2014/15	27.2	AMBER	28.8	GREEN	25.3	30*	2014/15
160	CASCYP 29	Proven re-offending by young people (who offend) in a 12 month period (%) (Also in Altogether Better for Children and Young People)	45.9	2014/15	45	AMBER	44.7	RED	37.9	44.7*	2014/15
161	CASAS 19	Percentage of anti-social behaviour incidents that are alcohol related [9]	15.6	Apr - Dec 2016	16.4	GREEN	11.2	RED			
162	CASAS 20	Percentage of violent crime that is alcohol related [9]	25.7	Apr - Dec 2016	24.9	RED	29.5	GREEN			
163 Page 81	REDPI4 4	Number of people killed or seriously injured in road traffic accidents	124	Jan - Sep 2016	84	Not comparable [5]	170	GREEN			
		Number of fatalities	15					13			
		Number of seriously injured	109				157				

Page 82 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
164	REDPI 45	Number of children killed or seriously injured in road traffic accidents	14	Jan - Sep 2016	9	Not comparable [5]	22	GREEN			
		Number of fatalities	0				1				
		Number of seriously injured	14				21				
165	CASAH 21	Suicide rate (deaths from suicide and injury of undetermined intent) per 100,000 population (Also in Altogether Healthier)	15.7	2013 - 2015	14.8	RED	14.8	RED	10.1	12.4*	2013 - 2015
Altogether Greener											
166	NS15	Number of fly-tipping incidents	8,100	Dec 2015 - Nov 2016	7,998	AMBER	6,712	RED			
167	NS09	Megawatt hours (MWh) of energy produced from municipal waste sent to the energy from waste plant	66,269.0	Oct 2015 - Sep 2016	66,269.0	GREEN	67,079.8	AMBER			
168	NS14c	Percentage of relevant land and highways assessed as having deposits of dog fouling that fall below an acceptable level	1.11	Aug - Nov 2016	1.11	GREEN	1.11	GREEN	7.00		2014/15
169	REDPI 46	Percentage reduction in CO ₂ emissions in County Durham	48.0	As at Dec 2014	42.0	GREEN	42.0	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
170	REDPI 47	Amount of renewable energy generation - megawatts equivalent (MWe) installed or installed/approved capacity within County Durham	222.16	As at Dec 2016	221.87	Not comparable [13]	215.74	Not comparable [13]			
171	REDPI 49	Number of new registered and approved new feed in tariff installations [14]	72	Oct - Dec 2016	113	RED	567	RED			
172	NS06	Percentage of A roads where maintenance is recommended (scanner survey)	4	2015/16	5	GREEN	5	GREEN	4	4*	2014/15
173	NS07	Percentage of B and C roads where maintenance is recommended (scanner survey)	4	2015/16	6	GREEN	6	GREEN	7	8*	2014/15
Altogether Better Council											
174	NS43a	Number of customer contacts - face to face	182,213	Jan - Dec 2016	199,868	NA	187,956	NA			
175	NS43b	Number of customer contacts -telephone	982,660	Jan - Dec 2016	998,365	NA	1,015,211	NA			
176	NS43c	Number of customer contacts - web forms	68,842	Jan - Dec 2016	75,111	NA	53,997	NA			
Page 1 of 83	NS43d	Number of customer contacts - emails	69,271	Jan - Dec 2016	68,367	NA	48,661	NA			

Page 84 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
178	NS43e	Number of customer contacts - social media	2,395	Jan - Dec 2016	2,807	NA	1,439	NA			
179	NS26	Average time taken to answer a telephone call (seconds)	39	Jan - Dec 2016	39	GREEN	39	GREEN			
180	NS20	Percentage of abandoned calls	6	Jan - Dec 2016	6	GREEN	6	GREEN			
181	RES/013	Staff aged under 25 as a percentage of post count	5.94	As at Dec 2016	5.95	NA	5.69	NA			
182	RES/014	Staff aged over 50 as a percentage of post count	40.80	As at Dec 2016	40.36	NA	39.89	NA			
183	RES/LPI/011a	Women in the top five percent of earners	53.6	As at Dec 2016	53.18	NA	52.54	NA			
184	RES/LPI/011bi	Black and minority ethnic (BME) as a percentage of post count	1.69	As at Dec 2016	1.60	NA	1.57	NA			
185	RES/LPI/011ci	Staff with a recorded disability as a percentage of post count	2.84	As at Dec 2016	2.85	NA	2.75	NA			
186	RES028	Discretionary Housing Payments - value (£) for customers affected by social sector size criteria	684,831.66	Apr - Dec 2016	485,402.51	NA	464,294.50	NA			
187	RES029	Discretionary Housing Payments - value (£) for customers affected by local housing allowance reforms	339,308.85	Apr - Dec 2016	248,542.42	NA	108,986.47	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
188	ACE016	Percentage of children in poverty (quarterly proxy measure) (Also in Altogether Better for Children and Young People)	22.1	As at May 2016	22.2	GREEN	22.4	GREEN	15.5	22.6*	As at May 2016
189	ACE 019a	Proportion of households in fuel poverty (with both low income and high fuel costs)	12.2	2014	11.5	RED	11.5	RED	10.6	12.2*	2014
190	RES/034b	Staff - total headcount (excluding schools)	8,364	As at Dec 2016	8,333	NA	8,564	NA			
191	RES/035b	Staff - total full time equivalent (excluding schools)	6,902	As at Dec 2016	6,881	NA	7,057	NA			
192	RES/020	Percentage of time lost to sickness in rolling year (excluding schools)	4.23	Jan - Dec 2016	4.38	GREEN	4.80	GREEN			
193	RES/052	Percentage of posts with no absence in rolling year (excluding schools)	52.62	Jan - Dec 2016	56.74	RED	47.89	GREEN			
194	RES/053	Percentage of employees having five days or less sickness per 12 month rolling period	77.94	Jan - Dec 2016	78.17	NA	New indicator	NA			
195	RES/036	Number of RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) incidents reported to the Health and Safety Executive (HSE) [9]	11	Oct - Dec 2016	17	NA	13	NA			

- Public
- [2] Previous period data amended /refreshed
 - [5] Data cumulative so comparisons are not applicable
 - [6] Information is not available due to roadworks
 - [7] Due to changes to the definition data are not comparable/available
 - [8] Since August 2015 out of work claimants who are single with no dependants claim Universal Credit. Information on long term claimants is not available therefore this PI no longer represents all long term out of work claimants.
 - [9] Data 12 months earlier amended/refreshed
 - [10] The high number of school leavers whose status is 'not known' impacts significantly on this indicator
 - [11] The definition has been changed and back data has been updated to reflect the new definition
 - [12] A confidence interval applies to the survey results
 - [13] Data cumulative year on year so comparisons are not applicable
 - [14] Government have made major changes to the tariffs payable which have reduced take up

Chart 1. Major planning applications

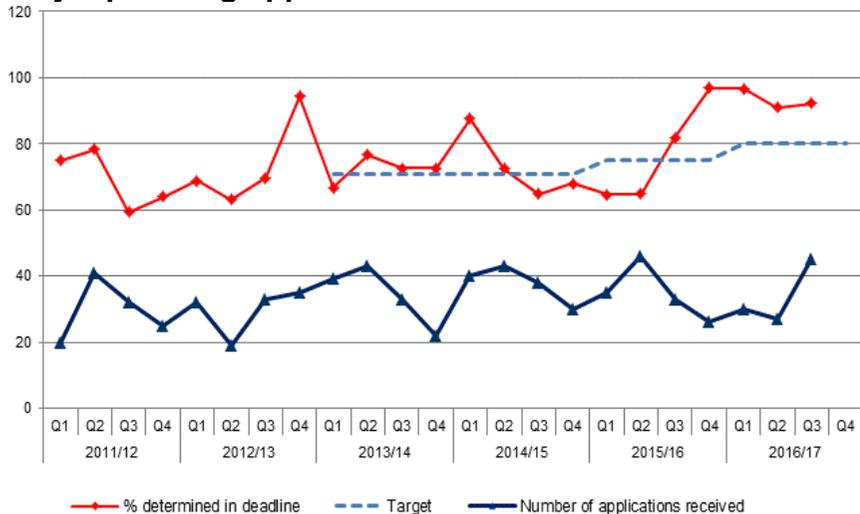


Chart 2. Overall planning applications

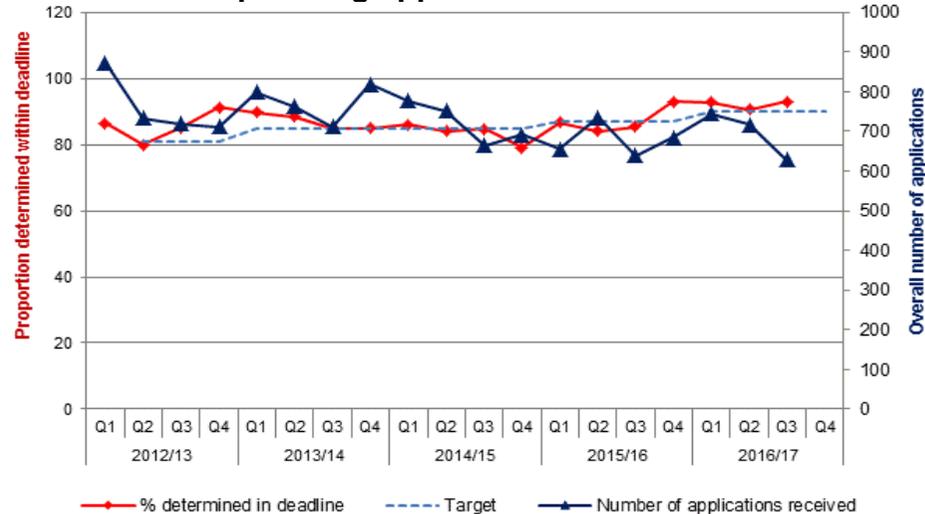


Chart 3. Applications registered on the Durham Key Options system which led to the household being successfully rehoused

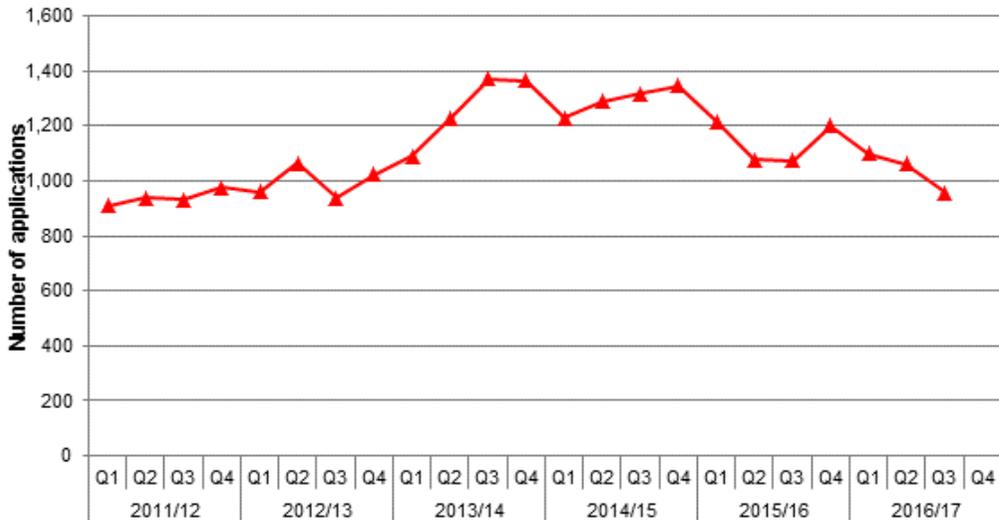


Chart 4. Children in need referrals within 12 months of previous referral

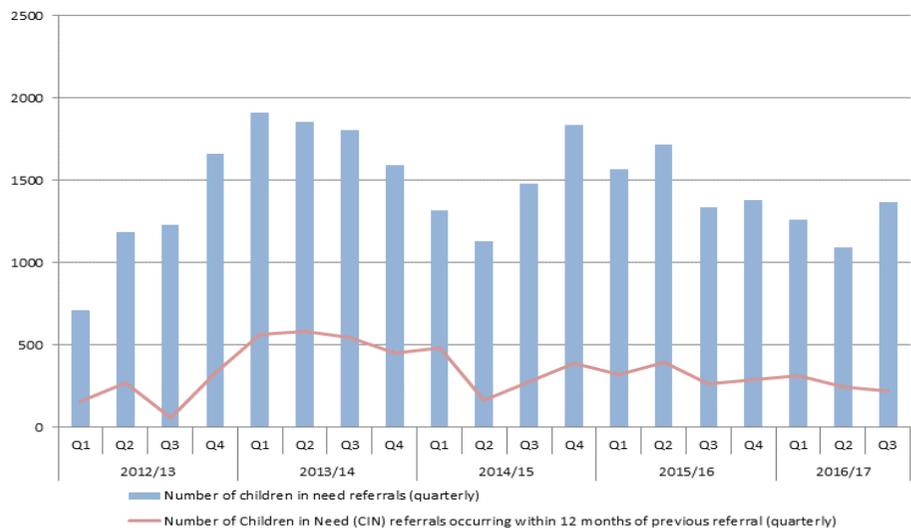


Chart 5. Looked after children cases

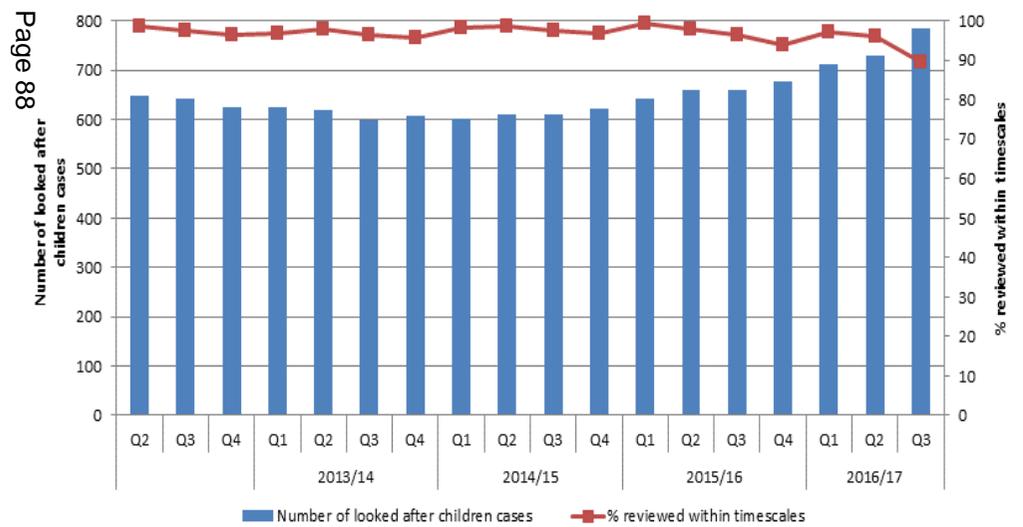


Chart 6. Children with a child protection plan

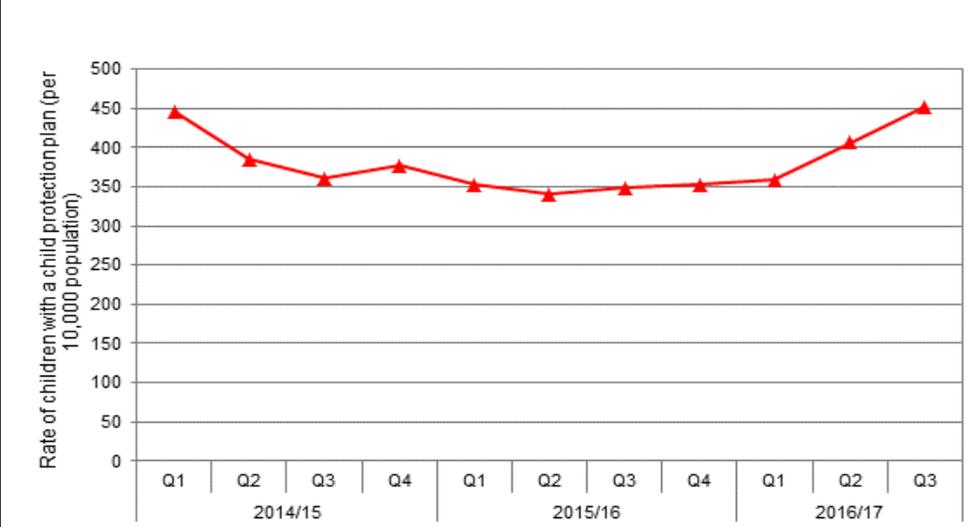


Chart 7. Fly-tipping incidents

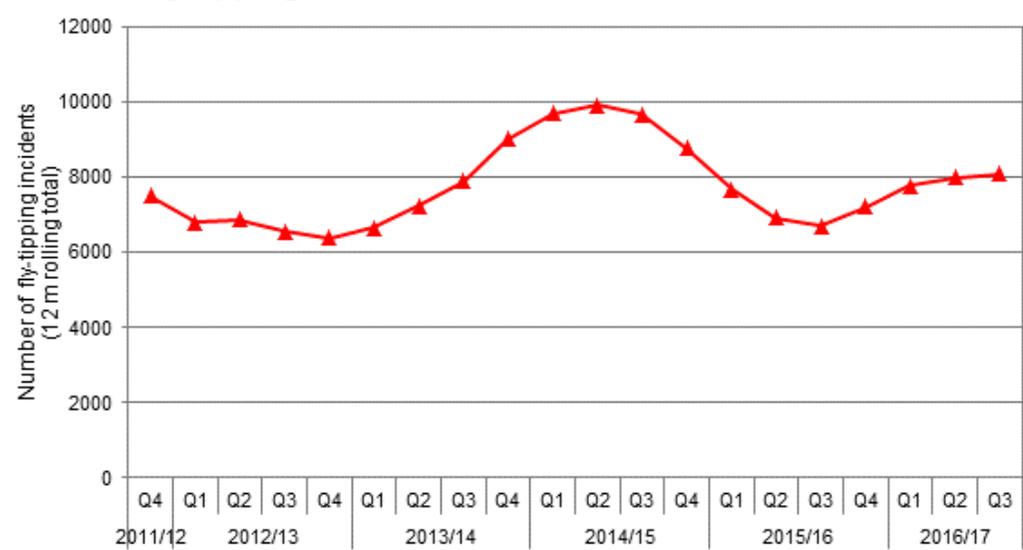


Chart 8. Telephone calls via customer services

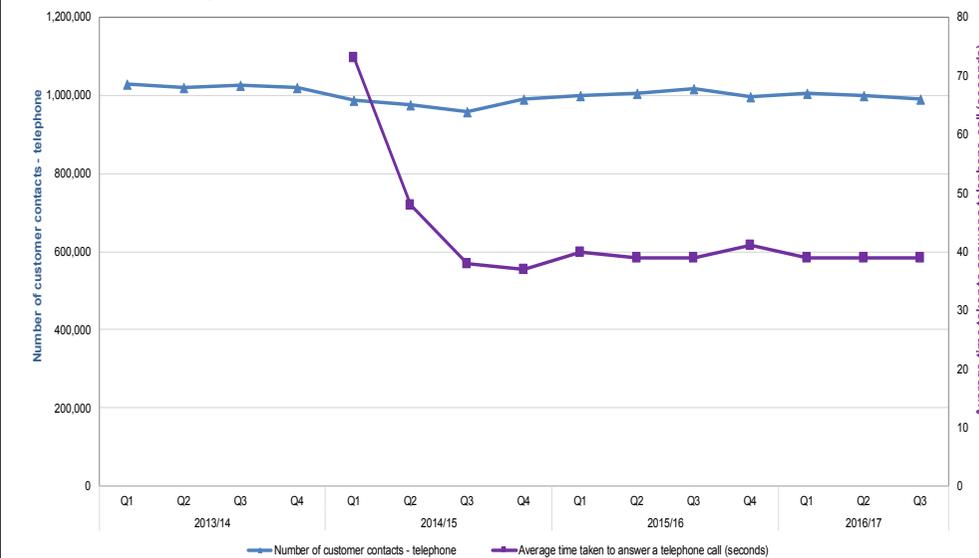


Chart 9. Face to face contacts via customer access points

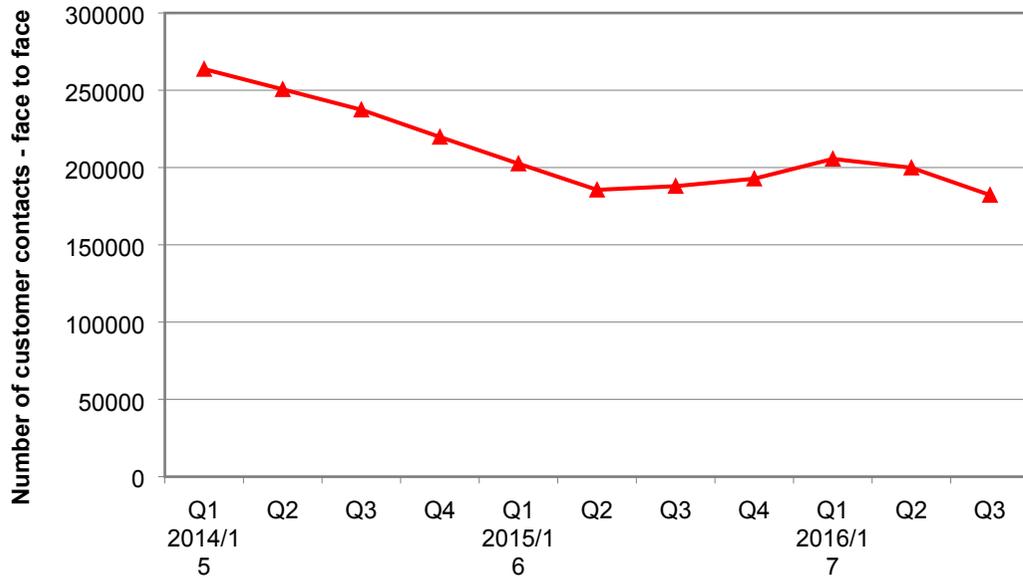


Chart 10. Customer contacts – web forms

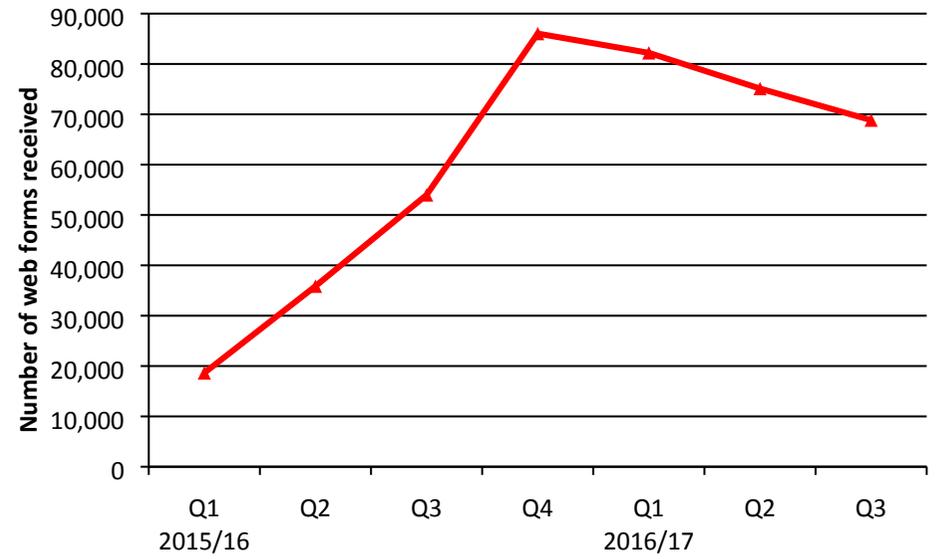


Chart 11. Customer contacts - emails

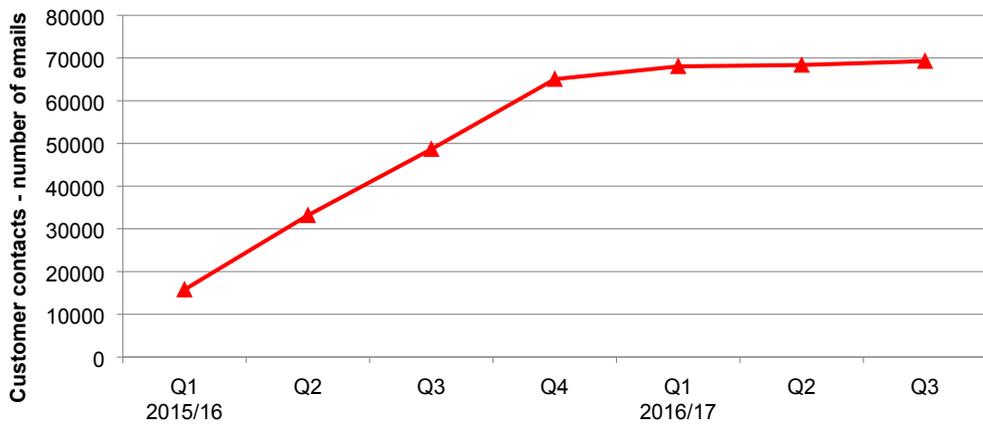


Chart 12. Customer contacts – social media

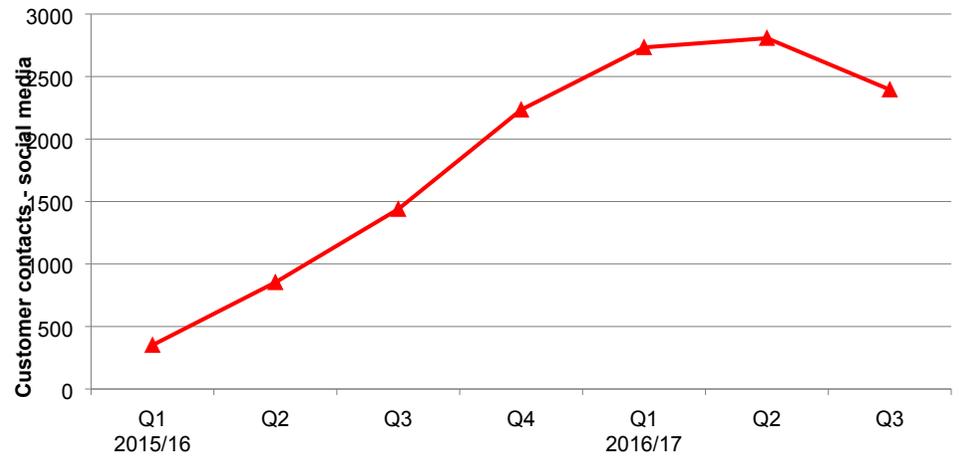


Chart 13. Housing Benefits – new claims

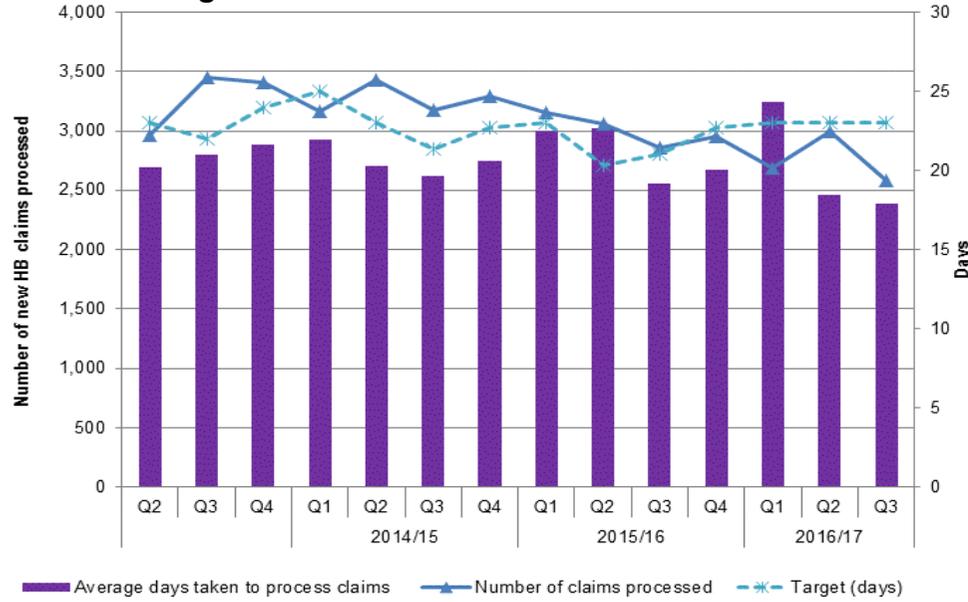


Chart 14. Council Tax Reduction – new claims

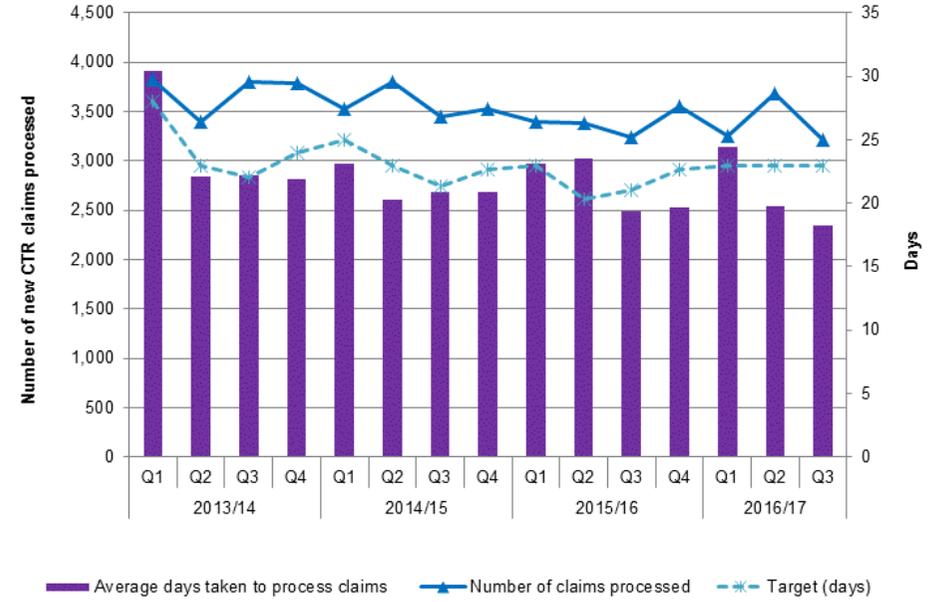


Chart 15. Housing Benefits – changes of circumstances

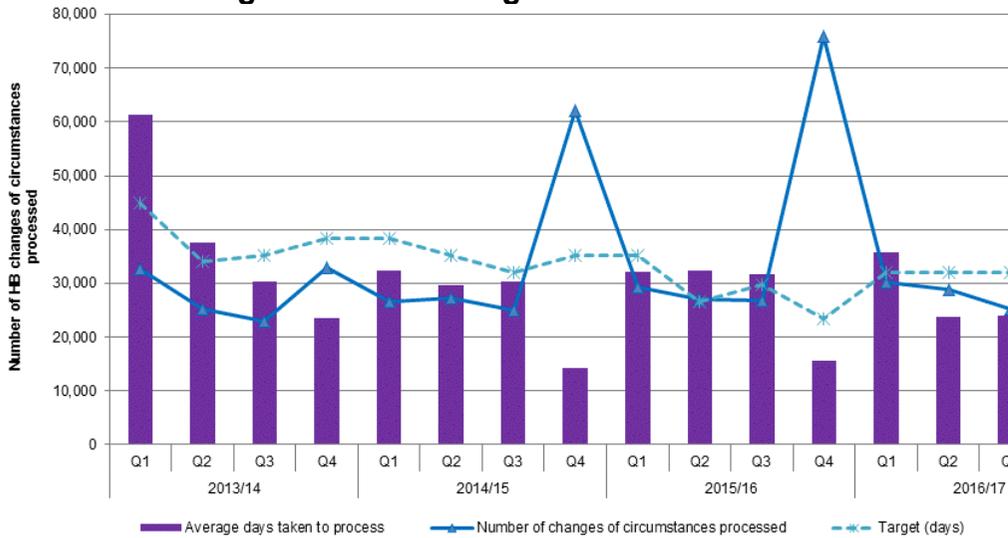
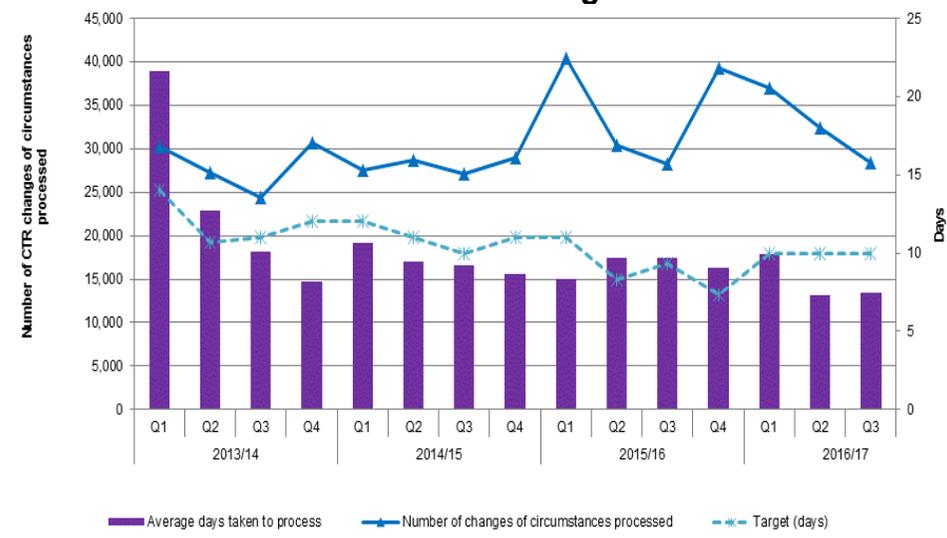


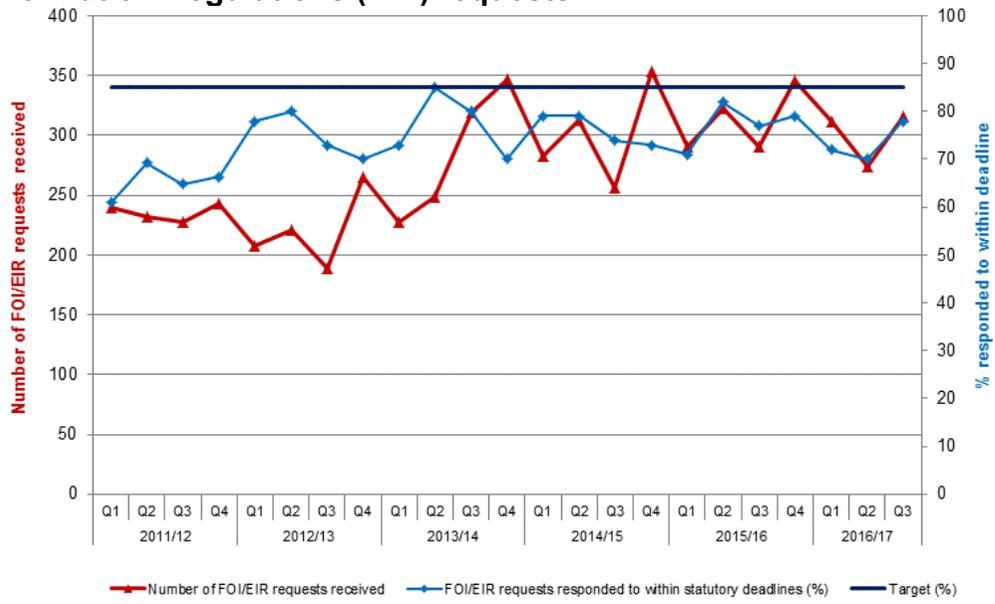
Chart 16. Council Tax Reduction – changes of circumstances



Volume data from 2015/16 is not comparable with previous data.

Volume data from 2015/16 is not comparable with previous data.

Chart 17. Freedom of Information (FOI) and Environmental Information Regulations (EIR) requests



Appendix 6: Educational Attainment – 2015/16 government measures

GCSEs: Calculating the Attainment 8 score

Attainment 8 measures the achievement of a pupil across 8 qualifications against a 1-8 point scale. In 2016, 1 is the equivalent to a grade G GCSE up to 8, which is the equivalent to an A* GCSE.

In 2017, new GCSE (9-1) qualifications will start to be rolled out which will have a new 1-9 point score scale.

The 8 qualifications counted in the Attainment 8 score are:

- A **Mathematics** element, which is double weighted.
- An English element based on the highest point score of a pupil's **English language** or **English literature** qualification. The higher grade will be double weighted if the pupil takes both qualifications. An English (combined) qualification can be included and double weighted.
- An element which is the three highest point scores from any qualifications that count towards the English Baccalaureate (**EBacc**). This includes science subjects, computer science, history, geography and languages.
- The remaining element contains the three highest scores in any three **other** subjects, including English language or literature (not counted in the English element), further GCSE qualifications (including EBacc subjects not included in the EBacc element) and any technical awards included in the Department for Education approved list.

Worked example:

Qualification	Grade	Points In 2016	Included in Attainment calculation?	Element	Weighting	Total points
GCSE maths	A	7	Yes	Mathematics	X 2	14
GCSE English language	A*	8	Yes	English	X 2	16
GCSE Core Science	A	7	Yes	EBacc	X 1	7
GCSE Additional Science	B	6	Yes	EBacc	X 1	6
GCSE Spanish	B	6	Yes	EBacc	X 1	6
GCSE English literature	B	6	Yes	Other	X 1	6
GCSE Art	C	5	Yes	Other	X 1	5
GCSE French	C	5	Yes	Other	X 1	5
GCSE Religious Studies	D	4	No (8 slots filled)			
Attainment 8 score =						65

A levels: Calculating the Average Point Score

National performance tables for 16 to 18 year-old students will report two average points score measure: the average point score per student (full-time equivalent) and the average point score per entry. Average point scores are calculated based on the results of A levels and AS qualifications only. A student must have entered at least one A level in the academic year to be included in the cohort.

A level Grade	A level Point Score*
A*	300
A	270
B	240
C	210
D	180
E	150
U	0

*AS levels count as half of these point scores

The average point score per student (FTE) is calculated by dividing the total number of points achieved by students by the total number of FTE students taking those qualifications.

Worked example:

Student A achieves two A levels at grade B, one at grade C and one AS level at grade D, they would score (240 + 240 + 240 + 90 =) 780 points.

Student B achieves a double A level at grade AB, an A level at grade B and a Key Skill at level 3, they would score (510 + 240 =) 750 points.

Student C receives a grade U for an A level but passes the AS in the same subject with a grade B, they would score 120 points.

Students	A level points
Student A	780
Student B	750
Student C	120
Total no. of A level points	1,650

This is divided by the total number of A level students to get the average point score.

Students	Total A levels passed	Total A levels studied	A levels passed/A levels studied
Student A	3.5	3.5	1.0
Student B	3	3	1.0
Student C	1	2	0.5
Total no. of A level Students (FTE)			2.5

$$\text{Average point score (APS) per A level student (FTE)} = \frac{\text{Total number of A level points achieved by all students}}{\text{Total number of A level students (FTE)}}$$

$$= \frac{1650}{2.5}$$

$$= \mathbf{660.0 \text{ points}}$$

$$\text{APS per A level entry} = \frac{\text{The sum of each student's A level points}}{\text{The sum of each student's A level entries}}$$

$$= \frac{780 + 750 + 120}{3.5 + 3 + 1}$$

$$= \frac{1,650}{7.5}$$

$$= \mathbf{220.0 \text{ points}}$$

Cabinet**15 March 2017**

**Overview and Scrutiny Review,
Improved Safety in the Home –
Safe and Wellbeing Visits**

Report of Lorraine O'Donnell, Director of Transformation and Partnerships

Purpose of the Report

- 1 The purpose of this report is to present the findings, conclusions and recommendations of the Committee's review on Improved Safety in the Home – Safe and Wellbeing Visits attached at appendix 2.

Background

- 2 The Committee has a role to scrutinise work of the Safe Durham Partnership. Members of the committee agreed to establish a working group to undertake some review activity looking at the new objective of improved safety in the home which is contained within both the Safe Durham Partnership Plan and the Council Plan and in particular, safe and wellbeing visits which is a major programme being undertaken in this area.
- 3 County Durham and Darlington Fire and Rescue Service(CDDFRS) firefighters undertake approximately 18,000 home fire safety visits each year. The introduction of safe and wellbeing visits in February 2016 aims to build upon the previous home fire safety visits to focus on vulnerable people and enhance prevention through broadening the remit of these visits and aim to make every contact count.
- 4 The content of safe and wellbeing visits is for local determination and within the CDDFRS area currently includes fire safety and lifestyle questions on slips, trips and falls, winter warmth, flu vaccination, dementia, smoking, alcohol and loneliness. To deliver this scheme, CDDFRS are working closely with a number of partner agencies including the council who will action referrals in relation to their specific lifestyle area.
- 5 The aim of the review was to gain assurance that processes are in place and being delivered through the safe and wellbeing visits to improve home safety, reduce risk and improve a person's health and quality of life. The review also provided an opportunity to identify any gaps or service improvements within the existing approach and raise awareness with elected members as community champions.
- 6 The review has gathered evidence through desktop research, meetings with officers, service professionals and a resident who has benefited

from the initiative. Focus groups were also held with firefighters and partner agencies and some observations of health and wellbeing visits were undertaken.

Conclusions

- 7 From evidence gathered throughout the review, the working group applaud the approach led by CDDFRS with partner agencies to implement safe and wellbeing visits throughout the county. The working group note the significance of organisational change for CDDFRS to lead on the scheme and the response by partner agencies to deliver this initiative in line with national strategies and local fire risk that aims to make every contact count and provide valuable support to vulnerable people.
- 8 Launched in February 2016, safe and wellbeing visits are in their infancy and with effective governance, referral processes and partnership working in place they are making a positive difference. Up to the 31st October 2016, there have been 10,718 safe and wellbeing visits undertaken of which 3,733 people agreed to answer the lifestyle element of the questionnaire. This has generated 1,235 referrals to partner agencies, many of which were the first contact with that service. The difference these visits have made was highlighted through personal case study presentations, written evidence from partner agencies, recognition within the Alzheimer's Society national awards and a presentation to the National Emergency Services Show.
- 9 The working group also notes the positive working relationship between CDDFRS and partner agencies to design and review the safe and wellbeing questionnaire and address any concerns that have been identified to improve delivery of the scheme. The scheme has been embedded within day-to-day activity for CDDFRS and firefighters are to receive further training by partner agencies.
- 10 The professionalism of firefighters and members of the Community Fire Safety Team was observed by councillors when accompanying firefighters undertaking safe and wellbeing visits. An area of development is for firefighters to receive feedback on outcomes of referrals and for partners to accompany firefighters undertaking safe and wellbeing visits.
- 11 There has been a significant amount of data collected from safe and wellbeing visits which provides an opportunity for partner agencies to work with CDDFRS to utilise anonymised data for service planning and prevention activity within the boundaries of the Data Protection Act.
- 12 The working group suggest that work is undertaken with CDDFRS and partner agencies to explore quality assurance activity on outcomes of safe and wellbeing referrals.
- 13 Whilst a positive difference is being made by the scheme, members note that the initiative is currently funded from within existing resources for both CDDFRS and partner agencies. Information provided to the working group highlighted decreasing budgets for all partners and agencies and

that funding sustainability is a risk to the success of the initiative. In addition partner agencies also identified a risk for the ability to meet any increase in further demand. It is suggested that the Safe Durham Partnership Board and Health and Wellbeing Board receive timely monitoring reports on the delivery of safe and wellbeing visits to highlight successes, challenges and risks to delivery of the initiative.

- 14 Safe and wellbeing visits have been actively promoted at local and national levels and it is suggested an area of potential development could be further promotion of the scheme with elected members, town and parish councils and area action partnerships. However, it is acknowledged that a risk to increased awareness may lead to increased demand and that a balance must be maintained to ensure quality and consistency in operation is not compromised.
- 15 The review's key findings focus on strategic context, governance and data, process and questionnaire, referral routes and outcomes and demand effectiveness and identify recommendations for the Safe Durham Partnership, Council and CDDFRS. The Safe Durham Partnership is asked to consider reviewing the governance framework document, to work with partners to ensure best use of data for service planning and prevention and to receive regular reports on delivery of the safe and wellbeing initiative. The Council is asked to consider holding a Members seminar to raise awareness and with the Safer Durham Partnership explore opportunities for cybercrime to be included within the Safer Homes project that focuses on crime prevention and fire safety.

Service Response

- 16 The Council's Adult's Services welcomes the Committee's report on safe and wellbeing visits that has been led by County Durham and Darlington Fire and Rescue Service with partner agencies. The report is well structured and succinctly blends the contextual factors influencing its design with the implementation process underpinned by a partnership framework. What has been delivered in the timescales is no mean feat and is a really valued service in adult social care. With regard to recommendation six relating to cybercrime, this could be an excellent opportunity to get awareness raising materials / advice to those vulnerable people, particularly around telephone, doorstep scammers as well as cyber-enabled fraud and suggest this is explored further.

Recommendations

- 17 Cabinet is asked to note the recommendations in the report attached (appendix 2, pages 5 and 6) and to respond within the six month period identified in the report for systematic review of the recommendations.
- 18 That the scrutiny review report on Improved Safety in the Home – Safe and Wellbeing Visits is presented to the Safe Durham Partnership Board.

Contact:

Tom Gorman, Corporate Scrutiny and Performance Manager
Jonathan Slee, Overview and Scrutiny Officer

Tel: 03000 268027
Tel: 03000 268148

Appendix 1: Implications

Finance – The scheme is delivered within existing resources of Durham and Darlington Fire and Rescue Service. The report highlights sustainability risks.

Staffing – None

Risk – None

Equality and Diversity / Public Sector Equality Duty – Durham and Darlington Fire and Rescue Service and partner organisations referrals prioritise people for safe and wellbeing visits based on vulnerability, often because of age or disability. The scheme therefore positively supports these protected characteristics under the Equality Act 2010.

Accommodation - None

Crime and Disorder – The report includes information that aims to contribute to the Altogether Safer element of the Council Plan and Safe Durham Partnership Plan.

Human Rights – None

Consultation – None

Procurement – None

Disability Issues – See **Equality and Diversity / Public Sector Equality Duty** above.

Legal Implications – None



Safer and Stronger Communities Overview and Scrutiny Report

Improved Safety in the Home – Safe and Wellbeing Visits

March 2017

Contents Page

Chair's Foreword	3
Executive Summary	4
Recommendations	5
Strategic Context	6
National and Local Context	6
Local Context	7
Governance and Data	10
Process and Questionnaire	11
Referral Routes and Outcomes	15
Demand and Effectiveness	17
Appendix 1	19
Terms of Reference	19
Appendix 2	20
Review Meetings Held	20

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

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Chair's Foreword

There is an old proverb that says that prevention is better than cure. This is never more relevant than in today's economic climate. By committing to prevention, public agencies can take actions to stop problems escalating and help ease future demands on service by intervening early. It can also help to improve the quality of life for individuals and their families by providing the services they need as early as possible.

In January 2016, the Safer and Stronger Communities Overview and Scrutiny Committee recommended improving home safety as a priority for inclusion within both the Council Plan and Safe Durham Partnership Plan.



In February, in line with a national programme for closer working with fire and health services, County Durham and Darlington Fire and Rescue Service (CDDFRS) launched its safe and wellbeing visits initiative.

The committee agreed to undertake a review to gain assurance that processes are in place and being delivered through safe and wellbeing visits to improve home safety, reduce risk and improve a person's health and quality of life. This work also provides an opportunity to identify any gaps or service improvements and raise awareness of the scheme with elected members as Community Champions.

We have gathered a wide range of evidence through meetings with officers from CDDFRS and held focus group meetings with representatives from partner agencies who action any referrals in addition to firefighters who carry out safe and wellbeing visits within a person's home. Moreover, field study observations have been undertaken and we received a personal account from a couple who have benefitted from the initiative.

The committee has a statutory responsibility for scrutinising the work of the Safe Durham Partnership and the findings from this work have led to a number of recommendations for the partnership which also impact on the council, CDDFRS and the Health and Wellbeing Board.

I would like to take this opportunity to thank members of the working group and representatives from CDDFRS, the Council's Public Health and Warmer Homes teams, County Durham and Darlington NHS Foundation Trust, Lifeline Project, Smokefreelife, Alzheimer's Society, Age UK County Durham and Mr and Mrs Robinson.

Councillor Thomas Nearney
Chairman
Improved Safety in the Home Working Group

Executive Summary

- 1 At the Committee's meeting in June 2016, Members agreed to undertake review activity looking at work in relation to Safe and Wellbeing Visits within the Council Plan and Safe Durham partnership objective of 'Improved Safety in the Home'.
- 2 CDDFRS firefighters undertook approximately 18,000 home fire safety visits each year. The introduction of safe and wellbeing visits in February 2016 aims to build upon the previous home fire safety visits to focus on vulnerable people and enhance prevention through inclusion of a broader remit and aim to make every contact count.
- 3 The aim of the review is to gain assurance that processes are in place and being delivered through the safe and wellbeing visits to improve home safety, reduce risk and improve a person's health and quality of life. The review also provides the opportunity to identify any gaps or service improvements within the existing approach and raise awareness of the scheme with elected members as Community Champions. For full terms of reference and details of the meetings held during this review, see **Appendices 1 and 2**.
- 4 From evidence gathered throughout the review, the working group applaud the approach led by CDDFRS with partner agencies to implement safe and wellbeing visits throughout the county. The working group note the significance of organisational change for CDDFRS to lead on the scheme and the response with partner agencies to deliver this initiative in line with national strategies and local fire risk that aims to make every contact count and provide valuable support to vulnerable people.
- 5 Launched in February 2016, safe and wellbeing visits are in their infancy and with effective governance, referral processes and partnership working in place they are making a positive difference. Up to the 31st October 2016, there have been 10,718 safe and wellbeing visits undertaken of which 3,733 people agreed to answer the lifestyle element of the questionnaire and have generated 1,235 referrals to partner organisations of which many were the first contact with that service.
- 6 The working group notes the positive working relationship between CDDFRS and partner agencies to design and review the safe and wellbeing questionnaire and address any concerns that have been identified to improve delivery of the scheme. The scheme has been embedded within day to day activity for CDDFRS and firefighters are to receive further training by partner agencies.
- 7 Field study activity also demonstrated the professionalism of firefighters and members of the Community Fire Safety Team when undertaking safe and wellbeing visits. An area of development is for firefighters to receive feedback on outcomes of safe and wellbeing visits and for consideration for partners to experience safe and wellbeing visits being undertaken by firefighters.

- 8 There has been a significant amount of data collected from safe and wellbeing visits which provides an opportunity for partner agencies to work with CDDFRS to utilise anonymised data for service planning and prevention activity within the boundaries of the Data Protection Act.
- 9 The positive reputation of the Fire Service is paramount to the successful delivery of safe and wellbeing visits. The lifestyle element of the safe and wellbeing visit questionnaire requires consent for each element and the working group request that care is taken that questions do not appear intrusive and are linked to underlying causes of fatal house fires. Furthermore, the working group also suggest that work is undertaken with CDDFRS and partner agencies to explore quality assurance activity on outcomes of safe and wellbeing referrals.
- 10 Whilst a positive difference is being made by the scheme, information provided to the working group highlighted decreasing budgets for all partners and agencies and that funding sustainability is a risk to the success of the initiative. In addition partner agencies also identified a risk for the ability to meet any increase in further demand. It is therefore suggested that the Safe Durham Partnership Board and Health and Wellbeing Board receive timely monitoring reports on the delivery of safe and wellbeing visits to highlight successes, challenges and risks to delivery of the initiative.
- 11 Safe and wellbeing visits have been actively promoted at local and national levels and it is suggested an area of potential development could be further promotion of the scheme with elected members, town and parish councils and area action partnerships. However, it is acknowledged that there is a risk that increased awareness may lead to a surge in demand and that a balance must be maintained to ensure quality and consistency in operation is not compromised.

Recommendations

Safe Durham Partnership

Recommendation One – That the Safe Durham Partnership Board annually reviews the framework document to ensure it continues to remain fit for purpose.

Recommendation Two – The Safe Durham Partnership Board works with partners, including clinical commissioning groups, to ensure that best use is made of data collected from safe and wellbeing visits for assessing demand, prevention and service planning.

Recommendation Three – The scheme is monitored through regular reports to the Safe Durham Partnership Board and the Health and Wellbeing Board detailing successes, challenges and risks, particularly around meeting demand and funding sustainability. Furthermore appropriate information is communicated with firefighters on outcomes of safe and wellbeing visits.

Recommendation Four – That CDDFRS through the framework document and partnership meetings explore approaches for quality assurance activity on outcomes of safe and wellbeing visits with partner agencies.

Durham County Council and Partners

Recommendation Five – The council arranges a seminar to be delivered to elected members during 2017/18 to promote safe and wellbeing visits and that CDDFRS promotes the scheme locally with town and parish councils and area action partnerships.

Recommendation Six – The Safe Durham Partnership Board (including the council's Consumer Protection Team) explores opportunities for cybercrime and fraud to be included within the Safer Homes project.

Strategic Context

Key Findings

- **Chief Fire Officers Association's Health Strategy aims to provide greater collaboration between fire and health services and linked to NHS Five Year Forward View.**
- **CDDFRS identified Safe and Wellbeing Visits as a priority, engaged with partner agencies and launched the initiative on 15th February 2016.**
- **CDDFRS aim to undertake 18,000 safe and wellbeing visits per year.**

National and Local Context

- 12 During the past 15 – 20 years, nationally fire and rescue services have focussed on prevention through a wide range of community fire safety activity. This activity including home fire safety checks has evolved over time and it is estimated that 670,000 fire safety interventions are undertaken in homes every year. This work often involves interactions with vulnerable people and has contributed to a reduction of risk and a significant drop in demand for fire and rescue services, and consequent reductions in the number of deaths and injuries from accidental fires in the home.
- 13 Building on this positive work and engagement, a number of fire and rescue services explored working with health partners to support them in improving health and quality of life outcomes for those most at risk in their communities. This work was successful and led to a document published in October 2015 by Public Health England and NHS England together with the Local Government Association and Chief Fire Officers Association titled 'Principles for a 'Safe and Well' visit by a Fire and Rescue Service'. The principles

included extending the current approaches to safety in the home to include risk factors that impact on health and wellbeing, engagement with local health and local authority services on local risks and demand. This approach also includes referrals to specialist services and ensures that visits improve quality of life outcomes and reduced demand for services.

- 14 Building upon these principles, CFOA published a Health Strategy 2015-19 'Fire and Rescue Services as a Health Asset'. This included seven priorities that aim to 'support a drive to provide greater collaboration between fire and health services to produce better health outcomes from the communities we serve'. This is linked to the NHS' Five Years Forward Plan placing greater importance on 'getting serious about prevention' views. One of these priorities is to 'Develop the design principles for and encourage the uptake of "Safe and Well" visits and the effective use of all fire and rescue service resources, building on the Home Safety Check and informed by existing good practice and ongoing evaluation'.
- 15 The CFOA Health Strategy describes a Safe and Well visit as 'a person centred home visit to identify and reduce risk to the occupier or occupiers, which expands upon a Home Fire Safety Check to include advice and interventions that address other risks that will further reduce fire risk, but will also help to improve health and wellbeing. Safe and Well maximises the opportunity to promote improved health outcomes and reduce harm, as part of the hundreds of thousands of visits Fire and Rescue Services are already undertaking.'
- 16 Safe and well visits also have a focus on prevention and sit within the context of the national public health initiative Making Every Contact Count that includes brief intervention training, encouraging healthier lifestyle choices for residents and to ensuring consistent and concise healthy lifestyle messages during safe and well visits.

Local Context

- 17 County Durham and Darlington Fire and Rescue Service implemented this approach as a pilot in February 2016 as 'safe and wellbeing visits'. The aim is highlighted within the document 'Enhancing the prevention role of County Durham and Darlington Fire & Rescue Service (CDDFRS)', to 'develop and systematically embed the health intervention role of the Fire Service through the development of safe and wellbeing visits with a range of partners to ensure vulnerable individuals get appropriate access to services and support to keep them safe and well.'
- 19 To meet this aim a number of objectives in relation to principles, workforce skills and training, systems and processes, communication and information and data provision were set.

20 In response to the Fire Service National Joint Council, CDDFRS aimed to focus their resources on the following areas on safe and wellbeing visits and wider collaboration activity :

- Slips, trips and falls assessments and offering preventative measures to reduce the risk of injury.
- Winter warmth assessments including offering fire and flu advice to reduce the number of excess winter deaths.
- Improving community response to cardiac arrest patients by offering Heartstart advice and allowing the British Heart Foundation the opportunity to use CDDFRS premises to carry out courses for the general public.
- Offering assistance to health partners by supporting bariatric services in terms of lifting those that have fallen.
- Train all CDDFRS staff in dementia awareness and work to a charter that ensures CDDFRS are a dementia friendly organisation. Offer advice and referral opportunities to members of the community that it is felt would benefit from assistance.
- Offer alcohol harm and reduction advice as well as signposting individuals that feel they would benefit from help in this area.
- Offer smoking cessation advice as well as signposting individuals that feel they would benefit from help in this area.
- Provide advice and promote local activities to residents in order to reduce loneliness and isolation.

21 The Service also gave a commitment to provide an appropriate level of training to its staff within each of the key areas outlined above through engaging with key groups that include:

- I. Alzheimer’s Society/ Dementia Alliance
- II. County Durham Tobacco Alliance
- III. Alcohol Harm Reduction Group
- IV. Balance North East
- V. Energy and Fuel Poverty Group
- VI. Unintentional Injuries Prevention Group
- VII. Wellbeing for Life

22 Safe and wellbeing visits are undertaken within people’s properties and a questionnaire is completed by operational firefighters throughout County Durham and Darlington. The questionnaire is in two parts that focus on Fire Safety and Lifestyle. The style of safe and wellbeing visits and questionnaire was co-designed through consultation with a number of partner agencies focusing on local risks and demand. This resulted in a paper based questionnaire that focuses on fire safety and six key areas of health with referral pathways into specialist services for each area. The following table outlines these areas and the associated partner agencies.

Key Health Area	Partner Agency
Slips, Trips and Falls	County Durham and Darlington NHS

	Foundation Trust
Winter Warmth	Warm Homes Scheme (DCC)
Alcohol	Lifeline Project (DCC Public Health Commissioned)
Smoking	Smokefreelife (DCC Public Health Commissioned)
Dementia	Alzheimer's Society
Loneliness and Isolation	Age UK County Durham
Making Every Contact Count	Wellbeing for Life

- 23 The above areas are highlighted in the JSNA and local health profiles and are linked to common factors present during accidental dwelling fatalities. In addition, outcomes from this work are linked to the Safe Durham Partnership Plan, The Council Plan and a key objective of the Fire Service's Integrated Risk Management Plan.
- 24 To deliver this approach, operational firefighters undertake safe and wellbeing visits within their locality, with each station and each 'shift' or 'watch' having a specified target to meet the aim of 18,000 visits per year. The scheme is administered by the fire service's community safety team and support is also provided by vulnerable person advocates who will work closely with vulnerable people where it has been identified there is high risk.
- 25 Funding to deliver the initiative is currently being met within existing budgets and resources within both County Durham and Darlington Fire and Rescue Service and partner agencies.
- 26 The scheme has been actively promoted at local and national levels. Locally this includes promotion through the role of operational staff in terms of community engagement including fire station open days and events involving members of the public, CDDFRS staff and partner organisations. In addition the scheme has been promoted through social media, press releases and poster campaigns.
- 27 Nationally the Chief Fire Officer has presented to the CFOA and CDDFRS together with the Alzheimer's Society and were invited to attend the national emergency services show in September 2016. In addition, a video by ITV called 'Beyond Blue Lights' highlighting the work of the safe and wellbeing visits has been produced and was shared with the working group. Furthermore, CDDFRS were a finalist within the national Alzheimer's Society Awards 2016 for its work on the creation of a 'Dementia Friendly Charter', showing the service's commitment to improving how it works with those living with dementia.
- 28 The working group felt that the fire service and partners could build on the excellent levels of engagement through the promotion of the scheme with elected members, town and parish councils and area action partnerships.

Recommendation – The council arranges a seminar to be delivered to elected members during 2017/18 to promote safe and wellbeing visits and that CDDFRS promotes the scheme locally with town and parish councils and area action partnerships.

Governance and Data

Governance and Data Quality

Key Findings

- **A governance document is in place with signed commitment from all Partner agencies.**
- **The importance of data protection, sharing information and consent was embedded within the governance arrangements.**
- **Anonymised information and data from the safe and wellbeing visits could also be of importance to partner agencies for service planning and prevention.**

- 29 Evidence provided has identified clear governance and partnership structures in place with a framework document titled 'Enhancing the prevention role of CDDFRS' that is centred on prevention and making every contact count. There is clear commitment of all organisations at strategic level within the document with links to national and local strategies, information management, outcomes and evaluation. To achieve the aims of the document a partnership group was established and has been actively engaged to develop and shape the model to deliver safe and wellbeing visits.
- 30 Feedback from supporting information and a focus group held with partner agencies reported that a positive partnership approach was in place for delivery of safe and wellbeing visits. Members took assurance from the meeting with partner agencies that questions within the survey had been developed through close working with partner agencies for each of their specified areas and that the importance of data protection, sharing information and consent was embedded within the process. Members were informed that in terms of information sharing, this is now an opt-out process within the survey. This means that individuals must choose to opt out if they do not consent to having their personal data shared with other agencies.
- 31 The fire service aim to undertake 18,000 safe and wellbeing visits per year, which provides an opportunity to gather a vast amount of information in relation to each aspect of the referral and its location. There is a great potential to the service and partner agencies in using data that has been collected from visits and has been anonymised. This could be used for service planning, assessing demand and targeting policy interventions. This

information could be of great benefit to clinical commissioning groups, public health and area action partnerships, amongst others with regard to priorities within their respective areas.

Recommendation – That the Safe Durham Partnership Board annually reviews the framework document to ensure it continues to remain fit for purpose.

Recommendation – The Safe Durham Partnership Board works with partners, including clinical commissioning groups, to ensure that best use is made of data collected from safe and wellbeing visits for assessing demand, prevention and service planning.

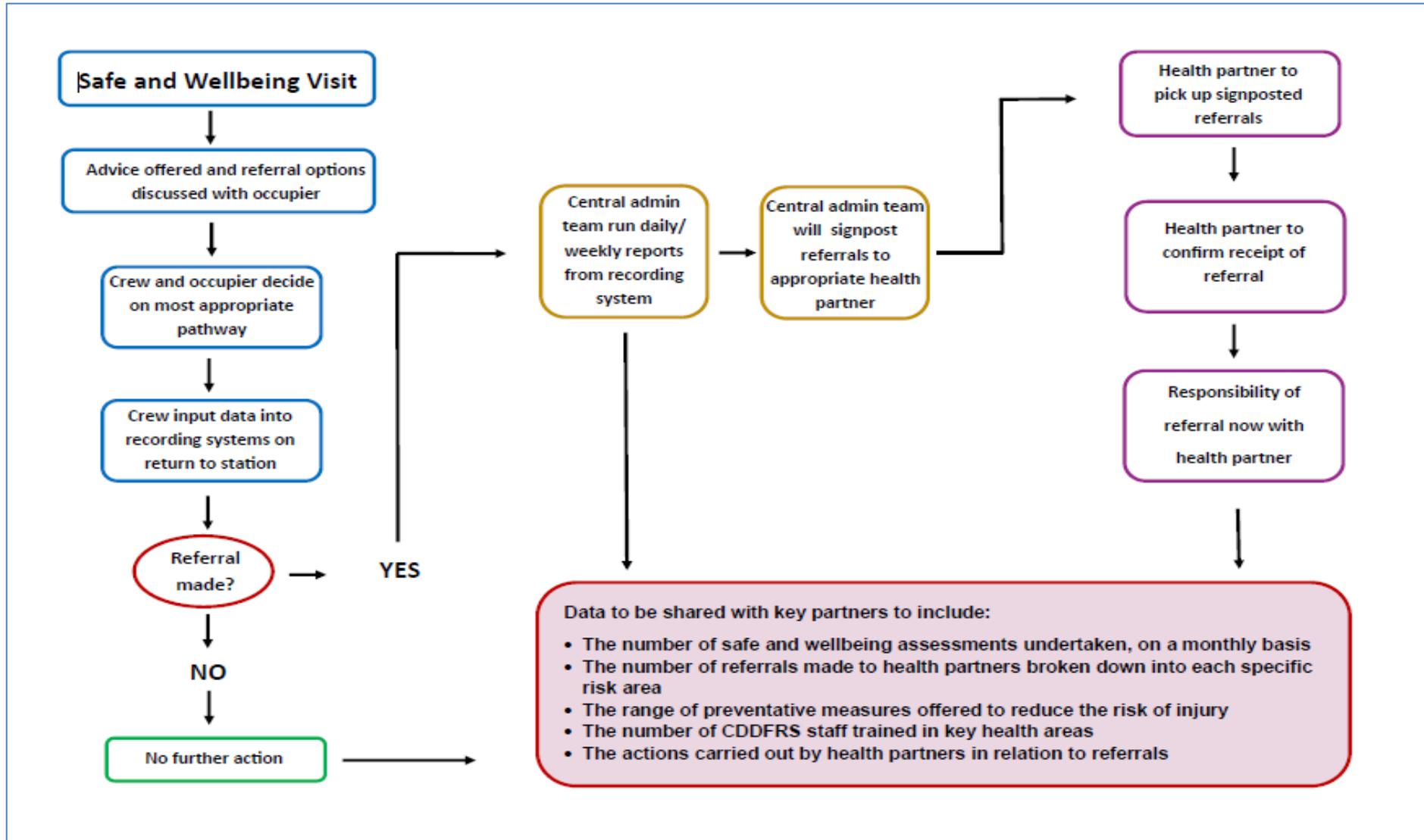
Process and Questionnaire

Key Findings

- **Risk based approach for identification of homes for safe and wellbeing visits.**
- **Clear process in place for referrals to partner agencies.**
- **Questionnaire developed with partner agencies and linked to risks of fire fatalities.**
- **Firefighters have received initial training and aim to make every contact count.**
- **Feedback to firefighters identified as a development area.**

- 32 Since its launch on 15th February 2016 and up to 31st October 2016 there have been 10,718 safe and wellbeing visits undertaken within County Durham. 1,397 (13%) of these were self-referrals. 509 (5%) were from external agencies/partners and 8,812 (82%) had been through cold calls by operational fire crews.
- 33 Cold calling is risk based and the Fire and Rescue Service do not have right of entry to properties to give preventative messages. Identification of homes or areas to undertake cold calls is assessed through use of IT equipment on-board fire appliances providing firefighters with levels of fire risk, information of where the service has previously fitted smoke alarms and/or undertaken home fire safety or safe and wellbeing visits.
- 34 At present, during a safe and wellbeing visit, CDDFRS are collecting information and making referrals and firefighters do not carry out any works or interventions other than installation of smoke alarms. Once a referral has been received by a partner agency it is their responsibility to take action.

35 The following flow chart illustrates the process for undertaking safe and wellbeing visits



- 36 Throughout the review, evidence provided was that the process for safe and wellbeing visits is robustly applied and followed. The CDDFRS Community Safety Team download data collected from safe and wellbeing visits and forward any referrals to the relevant partner agency via a secure method on a weekly basis.
- 37 Members note that the majority of these areas covered within the safe and wellbeing visit are linked to the underlying causes of house fires within County Durham within the past five years. This approach aims to prevent harm to the public and by linking safe and wellbeing visits to the fatality profile within the county ensures they are not only helping in terms of the health and wellbeing agenda, but also linking back into CDDFRS's core business. This approach is highlighted within the following table:

Common factors present during accidental dwelling fatalities	Key Lifestyle areas covered during SWVs
Mental Health	Dementia, Loneliness and Isolation, Fuel Poverty
Smoking	Smoking Cessation
Alcohol use	Alcohol (World health organisation model)
Living Alone	Loneliness and Isolation, Dementia
Limited Mobility	Slips, trips and falls, Dementia
Poor Housekeeping	Hoarding (Safer Homes if necessary), Dementia

- 38 Since its inception in February 2016, the questionnaire contains a number of questions within each lifestyle area, during this time it has been constantly evolving taking into account feedback from partners and firefighters undertaking the visits. The working group identified that the collaborative approach to continuous improvement was one of the strengths of the initiative. However, feedback from a focus group with firefighters indicated that questions on the form at times could appear intrusive and depending on the specific situation a sensitive approach was required. The focus group with firefighters also made a suggestion for streamlining the questionnaire and that partner agencies have an opportunity to



Members with CDDFRS Firefighters

observe fire crews undertake safe and wellbeing visits to gain awareness of the challenges that can be experienced.

- 39 Safe and wellbeing visits are linked to existing partnership work undertaken through the Safer Homes Project that received £500,000 of government funding in September 2014 to help public services work together to commission, manage and deliver services for vulnerable and elderly people in relation to fire and community safety. An area that was identified by the working group for future development within the questionnaire is risk of fraud and cybercrime amongst vulnerable people. Whilst not linked to fire fatalities, this may be an area of future consideration with Durham County Council's Consumer Protection Team and Durham Constabulary within the Safer Homes project.
- 40 Evidence provided from firefighters and field study activity reported that crews have embraced the concept of safe and wellbeing visits and professionally undertaken the visits with an emphasis on prevention and making every contact count. The introduction of the lifestyle element of the questionnaire means that crews take longer to undertake a visit but firefighters highlighted the value of these areas and the potential benefits this could achieve for the resident. Through undertaking field study activity, members commented on the professionalism of firefighters with clients and the value of the service to contributing to the health agenda.
- 41 An identified development area was for feedback to be provided to crews on outcomes of safe and wellbeing referrals in relation to their station area. In addition, use of technology was suggested as a way of instantly recording data collected through safe and wellbeing visits and being more efficient. However there were mixed responses to this suggestion as whilst technology can provide instant data, feedback from crews felt this could be time consuming with existing equipment, have a financial cost and may be off putting to some households.
- 42 In addition to existing knowledge, firefighters have received training on all areas of the lifestyle element of the safe and wellbeing questionnaire. This has predominately been undertaken through online training, face-to-face dementia training, making every contact count training provided by Wellbeing for Life and then developing knowledge through safe and wellbeing visit assessments within properties. The focus group with firefighters noted there could be logistical challenges but identified that further training from each partner agency on their specific area would be beneficial. This is acknowledged by CDDFRS and is currently being developed. The working group acknowledges the level of training firefighters have received in relation to handling questions sensitively and support CDDFRS to undertake further training with partner agencies.

Recommendation – The scheme is monitored through regular reports to the Safe Durham Partnership Board and the Health and Wellbeing Board detailing successes, challenges and risks, particularly around meeting demand and

funding sustainability. Furthermore appropriate information is communicated with firefighters on outcomes of safe and wellbeing visits.

Recommendation– The Safe Durham Partnership Board (including the council’s Consumer Protection Team) explores opportunities for cybercrime and fraud to be included within the Safer Homes project.

Referral Routes and Outcomes

Key Findings

- **1,235 referrals made to partners agencies from safe and wellbeing visits within County Durham.**
- **Health area of loneliness and isolation is the highest referral pathway.**
- **Partner agencies report safe and wellbeing visits are beneficial and making a difference.**

43 During the period from 15th February to 31 October 2016 there have been 10,718 safe and wellbeing visits undertaken within County Durham of which 3,733 people (35%) agreed to undertake the lifestyle element of the questionnaire. From those that agreed to undertake the lifestyle element of the questionnaire there were 1,235 referrals made to partner agencies, equating to a referral rate of 33% (12% of safe and wellbeing visits overall).

44 The following table identifies the number of referrals made and the identified pathway to the appropriate agency for any health referrals from safe and wellbeing visits undertaken by firefighters within County Durham.

Key Health Area	Number of Referrals	Referral Pathway
Slips Trips and Falls	286	Falls Team, County Durham & Darlington NHS Foundation Trust
Winter Warmth	263	Warm Homes Team, Durham County Council
Alcohol	12	Lifeline project – commissioned by Durham County Council
Smoking	102	Smokefreelife County Durham – commissioned by Durham County Council
Dementia	162	Alzheimer’s Society
Loneliness and Isolation	410	Age UK County Durham
Total	1,235	

- 45 Within this data, some referrals are made to more than one agency and feedback provided from partner agencies identified that for many, this was the first contact they had with the person or family.
- 46 Where a referral is identified linked to a fire risk and cannot be resolved at the house by firefighters this requires further intervention that is undertaken through a safer home visit by a vulnerable person advocate within the fire service's community safety team. Cllr Nearney undertook field study activity to observe these visits and enhanced support is offered to the resident including fire preventative spray being used on carpets and fire retardant blankets and seat covers being issued to reduce the risk of fire within the property.
- 47 The introduction of safe and wellbeing visits is beneficial for partner agencies and positive feedback was received regarding engagement in development of the scheme and how it is delivered. Partners expressed concerns about the quality of some of the data, the relevance of some referrals and processes following a referral being made. However, partners acknowledged this is an initiative that is still developing and where concerns or issues had been identified, there was commitment by all partners to identify methods to resolve these with a positive outcome. Age UK County Durham and the Warm Homes team both provided examples of where positive change had taken place and the quality of referrals had improved.

48 Members received evidence from partner agencies on what action had been taken following of a referral through a personal account and written evidence.

49 The review benefitted from a personal account which was provided by Jim and Bess Robinson who attended a working group meeting and illustrated the difference that had been made to their lives following a safe and wellbeing visit. The outcome of the visit led to a referral to the Alzheimer's Society. Mrs Robinson explained that during the visit, the information the CDDFRS were able to provide helped to persuade her that a referral would be useful, having been reticent in the past to speak to



Members with Mr & Mrs Robinson

other agencies. Support provided as a result of the visit proved to be life-changing and beneficial to both Mr and Mrs Robinson, including support for Mrs Robinson that included one day respite care for Mr Robinson and counselling sessions and contact with a mental health group.

50 Mrs Robinson explained that she has actively promoted the benefits of this scheme and provided talks at community events and has spoken to Fire Officers regarding safe and wellbeing visits. In addition, their story was included within the ITN Beyond Blue Lights documentary that was aired at the National Emergency Services show in September 2016 and is available on

youtube. A copy of this video is available from the following link
<https://www.ddfire.gov.uk/news/beyond-blue-lights>

- 51 Further case studies with positive outcomes were provided on stop smoking, advice on financial and benefit support, and falls from Smokefreelife County Durham, Age UK County Durham and County Durham & Darlington NHS Foundation Trust.
- 52 Prior to the focus group meeting with partner agencies, an information report was presented to members that included outcomes from referrals. Paragraph 48 identifies, the highest number of referrals has been to Age UK for loneliness and isolation and the information report informed members that for the period 15th February 2016 to 22 September 2016 they received 349 referrals from County Durham & Darlington Fire & Rescue Service. From these referrals, 318 clients were not previously known to Age UK and 201 clients accepted further assistance.
- 53 The information report also reported that the falls team has issued 298 falls prevention packs and assessed six clients. Smokefreelife County Durham reported that more people are aware of the stop smoking service and 15 people have accessed the service as a result of the safe and wellbeing project, one of these has quit smoking and others are at various stages of quitting.
- 54 Further to the case study provided, the Alzheimer's Society reported that their largest number of referrals is from the safe and wellbeing visits. The main benefit of these visits has been that the fire officers are one of the most trusted brands and visit people who would not normally come forward for help, and these referrals are helping provide advice and support to a much larger group of people and help them to live well in the community.

Demand and Effectiveness

Key Findings

- **Safe and wellbeing referrals and follow up activity are funded through existing resources.**
- **Ability to meet to demand if the initiative is further developed has been identified as a risk by partner agencies.**
- **Quality assurance activity undertaken by CDDFRS but limited to outcomes of referrals by partner agencies.**
- **A cost benefit analysis is to be explored by an evaluation of the initiative which is to be undertaken by Teesside University.**

- 55 Safe and wellbeing visits are funded through existing resources to both undertake the initial visit and deliver outcomes from any referrals. The expansion of the scheme from fire safety to safe and wellbeing visits has led

to an increased demand for both CDDFRS and partner agencies. Responses provided to the working group from Smokefreelife County Durham, Alzheimer's Society, Age UK County Durham and the NHS Falls team all reported an increase in referrals from safe and wellbeing visits.

- 56 Whilst the scheme is welcomed by all partner agencies, the ability to meet demand within existing capacity and resources was expressed as a risk by a number of partner agencies. It was reported that expansions to the scheme or increase in referrals may require further support to deliver.
- 57 A key line of enquiry for the review was to look at the effectiveness of safe and wellbeing visits. Following fire crews undertaking safe and wellbeing visits, a quality assurance call is carried out by CDDFRS to assess satisfaction of the visit. However, quality assurance for outcomes of referrals is an area for further consideration by the partnership group.
- 58 Outcomes of the safe and wellbeing visits, feedback from field study activity and focus groups with partner agencies and firefighters identify the commitment to making every contact count. This has also included intervention and brief advice, encouraging healthier lifestyle choices for residents and delivering consistent and concise healthy lifestyle messages during safe and wellbeing visits.
- 59 It was not within the Committee's scope to undertake a cost benefit analysis on the effectiveness of safe and wellbeing visits. However, an evaluation is currently being developed by Teesside University and a potential element of this work is to consider whether a cost benefit analysis could be produced. In addition, CDDFRS are also worked closely with Greater Manchester Fire Service who have taken the national lead for this work and are exploring work on a cost benefit analysis from their scheme.

Recommendation– The scheme is monitored through regular reports to the Safe Durham Partnership Board and the Health and Wellbeing Board detailing successes, challenges and risks, particularly around meeting demand and funding sustainability. Furthermore appropriate information is communicated with firefighters on outcomes of safe and wellbeing visits.

Recommendation– That CDDFRS through the framework document and partnership meetings explore approaches for quality assurance activity on outcomes of safe and wellbeing visits with partner agencies.

Appendix 1

Terms of Reference

To meet this aim, the review has undertaken an initial assessment of the project with elected members to gain an understanding of the initiative and identify any gaps with regard to the process and referral routes. The working group also sought to ensure that outcomes from these visits are being monitored and delivered by the respective partner agencies. The objectives of the review were to:

- gain an understanding of the safe and wellbeing visits through an overview presentation to identify its links to national and local objectives, aims and intended outcomes, governance and accountability arrangements and funding for the scheme.
- look at the process and procedures for undertaking safe and wellbeing visits and identify any gaps within the areas that are covered during the visits, the format of the survey to ensure to make every contact count is working efficiently and that partner agencies are meeting demand.
- receive information on the referral routes of safe and wellbeing visits with regard to how people and homes are identified, how the initiative is promoted and communicated both publically and by partner agencies.
- receive information on the outcomes and the difference the safe and wellbeing visits are making to people and homes within the county. This objective will also gather information on feedback from service users, the number of safe and wellbeing visits undertaken, the number of referrals made by the fire service in each area both geographically and by risk.
- hold a focus group session with partner agencies to evaluate the benefits of safe and wellbeing visits to partner agencies.
- consider data collected from safe and wellbeing visits to identify trends, and concerns of potential unknown risks.

Appendix 2

Review Meetings Held

The review has gathered evidence through desktop research, meetings with officers, service professionals, representatives from partner agencies and residents and undertaken field study activity.

Date	Activity/Venue
7/9/2016	Working Group Meeting – overview session , Durham Fire Station
20/9/2016	Working Group Meeting – process, referral routes and outcomes, Durham Fire Station
29/9/2016	Field Study – Cllr Nearney – observation with community safety staff undertaking a vulnerable person visit and safe and wellbeing visits by firefighters from High Handenhold
5/10/2016	Field Study – Cllr Turnbull – observation with firefighters from Durham Station undertaking safe and wellbeing visits
10/10/2016	Field study – Overview and Scrutiny Officer – observation with firefighters from Durham Station undertaking safe and wellbeing visits
11/10/2016	Working Group Meeting – partner agencies, Durham Fire HQ, Belmont
18/10/2016	Working Group Meeting - focus group session of firefighters, Durham Fire Station
/10/16	Field Study – Cllr Wilson – met with fire service personnel at Bishop Auckland Fire Station
7/11/2016	Field Study – Mr J Welch – Met with fire service personnel at Crook Fire Station
8/11/2016	Working Group Meeting – draft report, Durham Fire Station

Cabinet

15 March 2017

Care Leavers Support Update



Report of Corporate Management Team

Margaret Whellans, Corporate Director of Children & Young People's Services

Councillor Ossie Johnson, Cabinet Portfolio Holder for Children & Young People's Services

Purpose of the Report

- 1 The purpose of this report is to provide an update to Cabinet on the actions taken by Durham County Council to support Care Leavers as well as on the related policy developments, details of which are contained in Appendix 2. Appendix 3 contains Care Leaver performance data.

Background

- 2 Care Leavers are young people who have been in the care of the local authority for 13 weeks or more at any time. The Council is responsible for them as corporate parents. Durham County Council has recognised that this group of young people is particularly vulnerable and has taken a range of actions to improve their outcomes.
- 3 There are a number of recent national policy developments intended to improve care leavers' life chances to which the Council must respond.

Key actions

- 4 The new and emerging policy developments contained in the Children and Social Work Bill as well as the 'Keep on Caring' strategy require DCC to develop and improve some aspects of current provision. The following actions will be carried out.
 - (a) Extension of access to Personal Advisers to the age of 25. The Personal Adviser role has been recently reviewed and all Personal Advisers are trained to deliver financial advice to Care Leavers on efficient budget management. Personal Advisers employed by DCC will be completing further qualifications (NVQ Level 4) in order to increase their competence;
 - (b) Development of a Local Offer for Care Leavers. In order to provide information on services for this particular cohort, DCC will produce and regularly update a Local Offer for Care Leavers. The scope of

information included in the offer will need to be further determined by the Care Leavers Strategy Steering Group;

- (c) Further strengthening of the corporate parenting principles throughout the council with the governance review of the Corporate Parenting Panel. The process of wider implementation of this agenda has already been initiated by the Chief Executive through the “Opportunity for every Care Leaver” initiative, further explored in the education, employment and training section of this report;
- (d) Joint work between CYPS and DWP to establish the Universal Credit access pathway for Care Leavers before they reach 18 years of age as well as to identify training needs for Personal Advisers in relation to Universal Credit. In Durham a “pilot aide memoire” was implemented jointly with the DWP providing extra support to Care Leavers in making Jobseekers’ Allowance (JSA) claims a month prior to their 18th birthday and allowing them a smooth transition from Income Maintenance paid by local authority to JSA. Further work with DWP has been identified in relation to joint training on both the additional needs of Care Leavers and the need for Personal Advisers to understand the implications of Universal Credit. The Care Leaver marker developed nationally through the National Care Leavers Benchmarking Forum, currently used by DWP, will need to be developed and amended to match the new Universal Credit operational procedures. Provision of financial support to Care Leavers who engage in apprenticeship or other forms of employment via Care Leavers Support Plans.
- (e) Addressing the impact of changes to the immigration law announced in the Immigration Act 2016 on Care Leavers. This area of work is currently being considered by DCC. Further work in relation to the age profile of the current LAC population to inform the analysis of need will be undertaken. This will enable financial forecasting to inform future staffing level requirements and support provision. Continuation of the corporate focus on employment, education and training opportunities for Care Leavers throughout the council. Development of a consistent and coordinated approach to data collection and performance monitoring in relation to Care Leavers. Extension of data collection on Care Leavers to the age of 25. Addressing the health and wellbeing needs of Care Leavers amongst other vulnerable groups via the Integrated Needs Assessments and Joint Health and Wellbeing Strategy as per statutory guidance requirements.

5 DCC has already incorporated a number of other actions into its practice in order to provide comprehensive support to Care Leavers:

- (a) Completion of ‘Staying Close’ a requirement for young people leaving residential care on an individual care-planning basis. The Care Leaver Accommodation and Support Protocol (CLASP) to initiate the planning process including considering housing options when Looked After Children reach the age of 16. Incorporation of the ‘Staying Put’ duty for

young people leaving foster care into day-to-day practice and housing provision procedures. All Care Leavers in receipt of support from DCC who express their wish to stay put are given an opportunity to do so as part of their Pathway Plans and through their Looked After Reviews. Since the Ofsted Inspection a new process has been designed and implemented where 'Staying Put' is introduced into care planning when the young person reaches 15.5 years of age or sooner;

- (b) Provision of comprehensive education, employment and training support to Care Leavers via a project co-ordinator who works closely with the three Durham Works Transition Workers to maximise looked after young people and Care Leavers' employment opportunities;
- (c) Establishment and implementation of specialist mental health and substance misuse pathways for all young people including Care Leavers;
- (d) Development and implementation of a Care Leavers Strategy (2015-2018) and Care Leavers Action Plan (2015-2018) in accordance with the national Care Leavers Strategy. The DCC Strategy outlines eight key priorities to maximise outcomes for Care Leavers (please refer to Appendix 2 for more details).
- (e) The Chief Executive continues to champion the needs of Care Leavers and meets with them on a regular basis.

Recommendations

6 Cabinet is recommended to:

- (a) Note the content of this report;
- (b) Endorse the additional actions to be undertaken to ensure Care Leavers are provided with the skills and knowledge to maintain independent and fulfilling lives.

**Contact: Carole Payne, Head of Children's Services, Tel: 03000 268657
Linda Bailey, Strategic Manager, Progression and Learning
Children and young people's Services, Tel: 01325 375940.**

Appendix 1 - Implications

Finance – Potential implications in relation to the introduction of the extension of the support of Personal Adviser to the age of 25 and Universal Credit changes.

Staffing – Implications in relation to the introduction of the extension of the support of Personal adviser to the age of 25 and the increasing Looked After Children population which will result in a higher number of future Care Leavers.

Risk – Changes need to be carefully managed to ensure that the protection of Care Leavers remains robust and the system is not de-stabilised during change implementation. The potential discontinuation of YEI funding for Durham Works will result in reduction of support with Education, Employment and Training for Care Leavers if a contingency plan is not developed.

Equality and Diversity / Public Sector Equality Duty – The needs of vulnerable Care Leavers will be better met through implementation of the proposed changes.

Accommodation – None

Crime and Disorder – None

Human Rights – DCC needs to ensure that Care Leavers are afforded the same rights as any other young person who lives with their family making transition to the adulthood.

Consultation – Any changes to workforce will be subject to consultation with affected staff.

Procurement – None at this stage

Disability Issues – None additional

Legal Implications – All changes must be compliant with legal requirements

Appendix 2: Policy Developments

National Context

Staying Put' duty (2014)

The 'Staying Put' duty which requires local authorities to support young people to remain with their former foster carers to age 21 (provided both the young person and carer want the arrangement to continue) was introduced by The 2014 Children & Families Act. The 'Staying Put' duty has allowed young people a more gradual transition to adulthood.

Children and Social Work Bill (2016 - 17)

The Children and Social Care Bill's aim is to introduce a number of changes to regulations of social workers as well as regulations related to support for looked-after children and the welfare of children. The bill is currently at the report stage in the House of Lords. It introduces three legislative changes relevant to Care Leavers and support they receive from corporate parents:

- **Corporate Parenting Principles:**
The bill sets out in law what it means for a local authority to be a good corporate parent. Local authorities will need to act in the best interest, promote high aspirations, health and wellbeing, take into account views, wishes and feelings of looked after, relevant and former relevant children as well as to prepare those Children and young people for adulthood and independent living while carrying out their functions.
- **Local offer for Care Leavers:**
Local authorities must publish information about services they offer to Care Leavers which may assist in independent living or preparation to adulthood. This information must be updated as appropriate and consulted upon with relevant persons prior to publication.
- **Access to Personal Adviser to the age of 25:**
Local authorities must provide Care Leavers with a personal adviser until they reach the age of 25.

Immigration Act 2016

The Immigration Act came into force on 12th May 2016 making a number of changes to the immigration law. For the former Unaccompanied Asylum Seeking Children (UASC) who are now Care Leavers and for whom the courts agree that they do not need the government's protection which means they have no lawful basis to remain in the UK, the Immigration Act 2016 makes alternative provision for any accommodation, subsistence or other social care support the local authority considers they need prior to their departure from the UK. The Government have separately announced the introduction of National

Transfer Scheme, underpinned by powers in the Immigration Act 2016. Under the scheme, a child arriving in one local authority area already under strain caring for unaccompanied asylum seeking children may be transferred to another council with capacity. From 1 July 2016, the Home Office has also increased the funding local authorities will receive for caring for UASC and for supporting former UASC.

Keep on Caring. Supporting Young People from Care to Independence. (2016)

In July 2016 a new cross-governmental strategy was published with a view to transform support for Care Leavers. The strategy lists a number of actions which the government will undertake to achieve five key outcomes:

- Better prepared and supported to live independently
- Improved access to education, training and employment
- Experiencing stability and feeling safe and secure
- Improved Access to Health Support
- Achieving Financial Stability

In addition to the three legislative changes introduced by the Children and Social Work Bill further actions include:

- reviewing the role of Personal Adviser
- reviewing and exploring new support models
- introducing 'Staying Close' duty and reviewing housing pathways
- producing new mental health pathways
- reviewing a number of benefit, training and apprenticeship-related rules to increase employment and education opportunities for Care Leavers
- continuing support provision to Care Leavers in prison
- creating a new Care Leaver covenant.

Local Policy Context

Care Leavers Strategy April 2015 – March 2018

Since the publication of Care Leaver Strategy by the government in 2013 Durham County Council (DCC) has undertaken a number of initiatives to support Care Leavers through the introduction of the local [Care Leavers Strategy](#) (2015-2018). In accordance with the national Care Leavers Strategy the DCC Strategy outlines eight key priorities over three years in order to maximise outcomes for Care Leavers:

- Corporate Parenting and Governance
- The Justice System
- Financial Assistance
- Education and Attainment
- Employment and Training
- Housing and Staying Put
- Physical Health and Mental Health

- Access to ongoing support and advice

The strategy lists a number of actions related to each priority recognising a need for an increased multi-agency and cross-departmental approach and setting specific objectives for each priority.

Care Leavers Action Plan (April 2015 – March 2018)

The Care Leavers Action Plan (2014-2017) produced by CYPS outlines how the priorities listed within the DCC Care Leavers Strategy will be delivered. It further disseminates DCC's strategic objectives related to Care Leavers into specific actions with timescales.

Appendix 3: Performance data and analysis

National, regional and local data

Table 1 Care Leavers and all Children and young people by activity and accommodation (for more detailed breakdown of data please refer to **Appendix 2**). This shows performance to the end of March 2016

	Durham				Benchmarking (Published Data)					
	Care Leavers (aged 19-21)		All Children and young people (aged 16-18)		Care Leavers (aged 19-21)			All Children and young people (aged 16-18)		
	2015	2016	2015	2016	North East 2016	Statistical neighbour 2016	National 2016	North East 2016	Statistical neighbour 2016	National 2016
In Suitable Accommodation	82.7% (148/179)	94.1% (174/189)			85.0%	83.7%	83.0%			
In Education, Employment or Training	52.5% (94/179)	48.1% (91/189)	89.0% (15451/17366)	90.3% (15326/16976)	45.0%	46.1%	49.0%			
In Learning			83.6% (14526/17366)	84.8% (14391/16976)				86.1%	85.6%	82.5%
In Higher Education	5.0% (9/179)	5.3% (10/189)	8.4% (1458/17366)	9.2% (1559/16976)	7.0%	11.0%	7.0%			
Not in Education, Employment or Training	35.2% (63/179)	48.7% (92/189)	6.7%	5.9%	43.0%		40%	5.7%	5.3%	4.2%
Status Not Known	12.3% (22/179)	3.2% (6/189)	4.6% (792/17366)	4.0% (682/16976)	12.0%	12.7%	13.0%	3.6%	3.8%	8.4%

Better Than All 3 Comparator Groups	Worse Than All 3 Comparator Groups
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Overall, more Care Leavers in Durham were in employment, education or training in 2016 than in the Statistical neighbour local authorities or in the region on the similar level to the national average. The percentage of Care Leavers in employment, education or training has however decreased from 2015 which is likely to be attributed to a significant decrease of the percentage of Care Leavers with whom DCC is not in contact (from 12.3% to 3.2%). Durham was in contact with a greater proportion of Care Leavers than all three comparator groups in 2016 and this trend is likely to continue given a significant decrease in this particular area from 2015.

Based on 2016 data, of all Care Leavers in England aged 19, 20 or 21, 40% were not in education, employment or training (NEET) whilst in Durham the figure was 48.7%. This has increased from 35.2% in 2015, however the increase is also likely to be attributed to the decrease of the percentage of Care Leavers with whom DCC is not in contact.

It must be noted that no data on Care Leavers aged 21 - 25 is published as currently there is no requirement to collect it, but certain data is collected locally. At present Children and young people's Services (CYPS) are required to provide quarterly data in relation to Care Leavers accommodation, education, training and employment up to the age of 21. CYPS also track the progress of those young people at university who remain open to the service beyond the age of 21 until they have completed their education.

The available data therefore shows that Care Leavers in Durham achieve more positive outcomes than Care Leavers elsewhere, especially in a wider context of general population outcomes. In Durham a higher percentage of all Children and young people are not in employment education or training than all Children and young people in all 3 comparator groups. Durham is in contact with a similar proportion of all Children and young people as statistical neighbours and regional averages, but our performance in this particular area is better than the national average. The percentage of all 16-18 year olds in learning is similar to regional and statistical neighbour averages and is better than the national average.

The number of Care Leavers in Durham who are in Higher Education is higher than it has ever been. As of 30th September 2016, 20 Care Leavers have been supported by YPS into Higher Education (HE). This is an area of focus as fewer Care Leavers in Durham in 2015 progressed into Higher Education than in all three comparator groups. This trend reflects a wider trend of all Children and young people in Durham being less likely to progress to higher education than their peers nationally, regionally or in statistical neighbours' areas. The most recent data from the operational teams suggests that there has been an increase in the number of Care Leavers in Durham who are in Higher Education to the average of 7% (based on data between April and September 2016), however it is not possible to project at this point whether this trend will continue.

Available data suggest that Care Leavers are generally less likely to progress to higher education than all children and young people. Nationally 6% of Care Leavers aged 19,20 and 21 were in higher education in comparison to 26% of their peers who enter higher education at the age of 18. Both local and national data provides clear evidence that Care Leavers continue to attain poorer educational opportunities and outcomes.

In 2016 the percentage of Care Leavers in suitable accommodation has increased from 2015 and is higher than the latest published data (2015) for all our nearest neighbour groups and third highest of the regional authorities.

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CABINET

15 March 2017


**Education Attainment and Standards 2016
Education Service Update**

**Report of Corporate Management Team,
Margaret Whellans, Corporate Director of Children & Young
People's Services
Councillor Ossie Johnson, Cabinet Portfolio Holder for Children
and Young People's Services**

Purpose of the Report

- 1 The purpose of this report is to provide a full summary to Cabinet of educational outcomes in County Durham, and related updates on the focus and provision of education services.

Background

- 2 Durham County Council's education department continues to provide support and intervention, including intensive support for schools in most need, to ensure the best educational outcomes for children and young people in Durham. This has been a priority for the Council since at least 2002, when the school improvement team was created in its current form and formal procedures for monitoring, intervention and improvement were agreed with schools and settings.
- 3 Successful outcomes for Durham's schools impact directly on the life chances of individuals and the prosperity and sustainability of communities, so support to ensure these – which indirectly provides assurance when educational institutions are subject to national inspection and scrutiny – remains a key priority. Part of the measure of effectiveness of the County Council is that it knows its schools and settings well; the support and intervention of the education department secures this.
- 4 The results from tests and examinations at the Early Years Foundation Stage, Key Stage 2 and Key Stage 4/5 for 2016 which, when compared with national averages, provide the key outcome measures for early years, primary and secondary education respectively, indicate that schools and settings continue to perform very well. The support they receive from the Council's education service contributes to these positive outcomes.

SCHOOL OUTCOMES 2016**Early Years Outcomes**

- 5 Early years outcomes are measured by the percentage of children reaching a good level of development (GLD) according to national Early Years Profile criteria. At the end of the Early Years Foundation Stage, children are assessed by the percentage reaching a good level of development in relation

to the Early Learning Goals. Assessments are made against pre-set levels, with internal and external moderation.

6 Early Years Foundation Stage outcomes are as follows:

Early Years % GLD	2014		2015		2016	
	Durham LA	National	Durham LA	National	Durham LA	National
	All	57	60	64	66	69
Boys	48	52	56	59	62.3	62.1
Girls	66	69	72	74	76.2	76.8

7 As the table above indicates, Durham’s outcomes are in line with national outcomes, and this has been achieved in 2016 for the first time. This is a very significant achievement considering levels of deprivation in parts of the County which always put pressure on our Early Years outcomes when set against a national benchmark. It also marks an exceptional trajectory of improvement as Early Years outcomes were significantly below national outcomes until the gap began to close in 2014.

8 The gender gap has been closed by 2 percentage points, as boys have made particular improvement in 2016. There has also been a marginal improvement in EYFS outcomes in terms of the gap between children receiving free school meals and all children (20 percentage points in 2015 closing to 19 percentage points in 2016), although there is still work to be done in this area.

9 There are three main areas of activity on which the Early Years team is focused currently, namely:

- early identification and intervention in schools and settings requiring support
- the establishment of a new early years panel of professionals to target additional support more effectively
- developing new models of support for early years children with particular educational needs, including reviewing the current outreach provision

10 The table below shows the highly effective work done by the Early Years team to secure free early education places in line with national targets:

	2015	2016
National	63%	70%
Regional	35%	81%
Durham	73%	87%

These figures place Durham 24th out of 152 local authorities nationally; 2,025 2-year olds have been placed in Durham during the current term.

Key Stage 1 Outcomes

- 11 In all key measures at Key Stage 1, Durham's outcomes are ahead of national, as the table below indicates:

	National	Durham
Phonics – Year 1	80.5%	82.1%
Phonics – Year 2	66.7%	67.8%
KS1 Expected standards (EXS+)		
Reading	74.0%	75.3%
Writing	65.5%	69.9%
Maths	72.6%	75.0%
RWM	60.3%	64.6%

- 12 For Key Stage 1, the benchmark for expected attainment in 2015 was level 2B+. In 2015 81% of KS1 children in County Durham reached this level, with Durham lagging slightly behind the national average (82%). This benchmark has now been altered to the percentage of children reaching expected standards or better (EXS+). In fact, in 2016, on both the previous and the new measure Durham's outcomes exceeded national.
- 13 This was a particular achievement as Key Stage 1 outcomes had been a priority for improvement for the local authority in recent years, and while the gap between local authority outcomes and national had consistently narrowed, this is the first year where national figures were exceeded.

Key Stage 2 Outcomes

- 14 At the end of the primary stage of education there are still formal, national assessments of pupils' attainment in mathematics and English, through externally set and marked tests for all 11 year-olds. Writing is judged by teacher assessments, rigorously moderated by the local authority to set national criteria. Assessments are made against "age related expectations" (AS) for this age group.
- 15 The table below sets out the percentage of pupils in Durham and nationally that achieved KS2 AS in English (reading), English (writing), mathematics, grammar/punctuation/spelling (GPS) and RWM combined.

KS2 (AS)	National	Durham
Reading (test)	65.7%	69.3%
Writing (teacher assessment)	74.1%	78.3%
Mathematics (test)	69.8%	74.7%
G/P/S	72.4%	75.4%
RWM combined	53.3%	58.9%

- 16 Attainment levels across the local authority continue to be very strong against national levels and the significant trend of improvement in Durham continues year on year.

- 17 The same outcomes for Free School Meals pupils (FSM) indicate that Durham's schools perform exceptionally well in supporting the education of our most vulnerable children. The table below shows data for pupils who have been in receipt of FSM at any point in the previous 6 years (known as 'FSM ever-6' or 'FSM E6').

KS2 (FSM E6)	National	Durham
Reading (test)	52.6%	57.5%
Writing (teacher assessment)	63.5%	68.3%
Mathematics (test)	56.9%	63.5%
G/P/S	60.3%	65.1%
RWM combined	38.5%	44.6%

Key Stage 4 Outcomes

- 18 Assessment at Key Stage 4, which represents the end of compulsory schooling, continues to be through externally set and marked GCSE and GCSE equivalent examinations across a wide range of subjects and courses. These are graded from A*-G with national benchmarks of achievement. Annual results from examinations at each of Key Stages 4 and 5 (sixth form) are analysed in order to identify trends across the local authority and to inform discussions with specific schools regarding challenge and support.
- 19 Key Stage 4 outcomes in 2016 are reported in a different way from previous years, with a focus now on '**Basics**' (% of pupils achieving A* - C English and Maths), '**Attainment 8**' (pupils' performance across their best 8 qualifications measured on a points award basis, with each grade worth points on an ascending scale: *see box below*), and '**Progress 8**' (pupils' progress across their best 8 qualifications expressed as a decimal where +0.01 and above indicates a measure of progress from a predetermined start point and -0.01 and below indicates insufficient progress against expectations: *see box below*).

New GCSE performance measures in 2016

Attainment 8 is the points score awarded to a pupil across 8 qualifications.

- x2 English and Maths are double-weighted
- 3 highest points scores for Ebacc subjects (science subjects, computer science, history, geography, and languages).
- 3 highest points scores for any 3 other subjects

A* - 8; A - 7; B - 6; C - 5; D - 4; E - 3; F - 2; G - 1

Progress 8 is based on a calculation of pupils' performance across the same 8 qualifications. It uses a baseline of Key Stage 2 results (eg: a pupil with an average points score of 27 (Level 4b) is calculated as attaining 50 points in A8). If they get more it registers as a positive P8 score – if less, a negative.

20 The tables below shows 2016 Key Stage 4 outcomes for Durham compared to national benchmarks.

Key Stage 4 Outcomes	2015	2015	2016	2016
	National	Durham	National	Durham
% Basics (A*-C Eng & Maths)	59%	58%	63%	62.3%
Attainment 8	N/A	N/A	50.1	49.2
Progress 8	N/A	N/A	-0.03	-0.13

	Free School Meals (FSM)		Not FSM pupils	
	National	Durham	National	Durham
% Basics (A*-C Eng & Maths)	39.2%	38.9%	67.0%	66.9%
Attainment 8	39.1	38.5	51.8	51.2
Progress 8	-0.46	-0.57	0.04	-0.04

	Disadvantaged Pupils (Looked After / Pupils Who Have Just Left Care)		Other pupils	
	National	Durham	National	Durham
% Basics (A*-C Eng & Maths)	43.2%	43.9%	71.0%	71.7%
Attainment 8	41.2	41.0	53.5	53.3
Progress 8	-0.38	-0.43	0.10	0.03

21 These results show that the outcomes for pupils is broadly in line with national for Basics and A8, with Progress falling slightly behind. This is due to a number of factors including schools that had already begun GCSE programmes before the new measures were announced, leaving it too late to adjust to programmes that could deliver a more favourable progress result. The gap in Durham between FSM and Disadvantaged pupils is slightly wider than the national average but narrower when compared to other North East Local Authorities.

22 However both the Basics and the Attainment measures confirm that English has significantly improved this year and there are moderate improvements in maths, with this still being a future focus for improvement. There have been subject improvements in both attainment and progress outside of core subjects, but where this is not consistent, officers from the local authority are already supporting schools, where required.

23 In spite of the changes in reporting, analysis by officers in the Education Development Service indicates that Durham's KS4 results in 2016 have

recovered after the small and unprecedented dip (particularly in English) in 2015.

Key Stage 5 Results

- 24 AS levels, A levels and vocational qualifications have gone through major reforms in the last few years so, as anticipated, there was more variability in results this year than in the past. The content of new A level and AS level courses have been changed, and courses are no longer divided into modules or contain coursework except where it is required to assess specific skills.
- 25 Additionally new accountability measures for 2016 mean yearly performance comparisons are more difficult to make with previous cohorts than has been the case in the past. Nationally the proportion of A* and A grades has continued to fall for the fifth successive year as part of the Department for Education's standards agenda.
- 26 Despite this, the results for County Durham students have remained broadly consistent with the successes of previous years. Our academic and vocational outcomes continue to be above national figures with an increased number of students achieving the higher grades. Although the full national attainment and progress statistics are not yet validated, the overall picture remains positive.

Provisional Key Stage 5	2015	2015	2016	2016
	National	Durham	National	Durham
% entries achieving A*-B	48.7%	51.6%	Results not yet validated	48.9%
% entries achieving A*-E	98.2%	98.9%		98.8%
Average points score per entry	n/a	31.8		32.7
APS per vocational entry	n/a	38.2		41.2

National Update

- 27 Nationally, education outcomes for children who attend academies are sometimes reported separately than outcomes for children who attend LA maintained schools. Evidence from such reports indicates that conversion to academies does not in itself lead to better results. In Durham in 2016, maintained schools performed better than academies in terms of KS4 outcomes for the first time.

PUPIL PLACE PLANNING AND CAPITAL INVESTMENT

- 28 Pupil Place Planning is a critical aspect of the Local Authority's statutory duty to assess the local need for school places and to meet parental preference where possible. Historically, Durham has been particularly successful in meeting parents first choice of school place through forward planning to expand schools./ reduce the size of schools where appropriate to respond to local needs and demand as shown overleaf:

Secondary Schools	Durham	National
September 2014 Admissions 1 st choice offered	96.5%	85.2%
September 2015 Admissions 1 st choice offered	95.6%	84.2%
September 2016 Admissions 1 st choice offered	96.1%	84.1%

Primary Schools	Durham	National
September 2014 Admissions 1 st choice offered	91.9%	87.7%
September 2015 Admissions 1 st choice offered	92.8%	87.8%
September 2016 Admissions 1 st choice offered	93.4%	88.4%

In Durham, there are approximately 71,200 children educated across the Nursery School to Past 16 age range, including 266 children who are Educated at Home.

- 29 Despite Government Capital Funding for school maintenance being reduced in recent years, the council has still been able to have a robust programme of capital investment in schools. Over the last 5 years, in the region of £65 million has been spent on school maintenance and building additional school places into schools where they are needed. In addition four new build schools have been completed. Seaham High School, St Joseph's Primary School, Coundon, West Cornforth Primary School and Durham Trinity School. A further £28 million has been spent on significant remodelling of the Secondary School estate.

PARTICIPATION IN LEARNING POST 16

- 30 Durham County Council's education department is responsible for the delivery of a number of statutory duties to encourage, enable and assist young people to participate in learning. These include the tracking and reporting of destinations of young people to the Department of Education on a monthly basis through the National Client Caseload Information System (NCCIS). The publication of this data allows comparisons to be made across Local Authorities in relation to the proportion of young people who are participating in learning, the proportion of young people who are not in education, employment or training (NEET), and the proportion of young people whose education, employment or training destination is not known.

- 31 The latest verified participation in learning data relates to December 2016 and is shown in the following table. There were 10,924 young people aged 16 and 17 resident in County Durham, of whom 92.1% were participating in learning; 4.4% (476) were identified as NEET and 1.4% (156) whose education, employment or training destination was not known.

	Not known		In Learning		16-17 year old NEET	
	% 16-17 Not Known	% change over last 12 months	% 16-17 in learning	% change over last 12 months	% 16-17 NEET	% change over last 12 months
England	4.1%	-2.8%	91.3%	0.2%	2.7%	-0.6%
North East	1.5%	12.0%	92.3%	-0.6%	4.0%	3.1%
Mean Statistical Neighbour	2.6%	N/A	91.6%	N/A	3.6%	N/A
County Durham	1.4%	-14.0%	92.1%	0.0%	4.4%	1.6%

- 32 County Durham's participation in learning rate was higher than both the national and statistical neighbour averages, and in line with the regional average; the proportion of young people who were NEET was higher than the national, regional and statistical neighbour averages; and the proportion of young people whose education, employment or training destination was not known was lower than the national, regional and statistical neighbour averages.
- 33 Compared to the same period last year (December 2015), there has been a significant reduction in the proportion of young people whose education, employment or training destination was not known; the proportion of young people participating in learning has remained stable; and although there has been a slight increase in the proportion of young people who are NEET, this is accounted for by the reduction in the proportion of young people whose education, employment or training destination was not known.
- 34 A number of co-ordinated actions are being implemented to increase the participation of young people in learning, as set out in the Improving Progression Partnership's participation plan ('Believe, Achieve and Succeed: Increasing the Participation of Young People in Learning 2015-2018'). It is anticipated that there will continue to be an improvement in the proportion of young people participating in learning as the impact of the DurhamWorks Programme is increasingly reflected in the performance data.

DURHAMWORKS PROGRAMME YOUTH EMPLOYMENT INITIATIVE

- 35 The DurhamWorks Programme is a £17.04m European funded, Durham County Council led partnership project that supports young people aged 16-24 who are NEET / unemployed and resident in County Durham. The target is to engage 5,830 young people by July 2018 and there are a number of outputs related to the progression of young people into education, employment and training.

- 36 Delivery commenced in April 2016 and significant progress is being made to engage and support young people. For example:
- Service Level Agreements are in place with 16 External Delivery Partners and 4 Durham County Council Delivery Partners.
 - A Subcontractor Framework has been established which enables the procurement of specialist and targeted provision to enhance the Programme.
 - A number of employers are benefitting from a DurhamWorks 'Learning, Working, Earning' grant to the value of £5,000 to support the employment of each DurhamWorks participant.
 - The first DurhamWorks marketing campaign took place in October 2016. This was targeted in areas of County Durham that have the highest proportion of young people who are NEET / unemployed. A new marketing campaign is commencing in February 2017 that is targeting employers. Also, a new DurhamWorks website will be 'live' in the near future.
 - A participant task group has been established, in order to ensure the views and opinions of young people who engage in DurhamWorks are captured and utilised in order to inform future delivery of the Programme.
- 37 2,160 participants were registered on the Programme as at 26th January 2017, of which 1,246 were verified as eligible, which is above profile. This demonstrates that significant progress is being made to deliver a successful DurhamWorks Programme, which will result in more young people aged 16-24 who are NEET / unemployed being supported into education, employment and training.

COUNTY DURHAM ADULT LEARNING AND SKILLS

- 38 County Durham Adult Learning and Skills Service (ALSS) is funded by the Skills Funding Agency (SFA), the Education Funding Agency (EFA) and the European Social Fund (ESF) to deliver Apprenticeships, Adult Skills and Community Learning. A wide range of courses is offered from Entry Level to Level Three, providing opportunities for personal development, support for health and well-being, as well as skills and qualifications for further education and employment.
- 39 County Durham ALSS engages with a wide range of partners to: ensure it is responsive to local priorities and opportunities; supports learners to improve their skills, confidence and employability; targets those who are disengaged from education and furthest away from the labour market; and contributes to a range of positive outcomes including improvements in health and well-being, engaged and active citizens, family and community cohesion. During the period August 2015 to July 2016, the Service provided learning to 6074 individuals across County Durham.
- 40 County Durham ALSS is graded as a 'good' provider by Ofsted with outstanding features for Apprenticeship delivery. As shown in the following table, in 2015–2016 County Durham ALSS retention and achievement rates for Apprenticeships and Community Learning exceeded service targets as well as qualification achievement rate (QAR) national averages for 2014-2015

(latest published data). Retention and achievement rates for Education and Training provision did not meet service targets and were lower QAR national averages for 2014-2015. A robust action plan is in place to address identified areas for improvement in Education and Training provision and comparisons will be made against QAR national averages for 2015-2016 when available.

Area of delivery	ALSS Full Year 2015/16					QAR 2014/15	
	Starts	Retention Rate	Achievement Rate	ALSS Target Retention	ALSS Target Achievement	National Retention Rate	National Achievement Rate
Apprenticeships	216	93.5%	90.2%	90.0%	89.0%	71.7%	71.3%
Community Learning	6025	98.5%	97.8%	97.5%	96.5%	94.0%	92.0%
Education & Training	1346	89.3%	84.9%	95.0%	92.0%	92.2%	87.0%
All Provision	7587	96.7%	95.2%	97.5%	96.0%	N/A	N/A

- 41 County Durham ALSS continually reviews its learning offer to ensure it provides a high quality service to learners and is able to respond to current and future challenges, including the implementation of the Government's Apprenticeship reforms as well as the delivery of the Government's Industrial Strategy.

SEND AND INCLUSION SERVICES

- 42 The Special Education Needs and Disability (SEND) and Inclusion Service ensures that the Local Area, Authority and its Education Providers fulfil their responsibilities as set out in the Childrens Act, the SEND reforms, The Mental Capacity Act, the Care Act and the Equalities Act.
- 43 The SEND and Inclusion Service aim for all children and young people to have every opportunity to take control of their lives, be as independent as possible and achieve their full potential.
- 44 This report gives an update of each of the SEND and Inclusion Service areas providing a brief overview and a summary of key outputs and outcomes achieved in the last academic year and this academic year to date. More detailed annual reports are available for each service area.

Special Educational Needs Statutory Case Work

- 45 The team facilitate the transferring of statement to Education Health Care Plans (EHCP's) and the completion of new EHCP's within the statutory 20 week timescale. Three teams provide this service:
- 0-13 - SEND Statutory Case Work Team
 - 14-25 – SEND Progression and Learning (Check the title)
 - Virtual School, Looked After Children in the Education System (LACES) team

Output and Outcomes

- 46 As of January 2017 the teams have:
- Completed or transferred 2237 Education Health Care Plans since the reforms. There are 710 Statements left to convert
 - transferred 826 statements to EHCP's in the last year
 - received 438 new requests for EHCP's needs assessment
 - progressed 280 through to Education Health Care plans
 - completed 86% within 20 weeks
- 47 The teams receive high levels of satisfaction from parents this is reported through the Making Changes Together Forum, Durham's representative parent group for children, young people and families and the SEND Information and Advice Support Service (SENDIASS). This can also be measured in the low level of tribunals and requests for mediation faced by the Local Authority.
- 48 As 2017-2018 is the final year to convert any outstanding statements to EHCP we propose to monitor this across the full year groups to ensure that all children have an EHCP rather than statement by the national deadline of April 2018.
- 49 Progress reports in relation to the transition plan will be prepared regularly so parents, carers, schools and all education, health and care professionals involved in supporting children and young people with SEND can monitor progress. This information will be kept under review and published on the Local Offer

Equalities and Inclusion

- 50 English as an Additional Language (EAL) - The team focusses on meeting the needs of new arrivals who are new-to-English, also new to the country and new to education.

Key highlights of the Year

- 51 Shown below are the highlights:
- 16% increase of new arrivals from 300 to 350.
 - Delivery spread across 180 settings a 63% increase.
 - 193 children and their families in Early Years Foundation Stage (EYFS) settings, as opposed to 153 last year.
 - Fifty referrals were nursery settings with 100 nursery children who have EAL.
 - The team supported a hyper-diverse profile with pupils speaking 53 languages; an increase from 46 last year.
 - The most common languages this year have been Polish, Arabic and Chinese with similar numbers followed by Malay families.
 - Work delivering Induction Packages to schools remains the core work stream, this continues to receive excellent participant evaluation.

Service delivery- English as an Additional Language Team

- 52 A key development for the team has been the Syrian Vulnerable Persons Resettlement (SVPR) scheme. The team have been able to advocate for families, settle children into school, provide high quality translation all of which has led to a successful resettlement programme.
- 53 Schools and Parents value the services broad range of interpreting skills with colleagues often acting as an intermediary between parents and schools this is particularly important in Team Around the Family meetings.
- 54 The assessment of English language skills for Nursery and Reception children has been developed to track and monitor English language development in the Early Years. Schools have been able to demonstrate progress in Ofsted inspections.

Output and Outcomes

- 55 Listed below are the outputs and outcomes:
- 180 Schools supported in the year a rise from 110
 - 402 pupils referred
 - Top 3 languages supported Polish, Arabic and Chinese
When compared against the Local Authority Average
 - 66.2% of EAL students achieving a Good Level of Development in the Early Years compared to the rest 69.1%
 - EAL students achieve a higher standards in Year 1 and 2 phonics
 - EAL students achieve higher standards throughout Key Stage 1 other than in Reading where they achieve a slightly lower rate
 - EAL student achieve higher standards throughout Key Stage 2
 - EAL students have higher attainment 8 scores

Education Health Needs Team (Home and Hospital)

- 56 The Education Health Needs (EHN) team is a county-wide, centrally-retained service within Education. Children and young people taught by the EHN team ages range from 5 -16.
- 57 Effective partnerships with other professionals enable the delivery of integrated services for children, young people and their families. The EHN team has a good understanding of how mental health problems can impact on learning and so work collaboratively with CAMHS to promote good emotional health and psychological wellbeing.

Service Delivery

- 58 The EHN team supported 573 young people in 2016
The break down of these numbers in the table overleaf:

	EHN Number
No of pupils supported by EHN	573
No. of referrals for individual teaching	253
no. of pupils referred	244
No. of hospital admissions supported	320
No. of schools referring	67
% of referred pupils on Free School Meals	40%
EHN referrals as % of Local Authority school population	0.4%

Group Provision Output and Outcomes

Group for Anxious Pupils (GAP) - Provision for pupils with school-based anxiety

- 59 For those children attending the Group for Anxious Pupils (GAP) attendance rose from 0% to 81% in a year.
- The Y11 GAP students achieved 100% A*-C in English, 75% A*-C in Maths and 100% in Science.
- 60 Young People are being supported in their progression through courses in Animal Care, Childcare, Beauty Therapy and Public Services. All GAP pupils have also completed their European Computer Driving Licence qualification which is an IT qualification accepted by many schools and employers.
- 61 **Small Group Provision** – provision for pupils who are refusing schools being taught, providing them with varying hours of academic provision according to need. Achieving 91% average attendance
- 62 **Young Parent Education Groups** – 20 weeks of teaching covering the pregnancy and post-natal period, linking with the One Point, Midwifery and Health Visiting services.
- 63 A total of 16 girls have used this service from 11 schools girls ranging from year 9 to year 11 a rise from 8 girls last year. Attendance ranged from 72%-100%.
- 64 **University Hospital of North Durham** – Education provision in the hospital classroom. The staff member worked with 320 pupils of statutory school age.
- 65 Pupils return to school after one or two day recovery period from minor operations or treatments. Seriously ill children requiring long stay on a ward

are referred to Newcastle hospitals. 3 GCSE exams were invigilated on the ward for year 11 pupils.

Individual Provision Output and Outcomes

- 66 **Early Help** - This year a total of 238 home and /or school visits, 294 multi-agency visits and 163 Team Around the Family (TAF) meetings were attended by 3 staff.
- 67 **Self-Harm** – The EHN team saw an increase of 44% in referrals due to mental health issues. At present there are 25 children who have made attempts on their lives being educated by the team.
- 68 **Traded Packages** – A new development this year is the traded provision of individual teaching support packages. 46 packages have been delivered 41 of which are to Looked After Children

Outcomes for Children and Young People

- 69 The Educational Health Needs Team have supported 93 young people. The breakdown can be seen below:

Reintegration data for pupils with school-based anxiety - 93 pupils	
	Number
Returned to school/ EHN team involvement ceased	20
Referred to GAP	7
Service involvement continuing to next academic year	34
Supported until they left school Y11	20
Other (all EHE)	3
Provision withdrawn and referred to attendance	9

- 70 **Gypsy Roma Traveller (GRT) Team** - the team work with schools and the GRT community addressing the seven protected characteristics and respond to the needs of schools in fulfilling equality legislation.

Outcomes

- 71 GRT children fair worse than the Local Authority average, this is a typical pattern. When comparing with GRT children nationally County Durham GRT children achieve at a significantly higher level across all age phases. Details can be seen in the table overleaf:

Year 1 Phonics - % pupils having met standard		
Local Authority		82.10%
	White Irish Traveller (WIRT)	White Roma Gypsy (WRG)
National GRT	40%	32%
Durham GRT	66.70%	50%

Year 2 Phonics - % pupils having met standard		
Local Authority		67.80%
	White Irish Traveller WIRT	White Roma Gypsy WRG
National GRT	57%	53%
Durham GRT	100%	78.60%

Key Stage 2 Tests: % of pupils at or above the expected standard								
	READING		GPS		MATHS		R/W/M (TA)	
LA	69.50%		75.50%		74.80%		59%	
	WIRT	WROM	WIRT	WROM	WIRT	WROM	WIRT	WROM
National GRT	62%	44%	42%	31%	59%	45%	43%	29%
Durham GRT	66.70%	47.10%	66.70%	52.90%	100%	58.80%	66.70%	58.80%

GCSE's				
	English		Maths	
National				
LA	74.20%		67.70%	
	WIRT	WROM	WIRT	WROM
National GRT	26%	14%	26%	14%
Durham GRT	28.60%		14.30%	

Educational Psychology and SEND Support Services

72 This is a broad service area that has the common aim to ensure children and young people in County Durham have good physical and mental health, achieve in their learning and personal development, and ultimately are able to make a positive social and economic contribution to the communities in which they live. The services include:

- Portage
- Educational Psychology
- Emotional Well Being and Effective Learning (including Counselling and Behaviour Intervention)
- Cognition and Learning
- Sensory Service
- The Autism Team
- Speech and Language Support team
- The Movement Team
- Occupational Therapy

73 **(Early Years) The Portage Team** - offering support to parents/carers of early years children with complex needs helping them to understand and positively promote the development of their children.

Output and Outcomes

74 In the 2015-16 academic year 145 families accessed support

Feedback for parents and carers is consistently very positive in terms of parental satisfaction and a positive impact on the development of their children.

75 **Educational Psychology Team** - The team undertake a diverse range of activities applying psychology to an educational context in order to support the inclusion, achievement and wellbeing of children and young people. Educational psychologists support strategic, development and management

functions within the LA, deliver direct pupil focussed work and develop the school workforce to make adaptation to meet children needs.

Output and Outcomes

- 76 In the 2015-16 academic year psychological advice was prepared for 289 new education, health and care needs assessments, and 155 pre-school children accessed support:

Over 85% of schools in the County accessed additional Education Psychology (EP) services, 239 schools in total

Feedback evaluation from service users (schools) was positive from over 90% of respondents.

Training and capacity building events are consistently rated as very positive from over 90% of respondents.

- 77 **Cognition & Learning Team** - The team works in schools to support understanding and meeting needs of children with SEND. A range of approaches are used including assessment, consultation, and training.

Output and Outcomes

- The total number of new referrals received from schools was 560, an increase of 21% on the previous year, indicating high demand for a service which is valued by schools.
- During the 2015-16 academic year the team have worked in 178 schools making 1395 visits supporting 591 children
- 20 central training events have been provided
- Parental satisfaction rates are very high
- School satisfaction rates with the service are high
- All training evaluations are positive with an increased staff confidence referenced

- 78 **Physical Sensory Movement Support Team** – Supporting individual pupils in early years and school settings through a single visit providing assessment, advice and consultation at no charge. Additional involvement is through service level agreements.

Output and Outcomes

- 79 In the academic year 2015-2016 48 pre-school settings have participated in the project with over 1400 young children accessing the programme. The team has offered set up support and advice and undertaking extensive data collection, usually at the outset and completion of the program
A further 69 school settings access the range of services offered by the Movement Team.

- 80 **Physical and Sensory Support Team** - The Sensory Team works to support the identification, assessment and support of children with hearing and/or visual impairment.

Output and Outcomes

- 81 In the 2015-16 academic year 367 children with a hearing impairment and 95 children with a visual impairment have received support from the team.
- 82 Benchmarking data from the 2015-16 cohorts is not yet available but from the 2014-15 cohort children in county Durham with a sensory impairment achieved above national levels in the majority of areas.
- 83 Feedback from capacity building and training events has been noted as increasing skills and confidence in school staff.
- 84 **Autism Support Team** - The activities of the autism team relate to both preventative and also more targeted and specialist levels and includes:
- In-service training to school settings
 - Direct and indirect intervention, and consultation with staff, children and their families in the development, implementation and evaluation of strategies.
 - Developing and sharing information about appropriate resources
 - Supporting school staff in identifying, assessing and planning to meet the needs of their pupils and fulfilling their statutory duties within the SEN Code of Practice
 - Supporting the development of Autistic Spectrum Disorder (ASD) friendly schools across County Durham in both individual schools and groups of schools to increase their inclusive capacity in accordance with the Local Authority strategy for Special Education Needs and accessibility planning.

Output and Outcomes

	Number
Total number of training packages delivered	46
Centrally organised Continuous Professional Development (CPD) events:	5
Enhanced level	11
Specialist level	
Training to whole schools :	
Introductory level	17
Enhanced level	4
Advanced level	2
Enhanced Mainstream Provision (EMP) staff	3
Staff coaching for individual members of staff to develop a specific skill eg running a social skills group	4

More than 90% of participants reported that they felt they had an increased knowledge and are more confident about meeting the needs of children.

Total number of new referrals this academic year	Cases carried over/continued from previous year	Number of individual pupils receiving targeted support over the year	Number of contacts /visits to school
265	137	367	890

85 Targets fully achieved or partially achieved in **82%** of cases. In **13%** of cases the child moved school or moved out of county and involvement from the team was no longer required.

86 **Emotional Well Being and Effective Learning Team** – A multidisciplinary team consisting of Specialist Educational Psychologists, Mental Health Advisory Teachers, Counsellors and Support Staff. The team deliver complex casework, school and workforce development, project design and delivery, and provision development.

Output and Outcomes

87 In the 2015-16 academic year the team has supported 954 pupils individually and in group.

Provided training and awareness raising support to 847 school based staff.

74% of young people reported an improvement in wellbeing and their ability to cope following intervention.

90% of staff accessing training programmes rated them 9 or 10 out of 10 for satisfaction; and 100% stated that they would recommend the training to other schools.

SEND Support Service

88 Supporting schools to implement the SEND reforms. Ensuring early identification, meeting the needs of and improving outcomes for all children and young people with SEND.

Output and Outcomes

89 268 out of 276 (97%) schools received a 1:1 visit, each tailored to meet individual needs. The other 8 schools are nursery and special and needs were covered by network meetings.

90 Quality assurance of all schools SEND Information Reports, ensuring a high quality and personalised offer from each school.

Development of the SEND Toolkit

- 91 Training to all newly qualified teachers in County Durham.

Delivery of the National Award for Special Education Needs Co-ordination (NASENCO) in Durham, working alongside 'Best Practice Network'. 158 out of 181 Special Education Needs Coordinators (SENCOs) have completed or are currently progressing.

Feedback from school of the services support in consistently positive.

Partnership Project with 'Educate and Celebrate'

- 92 In October 2013, in response to concerns and views expressed by young people at a meeting of the Children and Young Peoples and Families Trust Board, the Education Development Service held a conference to develop skills and understanding of teachers dealing with LGBT issues in schools.
- 93 Partly funded through income from this conference and in partnership with Public Health, Durham has led the way nationally, through partnership with 'Educate and Celebrate', in work with schools to champion the needs of LGBT children and young people. Through the development work with teachers, pupils and the community, 24 Durham schools are recognised as champions of LGBT students. This project was extended in 2016-17 so that a further 15 primary and secondary schools were able to engage with the work, and it is anticipated that a further 15 will become involved in 2017-18.
- 94 Celebration events at each phase of the project, four to date, centre on the experiences of young people who consistently report how this work has had a significant and sometimes dramatic impact on the quality of their life at school.

Response to the Pupil Voice

- 95 In response to the Children and Young People's Survey (2014-15), the Education Development Service has worked with school leaders to raise awareness of the number of school-aged children who have significant responsibilities as carers. The Survey highlighted that many children and young people were key carers in families and this could, and often did, have an impact on their school experience. Through head teacher briefings and EDP visits, heads were encouraged to gain a greater understanding of the lived experiences of this group of pupils, and explore ways of supporting them.
- 96 In the same survey, young people expressed concerns about the poor quality of sex and relationships education in secondary schools, so EDS was commissioned to undertake a two-year project (2015-17) which has directly impacted on the provision of SRE across 12 schools. A showcase event in January 2017 provided evidence of new pupil-centred provision and this represents a significant improvement on previous practice. It is hoped that Commissioning will permit the underspend from this well-managed project to be made available to extend the work to a further 6 schools in 2017-18.

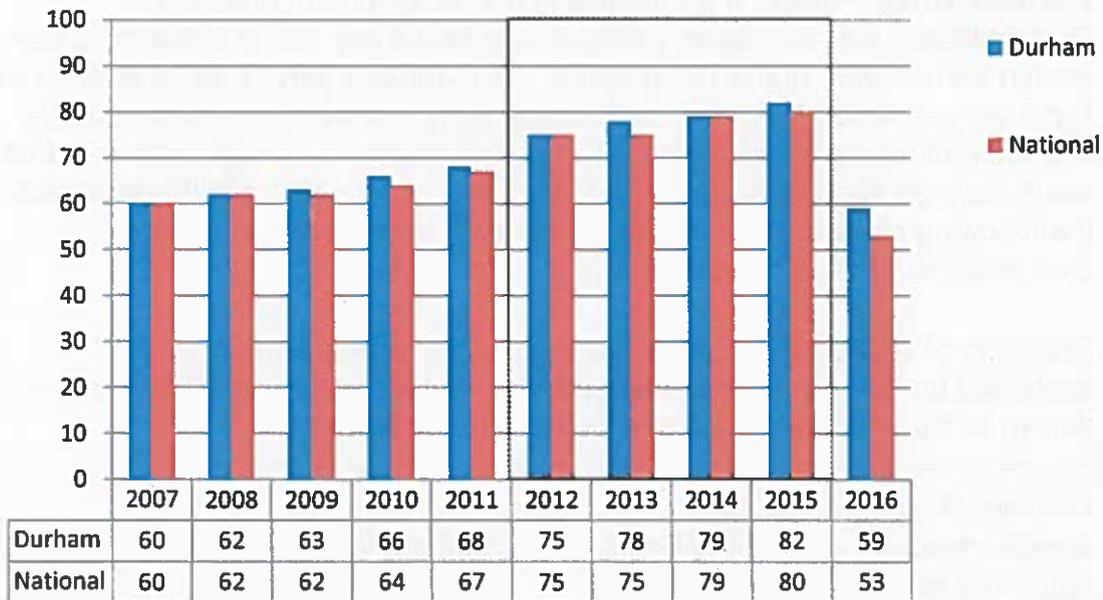
WORK WITH YOUNG PEOPLE TO DEVELOP AND REVIEW SERVICE ACTIVITY

- 97 Within the Education Service, priority is given to ensuring service activity is responsive to the needs of children and young people. Outlined below are two examples of the way in which young people have been involved in the activities of the service.
- 98 **DurhamWorks** – one of the priorities in the development phase of DurhamWorks was to ensure young people had a key role in influencing the design and delivery of the Programme. An extensive survey and a number of focus groups were undertaken with young people which focused on barriers that prevent young people from obtaining employment, as well as factors that would help young people to get and keep a job. As a result of this feedback, the following strands of activity were identified and integrated into the DurhamWorks Programme, namely:
- Provision of individual guidance and support for young people over a sustained period with specialist support for young people with SEND, those known to the youth offending service and Care Leavers;
 - Programmes which specifically help identified groups of young people, including those with SEND;
 - Specific focus on generating Employment, Apprenticeship and Traineeship opportunities.
- 99 **My Story** - feedback from young people indicated that the original/generic version of 'My Story' which had been designed for all children/young people with SEND was not suitable for young people in year 9 and beyond. As a result, work was undertaken with a group of young people with SEND to develop a more appropriate version for young people from year 9 onwards. This was immediately adopted and feedback from both young people and their parents/carers indicates this document continues to be a good way of young people providing relevant information to inform their Education, Health and Care Plan.

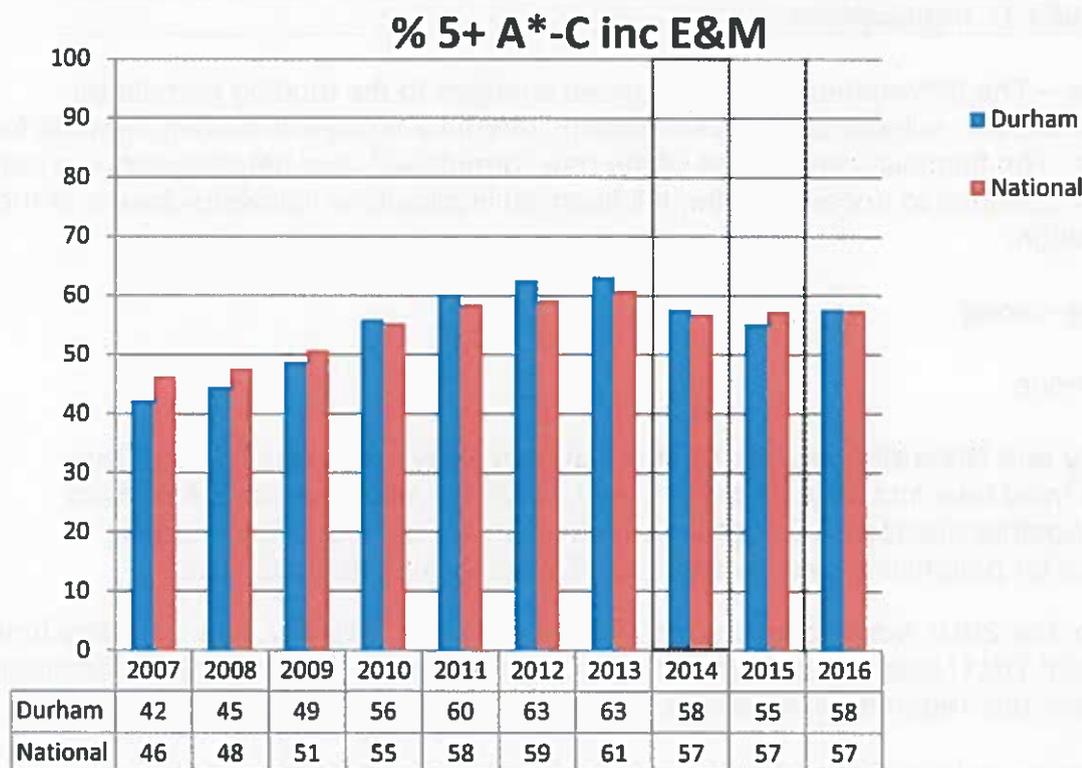
Overall Summary

- 100 In terms of end of Key Stage 2 outcomes, results for Level 4+ in Reading tests, Writing TAs and Maths tests for 2012 to 2015 show Durham performing consistently in line with or above national outcomes. Prior to this, benchmark results were for Level 4+ in Reading, Writing and Maths tests and, again, Durham performed consistently in line with or above national. In 2016, there were no Levels; instead pupils needed to achieve the "expected standard" in each subject. Durham's outcomes were 6 percentage points above national.

% Reaching Standards in Reading, Writing and Maths



- 101 In terms of Key Stage 4, outcomes in Durham schools have improved significantly over more than 10 years, catching up with national results in 2010 and maintaining a better than national picture each year except 2015. Results in 2015 were affected by a change in marking methodology of the iGCSE English, which was the qualification adopted by a high number of schools in Durham. This one-year dip was analysed in the report to Cabinet, "Educational attainment and standards 2015" (March 16th 2016), and issues have since been fully addressed.
- 102 In 2013/14, two major reforms were implemented which affected the calculation of key stage 4 performance measures data: 1) Professor Alison Wolf's Review of Vocational Education recommendations and 2) an early entry policy to only count a pupil's first attempt at a qualification, in subjects counted in the English Baccalaureate. In 2014/15, the early entry policy was extended to all subjects. These reporting changes account for fluctuations in both national and Durham outcomes in the table overleaf, although Durham has remained above national except in 2015, as described above.



103 Therefore, even taking into account the high levels of deprivation in parts of the county which could be expected to adversely impact outcomes, the pattern of achievement for the last 10 years in both Key Stage 2 and Key stage 4 in Durham has been one of marked success. The council's support for students, schools and colleges is contributing to the strong performance of the county's young people.

Recommendations

104 Cabinet is requested to:

- (i) note the information contained in the report, and note the breadth of work that is being undertaken to improve educational outcomes for children and young people in County Durham.

Contact: Phil Hodgson, Strategic Manager, Education Development Service
Tel: 03000 265 842

Appendix 1: Implications

Finance – The Government has announced changes to the funding formula for schools and will, subject to final consultation, introduce a national funding formula for schools. The financial implications of the new formula will vary between schools and work will continue to understand the full financial implications following closure of the consultation.

Staffing – none

Risk – none

Equality and Diversity / Public Sector Equality Duty – As a public body, the Council must take into account the Equality Act 2010, a consolidating Act which brings together previous Acts dealing with discrimination. Decisions must be reviewed for potential impact on persons with "protected characteristics".

S.149 of the 2010 Act also lays down the Public Sector Equality Duty whereby from the 5 April 2011, local authorities and other organisations exercising public functions must have due regard to 3 key areas:

- Eliminate unlawful discrimination, harassment and victimisation.
- Advance equality of opportunity between those who share a relevant protected characteristic and those who don't; and
- Foster good relations between those who share a relevant protected characteristic and those who don't.

The relevant "protected characteristics" are: age, disability, gender re-assignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

Accommodation – Schools with improved accommodation are highlighted in paragraphs 27, 28.

Crime and Disorder – none

Human Rights – Human Rights are positively promoted by the work highlighted in this report.

Consultation – none

Procurement – none

Disability Issues – none

Legal Implications – none

Cabinet

15 March 2017

Oral Health Strategy



Report of Corporate Management Team

Jane Robinson, Corporate Director, Adult & Health Services

Gill O'Neill, Interim Director of Public Health

Councillor Lucy Hovvels, Portfolio Lead for Adult and Health Services

Councillor Ossie Johnson, Portfolio Lead for Children and Young People's Services

Purpose of the Report

- 1 The purpose of this report is to present Cabinet with the Oral Health Strategy for County Durham for agreement. The strategy is attached at Appendix 2 and the plan on a page at Appendix 5.

Background

- 2 The National Institute for Health and Care Excellence (NICE) Public Health 55 Guidance makes 21 recommendations to improve the oral health of our communities. The first recommendation is the development of a stakeholder group that in turn will assist in the development of a strategy to deliver the majority of the other recommendations. The oral health strategy group has been established and has developed an oral health strategy.

Oral health strategy development

- 3 The development of this strategy has been led by a multi-disciplinary steering group consisting of members taken from the local dental network, paediatricians, dental anaesthetists, Durham County Council Children's Services, Health Visiting Services, Durham County Council Commissioning for Adult Services, Public Health and Public Health England (PHE).
- 4 The 21 recommendations can be applied to a 'settings based' approach. The strategy sets out the intentions for how the Oral Health Strategy and Action Plan will be pragmatically applied by working with existing partners and stakeholders to embed oral health over the next three years.
- 5 Whilst the Oral Health Strategy is implemented, work is ongoing in partnership with PHE to explore the possibility of water fluoridation.

Consultation response

- 6 The consultation process sought the views of the public, key stakeholders, partnership groups and Overview and Scrutiny Committees across County Durham. The consultation process is attached at Appendix 3.
- 7 There was significant support for the Oral Health Strategy and its aims to improve oral health in County Durham.
- 8 There was a common emphasis on; the need to ensure targeted approaches in areas of deprivation; retaining a focus on the oral health of children and vulnerable groups; utilising the range of stakeholders who could have a positive impact upon oral health; and the continued efforts to explore fluoridation in County Durham.
- 9 Feedback from consultation suggested amendments to the Action Plan. This included the possible expansion of certain actions to include a wider cohort of people, or amends to terminology to reflect the current provision of dental health within County Durham. These amendments have been made to the Action Plan, and will be analysed and progressed by the Oral Health Steering Group once the Action Plan is operational.
- 10 The Equality Impact Assessment is attached at Appendix 4 for information.

Next steps

- 11 The Oral Health Steering Group will implement the Action Plan and ensure a partnership approach to the agenda. Water fluoridation will continue to be explored.

Recommendations

- 12 Cabinet is requested to agree the Oral Health Strategy attached at Appendix 2.

Contact: Gill O'Neill, Interim Director of Public Health
Tel: 03000 267696

Appendix 1: Implications

Finance - Identified from Public Health reserves. Efforts to explore water fluoridation include contributions from NHS England.

Staffing - None

Risk - Timeline for fluoridation and stakeholder and community opinion surrounding the activity.

Equality and Diversity / Public Sector Equality Duty - To reduce oral health inequalities.

Accommodation - N/A

Crime and Disorder - N/A

Human Rights - N/A

Consultation - Oral Health Strategy has been consulted upon.

Procurement - DCC to commission targeted interventions.

Disability Issues - None

Legal Implications - Linked to procurement. Linked to the legislative process surrounding fluoridation.



Oral Health Strategy

County Durham

2016 - 2019

DRAFT

Aims of the Oral Health Strategy

- 1 The aims of the Oral Health Strategy are to:
 - reduce the population prevalence of dental disease – and specifically levels of dental decay in young children and vulnerable groups
 - reduce the inequalities in dental disease
 - ensure oral health promotion programmes are evidence informed and delivered according to identified need.

Background

- 2 Oral health is important for general health and wellbeing. Poor oral health can affect someone's ability to eat, speak, smile and socialise normally, for example due to pain or social embarrassment¹. Oral health problems include gum (periodontal) disease, tooth decay, tooth loss and oral cancers. Many risk factors – diet, oral hygiene, smoking, alcohol, stress and trauma are the same as for many chronic conditions, such as cancer, diabetes and heart disease.
- 3 Tooth decay is the most common oral disease affecting children and young people in England, yet it is largely preventable. While children's oral health has improved over the last twenty years, almost a third (27.9%) of five year olds still had tooth decay in 2012². Children who have toothache or who need treatment may have to be absent from school. Tooth decay was the most common reason for hospital admissions in children aged five to nine years old in 2012 – 13. Dental treatment under general anaesthesia presents a small but real risk of life threatening complications for children³.
- 4 People living in deprived communities consistently have poorer oral health. However, it is noted that deprived areas with fluoridated water have better oral health than comparator communities without fluoridated water.
- 5 Vulnerable groups in society are also more likely to suffer from poor oral health. NICE guidance⁴ identifies a list of vulnerable groups who require specific support to improve their oral health. These include those who are:
 - Socially isolated
 - Older and frail
 - Physical or mental disabilities
 - From lower socio economic groups
 - Live in disadvantaged areas
 - Smoke or misuse substances (including alcohol)
 - Have a poor diet

¹ NICE 2014 Oral health: approaches for local authorities and their partners to improve the oral health of their communities PH55 NICE

² PHE 2014 commissioning better oral health for children

³ PHE 2014 commissioning better oral health for children

⁴ NICE 2014 Oral health: approaches for local authorities and their partners to improve the oral health of their communities PH55 NICE

- Some Black, Asian and minority ethnic groups
- Who are, or who have been in care

Diseases affecting the oral cavity

- 6 The mouth is affected by diseases such as dental caries and periodontal disease and other conditions, such as trauma, mouth cancer and developmental abnormalities, all of which can have an adverse effect on an individual's wellbeing.

Dental caries (tooth decay)

- 7 Dental caries is the most common disease of the dental tissues and affects the majority of the population. It is caused by bacteria in the mouth utilising sugars in the diet as a source of food and producing acids as a by-product. The acids dissolve away the tooth substance leading to dental decay, abscess formation and eventually tooth loss.
- 8 There is substantial evidence to show that people from socially deprived backgrounds experience considerably more dental disease than other members of the population due to lack of opportunities that would enable them to improve their oral health. The main issues are poor diet and limited access to fluorides and dental care.

Periodontal disease

- 9 Periodontal disease affects the structures which support the teeth; these are the tissues and ligaments which secure the teeth to the jaw bones. This disease is caused by a build-up of plaque around the teeth leading to the development of inflammation. The gums become swollen and bleed spontaneously. In susceptible individuals the disease progresses by destroying the supporting structures of the teeth, the teeth become loose and if unchecked the disease results in tooth loss.

Trauma

- 10 Teeth may be traumatised as a result of accidents and participation in contact sports. The upper incisor teeth are at greatest risk and experience most damage. The most recent data for England was published in March 2015⁵ using a survey of 15 year olds which found the proportion of 15 year olds affected is very similar across the three countries (England, Wales, Northern Ireland), at around 4% of the population and there are no significant differences related to sex, free school meals, brushing or school attendance.

⁵ Children's dental health survey 2013, Health and social care information centre, March 2015

Mouth cancer

- 11 Mouth cancer is the major fatal condition which affects the oral tissues. There is a high risk of developing mouth cancer in people who smoke and those who consume excessive amounts of alcohol.

Developmental abnormalities of the oro-facial tissues

- 12 Although not the result of disease processes, defects in the development of oral tissues and facial skeleton may result in teeth being displaced sufficiently that the malocclusion produced impacts on oral health. Significantly adverse alignment of children's teeth makes them more susceptible to physical disease, trauma and also impacts on personal appearance, leading to potentially low self-esteem. There are a large number of rare genetic conditions which affect the teeth and facial skeleton. The most common are clefts of the lip and/or palate.

Roles and responsibilities for oral health

- 13 With the fragmentation of the NHS in April 2013 the responsibility for dental services and oral health dispersed across various organisations. The table below briefly highlights which local organisations have responsibility for which parts of the system.

Table 1: Local organisations roles and responsibilities

Organisation	Key responsibility
NHS England (Area Teams)	Commissioning all NHS dental services – both primary and secondary care Direct and specialised commissioning
Public Health England (centres)	Provide dental public health support to NHS England and Local authorities Contribute to JSNAs, strategy development, oral health needs assessment Supporting local authorities to understand their role in water fluoridation
Local authorities (Public Health)	Jointly statutorily responsible for JSNA Conducting and/or commissioning oral health surveys to monitor oral health needs to an extent that they consider appropriate in their areas Planning, commissioning and evaluating oral health improvement programmes Leading scrutiny of delivery of NHS dental services
Local dental networks	Providing local professional leadership and clinical engagement
Provider services	County Durham and Darlington Foundation Trust hold a block contract for dental services which includes the oral health promotion team

National recommendations

- 14 Within the latest public health NICE guidance 'Oral health: approaches for local authorities and their partners to improve the oral health of their communities', there are 21 recommendations for Health and Wellbeing Boards to consider. Table 2 below provides a list of the recommendations.

Table 2: NICE recommendations

Recommendations
<ol style="list-style-type: none">1. Ensure oral health is a key health and wellbeing priority2. Carry out an oral health needs assessment3. Use a range of data sources to inform the oral health needs assessment4. Develop an oral health strategy5. Ensure public service environments promote oral health (e.g. plain drinking water available, healthy vending options, promoting breastfeeding etc.)6. Include information and advice on oral health in all local health and wellbeing policies7. Ensure front line health and social care staff can give advice on the importance of oral health8. Incorporate oral health promotion in existing services for all children, young people and adults at high risk of poor oral health9. Commission training for health and social care staff working with children, young people and adults at high risk of poor oral health10. Promote oral health in the workplace11. Commission tailored oral health promotion services for adults at high risk of poor oral health12. Include oral health promotion in specifications in all early years services13. Ensure all early years services provide oral health information and advice14. Ensure early years services provide additional tailored information and advice for groups at high risk of poor oral health15. Consider supervised tooth brushing schemes for nurseries in areas where children are at high risk of poor oral health16. Consider fluoride varnish programmes for nurseries in areas where children are at high risk of poor oral health17. Raise awareness of the importance of oral health as part of 'whole school' approach in all primary schools18. Introduce specific schemes to improve and protect oral health in primary schools in areas where children are at high risk of poor oral health19. Consider supervised tooth brushing schemes in primary schools in areas where children are at high risk of poor oral health20. Consider fluoride varnish programmes for primary schools in areas where children are at high risk of poor oral health21. Promote a whole school approach to oral health in all secondary schools

Fluoridation

- 15 Fluoride has made an enormous contribution to the decline in dental caries over the past 60 years since research in the United States discovered that people living in an area of naturally fluoridated water had much better dental health than those who did not and, furthermore, water fluoridated at a concentration of 1 part per million did not cause significant mottling of the teeth (dental fluorosis) nor any other health related adverse effects. Fluoride produces an effect on the teeth in a number of ways that combine to slow and help prevent the decay process.
- 16 There is compelling evidence that fluoride is effective in reducing decay and that water fluoridation is the most effective way of using fluoride to reduce decay. Other fluoride interventions, such as fluoride toothpaste and fluoride varnish, are also important, effective ways of reducing tooth decay and there is an even greater reduction in decay levels when, for example, fluoride toothpaste is used together with water fluoridation. Consequently this oral health strategy for County Durham includes due consideration of water fluoridation as part of a series of oral health promotion initiatives – including other fluoride based interventions and initiatives aimed at improving diet and nutrition.

Fluoride tooth brushing schemes

- 17 The use of fluoride toothpaste has been shown to reduce levels of dental decay by 37% and the increased use of fluoride toothpaste has been largely responsible for the reductions in dental decay that have been observed over the last 20-30 years.
- 18 Published research has indicated that supervised tooth brushing schemes are effective in reducing levels of dental decay and that there remains a significant reduction in decay levels between children in test and control groups at 30 months after the programme ended.
- 19 Evidence also shows that the introduction and uptake of a tooth brushing program contributed positively to the dental health of children and reduced dental health inequalities.
- 20 Tooth brushing schemes are to be established in targeted early year's day care facilities in County Durham whilst promoting dental registration with families through universal health visitor services.

Fluoride varnish

- 21 Fluoride varnish is one of the best options for increasing the availability of topical fluoride, regardless of the levels of fluoride in the water supply. High quality evidence of the caries-preventive effectiveness of fluoride varnish in both permanent and primary dentitions is available and has been updated recently. A number of systematic reviews conclude that applications two or more times a year produce a mean reduction in caries increment of 37% in

the primary dentition and 43% in the permanent. Schemes will be explored during the implementation of this strategy.

County Durham: oral health current picture

Access to dental services

- 22 A study on access to dental services carried out in 2010/11 (most recent data available) showed significant variations across the wards in the county with populations living in the poorest wards having the lowest uptake.
- 23 Perceptions surveys have been undertaken to understand why adults do not register with dentists. Two of the most significant barriers include complexity of the forms to fill in and dentist phobias.
- 24 NHS England are leading a review of the national general dental contract. Part of the consultation is regarding how primary dental health services can deliver more on oral health promotion activities and reduce oral health inequalities. The outcomes of the consultation are awaited.

Oral health status

- 25 **Children:** Data from the last large scale dental survey (2012) of five year old children's oral health in County Durham shows wide variations in dental disease experience between different wards, from 61% of children having had decay experience in Woodhouse Close (Bishop Auckland) to just 6% in Chester-Le-Street South. This highlights a need to narrow the gap in oral health inequalities. Oral health of five year olds is part of the children's public health outcomes framework.
- 26 **Adults:** There are no regular local surveys undertaken of adult dental health at a local authority level. The best data available is from the last national adult health survey which took place in 2009. The smallest geography available is at a North East level. The survey showed that 92% of the North East population had some teeth. 82% had 21 or more teeth which is the limit allowed by dentists to demonstrate functionality. 65% of North East residents participating in the survey reported regular dental attendance above the England average of 61%.
- 27 **Elderly population:** With an aging population, the increase in dementia and older people retaining their teeth, there is a need to consider how the oral health of this growing vulnerable population will be managed. The challenge this group presents is the support required to maintain their oral health and how health and social care provide supportive environments to maximise their oral health and avoid unnecessary and expensive dental treatment. A recent local evaluation completed within County Durham care homes⁶ has identified the complex oral health care needs of those living in residential care. The system must come together to support this vulnerable group and reduce escalating costs which are preventable.

⁶ Ahmad, B., 2015 oral health care provision for the elderly in residential care homes in County Durham: An evaluation of need and strategy document

Partnerships and governance

- 28 The development of this strategy has been led by a multi-disciplinary steering group consisting of members of the local dental network, paediatrician, dental anaesthetist, Durham County Council children's services, health visiting services, Durham County Council commissioning for adult services, public health and Public Health England.
- 29 There has also been a consultation process to ensure the views of stakeholders have been taken into consideration.
- 30 The Oral Health Steering Group is accountable to the Children and Families Partnership and the Health and Wellbeing Board.

Outcome measures for strategy

- 31 Percentage improvement: child population averages for decayed, missing and filled teeth, proportion of children with no decay experience.

Challenges going forward

- 32 The gap in oral health inequalities between children living in deprived communities and those in less deprived communities needs to reduce and the action plan will be targeted accordingly. Targeted work must also continue with vulnerable groups such as those with poor physical and mental health and the frail elderly population.
- 33 Due to the overlap with other health promotion messages for many other preventable conditions, such as diabetes, there is benefit in combining approaches and making sure oral health is embedded into other health promotion work rather than a stand-alone topic.
- 34 The strong and newly emerging evidence⁷ regarding the impact on sugar on the obesity epidemic is an opportune time to combine efforts on tackling obesity and oral health inequalities.
- 35 The 21 NICE recommendations can be applied to a 'settings based' approach. The remainder of this strategy sets out the intentions for how the oral health strategy will be delivered practically by working with existing partners and stakeholders to embed oral health over the next three years while we remain committed to exploring water fluoridation.
- 36 The first four NICE recommendations refer to actions already underway such as the development of a strategy and reviewing the available epidemiological data.

⁷ Public Health England, 2015. Sugar Reduction 'The evidence for action'

ORAL HEALTH STRATEGY ACTION PLAN

Early years settings ACTION	Lead	Timeline	NICE Recommendations
1. Increase breast feeding initiation by 5%	HDFT – lead of the system	March 2018	5. Ensure all public service environments promote oral health
2. Increase breastfeeding at 6 – 8 weeks by 5%	HDFT – lead of the system	March 2018	6. Include information on oral health in local health and wellbeing policies
3. Breastfeeding friendly venues – UNICEF accreditation maintain status	HDFT – lead of the system	June 2017	7. Ensure frontline health and social care staff can give advice on the importance of oral health
4. Increase in families accessing the dentist in 30% most deprived MSOAs	Children Centre Lead AB	March 2018	8. Incorporate oral health promotion in existing services for all children, young people and adults at high risk of poor oral health
5. Plain drinking water in public sector venues is main drink available	Public Health – Chris Woodcock	March 2018	12. Include oral health promotion in specifications for all early years services
6. Provide a choice of sugar free foods – including vending machines	Public Health – Chris Woodcock	March 2018	13. Ensure all early years services provide oral health information and advice
7. Oral health part of early years strategy and included within current practice in order to identify need early	HDFT – lead of the system	March 2018	14. Ensure early years services provide additional tailored information and advice for groups at high risk of poor oral health
8. Training on oral health promotion given to front line practitioners	CDDFT – Julie King	March 2018	

9. Targeted oral health promotion work for vulnerable groups: SEND and vulnerable parent pathway	HDFT – lead of the system	March 2018	15. Consider supervised tooth brushing schemes for nurseries in areas where children are at high risk of poor oral health
10. Align dental practices to children centre cluster areas in targeted communities	Children Centres – Karen Davison	March 2018	
11. Deliver and evaluate a three year tooth brushing scheme in targeted nurseries, working with local dental network	Early Years – Helen Nixon	April start	

Primary school setting (age 5 – 11 years)	Lead	Timeline Review	NICE Recommendation
1 Increase number of schools following national school food plan: ensure plain drinking water available and sugar free snacks	Education - Alison Young	March 2018	17. Raise awareness of the importance of oral health, as part of a 'whole school' approach in all primary schools 18. Introduce specific schemes to improve and protect oral health in primary schools in areas where children are at risk of poor oral health 19. Consider supervised tooth brushing schemes for primary schools in areas where children
2 Encourage schools to include oral health as part of the curriculum – PSHE resources easily available	Education - Alison Young	September 2017	
3 School Nurses to promote dental access at parent sessions	HDFT 0-19 Team	March 2018	
4 School nurses to assist with dental practices regularly visiting schools to facilitate the uptake of dental care in targeted communities	HDFT – lead of the system	March 2018	

5	Oral health promotion team to work with special schools through the academic year	CDDFT	March 2018	20. Consider fluoride varnish programmes for primary schools in areas where children are at high risk of poor oral health
6	Training sessions delivered to special school support staff on oral hygiene and health promotion	CDDFT	March 2018	
7	Deliver and evaluate a three year targeted tooth brushing scheme working with the local dental network to deliver intervention	PH – stage 2	March 2019	

Workplace and community setting		Lead	Timeline review	NICE Recommendations
ACTIONS				
1	Make plain drinking water available in community venues	Public health to lead the system	March 2018	5. Ensure public services promote oral health
2	Provide a choice of sugar free food, drinks and snacks, including from vending machines	Public health to lead the system	March 2018	6. Ensure front line health and social care staff can give advice on the importance of oral health
3	Encourage and support breastfeeding with work places and communities	Public health to lead the system	March 2018	10. Promote oral health in the workplace
4	Healthy living pharmacy – SMILE campaign delivered annually	Claire Jones – PH Pharmacist	September 2017	
5	Oral health in Health at Work campaigns	PCP lead	March 2018	

Vulnerable group (children and adults at high risk of poor oral health)	Lead	Timeline Review	NICE Recommendations
1 Oral health promotion team to work specifically with special schools and those educated outside of mainstream	CDDFT	March 2018	7 Ensure front line health and social care staff can give advice on importance of oral health
2 Explore feasibility of minimum set of standards for oral health within care home contracts, and those in receipt of adult social care e.g. oral health assessment on admission to care home, oral health care plan established and regularly reviewed – quality metrics	DCC Commissioning	April 2018	8 Incorporate oral health promotion in existing services for all children, young people and adults at high risk of poor oral health 9 Commission training for health and social care staff working with children, young people and adults at high risk of poor oral health
3 Include training and support in residential care homes on importance of oral hygiene and dual training on dementia care as part of contract	CDDFT	March 2018	12. Commission tailored oral health promotion services for adults at high risk of poor oral health
4 Implementation of labelling dentures to reduce loss and cost of replacement	NHS England	2017/18	
5 Align dental practices to each residential care home to ensure a general dentist is available for advice/guidance	NHS England	2017/18	

Workforce	Lead	Timeline	NICE Recommendations
HENE – oral health promotion training course. Evidence based advice and guidance to early years and care homes	NHS England	2017/18	

County-wide	Lead	Timeline	NICE Recommendations
Explore the possibility of water fluoridation in County Durham	Public Health team DCC, Public Health England	2018/19	

Appendix 3: Consultation Timeline For Oral Health Strategy

Meeting	Date	Purpose
Health and Wellbeing Board	26 th July 2016	Agree draft for wider consultation
Six week public consultation: <ul style="list-style-type: none"> • Including targeted consultation with Foundation Trusts and NHS England 	1 st August – 12 th September 2016	Consultation
Children and Families Partnership	13 th September 2016	Consultation
CYP Overview and Scrutiny committee	29 th September 2016	Consultation
AWH Overview and Scrutiny committee	4 th October 2016	Consultation
Health and Wellbeing Board Big Tent Event	5 th October 2016	Consultation
Health and Wellbeing Board	31 st January 2017	Agreement of strategy

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Durham County Council Equality Impact Assessment

NB: The Public Sector Equality Duty (Equality Act 2010) requires Durham County Council to have 'due regard' to the need to eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity and foster good relations between people from different groups. Assessing impact on equality and recording this is one of the key ways in which we can show due regard.

Section One: Description and Screening

Service/Team or Section	Children & Adult Services – Public Health
Lead Officer	Gill O'Neill
Title	Co Durham Oral Health Strategy
MTFP Reference (if relevant)	
Cabinet Date (if relevant)	
Start Date	07.06.16
Review Date	Sep 2016

Subject of the Impact Assessment

Please give a brief description of the policy, proposal or practice as appropriate (a copy of the subject can be attached or insert a web-link):
<p>Oral Health Improvement Programmes</p> <p>Oral health is important for general health and wellbeing. Poor oral health can affect someone's ability to eat, speak, smile and socialise normally, for example due to pain or social embarrassment¹.</p> <p>Oral health problems include gum (periodontal) disease, tooth decay, tooth loss and oral cancers. Tooth decay is the most common oral disease affecting children and young people in England, yet it is largely preventable.</p> <p>With the fragmentation of the NHS in April 2013 the responsibility for dental services and oral health dispersed across various organisations. Local authorities have a responsibility for the planning, commissioning and evaluating oral health improvement programmes.</p> <p>Within the latest public health NICE guidance 'Oral health: approaches for local</p>

¹ NICE 2014 Oral health: approaches for local authorities and their partners to improve the oral health of their communities PH55 NICE

authorities and their partners to improve the oral health of their communities'; there are 21 recommendations for health and wellbeing boards to consider, one of which is the development of an oral health strategy.

An oral health strategy for County Durham has been developed by a multi-disciplinary steering group based on NICE 'Oral health: approaches for local authorities and their partners to improve the oral health of their communities'. It is essential at a time of austerity that a new strategy and action plan is designed which is deliverable within existing resources. Public consultation on the proposed strategy will take place from 18th April to 21st May 2016.

This Impact Assessment reviews the equality impact of the Oral Health Strategy for County Durham including engagement methods with diverse communities.

Who are the main stakeholders? (e.g. general public, staff, members, specific clients/service users):

The main stakeholders of this strategy are:

- The general public
- Elected members
- Local Dental Network
- NHS England
- Pharmacists
- County Durham and Darlington Foundation Trust (CDDFT)
- Health & Well-being Board
- Community Well-being partnership

Screening

Is there any actual or potential negative or positive impact on the following protected characteristics?

Protected Characteristic	Negative Impact Indicate: Y = Yes, N = No, ? = unsure	Positive Impact Indicate: Y = Yes, N = No, ? = unsure
Age	N	Y
Disability	N	Y
Marriage and civil partnership (workplace only)	N	N
Pregnancy and maternity	N	Y
Race (ethnicity)	N	N
Religion or Belief	N	N

Sex (gender)	N	N
Sexual orientation	N	N
Transgender	N	N

Please provide **brief** details of any potential to cause adverse impact. Record full details and analysis in the following section of this assessment.

N/A

How will this policy/proposal/practice promote our commitment to our legal responsibilities under the public sector equality duty to:

- eliminate discrimination, harassment and victimisation,
- advance equality of opportunity, and
- foster good relations between people from different groups?
-

Vulnerable groups in society are also more likely to suffer from poor oral health. NICE guidance² identifies a list of vulnerable groups who require specific support to improve their oral health. These include those who are:

- Socially isolated
- Older and frail
- Physical or mental disabilities
- From lower socio economic groups
- Live in disadvantaged areas
- Smoke or misuse substances (including alcohol)
- Have a poor diet
- Some Black, Asian and minority ethnic groups
- In care or have been in care

An aim of the oral health programme will be to improve oral health for vulnerable groups and reduce health inequalities between different communities.

Proposed schemes will target areas of need dependant on recent oral health data and will have a positive impact. As a consequence of this however, some geographic areas (of a lesser need) will not be covered by schemes. The specific roll out of any initiatives is still being developed with possible providers, and will hopefully be delivered within existing service provision.

² NICE 2014 Oral health: approaches for local authorities and their partners to improve the oral health of their communities PH55 NICE

Evidence

What evidence do you have to support your findings?
Please **outline** your data sets and/or proposed evidence sources, highlight any gaps and say whether or not you propose to carry out consultation. Record greater detail and analysis in the following section of this assessment.

Children's tooth decay at age 5 in County Durham in 2011/12 (0.93%) was not significantly different to England (0.94%) and was lower than the North East (1.02%). However, there are wide variations in the oral health of 5 year old children across areas of the county which are strongly linked to areas of deprivation.

Vulnerable groups in society are also more likely to suffer from poor oral health. NICE guidance³ identifies a list of vulnerable groups who require specific support to improve their oral health. These include those who are older and frail. A recent local evaluation completed within County Durham care homes⁴ has identified the complex oral health care needs of those living in residential care. The system must come together to support this vulnerable group and reduce escalating costs which are preventable. Activity will be targeted at local care home provision and attempt to integrate oral health into their daily care routine.

Additional evidence sources

- NICE 2014 Oral health: approaches for local authorities and their partners to improve the oral health of their communities PH55 NICE
- Ahmad, B., 2015 oral health care provision for the elderly in residential care homes in County Durham: An evaluation of need and strategy document
- Glazer Peres, K et al (2015) Exclusive Breastfeeding and Risk of Dental Malocclusion. Pediatrics
- Viggiano D et al (2004). Breastfeeding, bottle feeding, and non-nutritive sucking; effects on occlusion in deciduous dentition. Arch Dis Child 89: 1121-1123

Screening Summary

On the basis of this screening is there:	Confirm which refers (Y/N)

³ NICE 2014 Oral health: approaches for local authorities and their partners to improve the oral health of their communities PH55 NICE

⁴ Ahmad, B., 2015 oral health care provision for the elderly in residential care homes in County Durham: An evaluation of need and strategy document

Evidence of actual or potential impact on some/all of the protected characteristics which will proceed to full assessment?	Y
No evidence of actual or potential impact on some/all of the protected characteristics?	N

Sign Off

Lead officer sign off: 	Date: 07.06.16
Service equality representative sign off:	Date:

If carrying out a full assessment please proceed to section two.

If not proceeding to full assessment please return completed screenings to your service equality representative and forward a copy to equalities@durham.gov.uk

If you are unsure of potential impact please contact the corporate research and equalities team for further advice at equalities@durham.gov.uk

Section Two: Data analysis and assessment of impact

Please provide details on impacts for people with different protected characteristics relevant to your screening findings. You need to decide if there is or likely to be a differential impact for some. Highlight the positives e.g. benefits for certain groups, advancing equality, as well as the negatives e.g. barriers for and/or exclusion of particular groups. Record the evidence you have used to support or explain your conclusions. Devise and record mitigating actions where necessary.

Protected Characteristic: Age		
What is the actual or potential impact on stakeholders?	Record of evidence to support or explain your conclusions on impact.	What further action or mitigation is required?
To allow us to explore programmes, partnership work and commissioning implications strategic actions are based around the following 'settings': <ul style="list-style-type: none"> • Early years • Primary school (age 5 – 11 years) • Workplace and community • Vulnerable groups 	Children: Data from the last large scale dental survey (2012) of five year old children's oral health in County Durham shows wide variations in dental disease experience between different wards, from 61% of children having had decay experience in Woodhouse Close (Bishop Auckland) to just 6% in Chester-Le-Street South. This	In relation to children, the dominant factor is linked to deprivation. As such any activity will be based on both the socio economic status and the health needs of that locality.

<p>(children and adults at high risk of poor oral health)</p> <p>This will allow the strategy to develop age appropriate approaches. For example, approaches intended to instigate oral health training for care home staff. This will have a positive impact upon those who receive it.</p> <p>There are a large range of initiatives targeted towards children, young people and families, especially those in deprived areas which should have a positive impact.</p>	<p>highlights a need to narrow the gap in oral health inequalities.</p> <p>Adults: The best data available on adult dental health is from the national adult health survey which took place in 2009. The smallest geography available is at a North East level. The survey showed that 92% of the North East population had some teeth. 82% had 21 or more teeth which is the limit allowed by dentists to demonstrate functionality. 65% of North East residents participating in the survey reported regular dental attendance above the England average of 61%.</p> <p>A recent local evaluation completed within County Durham care homes⁵ has identified the complex oral health care needs of those living in residential care.</p>	
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Protected Characteristic: Disability		
What is the actual or potential impact on stakeholders?	Explain your conclusion considering relevant evidence and consultation	What further action or mitigation is required?
<p>Evidence shows that vulnerable groups such as those living with a disability often require additional support. As such NHS England already have the responsibility to deliver activity within SEND settings, to promote and protect the oral health of this group. This strategy intends to deliver oral health promotion to those outside of this group, who may not currently have a</p>	<p>NHS England currently delivers oral health promotion activities, and dental treatment to those within SEND settings. Their commissioned activity is outside this strategy.</p>	<p>NHS England are part of the strategy development group, and are key stakeholders within the oral health community. They are committed to the future delivery of this strategy alongside their commissioned responsibilities.</p>

⁵ Ahmad, B., 2015 oral health care provision for the elderly in residential care homes in County Durham: An evaluation of need and strategy document

unified offer regarding oral health. This strategy does not seek to replicate current activity contractually delivered by stakeholders.		
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Protected Characteristic: Marriage and civil partnership (workplace only)		
What is the actual or potential impact on stakeholders?	Explain your conclusion considering relevant evidence and consultation	What further action or mitigation is required?
N/A		

Protected Characteristic: Pregnancy and maternity		
What is the actual or potential impact on stakeholders?	Explain your conclusion considering relevant evidence and consultation	What further action or mitigation is required?
Strategic actions to promote and increase breastfeeding through positive and supportive engagement with new mothers. Actions include 'Breastfeeding Friendly' venues to have UNICEF accreditation.	<p>Non-nutritive sucking and bottle feeding affect dental occlusion. Viggiano D et al (2004). Breastfeeding, bottle feeding, and non-nutritive sucking; effects on occlusion in deciduous dentition. Arch Dis Child 89: 1121-1123</p> <p>A retrospective study from Italy among of 1,130 preschool children has found that non-nutritive sucking and bottle feeding can have a substantial effect on dental occlusion.</p> <p>Breastfeeding and risk of malocclusion. Glazer Peres, K et al (2015) Exclusive Breastfeeding and Risk of Dental Malocclusion. Pediatrics The authors conclude that promoting exclusive breastfeeding up to 6 months of age to prevent childhood</p>	No further action. Breastfeeding is already a strategic action within DCC and partnership work is ongoing with CDDFT.

	diseases and disorders, should be an effective population strategy to prevent malocclusion.	
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Protected Characteristic: Race (ethnicity)		
What is the actual or potential impact on stakeholders?	Explain your conclusion considering relevant evidence and consultation	What further action or mitigation is required?
Oral health harm has the potential to affect all communities therefore the strategy is relevant to all groups. There are no interventions specific to race.		

Protected Characteristic: Religion or belief		
What is the actual or potential impact on stakeholders?	Explain your conclusion considering relevant evidence and consultation	What further action or mitigation is required?
Oral health harm has the potential to affect all communities therefore the strategy is relevant to all groups. There are no interventions specific to religion or belief.		

Protected Characteristic: Sex (gender)		
What is the actual or potential impact on stakeholders?	Explain your conclusion considering relevant evidence and consultation	What further action or mitigation is required?
Oral health harm has the potential to affect all communities therefore the strategy is relevant to all groups. There are no interventions specific to sex (gender).		

Protected Characteristic: Sexual orientation		
What is the actual or potential impact on	Explain your conclusion considering relevant evidence	What further action or mitigation is

stakeholders?	and consultation	required?
Oral health harm has the potential to affect all communities therefore the strategy is relevant to all groups. There are no interventions specific to sexual orientation.		

Protected Characteristic: Transgender		
What is the actual or potential impact on stakeholders?	Explain your conclusion considering relevant evidence and consultation	What further action or mitigation is required?
Oral health harm has the potential to affect all communities therefore the strategy is relevant to all groups. There are no interventions specific to transgender.		

Section Three: Conclusion and Review

Summary

Please provide a brief summary of your findings stating the main impacts, both positive and negative, across the protected characteristics.
<p>The strategy aims to have a positive impact across the protected groups in particular for younger age groups and vulnerable adults. Additionally there will be positive impacts in terms of disability and for new breastfeeding mothers (maternity). This impact assessment will be updated with the public consultation results.</p> <p>A six week public consultation took place 1st August – 12th September 2016. Consultation feedback indicated significant support for the Oral health Strategy and its aims to improve oral health in county Durham.</p>
Will this promote positive relationships between different communities? If so how?
An aim of the Oral health strategy for County Durham is to reduce health inequalities between different communities. Activity will be based on both the socio economic status and the health needs of that locality.

Action Plan

Action	Responsibility	Timescales for implementation	In which plan will the action appear?
Public consultation 1.08.16 to 12.09.16.	CW	1.08.16 to 12.09.16. COMPLETE	N/A
Reasonable adjustments made for the consultation where required and updated EIA submitted for approval.	CW	September 2016 COMPLETE	N/A
Strategy Monitoring working group to monitor on an annual basis.	CW	N/A	N/A

Review

Are there any additional assessments that need to be undertaken? (Y/N)	N
When will this assessment be reviewed? Please also insert this date at the front of the template	March 2018

Sign Off

Lead officer sign off: 	Date: 07/06/16
Service equality representative sign off: 	Date: 30.09.16

Please return the completed form to your service equality representative and forward a copy to equalities@durham.gov.uk

County Durham Oral Health Strategy 2016-2019

Key Areas of Focus 2016-2019

<p>Early Years Settings</p> <ul style="list-style-type: none"> Increase breastfeeding initiation and at 6-8 weeks by 5% Breastfeeding friendly venues – maintain UNICEF accreditation status Increase in families accessing the dentist in 30% most deprived MSOAs Plain drinking water in public sector venues is main drink available Provide a choice of sugar free foods – including vending machines Oral health part of early years strategy and included within current practice in order to identify need early Training on oral health promotion given to front line practitioners Targeted oral health promotion work for vulnerable groups Align dental practices to children centre cluster areas in targeted communities Deliver and evaluate a three year tooth brushing scheme in targeted nurseries, working with local dental network 	<p>Primary School Settings</p> <ul style="list-style-type: none"> Increase number of schools following national school food plan: ensure plain drinking water available and sugar free snacks Encourage schools to include oral health as part of the curriculum School nurses to promote dental access at parent sessions School nurses to assist with dental practices regularly visiting schools to facilitate the uptake of dental care in targeted communities Oral health promotion team to work with special schools through the academic year Training sessions delivered to special school support staff on oral hygiene Deliver and evaluate a three year targeted tooth brushing scheme working with the local dental network to deliver intervention 	<p>Workplace and Community Settings</p> <ul style="list-style-type: none"> Make plain drinking water available in community venues Provide a choice of sugar free food, drinks and snacks, including from vending machines Encourage and support breastfeeding with work places and communities Healthy living pharmacy – SMILE campaign delivered annually Oral health in Health at Work campaigns 	<p>Vulnerable Group (children and adults at high risk of poor oral health)</p> <ul style="list-style-type: none"> Oral health promotion team to work specifically with special schools and those educated outside of mainstream Explore feasibility of minimum set of standards for oral health within care home contracts, and those in receipt of adult social care Include training and support in residential care homes on importance of oral hygiene and dual training on dementia care as part of contract Implementation of labelling dentures to reduce loss and cost of replacement Align dental practices to each residential care home to ensure a general dentist is available for advice/guidance <p>Workforce</p> <ul style="list-style-type: none"> Health Education North East – oral health promotion training course. Evidence based advice and guidance to early years and care homes <p>County Durham</p> <ul style="list-style-type: none"> Explore the possibility of water fluoridation
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<p>Aims and Objectives</p> <ul style="list-style-type: none"> To reduce the population prevalence of dental disease – and specifically levels of dental decay in young children and vulnerable groups. To reduce the inequalities in dental disease. To ensure that oral health promotion programmes are evidence informed and delivered according to identified need. <p>The gap in oral health inequalities between children living in deprived communities and those in less deprived communities needs to reduce and the action plan will be targeted accordingly. Targeted work must also continue with vulnerable groups such as those with poor physical and mental health and the frail elderly population.</p> <p>Due to the overlap with other health promotion messages for many other preventable conditions, there is benefit in combining approaches and making sure oral health is embedded into other health promotion work rather than a stand-alone topic. The aim is to improve people's:</p> <ul style="list-style-type: none"> diet – this includes reducing the amount of sugar consumed oral hygiene access to fluoride <p>National Institute for Health and Care Excellence guidance provides 21 recommendations which can be applied to a 'settings based' approach. The strategy sets out the intentions for how the Action Plan will be pragmatically applied and collectively delivered by partners and stakeholders, to embed oral health over the next three years.</p>	<p>Early Years Settings</p> <p>Establishing good oral health routines in early life is crucial and health practitioners and early years workers can be a key part by providing evidence based information and advice.</p>	<p>Primary School Settings</p> <p>Promote a 'whole school' approach to oral health by ensuring the school environment promotes and protects oral health.</p>	<p>Workplace and Community Setting</p> <p>Workplace is an environment where oral health can be promoted and the public sector can positively impact upon its communities.</p> <p>Vulnerable Group (children and adults at high risk of poor oral health)</p> <p>Frontline health and social care staff working with groups at high risk of poor oral health need to be appropriately trained to meet the needs of vulnerable groups.</p> <p>Workforce</p> <p>It is important to make every contact count and support our residents to make healthier choices.</p>
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Local Policy Context

The County Durham Joint Health and Wellbeing Strategy

This sets out the way in which every child can have the best start in life and includes a focus on improving oral health.

National Policy Context

NICE guidance 'Oral health: approaches for local authorities and their partners to improve the oral health of their communities', states 21 recommendations for Health and Wellbeing Boards to consider. This guideline covers improving oral health by developing and implementing a strategy that meets the needs of people in the local community. It aims to promote and protect people's oral health by improving their diet and oral hygiene, and by encouraging them to visit the dentist regularly.

Vision

Our vision is that "every child grows up free from tooth decay as part of every child having the best start in life". The oral health of local communities is important for their general health and their quality of life. It may be improved by adopting a common risk factor approach and by providing evidence-based oral health promotion programmes and interventions.



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Cabinet**15 March 2017****Integration of Health and Social Care Services Update****Report of Corporate Management Team****Jane Robinson, Corporate Director of Adult and Health Services****Councillor Lucy Hovvels, Cabinet Portfolio Holder for Adult and Health Services****Purpose of the Report**

- 1 The purpose of this report is to provide an update to Cabinet on the further integration of health and social care services.

Background

- 2 A previous report presented to Cabinet on 16 September 2015 provided an overview of the changes required to implement Part 1 of the Care Act 2014 and included an update on the transformation of Adult Care in County Durham. The duties and requirements of the Care Act 2014, which came into force on 1 April 2015, are now fully embedded and change the way adult social care and support is designed, commissioned and delivered promoting integration with the NHS and other health-related services.
- 3 The principle of integration has been a key policy driver over a number of years, highlighted in the Health and Social Care Act 2012 and subsequent legislation and Government programmes and is central to the vision for reform of health and social care services.
- 4 People living longer with significant, often complex, long-term health and social care needs compound demographic pressures, which results in increasing demand for, and cost of health and social care. In addition, local government is facing an unprecedented period of austerity, which is likely to continue beyond 2019/20.
- 5 As part of the Spending Review 2015, the Government announced a requirement that all local areas integrate health and social care services by 2020.

Sustainability and Transformation Plans (STPs)

- 6 The NHS Five Year Forward View (5YFV) set out a shared view on how services need to change and what models of care will be required in the future. The 5YFV contends that much more attention should be given to prevention and public health; patients should have far greater control of their

own care and barriers in how care is provided should be broken down. This means putting in place new models of care in which care is much more integrated.

- 7 Sustainability and Transformation Plans (STPs) are the 'blueprints' for accelerating the implementation of the NHS Five Year Forward View which outlines how health services need to change over the next five years in order to close the widening gaps in the health of the population, enhancing the quality of care and the sustainability of services. Recent NHS Planning Guidance outlined a new approach to help ensure that health and care services are built around the needs of local populations.
- 8 A key outcome focus for the STPs is on the delivery of more efficient services within the community on a seven-day basis, reducing the need for hospital visits, with the aim of improving results for patients, health and wellbeing (including mental health) as well as life expectancy.
- 9 Across the country, 44 STPs have been developed to drive transformation in health and care outcomes and tackle the three challenges identified in the Five Year Forward View:
 - Improving the health and wellbeing of the population.
 - Improving the quality of care provided.
 - Improving the efficiency of NHS services.
- 10 There has been a great deal of confusion nationally about the purpose, timing and development of STPs.
- 11 A briefing note has been circulated to Elected Members providing an update in relation to the STPs covering County Durham.
- 12 Nationally, the NHS agreed that County Durham is covered by the footprint of two STPs in the North East. The North STP covering Northumberland, Tyne and Wear and North Durham; and the South STP covering Durham, Darlington, Tees and Hambleton, Richmondshire and Whitby.
- 13 The key priorities across the footprints to reduce the identified gaps in relation to Health and Wellbeing, Care and Quality, and Funding and Finance, are attached at Appendix 2, and include early intervention and prevention, integration, reconfiguration of hospital based services and rapid progress of implementation of new technology.
- 14 Updates on the development of the STP process have been presented to the North East Regional Joint Health Overview and Scrutiny Committee, the Better Health Programme Overview and Scrutiny Committee and the County Council's Adults Wellbeing and Health Overview and Scrutiny Committee.
- 15 The County Durham Health and Wellbeing Board has received presentations from NHS colleagues regarding the development process of both Sustainability and Transformation Plans and the Better Health Programme.

Members of the Health and Wellbeing Board have raised a number of questions and concerns with NHS colleagues.

- 16 The concerns raised by the Health and Wellbeing Board included the engagement process for the STPs and transport as a key consideration for residents who may have to travel further in any new hospital configuration, especially for those living in rural areas.
- 17 Additionally, the Health and Wellbeing Board have stated that any communications with members of the public need to be clear and identify key messages, in as simple a format as possible.
- 18 The Adults, Wellbeing and Health Overview and Scrutiny Committee have invited leads for the North and South STPs to attend Scrutiny Committee on 3 March 2017 as an opportunity for the Committee to receive an overview and an update on process in relation to STPs.
- 19 Prevention is a key part of the STPs and a workstream across both STP footprints is in place, with the Interim Director of Public Health County Durham attending these meetings. This will also take into account the recommendations of the NHS/NECA Health and Social Care Commission for Integration, led by Duncan Selbie, Chief Executive, Public Health England (attached at Appendix 3).
- 20 Integration is also a key consideration for STPs and the County Durham Integration Board (a sub-group of the Health and Wellbeing Board) have been requested to consider the STPs in the context of integrated services with a report being presented to the Health and Wellbeing Board in March 2017.
- 21 Questions will continue to be asked of NHS colleagues to ensure that the impact on NHS and social care services are appropriately considered.

South STP

- 22 The Better Health Programme (BHP), which has been running for a number of years (previously known as Securing Quality in Health Services) is part of the Durham, Darlington, Tees and Hambleton, Richmondshire and Whitby STP. The BHP seeks to ensure the delivery of high quality services, which make best use of resources to support long-term sustainability with key outcomes focussing on delivery of more community, based services on a seven-day basis, thereby reducing hospital attendance with the aim of improving patient outcomes.
- 23 The BHP, Neighbourhood and Communities Strategic Overview Group takes a whole pathway approach to the provision of health and social care. It initially focusses on frail older people, establishing a Discharge to Assess scheme and pro-active management in primary care, including self-management of patients and triage services run by multidisciplinary teams to manage more people in the community and reduce demand on hospital bed based services.

- 24 Under the BHP Neighbourhood and Communities Strategic Overview Group, two specific projects are underway, covering the two STPs footprints of County Durham, linked to Community Hubs and Discharge to Assess (see paragraphs 37-44). Work is also planned by the group to consider the wider care market; joint areas of concern and opportunities to inform the workplan of the group.
- 25 Engagement events (Phase 5) in relation to the BHP were held in February 2017 with specific views being sought on maternity and children's services.
- 26 Consultation on a preferred option for the configuration of hospital services, as part of the BHP is planned from June 2017.

North STP

- 27 The Northumberland, Tyne and Wear and North Durham STP has been subject to an initial phase of engagement running between 23 November 2016 and 20 January 2017. This provided an opportunity for patients, public and stakeholders to review the draft plan and contribute to the development of future versions of the STP. Area Action Partnerships covered by the North STP area have made information available to the constituent members to inform them that the engagement was taking place.
- 28 Following the Health and Wellbeing Board meeting on 31 January 2017, further comments were provided to the STP lead to be considered in relation to the next version of the STP.
- 29 Formal consultation will take place on the STP, however, timescales are to be confirmed. There is less certainty in relation to specific timescales for a preferred option to consult the public on however, this is not expected to be before June 2017.

Integration of Health and Social Care Services in County Durham

- 30 Health and Wellbeing Boards are responsible for promoting integrated working between commissioners of health services, public health and social care services, for the purposes of advancing the health and wellbeing of the local population.
- 31 The Local Government Association Health and Wellbeing Board Peer Review Challenge in 2015 acknowledged the great deal of work already undertaken towards integrated working through joint working in County Durham. The Peer Team also considered that the strength of the partnership and the maturity of the Health and Wellbeing Board provides the ideal preconditions for Durham to be exploring how to push boundaries and look for more radical options in extending health and social care integration.
- 32 To progress the further development and implementation of integrated services across County Durham, a Director of Integration has been appointed, for a 2-year period. A key part of this role will be to implement a Community

Hub model as previously discussed with members of the Health and Well-Being Board.

- 33 Following feedback from some initial work, undertaken by the Director of Integration, the term Community Hubs is deemed misleading and it was agreed that the model should be referred to as Teams Around Practices.
- 34 Teams Around Practices will be developed across County Durham. Early adopters of the model are being encouraged to roll out of this work commencing from April 2017. The model will directly contribute to improving outcomes as set out below:

System Outcomes	Person Centred Outcomes
Effective use of Discharge to Assess approach	People who use services have positive experiences of care.
Less presentation at A&E	Maintaining or improving the quality of life for people.
Improved Primary Care access	People with disabilities or long-term conditions are supported to live at home for as long as possible.
Reduced admissions and readmissions to hospital	People are helped to look after and improve their own health and wellbeing.
Reduction in hospital bed days	People who use services are treated with dignity and are safe from harm.
Less people in residential and nursing care	Helping people to recover from episodes of ill health or injury.
Prevention through risk stratification	People who provide unpaid care are supported to look after their own health and wellbeing.

- 35 To help shape the model of care going forward, system leaders have agreed the following as the basis for delivery:
- (a) A total of 13 Teams Around Practices, which will not take a 'one size fits all' approach and will be determined by the particular needs of the local population.
 - (b) Typically Teams will serve a population of 30,000 to 50,000, although in more rural areas fewer than 30,000 may be appropriate.
 - (c) Management of the Teams will be facilitated through existing resources, based on a Multi-Disciplinary Team (MDT) care planning approach.
 - (d) Teams may be either based in buildings or virtual networks.

- (e) Initial focus will be on the frail elderly population, high impact users and individuals with long-term conditions with a view to widening the scope of service delivery to all cohorts of the local community.
- (f) The workforce will continue to be employed as they are now, but aligned through an Accountable Care Network (ACN) which works on the principle of designing and implementing place based care, where commissioners and providers come together to address the needs of the population.
- (g) Each partner organisation will commit to transparency in terms of the “virtual pooling” of budgets (in the same way it works for Better Care Fund) and will work together to manage the allocated budget.
- (h) The Teams will contribute to overall system quality and performance metrics and will specifically have an impact on admission prevention and increased self-care.
- (i) New ways of working will be explored through the model to ensure that services best meet the needs of the local population.
- (j) There is also an intention to develop the principle of having a Single Point of Access (SPA) utilising existing facilities/services and further integrating across organisations.

- 36 In developing the model it is important that the integrity of Intermediate Care Plus (IC+), which is an integrated service delivery model to support quicker recovery and enable people back into their own homes, is maintained and its strengths are built upon. For example IC+ is essential to support the discharge to assess pathway.
- 37 It is intended that IC+ will be aligned to North Durham and Durham Dales, Easington and Sedgefield (DDES) CCG geographical areas and provide services into the Teams and primary care as it does currently. In addition, Single Point of Access will be enhanced to include district nursing and provide much more streamlined services to support the Teams. Social Care provision will be aligned to the Teams and support primary care.
- 38 Discharge to Assess was one of the first pathways to be developed and delivered which was implemented on 5 December 2016. This pathway aims to speed up the hospital discharge process through the use of “trusted assessors” identifying the needs of people in their usual place of residence once medically fit for discharge as opposed to assessment in hospital.
- 39 It is important to note that the two initiatives, Discharge to Assess and Teams Around Practices development will not be the only integrated service developments aligned with closer working between Adult Social Care and the NHS. Further opportunities to extend or develop integrated services may develop in the future.

The Better Care Fund

- 40 County Durham's allocation from the Better Care Fund (BCF) was £43.735m in 2015/16 which was subsequently invested in a range of projects and areas of service delivery established across seven key work programmes of the BCF below:
- **Short term intervention services:** including intermediate care Community services, reablement, falls and Occupational Therapy Services.
 - **Equipment and adaptations for independence:** including telecare, disability adaptations and the Home Equipment Loans Service.
 - **Supporting independent living:** Including mental health prevention services such as counselling.
 - **Supporting Carers:** including breaks for carers.
 - **Social isolation:** including working with the voluntary and community sector.
 - **Care home support:** including dementia services.
 - **Transforming care:** maintaining the current level of eligibility criteria.
- 41 Formal approval of the County Durham BCF plan for 2016/17 was received from NHS England in July 2016. The Better Care Fund (BCF) 2016-17 Policy Framework signalled a need for stability. BCF planning in Durham was based upon maintaining stability and rolling forward all of the existing schemes and projects from 2015-16 following agreement from partners.
- 42 The total BCF allocation for 2016-17 in Durham increased to £44.579m. A new condition that a proportion of the BCF allocation is invested in NHS commissioned out of hospital services replaces the previous payment for performance element linked to delivering a reduction in non-elective admissions in 2015-16. The BCF for 2017/18 and 2018/19 will be a two-year plan and the BCF Policy and Planning Guidance is still awaited.
- 43 Positive performance for delayed transfers of care (delayed days) shows that the target set of 387.6 per 100,000 population aged 18 and over has been exceeded. Durham continues to have a significantly lower rate of delayed days per population than comparator groups.
- 44 Performance is on target at 86.0% for the year for the percentage of older people (aged 65 and over) who were still at home 91 days after discharge from hospital into Reablement/ Rehabilitation and this is expected to continue going forward.
- 45 As at 16 December 2016, there has also been a 16.2% increase in the number of people receiving a reablement service and a 24.9% increase of people who completed reablement requiring either a reduced service or no service at all within the last two years.

2016/17 Accident & Emergency (A&E) Improvement Plan

- 46 NHS England, NHS Improvement and Directors of Adult Social Services (ADASS) have outlined their plans for improving A&E waiting time performance and for the recovery of England's performance to 95% by the end of 2016/17: Plans include:
- A much greater focus on improvement.
 - Refresh of local leadership arrangements to encourage whole system focus and accountability.
 - New regional oversight arrangements.
 - Improvement actions that are consistent with the wider strategy set on in the Urgent and Emergency Care Review.
- 47 From September 2016, System Resilience Groups (SRGs) have been transformed into local A&E Delivery Boards to initially focus on Urgent and Emergency Care.
- 48 The local authority is a member of the Board and is represented at executive level. Local A&E Delivery Boards will also work with STPs on the longer-term delivery of the regional Urgent and Emergency Care Review.
- 49 The joint Regional Team have identified those systems requiring the most support based on their current and historic performance. County Durham and Darlington NHS Foundation Trust are one of fifteen systems in this category. These systems will be the subject of the most intensive support and attention, provided by an expanded ECIP (Emergency Care Improvement Programme). Strongly performing systems will experience little intervention and will be encouraged to share their success and approach with other neighbouring communities.
- 50 The ECIP are working with the whole health and social care system in County Durham and Darlington on the Improvement Programme. An intensive system enquiry was carried out in November 2016 and following this, four key priority areas of Leadership, Assessment prior to admission, Doing today's work today and Discharge to assess were identified. Several improvement initiatives have been recommended by ECIP with this programme of work being overseen by the Local A&E Delivery Board (LADB).

North East and Cumbria Learning Disability Transformation Programme

- 51 Nationally the Learning Disabilities Transforming Care Programme aims to reshape services for people with learning disabilities and/or autism with a mental health problem or behaviour that challenges, to ensure that more services are provided in the community and closer to home rather than in hospital settings. The programme arose as a result of the Sir Stephen Bubb's review of the Winterbourne View concordat.
- 52 North East and Cumbria is one of five fast track sites selected because of high numbers of people with learning disabilities in in-patient settings. Fast track areas have access to a share of a £8.2 million transformation fund to

accelerate service redesign. An overarching North East & Cumbria (NE&C) plan was submitted with each of the 13 Local Authority areas presenting their own plans alongside it, which outline local initiatives that reduce the need for admission to hospital.

- 53 Representations have been made regarding the financial barriers to delivering the new Transforming Care Programme, particularly from the North East Region, led by Adult Social Care in County Durham. Limited capital funds have been made available and regional representatives are in discussion regarding the funding and affordability of individual care dowry payments. In addition, no additional revenue has been released to establish core provision in the community.
- 54 Across the North East and Cumbria there are a number different commissioning arrangements that are being reviewed with the aim of establishing further pooled budget arrangements, joint contracts and alternative commissioning models to support delivery of this transformation plan. An update on progress of the local plan for County Durham is to be presented to a future Health and Wellbeing Board meeting.

Commissioning

- 55 In Durham a considerable amount of partnership work, with adult safeguarding and the regulator the Care Quality Commission (CQC), led by commissioning, is already taking place to ensure an effective and best quality provision in the County. Performance and capacity, particularly of key services such as care home placements and domiciliary care, is being monitored and any exits as well as new entrants into the market are overseen with service users and families being supported through transition.
- 56 A new risk-based contract review mechanism is being introduced to ensure monitoring is actively aligned to identification of any early possible signs of provider difficulties.
- 57 Durham is also leading regional work to better co-ordinate social care strategic commissioning between local authorities in the North East (NE). This activity aims to drive how commissioners can share best practice and market information, develop single approaches to contracting to avoid duplication and unnecessary burden on providers and establish more consistent dialogue with the independent provider sector. The Corporate Director of Adult & Health Services chairs the NE Association of Directors of Adult Services (ADASS) group and is a member of the national ADASS commissioning network.
- 58 Despite continued affirmation of the integration policy direction, better joint commissioning between health and social care has encountered a number of national and structural challenges. Through the regional ADASS group, Durham is leading on revitalising the joint Care Home Collaborative Forum, to promote joint working across the sector.

- 59 In County Durham Adult Care services and County Durham CCGs have successfully collaborated on a number of areas, most recently procuring transport provision, and are exploring different options on how they could instigate single commissioning for particular services.

Conclusions

- 60 The integration of health and social care is moving at pace, in order to meet the demands of an increasing and ageing population with more complex health and social care needs and responding to the extremely challenging financial context of Local Government.
- 61 Services and systems will need to be designed around the individual and the outcomes, which are important to them, and developed with people who use or provide services. The emphasis should be on community based solutions and joining up delivery where it makes sense for the individual, which is efficient and cost effective. The Teams Around Practices model will allow the provision of more services in the community setting and at home, through better integration of provision.

Recommendations

- 62 Cabinet is recommended to:
- (a) Note the contents of this report.
 - (b) Agree to receive further updates in relation to Integration of Health and Social Care Services on a six monthly basis.

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Appendix 1: Implications

Finance – Existing and future financial challenges facing the NHS, local government and public health, increased demand for health and social care and rising costs of delivering services will make integration health and social care services increasingly difficult. The Better Health Programme framework of care will have to be implemented within current financial resources.

Staffing – A critical element of delivering an integrated model of care will depend upon a suitably trained and skilled workforce.

Risk – Failure to transform and integrate services will result in reputational damage for the Council and its partners. If transformation and system wide reconfiguration is not achieved this will result in services aimed at improving results for patients, life expectancy and quality of life not being delivered efficiently and effectively.

Equality and Diversity / Public Sector Equality Duty – Equality Impact Assessments are carried out as part of the Joint Strategic Needs Assessment and the Joint Health and Wellbeing Strategy.

Accommodation – No direct implications.

Crime and Disorder – No direct implications.

Human Rights – No direct implications.

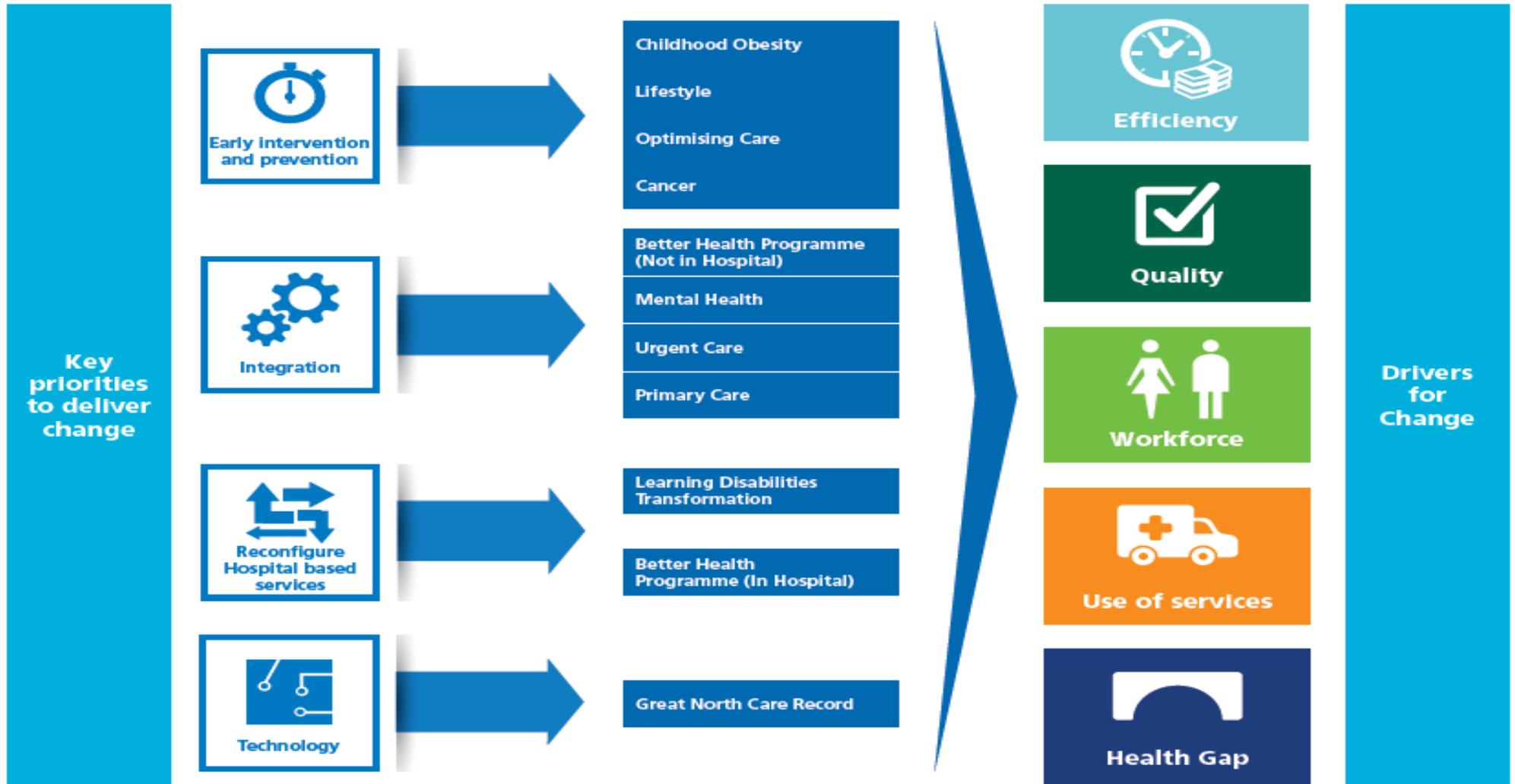
Consultation – Proposals for integration would be the subject of consultation with stakeholders.

Procurement – No direct implications.

Disability Issues – No implications at this stage.

Legal Implications – There are a number of key legislative and policy developments/initiatives that have led the way and contributed to Integration of Health and Social Care. All changes must be compliant with legal requirements.

Appendix 2: Sustainability and Transformation Plan – Key Priorities



Appendix 3: Commission for Health and Social Care Integration for the North East Combined Authority Area – Recommendations

The Commission for Health and Social Care Integration for the North East report: 'Health and wealth: closing the gap in the North East' in October 2016 recommends for health and social care leaders across the NECA area to break the vicious circle of poor health and poverty:

1. NECA partners should set themselves an ambition to radically increase preventive spending across the health and social care system and wider determinants of health and wellbeing.
2. Public sector partners across the NECA area should integrate preventive action and action to tackle inequalities in all decisions.
3. Increased preventive spending should be assigned to a dedicated preventive investment fund managed on a cross-system basis. It should bring together contributions from all partners, who stand to benefit from expected savings.
4. NECA partners should develop a programme of primary care training to support staff to help people access the best support to enable them to get back to work as quickly as possible.
5. The Commission recommends addressing mental health on three levels:
 - Improving the leadership and skills of managers.
 - Employment support should be included as part of Improving Access to Psychological Therapies (IAPT) to support individuals, who require this service to avoid sickness absence or to enable them to return to work as quickly as possible.
 - NHS commissioners and providers should work with the NECA Employment, Skills and Inclusion work streams to develop an integrated employment and health service.
6. The Better Health at Work Award (BHAWA) scheme should be the preferred approach for employers to improve workplace wellbeing.
7. The refreshed Strategic Economic Plan and NECA's Employment and Skills Programme should continue to address the importance of in-work progression and job quality.
8. Leaders within organisations need to drive improvements in wellbeing outcomes across NECA, leading a cultural change to a health and care social system in which all health and social care spending is used most effectively to support wellbeing.
9. Governance should be established at NECA level to drive forward these recommendations, bringing together local authorities, Clinical Commissioning Groups (CCGs), NHS Foundation Trusts (FTs) and the voluntary sector to progress the health and wellbeing agenda.
10. The NECA area should align financial payment systems and incentives with the overall objectives of the health and social care system to improve health and wellbeing and reduce health inequalities.

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Cabinet

15 March 2017



Economic Activity in County Durham

Report of Corporate Management Team

Ian Thompson, Corporate Director, Regeneration and Local Services and Councillor Neil Foster, Cabinet Portfolio Holder for Regeneration and Economic Development

Purpose of the Report

- 1 To provide Members with an overview of activity to support the economy of County Durham over the last 12-18 months and to seek endorsement of proposed activity for the coming year.

Background

- 2 The Sustainable Community Strategy sets out a clear direction for Council activity with growth within the economy being identified as the number one priority. The County Durham Regeneration Statement underpins the Sustainable Communities Strategy and outlines how the underlying ambition of creating sustainable places where people want to live, work, invest and visit can be achieved. The objectives of the priority theme of 'Altogether Wealthier' are:
 - Thriving Durham City
 - Vibrant and Successful Towns
 - Competitive and Successful People
 - Sustainable Neighbourhoods and Rural Communities
 - A Top Location for Business
- 3 In addition to 'Altogether Wealthier' the service groupings activities contribute towards Altogether Greener, Altogether Better for Children and Young People and Altogether Better Council. In order to deliver against these objectives there has been continued focus on the key themes of:
 - Place based regeneration and growth;
 - Increased employment and training opportunities;
 - Developing County Durham for business attraction and growth;
 - Continued focus on financial and social inclusion.

- 4 This structured approach to our thinking has ensured that whilst the national picture has been particularly challenging, locally, we have remained focused on key areas of activity.
- 5 Over the last 5 or so years there have been major changes to the operating environment for many people working within the field of regeneration. This has included:
 - (a) The Council has made savings of £185.9m since 2011 due to austerity funding reductions from Government. Funding from government has been reduced by around 49%.
 - (b) Through Welfare Reform, the most significant changes to the welfare system in the last 50 years have included the Under Occupancy Charge (a charge for extra bedrooms within social housing), the introduction of Employment Support Allowance (ESA) and sanctions, the benefit cap and the introduction of Universal Credit where applicants are expected to find work or increase their hours of employment. These changes have placed additional pressures on those involved in assisting people looking for work, providing the training required and also ensuring businesses are growing and have the support they need to be able to provide additional employment opportunities for local people. Many of the detailed changes introduced through welfare reform have been detailed in the regular reports to Cabinet on the Anti-Poverty agenda.
 - (c) A substantial reduction in nationally and regionally funded business support and enterprise initiatives. Since 2010 HMG's national business support services have drastically reduced with the sudden ending of the Business Growth Service and Manufacturing Advisory Services contracts in Feb 2016. LEPs have not been able to fill the void.
 - (d) Complete reworking of UKTI international trade and inward investment services which has meant that there has been significant changes in personnel, lowering of budgets and the pipeline of quality new foreign direct investment project successes has dried up. There have been no new UKTI (now Department for International Trade (DIT)) sourced project successes since 2010 into Durham.
 - (e) The banking crisis leading to much reduced finance in recent years to support business growth and physical regeneration.
 - (f) The Government had embarked on a significant overhaul of the skills funding and delivery arrangements. The Adult Education Budget (AEB) primarily utilised to raise basic skill levels of unemployed residents has been introduced as a replacement for the Adult Skills Budget (ASB). This shift sees a tightening of the focus and a loss of flexibility in terms of workplace delivery. Even more significant changes are underway with respect to apprenticeship funding and delivery, with a shift from the delivery of Apprenticeship Frameworks to a new set of employer defined standards and more far reaching changes to the funding of apprenticeships. The

Apprenticeship Levy commences in April 2017 and will introduce a 0.5% charge against companies with payrolls in excess of £3 million. For smaller companies, there will be a requirement in many cases to fund 10% of the training costs in addition to apprentice wage costs.

- (g) Further significant changes are expected as we move forward, particularly related to Brexit. Much activity to support the economy relies heavily on European funding. This is particularly evident at the present time with Durham being identified as a Transition region with access to €157m over the next 6 years to deliver projects focused on social inclusion, employability and innovation. National government has been asked to meet the shortfall in funding that will be evident once Brexit is implemented, but has yet to confirm its position. We will continue to make the best use of existing funds that are already allocated to ensure communities see the benefits of European funding for many years to come, although it is important to recognise that this funding will diminish over the next 2-3 years.

Achievements

- 6 Despite the significant challenges faced, there have been major achievements within County Durham in the last few years which place Durham in a better position moving forward. These achievements span the breadth of activity focused on the economy and are set out within Appendix 2 within the context of the key activity themes. These demonstrate the breadth of activity undertaken and the scale of impact achieved.
- 7 In summary, some of the achievements include supporting the private sector to deliver 9232m2 of office accommodation in Durham City that has safeguarded 1,200 jobs; investment in town centres across county Durham; the establishment of the North East's first local authority led Venture Capital Fund in Finance Durham; the establishment of one of the country's first local authority owned market housing companies in Chapter Homes; the securing of £17m from the European Union's Youth Employment Initiative to support 16-24 year olds into employment and training; and leading the way nationally in the response to welfare reform through the establishment of the triage process in partnership with social housing providers where over 10,000 people have received support in the last few years.

Looking Ahead

- 8 Going forward our approach will be delivered through the Councils continued commitment to improving the economy of County Durham. This will ensure a joined up approach to economic development, transport, housing, skills and financial and social inclusion.
- 9 Work will continue on developing the County Durham Plan which will shape the county up to the year 2033, guiding the amount of new

development needed for housing, potential job creation and future retail spaces as well as what infrastructure is needed to support these, such as transport, schools and green spaces. Work is currently paused to integrate the details of the Housing White Paper recently published.

- 10 We will continue to seek funding for major transport projects which help reduce congestion and facilitate development including:
- Improvements to the A182 junction at Hawthorn to improve access to the Enterprise Zone.
 - Improvements to the A178/A19 Sheraton Interchange to overcome issues associated with traffic growth.
 - Improvements to Junction 61 on the A1(M) in association with the consented development of Integra 61.
 - Improvements to Junction 62 on the A1(M) to facilitate further traffic growth in and around Durham City.
 - Introduce a new section of link road and associated traffic signals at Dragonville Durham City to combat existing congestion issues and facilitate future growth.
 - Continue to consider further major infrastructure to tackle issues of congestion and air pollution in Durham City including the Durham Northern and Western Relief Roads.
- 11 A number of projects aimed at supporting businesses in County Durham to grow thereby supporting the economy will be progressed:
- Finance Durham to be operational and begin making investments in 2017.
 - At NETPark key developments are underway and the Explorer and CPI's National Formulation Centre buildings will complete by the end of 2017; Phase 3 expansion infrastructure will be underway by summer 2017.
 - The Smart County project will have implemented the first commercial project to help address the causes and consequences of social isolation in County Durham.
 - The team in Business Durham will maintain a strong focus on inward Investment.
 - Durham Business Opportunities Program will begin delivering to help SMEs to grow by securing new business opportunities identified by the delivery team.
 - Marketing of the Hawthorn Enterprise Zone site with its new development partner Highbridge plc will be commencing and hopefully enquires being progressed.
 - NESSA North East space and satellite applications for a smarter world program led on behalf of the NE by Business Durham at NETPark will be underway.
- 12 This is Durham – Place of Light, the new place brand for the county was soft launched during Lumiere 2015 and was followed by a regional

celebration in November 2016 at Durham Cathedral. The aim of the brand is to change the perceptions of the County nationally with the main audiences required for economic success. In 2017 the brand was launched in London at the House of Commons and a programme of high profile national marketing will continue throughout the year, positioning Durham as a great place to live, work, study, invest and visit.

- 13 The proposed bus station project in North Road will move forward to deliver a new bus station, an improved public realm as well as facilitating a significant new mixed use redevelopment site in the city centre.
- 14 Detailed proposals setting out how the strategic employment site at Aykley Heads will be delivered are due to be established over the next year. The overall plan will have the potential of delivering 6,000 high quality jobs once the relocation of County Hall has completed.
- 15 The former Council office buildings and adjacent offices in Millennium Square have been marketed for a hotel redevelopment with ancillary uses. Determining the preferred bidder will be completed in 2017 with work ongoing to establish a complimentary urban landscape design to improve the aesthetics of the environment and increase dwell time in the square.
- 16 The Council will establish a Regeneration Partnership Board to provide strategic guidance over the regeneration programme that is taking place in Bishop Auckland. This Board will include key regeneration partners in the town and the Bishop of Durham has agreed to take on the central role of chair. We will also continue to work in partnership with both Auckland Castle Trust and Eleven Arches and support their programme of activity as it is brought forward. In the town centre, we will provide additional car parking to provide further capacity for the expected visitors to Auckland Castle and its range of visitor attractions e.g. Castle, Walled Garden, Spanish Art and Mining Art Museums. We will also continue to support the businesses in the town centre with the Targeted Business Improvement programme.
- 17 Work has also commenced in Seaham to market the area around the Golden Lion public house and former coop building with the owners. Targeted business improvements continue to be made available and further investment in Church Street and North Terrace is already in the pipeline with the Council having received interest for development on the vacant plot at North Terrace. The Seaham Colliery site is due to be submitted for planning in 2017/18 with the delivery of over 500 homes.
- 18 Seaham Harbour Marina will establish its activity centre and pursue other funding opportunities to further establish the town's presence within the region as a day visitor destination.
- 19 New housing developments are in the pipeline in partnership with the Homes and Communities Agency at Seaham Colliery site and North East

Industrial Estate at Peterlee. The schemes are significant in volume and will take ten years to complete. In addition, Chapter Homes second site is being prepared; overall these sites will deliver well in excess of 1000 homes for people to live in County Durham.

- 20 Durham Villages Regeneration Company, the Joint Venture with Keepmoat Homes has identified a forward development programme of almost 650 homes across County Durham by 2020, not only improving the housing supply but also offering construction apprenticeship opportunities for young people.
- 21 Within the Financial Inclusion action plan a number of key actions will be implemented, including a continued focus on developing self-sustaining Credit Unions by increasing membership to 20,000 residents by 2020.
- 22 Building on the experience of developing the skills and employability solutions for local residents and businesses, Durham Employment and Skills will continue to develop the services it provides, maximising the use of European Funding up to 2020 and expanding its delivery of apprenticeship and short course training opportunities to support the upskilling of the workforce across County Durham.
- 23 The programme of town centre improvements at Stanley, Consett and Peterlee Town Centres will continue in line with the agreed masterplans, focussing on strengthening links to development sites and continuing the focus on enhancing key blocks of property. In Spennymoor and Peterlee implementing programmes of physical improvements in line with the emerging retail developments will be a key focus.

Evidence of Success

- 24 Overall, in terms of evidence of impact and success:
 - Since 2008, the population of County Durham has grown from 505,600 to 519,700 people in 2015 (ONS mid-year population estimates). Between 2001 and 2015, the number of working age people in County Durham (16-64 year olds) increased by 3.1%.
 - In 2015, the County Durham economy was valued at over £8 billion. Gross Value Added¹ (GVA) grew by 2.1% between 2014 and 2015 to £8,042 million. This is less than the rate of growth in the North East (+3%) and UK overall (+2.9%) and supports the focus on higher quality skills and jobs moving forward.
 - Latest estimates² show there are 200,000 jobs in County Durham in 2015, an increase of 4.7% since 2014. This increase is larger than

¹ Gross Value Added (GVA) is the amount of money generated by economic activity in an area and is a key indicator in the state of the local workplace economy. Specifically it measures the contribution to the economy of each individual producer, industry or sector. The UK as a whole generated almost £1.7 trillion of GVA in 2015, data available from www.ons.gov.uk

² Total jobs estimates produced by ONS as part of Jobs Density estimates, available from www.nomisweb.co.uk

the equivalent growth for the North East (+3.6%) and Great Britain (2.3%). It is also encouraging that most of this growth is in full-time employee jobs, which increased 6.3% to 118,000 jobs. Part-time employee jobs in the county grew by 1.9% to 55,000.

- The government's welfare changes are affecting people in the county; although it is difficult to distinguish between changes resulting from welfare reforms and the continuing impact of wider economic trends associated with recession and recovery, all of which affect the underlying issues of poverty and wealth. However, it is clear that the local economy has improved with estimates from ONS³ showing that 15,000 people are unemployed in County Durham, equivalent to 6% of the economically active population. This is the lowest level for eight years since the start of the recession, lower than the north-east average (6.8%) but higher than the national average (4.9%).
- Overall, the employment rate has been improving steadily in County Durham but remains below national levels. Latest data from October 2015 to September 2016, shows just over two-thirds of the working age population are in employment in County Durham (69.5 percent) compared to just under three-quarters nationally (73.7 percent). While the employment gap remains relatively large compared to pre-recession levels it should be noted that the county's latest employment rate is the highest since the recession started.
- The employment rate of younger people (16-24) has maintained its recent improvement to be around the national average after recovering from a post-recession slump. The employment rate of older people (50-64) remains significantly below national levels and is therefore an area of focus going forward. There are also early indications that female employment levels are improving.
- Gross disposable household income per head in the county has increased since 2012 at a faster rate than the national average, but at £15,040 (2014) is still below the North East average (£15,198) and is £2,925 less than the national average of £17,965. This data supports the focus on increasing skill levels and delivering higher skilled jobs wherever possible due to higher earnings potential.
- The number of people claiming the main out-of-work benefits in the county has fallen since it peaked in 2009 because of the recession with in excess of 56,000 claimants resident in the county. Numbers have steadily declined since and are now lower than at any other time in the last 17 years at 40,710 claimants. The fall is mostly due to reductions in the number of people claiming sickness related benefits such as ESA/IB and unemployment related benefits such as JSA/UC.

³ Office for National Statistics (ONS), modelled estimates of unemployment from the ONS Annual Population Survey, available from www.nomisweb.co.uk

Conclusion

- 25 This report has sought to set out the significant range of activity that has been undertaken to support the economy of County Durham in recent years. This has been delivered through key areas of activity aimed at supporting place based regeneration and growth; increased employment and training opportunities; developing County Durham for business attraction and growth; and a continued focus on financial and social inclusion.
- 26 This has been undertaken at a time of major change in the operating environment of local government with the most significant reductions in public spending ever undertaken by a national government. To have achieved the results set out in paragraph 24 is considerable and a major step forward in delivering an altogether wealthier County Durham.

Recommendations

- 27 Cabinet is recommended to:
- (a) note the positive achievements of the last 12-18 months;
 - (b) endorse the activity proposed for 2017.

**Contact: Sarah Robson, Head of Economic Development and Housing.
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Appendix 1: Implications

Finance – There are no new financial issues identified by this report.

Staffing – There are no new staffing implications contained within the report.

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 – There are no legal implications arising from the report

Achievements to date within Economic Activity in County Durham

As set out within paragraph 3 of the main report, work has been delivered within four key themes:

- Place based regeneration and growth;
- Increased employment and training opportunities;
- Developing County Durham for business attraction and growth;
- Continued focus on financial and social inclusion.

The following sections set out the detail of the activity within the content of these key themes.

Place based regeneration and growth

- 1 Place based regeneration and growth is a key area of activity which looks at the physical fabric of County Durham and seeks to create places where people choose to live, to work, to invest and to visit. A wide range of activity has been undertaken.
- 2 Within Durham City, DCC helped to enable the private sector redevelopment of the former Ice Rink site by committing to the head lease for the new buildings. Now known as Freeman's Reach the new office development provides 9323m² of office accommodation for HM Passport Office as well as National Savings and Investments. The development has brought a major investor into the city and safeguarded 1,200 jobs, along with a supporting workforce of around 300 people employed by the developers, contractors and sub-contractors. The development also improves access to the riverside and is complemented by a new riverside restaurant which it is hoped will open in the near future.
- 3 The procurement exercise to secure the developer for the Ice Rink site also included an option to acquire Millburngate House. This option was subsequently exercised and following pro-active engagement with the Council, the developer received planning consent for a significant mixed-use development on the site. Demolition commenced in late 2016 on this key site on Durham City's waterfront which along with the adjacent re development of The Gates, will open up and transform the riverside in this part of the city. It will also provide improved access to the East Coast mainline rail station.
- 4 Works are currently underway to improve linkages to Durham Train Station. These works, which are due to be completed in May 2017 will see the existing path to the west of Framwellgate Peth widened and a new at grade cycle link provided to the east of the Peth linking the northbound platform to Aykley Heads. The project will also provide a new series of steps that will significantly reduce the walking distance from

the northbound platform to the eastern section of the Milburngate development.

- 5 The Strategic Employment Site at Aykley Heads is allocated within the County Durham Plan and work continues to develop a masterplan that will lead aspirations in the north of England in terms of quality of office environment. The opportunity to enable approximately 6000 private sector jobs to be brought forward is a major one that the Council is committed to delivering.
- 6 Old Shire Hall commenced on site in autumn 2016 to deliver a boutique hotel and restaurant in the Old Elvet area of Durham City, creating over 50 jobs.
- 7 Durham University is a major asset to the city, shaping the built environment, contributing to the cultural offer, developing highly skilled individuals as well being a major employer and a purchaser of local goods and services. The University also facilitates business and industrial research. The University's Residential Accommodation Strategy (2012) set out its ambition to increase student numbers in the city up to 2020. Since the publication of that strategy, a new Vice-Chancellor has been appointed. A Masterplan in support of a New Academic Strategy is being developed to identify capacity for change and additional development for the period 2016-2026 and beyond. As the detailed proposals and timescales become clearer, the Council will need to consider its response and this will be set out in the next version of the County Durham Plan. The strategy currently identifies investment of approximately £400m and up to 450 new jobs to be created.
- 8 Within Durham city the Council launched a Targeted Business Improvement Scheme on North Road in 2016 and is already working with 4 businesses to help them improve the frontages of their premises and some internal works which should contribute to an improvement in the retail environment that residents and visitors have stated they would like to see in this part of the city.
- 9 Public realm works were carried out to Jailors Yard, making the area a much more pleasant place to be and also helped to develop a new business within the project. A further phase is planned which will look to carry out similar public realm improvements to Boathouse Yard. Works have been carried out to improve lighting to the St Nicholas Vennel and we are looking to make improvements to the lighting on Old Elvet in line with the works planned for the bridge in 2017. Significant improvements to the WC facilities on Palace Green have also been completed which should assist visitors to the World Heritage Site.
- 10 Overall, new development proposals currently being delivered in Durham city will provide a range of new retail, leisure, commercial, residential and public realm opportunities that will create over 3,500 jobs and have

safeguarded over 1,200. The projects include Freemans Reach, The Gates, Millburngate House and the redevelopment of North Road.

- 11 Operationally within the city centre, DCC is a key partner of Durham BID established in 2012. The BID has delivered various positive initiatives and activities since it came into effect, but particularly with DCC support, additional events, new electronic totems and support to retailers, loyalty cards, enhanced marketing of the city, extended Thursday shop opening hours and promotion of the In Durham brand amongst other things. These initiatives have contributed to an increase in footfall in the city centre, reversing national trends.
- 12 Durham City Best Bar None (BBN) scheme continues to boost trade and reduce crime (87% since its inception in 2008). Durham's BBN is recognised nationally, having been awarded the Most Innovative in the UK in the past and within the last month awarded the Best Overall Scheme in the National Best Bar None Awards, presented at the House of Lords at the end of January. The Home Secretary quoted in 2016 the Durham City scheme as an exemplar of good practice for other schemes around the country to follow.
- 13 So not only is there significant development taking place in the city offering economic growth, major employment opportunities and new facilities, but we also have a safe and well managed city centre where the partners work well together to ensure continued improvement and growth for the economic benefit of the county and region.
- 14 Since 2010, DCC has spent about £9.94m on our town centres; this includes public realm schemes, improved parking opportunities and support for retail businesses through the Targeted Business Improvement Scheme which in itself supported over 138 businesses since 2012 and created 228.5 FTE jobs and created 43 new businesses.
- 15 We have secured £13 million funding from the Local Enterprise Partnership and have commenced work to prepare the 52 hectare Forrest Park site in Newton Aycliffe. This site will expand and further develop Aycliffe Business Park - which lies adjacent to the Hitachi Rail site - already the largest business park in the region. The enabling works, due to be completed by the end of autumn 2017, will see construction of a new, signalised junction on the A167 which will provide better access to both the new site and Aycliffe Business Park, and an internal link road and a power substation. The improvements are designed to remove existing barriers to the continued success and further expansion of Aycliffe Business Park. By doing so it is hoped that it will unlock a potential investment of nearly £140 million from the private sector to develop the site including, due to its location, a possible rail freight interchange. It is estimated the site could see the creation of 3,200 jobs and deliver a Gross Value Added (GVA) of £495 million over the next twenty years.

- 16 DCC has also secured over £20m of investment to build two new buildings at NETPark (over 70,000 sq ft in total) and open up the third phase of development, doubling the size of the science park. At the same time, NETPark, through its partnership with the Centre for Process Innovation (CPI), has secured three new national technology centres since 2014, bringing the total number of national technology centres located in Durham to four. We believe that this number makes NETPark unique in the UK and the Centres create a pipeline of tenants for the future.
- 17 Some examples of specific schemes delivered in town centres within 2015/16 are listed below:
- Shildon Town Centre Improvements - introduced LED lights that link with the Street Lighting Energy Reduction Project, removed pedestrian guard rails on Church Street to enable and improve pedestrian access to businesses along Church Street and improved pedestrian/cycle links from Locomotion to the town centre. Works were also completed to improve the town square in time to host a celebration for the arrival of the Flying Scotsman to Locomotion which saw over 45,000 visitors over a 9 day period.
 - Crook Public Realm Improvements – paving and barrier works were undertaken to improve pedestrian movement at a major junction within the town centre, creating clearer links from the two proposed food retail developments at the east of the centre to existing businesses and the market place.
 - Crook – The acquisition of properties at Croft Street and site clearance is enabling development by a major food retailer and return income on the sale of the land.
 - Barnard Castle - In partnership with the board of trustees, the Council has restored the Witham Hall and delivered a new Council Customer Access Point & library in the town. This project has received a number of regional awards for its building conservation. Furthermore, the Heart of Teesdale Landscape Partnership successfully completed its 5-year delivery programme in October 2016. This partnership, which was principally funded by HLF, has spent approximately £2.7million and has delivered over 75 projects in Barnard Castle and the surrounding area. Over 23,000 people participated in the programme.
 - Stanley – work continues to the main retail area along Front Street, improving access to the Council's co-location of services at the Louisa Centre. Paving, street furniture and signage ensure clearer links to the transport hub and proposed development sites at both the north and south of the town centre.

- Seaham Town Centre – works to improve the entrance to the rail station have been completed including creating improved parking, relocation of bus stops and improved public realm linking the boulevard walkway to the town centre and marina. Support has been provided to the former Harbour View Hotel development, which has recently been demolished with a planning application for development submitted.
- 18 Since opening in May 2013 Seaham Harbour Marina has won over a dozen built environment awards including many at a regional and national level. The Community Interest Company that runs the marina (of which DCC is a 50% partner) has now extended the number of berths on site to 96, the boatyard and facilities including a hoist are currently being implemented. The waterside building is fully occupied and there are 12 businesses and organisations located on site. Overall, the marina has achieved the following to date:
- Supported over 30 new businesses
 - Created over 60 jobs
 - Supported 7 social enterprises
 - Established 10 apprenticeships
 - Seen in excess of 150,000 visitors per annum
- 19 Work has commenced on the Seaham Harbour Marina Water Sports & Activity Centre. This £1m development is scheduled for completion in Spring 2017 and will provide access to a range of leisure and recreational activities and opportunities. This new facility will also provide educational programmes and act as a hub for sport and recreation along the Durham Heritage Coast. The activities so far have engaged over 380 individuals in sports participation, prior to the centre itself actually opening.
- 20 In Bishop Auckland, the Council is working closely with Auckland Castle Trust (ACT) to help establish their new visitor attractions at Auckland Castle and their other projects in the town centre. The Council, in partnership with the Trust, successfully made a funding bid for £2.1million to the North East LEP to undertake enabling works in Bishop Auckland Market Place. These works completed early in 2017 and will facilitate the development of the new Welcome Building by ACT during 2017.
- 21 The Council has also worked closely with Eleven Arches over the establishment of Kynren, an epic tale of England. Kynren received over 100,000 visitors to its first 15 performances in 2016 and plans 17 shows during 2017 with an additional 500 volunteers being involved.
- 22 A significant number of transport and infrastructure projects have now been completed aimed at either reducing congestion or improving access to developable areas. These projects include:
- The realignment of the road at Villa Real and the removal of a redundant railway bridge. The project will improve flow of traffic,

making life easier for motorists and supporting local businesses by improving access to shops and housing.

- Sunderland Bridge. The introduction of a roundabout at this congested location aimed to reduce delays and improve safety. However, the scheme will also make it easier to access the nearby Meadowfield Industrial Estate and encourage more businesses to locate there.
- A1 (M) Junction 63, this project has delivered significant improvement in terms of congestion removing a potential barrier to development.
- Northlands Roundabout, the signalisation of this busy junction has delivered significant congestion benefits as well as improving facilities for pedestrians and cyclists.
- Works have been completed through the Scoot project to signalise Leazes Bowl and Gilesgate Roundabouts in Durham City. The signals will be linked to others in the city and computer controlled and this will make journeys easier for everyone travelling to or via Durham City, improve the reliability of public transport services and have a positive impact on air quality for local residents.

- 23 Chapter Homes was established in 2015 by Durham County Council to provide quality market housing for sale and to rent. Durham is one of the first local authorities in the country to have set up a market housing company which appears to be delivering house types that are attractive to purchasers.
- 24 The company commenced work on its pilot scheme at Newton Aycliffe which will provide in the region of 125 new homes. This is generating an economic impact of around £12.5 million. Eden Field in Newton Aycliffe commenced on site in January 2016 and has been extremely popular with sales and reservation rates achieved to date being higher than anticipated projections demonstrating a product that is meeting market demand.
- 25 A pipeline of schemes is being progressed which will see additional development opportunities; both on council and private sector land moving forward.
- 26 The Council successfully transferred its social housing stock to County Durham Housing Group in April 2015 with support from 82% of tenants. The transfer paved the way for over 700 homes to be built within the first 7 years and to support this process the Council transferred 23 sites for house-building along with the option for CDHG to buy a further six sites. Overall, plans for more than £800m of investment within 30 years were enabled by the stock transfer process which was also one of the fastest and most complicated stock transfers delivered in the UK.
- 27 In the north of the County, the Council opened the new Academy and Leisure Centre in Consett in 2015. The £44m Consett regeneration project included state of the art swimming and leisure facilities, a new

school building for 1700 students, the relocation of Consett Amateur Football Club to a new purpose-built ground, investment in facilities at Consett Rugby Football Club and work to protect and enhance the town's war memorial.

- 28 DCC invested £1.8m into the Louisa Centre in Stanley to deliver a new library, improved leisure facilities and improvement customer access facilities within 2015.
- 29 Within Newton Aycliffe, the Council worked closely with Freshwater to support their £5.5m investment in the town centre which has seen demolition of outdated facilities, construction of new retail facilities and extensive new public realm. The Council has spent almost £2m to improve the leisure centre facilities, including a new library and ensure integration with the private sector investment.
- 30 Newton Aycliffe Business Park Community has now formalised itself as a Ltd company with a strengthened board. It routinely engages with over 100 businesses in Newton Aycliffe and has helped to improve the quality of the business park landscape, raise its profile and support increased trading between the resident businesses. This group has encouraged similar groups to start in Peterlee (now covering Seaham), Drum and Derwenstide.

Increased employment and training opportunities

- 31 Activity to support increased opportunities in employment and training are aimed at ensuring residents of County Durham are well placed to take full advantage of economic growth. This is seen through increased employment and training opportunities which meet the aspirations of residents as well as the needs of the businesses of County Durham.
- 32 Since 2011, the County Durham Apprenticeship Scheme has assisted more than 1050 young people between the ages of 16 and 24 to access apprenticeship opportunities with small businesses across County Durham. The numbers of young people sustaining the apprenticeship and progressing into employment are high and the additional support provided through the Council's employability team is thought to be key to this.
- 33 The Council secured over £17m of funding from the European Union's Youth Employment Initiative. The funding enables the two-and-a-half-year project, DurhamWorks, to develop skills and increase opportunities for 16 to 24 year olds living in the County who are not in education, employment or training. This will be achieved through intensive and long-term support, innovative and engaging activities to explore motivation, develop work-related skills and work experience and increased employment opportunities. DurhamWorks will support almost 6,000 young people and is led by the Council in partnership with 16 external delivery partners.

- 34 Continuing a long standing role of supporting unemployed residents into work, the Council has delivered through its training arm Durham Employment and Skills (DES) the Work Programme contract to residents in Consett, Stanley, Chester Le Street and Crook. Since its start over 1100 long term unemployed residents have been helped into work with over 75% of those entering work remaining in work.
- 35 Recognising the importance of the visitor economy to the County, Durham Employment and Skills have delivered the internationally recognised 'World Host' customer service qualification to over 200 residents including a large number of the volunteers for the 2016 Kynren production.
- 36 The Future Business Magnates (FBM) school's competition has continued to engage over 200 young people per annum from over 20 County Durham secondary schools. FBM is a year-long program partnering a school with a local business and enables young people to develop a business concept helping them to develop enterprise skills. Operated by Business Durham, FBM now includes schools from Gateshead and Darlington and has developed a sister project called FBM plus aimed at Further Education students.
- 37 Developing the work force of the future and inspiring young people and children to engage in Science, Technology, Engineering and Maths (STEM) and enterprise is essential to the future prosperity of County Durham. Business Durham has engaged with over 6,600 young people over the last five years from primary schools to students in addition to the FBM engagement. A range of events has been held involving visits from NASA astronauts, events linked to the international year of light, business start-up weekends, international scientists and speakers, and a range of teacher CPD days to support these themes. In 2017 Durham will host the inaugural International Festival of Enterprise delivered by the Council with Durham University.

Business Attraction and Growth

- 38 In order to develop the economy of Durham, ensuring the County is an attractive location for businesses to locate, to operate and to grow is fundamental to our success.
- 39 Cabinet agreed to proceed with Finance Durham, the North East's first local authority led Venture Capital Fund (VCF). Finance Durham is a demonstration of DCC's innovative approach to supporting business and has generated significant interest from the private sector both within the county but also across the UK. By creating this £20million VCF it is expected that over 70 businesses will receive investment enabling them to grow, creating and safeguarding about 2,000 jobs. In addition, the fund is modelled to generate approximately £6million of profit over the next 10 years for DCC. The fund will go live in April 2017 following a

procurement exercise which is currently being undertaken to appoint a fund manager.

- 40 Providing property for businesses across County Durham is another area where DCC has contributed to the business support agenda. DCC is landlord to nearly 300 businesses across its commercial property portfolio. Over the last three-years occupancy has increased from 74% to 87% with NETPark and the 150 industrial units being over 98% full at the end of 2016.
- 41 As a result of this improved commercial performance Business Durham has been able to significantly reduce the amount of money DCC needs to fund DCC's wider business engagement activities and has initiated a number of new projects which is in contrast to the position of many other NE Local Authorities, for example:
- (a) Durham Business Opportunities Program
 - (b) Durham led NE Space Applications consortium
 - (c) Durham 2sday business networking event
 - (d) Smart County initiative
 - (e) Manufacturing and Engineering Task Force – engagement with 900 businesses to understand their needs.
 - (f) Establishment of three thriving business park communities at Newton Aycliffe, Drum and Peterlee.
- 42 DCC purchased Salvus House in 2016 to add to the provision of office space in Durham thereby helping to accelerate the development of Aykley Heads as a location for job creation. Salvus House will also be the home of the new business incubator to be delivered in partnership with Durham University and New College Durham in 2017.
- 43 In total there have been 24 new inward investments since 2014 creating nearly 5,000 jobs. There have been numerous high profile inward investment successes over the last few years:
- (a) Hitachi Rail Europe opened its Newton Aycliffe facility. Without the proactive, can do support from DCC this project would not have happened and the site is on track to employ over 900 staff by Easter 2017. About a dozen local businesses have secured supply chain business and Hitachi are one of the founding partners of the North East's first University Technical College.
 - (b) Bristol Laboratories located a new generic medicines manufacturing business in Peterlee in 2013/2014 creating 347 jobs.
 - (c) Atom Bank chose Aykley Heads to set up its new operation in 2015/2016 creating 340 jobs and is the UK's newest and only digital mobile bank.
 - (d) Dunlop BTL created 60 jobs in Consett relocating its operations from Folkestone in Kent in 2015/16.
 - (e) RESQ expanded its operations from Hull into Seaham in 2016/2017 creating 1,200 call centre jobs.

- 44 The ground-breaking project Durham Smart County launched in the summer 2016 and brings together business and health organisations in order to tackle healthcare causes and the consequences of social isolation. For this project, the Council joins forces with local health organisations, the voluntary sector, the universities and private companies to identify specific health issues. Companies that come up with innovative products and services for the issues are then supported by the project.
- 45 We actively support the Small Business Saturday campaign and in 2015 and 2016 the Council run car parks and on street parking were free after three throughout December and after 10am on Small Business Saturday.
- 46 Business Durham has provided advice and support to 3,998 businesses (mainly SMEs) since 2014. One particular example was the Durham Creatives program which between September 2012 and 2015 supported the establishment of 80 new creative businesses in the county and supported 40 new businesses within their first twelve months of trading.
- 47 In the summer of 2016, Durham experienced a spectacular cultural programme which is set to provide a multi-million-pound boost to tourism and the local economy. This builds on the increase of 3% seen in 2015 on 2014 in relation to visitor numbers. Overall visitor expenditure stands at £777.5m in the County and supports 10,961 jobs. Two new major attractions were opened in 2016 – Kynren, An Epic Tale of England in Bishop Auckland and Open Treasure at Durham Cathedral. Events with national appeal continue to drive visitors to Durham, building on the success of recent events such as Lumiere, Magna Carta, Open Treasures and the Lindisfarne Gospels.
- 48 Results from Visit County Durham’s three-year national marketing campaign to showcase Durham’s vibrant tourism offer – the great outdoors, amazing heritage and delicious food and drink - which was supported by the Regional Growth Fund, reached over 14m consumers and created £30m in additional tourism spend through activities such as national newspaper supplements, poster advertising across the London Underground and digital billboards at London Kings Cross and Edinburgh Waverley.
- 49 Visit County Durham provides guidance, advice and support to approximately 750 tourism businesses annually to raise the profile of the county nationally and internationally, and to work in partnership to grow the value and volume of the visitor economy. Visit County Durham also provides a comprehensive package of support and marketing to ensure the county’s visitor offer continues to grow.

Continued focus on financial and social inclusion

- 50 Maintaining a sharp focus on the issues of social and financial inclusion ensures that those people who need our support the most are able to access services and receive support to improve the quality of their lives.
- 51 Following announcements from Government about welfare reform changes, DCC led the way nationally in analysing the potential impacts of the changes and then ensuring through our work establishing the triage process with Registered Providers of social housing in County Durham that those people most affected by the spare room subsidy were able to receive targeted advice and support. This has ensured support to approximately 10,000 households since April 2013, a number of referrals were made to partner agencies and over 1500 outcomes have been achieved including helping people back into work, to move to more affordable accommodation or to reduce their debts.
- 52 More than 500 residents most affected by welfare reform have been assisted to date into employment through the Council's targeted support.
- 53 Further welfare reform changes have subsequently been announced and through triage and our partnership approach, we have worked over the last 12-18 months to ensure we understand the potential impact of the further changes, share best practice and coordinate a joined up approach in response. For example we have worked closely with Revenue and Benefits to review the Discretionary Housing Policy to ensure it is awarded to those most in need whilst aiming to achieve a positive outcome. We have worked closely with our partners to review the Durham Key Options Lettings Policy in light of further welfare changes aiming to avoid placing households into further financial hardship.
- 54 The team involved with the Family Intervention Project (FIP) work with families facing major challenges to tackle anti-social behaviour (ASB), youth crime, inter-generational disadvantage and worklessness and to prevent homelessness. They take an intensive and persistent multi-agency approach to supporting families, including single households, to overcome their problems. In Durham the FIP is jointly funded between DCC and four Registered Providers of social housing, demonstrating the strong partnership approach. The work of the FIP with families who have complex needs has been awarded Investors in Children status every year since 2013.
- 55 The private rented sector is a valuable resource for people in need of housing. The Landlord Accreditation Scheme was introduced in April 2015 to encourage landlords to manage tenancies in a professional manner and ensure residents are able to access good quality housing in the private rented sector. The scheme is voluntary and has seen the sign up of over 100 landlords who operate over 2000 houses. In order to be accredited, landlords have to agree to operate in accordance with a code of conduct, which details housing management standards; property

condition; and the conduct of the landlord. Landlords are provided with support and guidance on operational and legislative issues and tenants can be confident their landlord and accommodation are of a good standard.

- 56 Disabled Facilities Grants (DFG) ensure financial assistance is available to help people who live in disabling environments. Around 500 residents a year are helped through DFG to remain living more independently in their own homes rather than having to move into a residential care home setting. In the last 18 months 670 people have received adaptations to the value of £5m.
- 57 Within 2016, DCC has directly supported 12 families (57 individuals) who were fleeing the war in Syria. All families are now settled into their homes and are integrating well into the community with the support of housing solutions and other key services and agencies such as education, the voluntary sector and local social housing providers.
- 58 Recognising the pressures placed on many residents by changes to the welfare system - including much of the support to low wage families - the Financial Inclusion action plan continues to guide activity focussed on the four key themes of debt and credit; building financial capability; employment and skills; and partnerships. Central to this is the support and further development of the Credit Union network across County Durham which in the past three years has more than doubled to stand at more than 15,000 members. Many companies have seen the benefit of promoting Credit Union savings to their workers with 41 County Durham employers, including the County Council, facilitating Salary Deduction Schemes. For the County Council alone this has led to over £750,000 of savings and borrowings by staff during 2016, which in turn provided the basis for the Credit Unions to develop and market other services such as alternatives to expensive weekly payment programmes for a range of goods.
- 59 Working with regional partners is a key part of the activities required to focus on Durham's economy. For example, Durham staff led on the establishment of the new regional inward investment gateway function, Invest North East England and hosted it for the first year of operations. We have also been heavily involved with the development and establishment of the new regional £120m Venture Capital fund, JEREMIE2, with a Durham representative chairing the development board. Durham has led the way with regional economic development delivery organisations establishing a process of case conferences so that they all deliver more aligned interactions with businesses. In turn, this has helped to inform the NELEPs thinking on developing interventions to help create more and better jobs.
- 60 Furthermore, much activity delivered by Durham County Council focuses on maintaining and improving the quality of the environment of County

Durham to ensure it remains a pleasant place to live, to invest, to work and to visit.

- 61 Fourteen Green Flags were received for Parks and Cemeteries, the most in the North East. The Green Flag Award® scheme is the benchmark national standard for parks and greenspaces in the UK. It was first launched in 1996 to recognise and reward the best green spaces in the country.
- 62 Levels of street cleanliness in County Durham are 3 times better than national average for litter, and 2.5 times better for detritus.
- 63 Durham has received national recognition for tackling envirocrime (flytipping).
- 64 The £3m redevelopment of Wharton Park was completed in May 2016. Investment in playgrounds has seen £1.75million spent on over 45 sites (on going).
- 65 Promotion of In Bloom schemes across a wide range of settlements. Durham City has received the Gold award 3 years running for Britain in Bloom.
- 66 Operation Spruce Up was launched at the end of 2016 to deep clean a range of settlements across the County.
- 67 50-60% of Direct Services turnover supports third party businesses.

Cabinet

15 March 2017



Cultural Activity Impact Report

Report of Corporate Management Team

Ian Thompson, Corporate Director of Regeneration and Local Services

Councillor Neil Foster, Cabinet Portfolio Holder for Culture, Regeneration and Economic Development

Purpose of the Report

- 1 The purpose of this report is to provide Members with an update on the County's Cultural Programme and offer further insight into the value and impact of this vibrant and growing area which forms part of the Council's economic planning. The report reflects on the recent achievements of the county wide programme and seeks support for future cultural activity.

Background

- 2 The County's cultural assets and creative output continue to grow. They now not only attract considerable visitors and inward investment but enhance the Council's and County's reputation on a local, regional, national and international level, with residents, visitors and investors alike. This continued growth has been the result of a number of factors including public, private and third sector's collective ambition and investment in the value and impact of cultural activity. Growth through the Cultural sector continues to be part of the Council's planning for regeneration and economic development.
- 3 For the County Council this has been through a renewed and supported ambition for culture since LGR that has grown out of the City of Culture ambition of 2009. This has seen the development of a thriving and vibrant programme delivered directly through the Council's own programmes, as well as supporting, both financially and creatively, the wider sector to flourish and continue to build and reimagine the County's cultural offer in a profound way.
- 4 The County's cultural offer is now both wide and deep including a spectacular festivals and events programme, a world class museum and gallery offer, a vibrant theatre and performing arts scene and a growing creative industry sector, much of which is increasingly underpinned by an array of entrepreneurial, community led and volunteer supported activity. Not least amongst these is Lumiere² - Durham's light art festival, Bowes

Museum, Beamish, The National Railway Museum at Shildon, the Cathedral offer and Gala Theatre.

- 5 Durham's offer is also a growing one, from 'Kynren' and the remarkable development at Auckland Castle to Bowes' growing reputation as an international gallery, to Beamish's significant 50's development to Open Treasures at the Cathedral and the Council's staging of Lumiere.
- 6 The County's cultural institutions continue to build and invest in an authentic narrative of Durham that now produces a glittering array of experiences and opportunities to engage with arts and culture. For residents and visitors, the offer now provides many benefits beyond the cultural offer itself including those of an economic, health, social and educational nature.
- 7 The context for a cultural agenda can be found across the County's strategic framework. The cultural offer being a significant contributor to realising the ambitions of the Sustainable Communities Strategy (SCS) through most of the 'Altogether Better' themes; with particular emphasis on the 'Altogether Wealthier, better for Children and Young People and Healthier' priorities.
- 8 Many of the Council's underpinning strategies and plans to the SCS provide further focus for a cultural programme. In particular the County's Regeneration statement, Tourism Management Plan, Health and Wellbeing Strategy including both physical and mental health outcomes and the Children and Families Plan are all supported through a meaningful cultural offer.
- 9 Within this framework, and through the County Durham Partnership's strengthened Cultural Partnership, there has been a focus on ensuring the County realises its cultural potential through the creation of an international reputation rooted in its rich heritage. This has provided a cultural vision for the County¹ focused around: Participation and Reach; Children and Young People; Talent and Progression; Economic Value and Creating a vibrant and Distinctive Region.
- 10 All these aspire to enhance Durham's reputation and define Durham as a place to live, work, visit or invest – a progressive place with a strong sense of identity. This reputation paves the way in attracting employers to locate here, tourists to visit and business to trade with us.
- 11 The County's emerging offer has arisen from the commitment and continued investment from both the public and private sectors. For the public sector, including local government, this investment can appear curious in times of austerity, therefore there's a responsibility to demonstrate good value and real benefit. This report sets out the

¹ This is Durham: Illuminating our Culture, Creativity and Heritage - A Cultural Vision for County Durham. Durham Cultural Partnership 2016

achievements to date and thereby the case for the sustained investment in arts and culture.

Material Considerations

County Durham Cultural Sector and Offer

- 12 County Durham's cultural offer continues to grow year on year and is estimated to be reaching circa £50 million annual expenditure, employing over 2000 people, whilst engaging over 100 apprentices and delivering 1000s of volunteer experiences. The wider sector now provides millions of opportunities to engage with art and culture for residents and visitors alike, generating an income of circa £20 million per annum across the County. As a result the sector are a significant contributor to Gross Domestic Product² (GDP) and Gross Value Added³ (GVA) through direct employment, growth and industry output; particularly when any multiplier effects are taken into account. The main contributors to this activity are the following offers (A summary of each areas contribution and specific activities are given at Appendix 2):
- (a) Festivals and Events Programme
 - (b) Museum, Galleries and Collections Offer
 - (c) Theatre and Performing Arts Programmes
- 13 The County's creative offer is a significant one that has delivered an exceptional quality programme over the last few years and which promises to continue to do so into the future. The following is given as a list of recent highlights of the County offer:
- (a) Recent highlights:
 - (i) Kynren: Epic outdoor performing arts show telling the history of England and Durham attracted audiences of over 100,000 in its opening year (2016). Over 2000 volunteers recruited and engaged. The show intends to increase the run from 15 to 17 shows in 2017.
 - (ii) Durham Road-Run: New mass-participation event for 2016 saw over 2000 runners pack the centre of Durham boosting the economy and engaging many residents and visitors in physical activity both practising for and participating at the event.

² Gross Domestic Product is one of the primary indicators used to gauge the health of an economy. It represents the total value of all goods and services produced over a specific time period; it may be thought of as the size of the economy.

³ Gross Value Added (GVA) is the measure of the value of goods and services produced in an area, industry or sector of an economy, in economics. In national accounts GVA is output minus intermediate consumption; it is a balancing item of the national accounts' production account.

- (iii) Open Treasure Exhibition Experience: The Cathedral's new multi-million pound visitor experience opened in 2016 transforming the Cathedral experience and attracting nearly £11 million of inward investment through HLF.
- (iv) Durham Book Festival: The festival grew in stature again and the Gordon Burn Prize made significant waves in the literary world sharing two titles with the Man-Booker Prize list. The festival provided a record economic impact in 2016 of £764,000.
- (v) Lumiere 2015: Over 200,000 people were attracted to the quality light art for the 4 night festival. With an economic impact of £9.6 million this remains one of largest events in the Durham calendar and Britain's largest light festival.
- (vi) Yves Saint Laurent Exhibitions: The exhibition Yves Saint Laurent: Style is Eternal in 2015 was a landmark exhibition for the Bowes. The first UK retrospective of the designers work attracting over 70,000 visitors to Teesdale and making a significant contribution to the 6% growth in tourism in the area for 2015.
- (vii) Durham Vocal Festival established: A new festival celebrating the heritage of Durham's musical tradition, and bringing the very best choral music to Durham from across the country to significant venues in the City for masterclasses and performances.
- (viii) The Durham Hymns: A newly commissioned suite of hymns to commemorate the Battle of The Somme, with a premier performance at Durham Cathedral, this new work engaged 360 musicians and singers in its creation and is now engaging communities county-wide in local versions of the new hymns.
- (ix) DLI Collection: A new innovative approach to storing, displaying and involving the community in the stories of the DLI, with modernised and accessible stores at the new research and study centre, reimagined education sessions, medal on demand service, a series of annual exhibitions and a newly created Durham Collection Gallery at Palace Green. The new offer is already achieving greater engagement numbers for the collection.
- (x) Flying Scotsman and Great Goodbye: The 'Great Goodbye' Exhibition is arguably the County's most successful exhibition to date attracting over 100,000 visitors in 9 days. This was followed up with the Flying Scotsman event which attracted over 50,000 visitors.

- (xi) 1916: No Turning Back: A unique immersive, walkthrough experience created within the Gala Theatre, recreating the sights and sounds of the Battle of The Somme. Over 5000 people experienced the event in six weeks.

Cultural Dividends and Impact

- 14 There are a wide number of benefits that can be gleaned from an active arts and cultural sector; all of which County Durham has benefited from through its on-going investment in culture. In terms of reviewing these, and encompassing the focus of the County's vision it is helpful to consider these under two broad areas namely:

- (a) Economic impact
- (b) Place Shaping and Reputation Benefits

- 15 Whilst it is not possible to provide measures of impact on all individual activities and venues, the following examples will hopefully give a feel for the significance of the sector.

Economic Impact:

- 16 On a national level, the most recent Arts Council England report shows the scale of the arts and cultural sector as having a £15 billion turnover – a growth of over 25% since 2010 – producing an estimated £7.7 billion of Gross Value Added (GVA). This gives 51p of GVA for every £1 of turnover generated and is now responsible for circa 0.45% of UK employment.
- 17 There is no doubt that, nationally, the sector continues to add to both Gross Domestic Product (GDP) and growth. Regionally, the cultural sector performs reasonably well relative to other regions, with around £177 million of GVA, representing 0.43% of the region's total, coming from the arts and cultural sector⁴. Whilst a relative breakdown, using similar calculations and data sets, is not available at a county level, locally the sectors economic contribution, based on estimated annual expenditure and employment, is most likely to be of a similar proportion.
- 18 Festivals and Events provides a good example of a number of indicators of economic impact. In evaluation reports of County Durham's four main festivals in 2015⁵ the same formula for calculating the economic benefits was applied. This includes accounting for three main types of direct benefit: visitor spend; local contracts and PR value. The collective economic impact is summarised below with details around each area of activity (visitor spend, local contract, and PR value) set-out in Appendix 3 for further information.

⁴ Contribution of the arts and cultural industry to the national economy, Report for the Arts Council England, Cebr, 2015 (does include publishing)

⁵ 2015 is the last full comparison year for NPO events.

- 19 Table 1 brings together the collective impact of the above three measures of economic impact, showing the total impact as well as the relative contribution of visitors, local purchases and PR.
- 20 As would be expected, the highest net economic impact derives from the largest festival with the highest budget, Lumiere – with a total economic impact of £9.6m. The majority of this (£5.9m or 61.1%) emanates from additional visitor spending, by far the highest of the four festivals. Bishop Auckland Food Festival (BAFF) is the only other festival where the main contribution to impact is visitor spend. By comparison, the main contribution to local economic impact from BRASS derives from the high proportion of festival purchases made locally, while from Durham Book Festival (DBF) the main contribution comes via the PR component.
- 21 Both Brass and DBF components derived from visitor spend are relatively low and consequently the return on investment is lower; if visitor spending for the latter two festivals was more on a par with BAFF and Lumiere a much higher ROI could be achieved.

Table 1 Total economic impact in County Durham

	DCC contribution	Net economic impact	% derived from			ROI
			Visitors	Local purchases	PR	
BAFF	£47,000	£714,000	61.1%	10.4%	28.6%	1,519%
Brass	£133,000	£642,000	21.7%	34.6%	43.8%	483%
DBF	£100,000	£745,000	28.3%	3.9%	67.8%	745%
Lumiere*	£700,000	£9,615,827	61.1%	2.5%	36.4%	1,041%

* Includes £100,000 contribution in kind

- 22 Whilst festivals and events provide a good example of economic impact it is also of note that developments such as those at Auckland Castle have been able to act as a catalyst to wider regeneration and that the authorities strategic planning, through for example the County Plan which can support and nurture the sector through accommodation etc. to meet the sectors growing demands.

Place Shaping & Reputational benefits:

- 23 Cultural engagement plays a part in both shaping the people and places of County Durham, building new narratives and reinforcing historic ones whilst creating a sense of place for residents, regenerating areas and defining its people. Equally, it is this narrative, one that highlights arts and culture as part of its character, that can build County Durham's reputation and from which many benefits, creative and economic, can be gained.

- 24 Durham's growing reputation for culture is a virtuous circle that has resulted in The Foundation Pierre Burge and the V&A staging the hugely successful Yves Saint Laurent: Style is Eternal and Shoes: Pleasure and Pain exhibitions in the County and on which further discussions with these, the Science Museum Group, British Library and the Prado Museum in Madrid are prospering. This represents a growing reputation on a national and international level. There are of course many venues, festivals and events beyond these, which equally provide benefits of a similar nature. These include the Miners Gala, Durham Regatta and a range of sporting events together with Beamish, Cathedral, Ushaw College and Palace Green Library amongst other.
- 25 In order to maintain and grow County Durham's reputation requires investment in its cultural infrastructure and a continued reinforcement of the narrative. Support for this comes through both the County's Cultural Partnership – in setting out a vision and framework that aims to establish for the County an international reputation rooted in its rich heritage by harnessing the imagination and creativity of residence. Similarly 'Visit County Durham', the County's tourist management organisation, support and promote the offer beyond the County. This is Durham – Place of Light, the new place brand for the County, was launched during Lumiere in 2015 and aims to change the perceptions of the County through a programme of high profile national marketing campaigns that include culture, positioning Durham as a great place to live, work and visit.
- 26 In order to truly play a role in place making, the County's arts and cultural offer must be embedded and engage its residents. It is only through doing this that educational, health and economic benefits are realised – when residents' lives are enriched they become happier and healthier.

Challenges and next steps

- 27 In order to develop and maintain a vibrant and active cultural sector capable of delivering economic and social dividends will require a sustained effort. There are many challenges to achieving this that will need to be the subject of further consideration and focus including:

Ensuring quality products and programmes:

- 28 The benefits of investing in an arts and culture infrastructure above all relies on 'great art' to unlock its potential; whether that be the economic, educational, health or any other benefit. By 'great art' is meant quality, authentic products that can interest and engage our audiences whether they be residents, visitors or investors.
- 29 County Durham has a large number of new emerging products of a nature and quality that will enhance the offer and for which the Council's, together with wider partners, continued support is required to ensure that these come to fruition. An indicative list of projects and initiatives which may benefit from support is given at Appendix 5 and a future highlights

programme is given at Appendix 6 which demonstrates the huge breadth and depth of the forth coming programme.

Creating a Creative Community:

- 30 To achieve any of the benefits of investing in culture demands an offer that is for, and engages with, the community. Focussed across the whole offer of Museums, Galleries, Theatre and performing arts, there is a need to develop classes and learning opportunities which will be open and accessible to all. As well as the obvious creative benefits offered from such activities, there are clear social and wellbeing impacts too. In order to develop engagement it's important that:
- (a) All aspects of the programme have a community and learning offer. Lumiere provides a great example with over 860 school children and 525 community representatives engaged in creating work for the festival⁶. Similarly the County's Museum offer welcomes over quarter of a million educational visits a year.
 - (b) There is the opportunity for work deriving from the community arts projects to have a place within the programme. For example Durham Book Festival's Strategic Tour has demonstrated there is a market (and venues) for more locally based work, and we should use a localities-led approach to inform the programming of work into villages, community centres and libraries throughout the year.
 - (c) Opportunities for developing partnership working to deliver elements of the cultural offer are explored fully. For example, a developing partnership with Durham Student Theatre offers many possibilities for delivering good quality performing work in community settings. In return we can offer shadowing opportunities on our professional productions, and the opportunity for co-produced work.
 - (d) Identifying spaces for workshops, classes and rehearsals to deliver on our ambitions. Consideration could be given to utilising other buildings within Millennium Place to help crystallise the idea of a creative heart to Durham.

Developing procurement options/strategy:

- 31 Cultural sector spend in the county is significant and a pro-active approach to capturing spill over and nurturing multiplier effects within Durham County would undoubtedly enhance the already significant economic impact from the activities.
- 32 In order to achieve this Culture & Sport together with its partner organisations will need to work more closely with procurement colleagues to ensure that every opportunity to retain spend in the County is

⁶ Lumiere 2015 Evaluation Report, St Chads policy and Research Centre (2016)

maximised as well as connecting with initiatives such as the Durham Business Opportunities Programme to identify emerging markets that could support SMEs to grow in response to the demands of the sector.

Securing future investment and growth:

- 33 The ambitions of the cultural sector of County Durham are reliant on both significant capital investment and a sustainable level of revenue support - albeit that some areas are financially self-supporting. Inward investment both grows the offer and has a significant impact on jobs and growth when achieved.
- 34 The County has demonstrated an increasing ability to achieve investment in cultural projects. Examples include the Auckland Castle project with c.£30M investment using heritage as a regenerative tool, the Cathedral Open Treasures project which has seen over £10 million invested to enhance the visitor experience at arguably the County's key cultural asset as well as the recent completion of a programme of capital works on the Bowes Museum. Similarly Beamish has issued a 12 year development plan with a £15 million project over the next 5 years to transform the museum and its national/international appeal. On a smaller scale Killhope is also delivering a £500k HLF project to enhance its offer and the University continue to invest in Palace Green building on already significant recent investments and has a new cultural ambition for further investment. This investment is vital to developing skills, job creation and sustaining and growing the wider impacts of the cultural sector.
- 35 Whilst the sector is already a major employer this is anticipated to continue to grow. Taking Beamish alone, who already employ 285 FTEs, 110 of which have been created in the last 5 years and there are plans to develop a further 95 posts as the museum continues to expand. Other areas such as Auckland Castle, including Kynren and the Cathedral have seen employment growth and the Spanish Gallery and Ushaw College suggest further increases.
- 36 The sector also plays a major role in providing pathways to training and employment within the county - with permanent jobs the end ambition of significant volunteering and apprenticeship schemes. Work within the cultural sector includes developing volunteering and embedding apprenticeships in organisations. For example Bowes has HLF funding for textile conservation training; Killhope works with a range of organisations in the Dales and impressively Beamish has plans to create 50 high quality apprentices. The sector provides great opportunities to further link with the many employment schemes operating in the county such as the Durham County Apprenticeship Scheme and the European Union's Youth Employment Initiative.
- 37 The opportunities for volunteering across the sector remain considerable. Such programmes have a reciprocal benefit for the volunteer and County alike; for example the 'Festival Makers' programme for Lumiere in 2015

had a 'taking part value' of £50,000 and an estimated value to the Council of £51,500. The Council's investment in this programme alone providing a return on investment of £4.35 for each pound invested⁷.

- 38 Significant potential still exists to invest in culture and to continue to create jobs and growth. Ensuring that there is a coordinated and sustained effort to attract future capital investment is key to the sectors future potential. Attracting future resources from HLF, ACE, keying into work of the NELEP, and its Strategic Economic Plan/framework, seeking the support of foundations and sponsors will all be vital in the future.
- 39 Whilst the cultural sector is funded predominantly from earned income it continues to require public subsidy in most instances. This comes from both national and local resources and is a vital ingredient in sustaining the offer. Bowes, Beamish, Forge and Tin Arts, together with the County Council are National Portfolio Organisations funded by Arts Council England to enhance sustainability and grow their offer. This programme alone has attracted over £3 million, over 3 years, into the County. It is vital that the sector retains the ability and creative ambition to continue to access these resources. The Council also directly and indirectly funds many aspects of the cultural offer again vital to benefits of the sector.

Recommendations

- 40 It is recommended that Cabinet:
- (a) recognise the impact of the cultural sector within the county including that made directly by the Council;
 - (b) continue to support and celebrate the sector in its achievements;
 - (c) endorse the future programme of cultural activity planned across the County.

Background papers

- This is Durham: Illuminating our Culture, Creativity and Heritage - A Cultural Vision for County Durham. Durham Cultural Partnership 2016
- Contribution of the arts and cultural industry to the national economy, Report for the Arts Council England, Cebr, 2015
- County Durham Festivals Evaluation Report: Policy Research Group, St Cads College 2015
- Lumiere 2015 Evaluation Report, St Chads policy and Research Centre (2016)
- Durham Lumiere Festival Makers: Process and Outcomes Evaluation, HelmePark, 2016

Contact: Stephen Howell Tel: 07889995427

⁷ Durham Lumiere Festival Makers: Process and Outcomes Evaluation, HelmePark, 2016

Appendix 1: Implications

Finance – None directly from this report but does reference the on-going revenue commitments to a range of programme strands.

Staffing – None directly from this report

Risk – None directly from this report

Equality and Diversity / Public Sector Equality Duty – None directly from this report

Accommodation – None directly from this report

Crime and Disorder – None directly from this report

Human Rights – None directly from this report

Consultation – None directly from this report

Procurement – None directly from this report

Disability Issues – None directly from this report

Legal Implications – None directly from this report

Appendix 2: Cultural Offer Sectors and Achievements

Festivals and Events

- 1 The County boasts an array of major festivals which together play an important role in delivering culture-led regeneration as they help place and position County Durham positively. The Council plays a particularly key role in the overall festivals and events calendar and receives National Portfolio Organisation (NPO) funding from the Arts Council to support this leadership role. The Council's festivals and events expertise, direct funding, external funding, delivery and commissioning in this area is applied in a manner to ensure that the outcomes of the festivals and events calendar contribute to wider outcomes. Specifically the Corporate plans and Culture and Sport service planning, support engaging more people in culture and sport, by raising skills and aspirations attracting investment and visits and extending the engagement in community life and volunteering.

- 2 The DCC festivals and events programme has three elements, each helping to ensure that a balanced programme exists, whilst also exploring new opportunities. The three elements are as follows and appendix 3 sets-out the 2017 programme for each element:
 - (a) The Annual Programme - this programme element endeavours to represent a core offer, which residents and visitors are familiar with. The list is gradually refreshed and developed over time to modernise or meet new priorities.
 - (b) The Investment and Development Programme - this programme element enables the authority to support events by direct delivery or with funding, in order to research opportunities, develop infrastructure and/or build resilience of new events.
 - (c) Signature Events - this programme element enables the authority to deliver very large scale events, which normally have higher risks and costs, and so need to demonstrate significant beneficial impact for County Durham. These signature events/festivals are of a scale that funding is required.

- 3 Whilst the entire 2017 programme is given at Appendix 4, of note are the three key Arts Council England funded festivals:
 - (a) Lumiere
 - (b) BRASS
 - (c) Durham Book Festival.

- 4 As referred to earlier the authority receives funding as a National Portfolio Organisation (NPO) to create a cultural festivals hub in Durham. The authority utilises some of its festivals revenue funding to match this Arts Council England funding for the annual BRASS and Book Festivals, whilst Lumiere is classified as a bi-annual signature event, which has to-date been matched by a 'Signature' funding request to the Council.
- 5 The current round of NPO funding comes to an end in March 2018; with the next round of funding covering the years 2018 to 2022. The application process for this is currently underway, with confirmation of grants awarded in July 2017. If successful, this would see funding for these three festivals continue helping to provide some ongoing key 'pillars' to the wider programme.
- 6 In the meantime all three festivals will run in 2017 and will form part of a wider programme to include County favourites such as Bishop Auckland Food Festival, Durham Miners Gala, Durham Regatta and the Tour Series and City Road Run amongst others. There is also a growing calendar from other providers across the County including Hardwick Live, Chester-le Street Fake and a range of other specialist music festivals.

Museums, Galleries and Collections

- 7 County Durham has a world class museum, gallery and collections offer that boasts the Bowes Museum, Beamish Museum, Auckland Castle, The National Railway Museum at Shildon, Killhope Lead Mining Museum, The Oriental Museum, Palace Green Library Galleries and the Open Treasures Experience at the Cathedral, all supported by significant collections.
- 8 The County Council takes great care in playing a suitable support role for the County's museums and collections, ensuring that our heritage is protected and great stories continue to be told. The County Council acts as custodian of the Durham Light Infantry (DLI) collection, and operates directly the Killhope lead mining museum in Upper Weardale, including its historic monument. Indirectly, the County Council continues to play a key role in supporting the Bowes Museum, Beamish Museum and Locomotion Museum, through a combination of political support, executive/management advice and grant funding.
- 9 The key museums, galleries and collections within the County attract over 3 million visitors a year and with a range of capital and creative developments anticipated in the coming years this is likely to expand significantly.
- 10 Developments of particular note in this area include:
 - (a) Durham Light Infantry Research and Study Centre
 - (b) Durham Light Infantry Collections Gallery

- (c) 50's development at Beamish Museum
- (d) Rediscover Killhope HLF Project
- (e) Bowes Major Exhibition Programme
- (f) Opening of a National Mining Art Centre/Gallery
- (g) Development and refurbishment of Auckland Castle
- (h) Development of Spanish Gallery in Bishop Auckland
- (i) Re-imagining of Bishop Auckland Town Hall
- (j) Completion of Open Treasures Experience at the Cathedral
- (k) Completion of Palace Green Library Exhibition spaces

11 It is through these assets and developments that both touring and curated exhibitions, together with the County's own collections, have been able to be exhibited in the most interesting way, increasing engagement through a high quality offer. The following highlights alone attracting circa 500,000 visitors:

- (a) Somme 1916: Palace Green Library
- (b) English Rose: Bowes Museum
- (c) Open Treasures: Durham Cathedral
- (d) Zurbaran's at Auckland Castle
- (e) Shoes: Pleasure & Pain: V&A at Bowes Museum
- (f) Lindisfarne Gospels – Palace Green Library
- (g) The Great Goodbye & Flying Scotsman- Locomotion
- (h) YSL – Style is Eternal: Bowes Museum

Theatre and Performing Arts

12 Durham's Cultural Vision aims to establish Durham as a leading international centre for innovation and creativity based on its world class heritage. A key part of Durham County Council's contribution to this agenda is its commitment to a performing arts, film and music programme across its theatre provision, historic town halls and wider outreach work. The Council currently funds the Gala Theatre (Durham) and the Empire Theatre (Consett) and also funds both Durham Town Hall and Bishop Auckland Town Hall (BATH). The Council also supports the development

of the wider network of performing arts, film and music through its development service.

- 13 Together this approach adds to the vibrancy and contributes economically, both directly and in indirectly. A theatre or performance venue is often seen as a significant building block in defining, animating and ultimately shaping towns and cities. Where the content and programme of a theatre is of the correct quality and scope, it not only offers residents the opportunity to engage with arts, but can play a prominent role in establishing a place's cultural offer – most notably into the evening economy.
- 14 The Gala continues to fulfil this function and, through the current review of its programme and content, it is hoped to enhance the reputation of both the theatre and the city. The Gala and the wider programme which takes place at the Town Hall, Cathedral and numerous other venues, is an essential ingredient in flavouring the distinctive appeal of both the city and county for residents, visitors and investors.
- 15 Gala alone has a busy programme of live events, with around 400 performances taking place throughout 2015-16. With a renewed focus on creating a more artistic offer the time is right to develop the vision for Gala's theatre and how we create a distinctive performing arts offer.
- 16 How theatre programming is used throughout the year, should be driven by both commercial and artistic ambitions.
- 17 The new vision has FIVE main elements to the offer:
 - (a) Produced Work
 - (b) Presented Work
 - (c) Artist Development
 - (d) Engage Programme
 - (e) Additional Programme
- 18 The suggestions outlined above are about refining and building on what already exists. These programme developments are long-term strategies and the benefits may not be immediately evident. Priority should, however, be given to developing a clear marketing/audience development plan to take current audiences on this journey.
- 19 The long term benefits are:
 - (a) a coherent, holistic programme that has a clear identity. This in itself will open opportunities in terms of new funding streams and co-producing partners;

- (b) an increased commitment to home produced work, growing local talent in writing, producing, technical and performing and establishing a 'unique to Durham' quality;
- (c) an increase in the quality of the presented programme, as we are able to be more selective in the work we choose to book;
- (d) increased satisfaction of our current audiences, while developing and building new ones;
- (e) an ability to develop and build the model to deliver outcomes against the wellbeing and literacy agendas, to deliver rural touring, some also home produced, and more.

20 Recent highlights of the Performing Arts programme have included:

- (a) No Turning Back:
A brand new endeavour for Gala, this production utilised Gala's facility to be able to remove all of the stalls seating to create a large empty space in which to stage this immersive experience. With 10 performances per day across six weeks, the production used actors, special effects and specially designed set-pieces to tell stories from the Battle of The Somme. The success of this approach highlighted possible opportunities for similar events in the future. The production received National and local positive acclaim.
- (b) Introduction of Live Theatre screenings:
Regularly broadcast productions from the likes of the National Theatre, Royal Shakespeare Company and English National Opera have become a key part of Gala's programme. This enables the venue's audiences to engage with the country's finest theatre work featuring international stars. This offers some audiences their first experience of theatre work at the venue, helping to build audiences for the live programme. In the first year, over 7000 people saw a live screening at the venue, bringing in £70,000 NET ticket income. Aspirations are to extend these opportunities to Bishop Auckland Town Hall.
- (c) Record Pantomime run:
Over the course of its six week run, the panto was enjoyed by 33,052 people, which meant that 96% of all the seats available were sold. This was an increase of over 4,000 people on the previous year, meaning Jack & The Beanstalk was the most successful show staged at Gala since the venue opened 15 years ago. The production took £299,793 in NET ticket income, around £36,600 up on last year. The pantomime is a key 'unique Durham' home production.
- (d) Under 5s Christmas Show

Since 2014, Gala has also co-produced a Christmas performance for under 5s, which runs in parallel with the pantomime and takes place in the venue's Studio space. Growing in success over three years, in 2016, the show attracted 3,700 people, 94% of all available tickets.

(e) Durham Hymns:

This major new commission marked the anniversary of the Battle of The Somme with a suite of new hymns created for brass band and community choir, with lyrics by the Poet Laureate, Carol Ann Duffy. Inspired by the personal letters and experiences of real people living in the county, this was a truly community project, and the legacy from the initial premiere performance in Durham Cathedral will see the new work performed in community spaces throughout 2018.

(f) The Fighting Bradfords:

Aside from pantomime, this was Gala's first in-house produced show for seven years. A writer was commissioned to tell the story of the Bradford brothers of Witton Park, and the resulting successful play demonstrated Gala's ability to be able to create work both of and for local audiences, which in turn roots the theatre in the heart of the regional creative landscape.

- 21 In addition to the local authority funded offer in performing arts, there is vibrant cathedral, university and community offer; developing home productions and supporting skills and talent development. The university are also currently considering wider building development's to further support the spaces required to host and encourage live performance shows further increasing quality and opportunity. Collaborative working from connecting actors, producers and musicians to joint ticketing is also increasing, enabling the county to support a more connected and coordinated cultural offer. Ushaw Colleges emerging music programme is of note in this area

Appendix 3 – Festivals and Events Economic Impact: Visitor Spend, Contracts and PR Value

- 1 *Visitor spend:* Overall the four events of BRASS, Bishop Auckland Food Festival, Lumiere and Durham Book Festival alone produce a reported spend by festival visitors of almost £6,700,000⁸. Table 1 shows the gross visitor spending for each festival, in relation to the home location of visitors.
- 2 As might be expected, local festival visitors spend the least, with increasing amounts of spend reported by those from further away. While Table 1 shows the actual financial transactions reported, calculations however build in economic displacement, which is highest at local levels. The message here is that more distant visitors bring greater *gross* benefits to the County Durham economy, and greater still *net* benefits.
- 3 In terms of individual festivals, the spend is, on average, highest at Durham Book Festival (DBF) per visitor, partly because there were no free events as part of the main festival, and DBF visitors tended to attend multiple events, increasing their ticket spend and ‘dwell’ time. Accommodation costs contributed to the higher spend at both DBF and Lumiere for visitors from outside the region

Table 1 Estimated average spend per visitor, by festival and home location

	BAFF	Brass	DBF	Lumiere
Durham	£10.34	£5.11	£30.97	£15.24
RoNE	£21.23	£15.30	£70.56	£29.88
RoUK	£35.90	£40.32	£258.42	£202.39
Overseas	£50.44	*	*	£137.28
Average across visitors from all geographies	£13.06	£12.32	£57.68	£42.78
Total visitor spend	£436,000	£165,000	£211,000	£5,880,000

Note: all expenditure, including tickets (where relevant) and accommodation

** Insufficient data for extrapolation, so this category is omitted*

- 4 *Local contracts:* Table 2 shows the net economic impact of local purchases by festival organisers (i.e. estimating the additional impact from the gross spend), and the percentage of the total budget accounted for by local purchases. Both Lumiere and DBF have a relatively small percentage of their total budget devoted to local purchases. Figures are

⁸ County Durham Festivals Evaluation Report: Policy Research Group, St Cads College 2015

higher for BRASS, while Bishop Auckland Food Festival (BAFF) manages to spend the highest proportion of its money locally.

Table 2 Local purchases by festival organisers

	Net economic impact of local spend (£)	Gross local spend as % of total gross spend
BAFF	74,000	52.2%
Brass	139,000	29.2%
DBF	29,310	14.0%
Lumiere	242,539	12.8%

5 Whilst the local contracts figure is arguably lower than hoped for, what it does indicate is the propensity for the festivals and events programme to further grow its economic impact beyond current levels. The emergence and growth of small to medium size businesses to serve the demands of the programme is something that could be nurtured to promote further growth and jobs. Technical services and supplies are an area of particular note in relation to this.

6 *PR value:* The final component of economic impact relates to the value of content relating to festivals in broadcast media (newspapers, radio, TV and online sources). Table 3 shows the cumulative value of all PR for each of the festivals. Lumiere as a signature festival with considerable national reach again dominates, with a considerable amount of high value coverage, worth £3.5m. Although DBF has relatively fewer visitors it punches above its weight in terms of the PR value it generates. BAFF and BRASS do less well but still create significant values.

Table 3 PR Advertising Value Equivalence

	AVE
BAFF	£204,000
Brass	£281,000
DBF	£505,000
Lumiere	£3,497,000

7 The scale and nature of PR value is not just a measure of economic impact but also indicative of the impact of this programme in building and establishing the reputation of the County as a national and international destination built on its cultural offer.

Appendix 4 – 2017 DCC Festivals and Events Programme

Annual Programme

Bishop Auckland Food Festival	April
Cycling - Tour Series	May
Durham Regatta	June
Cycling -Tour of the Reservoir	April
Miners Gala	July
BRASS	July
Durham City Run (10K/5K)	July
Muddy Mayhem	October
Durham Book Festival	October
TakeOff Festival	October
Summer City Event tbc	August

Investment & Development Events

Balloons in Durham	August
IncludFEST 2017	September
Pride	May
Durham Vocal Festival	January
Mining-Art Exhibition:	September

Signature Events

Lumiere 2017	November
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Appendix 5 – Future Cultural Projects and Initiatives

- (a) Beamish 50s programme,
- (b) Cathedral – Open Treasures Programme,
- (c) Bowes major exhibitions programme,
- (d) Auckland Castle developments (including Castle, Spanish Gallery, Mining Art Gallery and Kynren),
- (e) Ushaw College music programme,
- (f) Palace Green Library developments,
- (g) Festivals & Events programme development,
- (h) Theatre specialism and production,
- (i) Durham City Cultural Quarter development:
 - (i) Durham Town Hall as visitor attraction
 - (ii) Gallery provision
 - (iii) Artisan and creative businesses
 - (iv) Theatre and Performing Art Programme
- (j) County wide collections access and management projects.

Appendix 6 – Future Cultural Highlights

- 1 Return of Gospels to Durham Cathedral 2020: The British Library have agreed to support a further loan of the Lindisfarne Gospels which will form a major exhibition in the Cathedral's new exhibition spaces.
- 2 Lumiere 2017: Lumiere returns again in 2017 with the expectation of repeating its great success; economically and creatively. This year's event will run for 4 nights in November.
- 3 Remaking Beamish Project: The project is a major milestone in Beamish's history and it will help the museum create a range of new ways for people to experience the heritage of the North East. It is the largest single investment ever seen at Beamish and work will begin on the £18million scheme this winter. The project will add to the existing attractions at Beamish and will take around four years to be completed. By 2021, the museum will attract 100,000 more visitors
- 4 Launch of Bowes Major Exhibition Programme 2017: The County have developed a resource to support major exhibitions at the Bowes Museum which should result in more exhibitions from 2017 onwards.
- 5 Re-opening of Auckland Castle 2019: Auckland Castle is currently undergoing a major renovation with support from the Heritage Lottery Fund (HLF) and other key partners. This will restore the castle to its original Georgian Gothic opulence as designed by renowned English architect James Wyatt - the scheme will include redevelopment of the Scottish Wing and walled Gardens together with the creation of a Faith Gallery.
- 6 Opening of the Mining Art Gallery 2017: The former Old Bank Chambers Building in Bishop Auckland, is being transformed into a new gallery, showcasing paintings by County Durham's miners and the wider mining community. The new Mining Art Gallery will provide a permanent home for the renowned Gemini Collection of Mining Art, which includes more than 300 works by prominent local artists such as Tom McGuinness and Norman Cornish. The collection is hopeful of becoming a designated National collection.
- 7 DLI Collection Gallery 2017: Newly commissioned gallery space on Palace Green, with first major exhibition of Comrades, Courage, and Community to tell the story of the DLI regiment through objects, interpretation and modern audio visual displays. The Gallery will open in 2017 and complete the

reimaging of the DLI Collection following the opening of the medal collection and research and study centre in 2016.

- 8 Major outward loans: Both the Zurbaran paintings exhibited at the Frick Collection in New York and the Bowes Swan taking centre stage in the National Science Museum's 'Robots Exhibition' in London will provide great opportunities to promote the County and its rich heritage nationally and internationally.
- 9 Opening of Spanish Art Gallery 2017: County Durham is home to the UK's largest collection of Spanish Art outside of London and plans are being made to bring this to the fore. Inspired by Francisco de Zurbarán's Spanish masterpieces that hang in Auckland Castle's Long Dining Room, a dedicated Spanish Art Gallery will open in Bishop Auckland Market Place in 2019.
- 10 2025 200th Anniversary of Public Railways: The 27th. September 2025 marks the 200th anniversary of George Stephenson's Locomotion No.1 pulling the world into the railway age. The anniversary provides a great opportunity to showcase the County and region to the world and planning has begun on how the occasion can be marked. It is anticipated that there will be international interest in related activities both in the build-up and in 2025.
- 11 125th Anniversary celebrations at Bowes 2017: 2017 is the 125th anniversary since the museum was founded by John and Joséphine Bowes and opened to the public in 1892. Bowes is a fully accredited and designated museum; both the collection and the building are of international significance.
- 12 First Durham Balloon Regatta 2017: A visually impressive hot air balloon festival with up to 20 commercial and privately owned hot air balloons launched over Durham City accompanied by a light, music and firework spectacular.

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